



**WALDEN**  
SECURITY®

TECHNICAL PROPOSAL FOR  
ARMED SECURITY GUARD  
SERVICES: BEAUFORT  
COUNTY SCHOOL DISTRICT

RFP #: 22-001

August 2 , 2021

SETTING THE STANDARD



August 2, 2021

Kaylee Yinger, CPPB  
Beaufort County School District  
Procurement Office  
2900 Mink Point Blvd  
Beaufort, SC 29902

Dear Ms. Yinger:

Safeguarding your assets—your people, resources and intellectual property—is undoubtedly a top priority for the Beaufort County School District. You seek the best fit with a partner that minimizes risk and promotes stable operations to protect your students, faculty and property; reliability and efficiency cannot be compromised. However, what qualities determine which program is the best fit for your needs?

In our response to your proposal request, we have we have taken particular care to address the ways in which Walden Security aligns with your fundamental requirements needed for a prosperous partnership. We also define the ways in which we contribute intangible, unmatched value as a consultative partner with innovative suggestions and presenting cost-efficient solutions. Our personalized recommendations for BCSD include:

- A fully integrated enterprise technology system providing you with direct access to transparent, accurate records and reports.
- Security staff that are paid a wage to ensure the very best are protecting your schools and faculty and students within.
- Our award-winning, robust training programs, which include instruction critical to the educational environment, such as “Active Intruder Response” and “Nonviolent Response & De-escalation”.
- Use of a panic button feature for all security officers. This allows us to alert faculty in real time should any issue arise.

Our president, Michael S. Walden, says it best: “We believe that people still do business with people, not companies.” From our officer recognition programs to our dedicated operations support, the investment in our team translates to industry-leading retention rates and superior service. The quality of that service guarantee is backed by our ISO 9001:2015 Certified Quality Management System that documents and records all key performance indicators and maintains contract compliance through a schedule of inspections, customer surveys, audits, reports and investigations of complaints.

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**Our Partnership Model** – Walden Security’s Charleston branch embraces a model where our corporate operations and branch leadership collaborate, frequently visiting your site to ensure we are providing the best trained officers who are exceeding your expectations.

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August 2, 2021

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There are several other distinct ways you'll experience the difference with Walden Security, which we elaborate on in the proposal, including:

- **Full-Service Support:** Centrally located near your sites, our fully staffed branch office team includes full-time human resources professionals, a field support team and a pool of security officers who support growth or emergent personnel needs.
- **Compliance Focus:** As an ISO-certified quality management service organization, we are always seeking ways to improve our processes and operations for your company's operational and safety requirements.
- **Emphasis on Appearance:** As part of their onboarding process, each new security officer receives **five full sets of uniforms at no cost to them**. Any replacements they require are also complimentary. This and other personnel-focused best practices reduce turnover and maintain high performance standards.
- **Award-winning Training:** Excellence awards were presented to Walden Security for our Initial Security Officer Training (ISOT), *The Walden Way* orientation program and Operations Manager Training Program. Our state-certified trainers deliver these programs to your designated security officers as part of our custom program for you, which may also include specialized training, such as C-TPAT, CPI and First Aid/CPR/AED certifications as well as Defensive Driving and Active Intruder training.

**CONFIDENTIAL**

As your business development managers, we are committed to providing you with an innovative, efficient security services program. Should you have any questions about Walden Security or our proposal, please contact us directly:

- [REDACTED]
- [REDACTED]

We look forward to showing you how Walden Security is *Setting the Standard by Setting the Example*.

Sincerely,

**CONFIDENTIAL**

[REDACTED]

Business Development Manager

[REDACTED]

Business Development Manager

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August 2, 2021

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## **COVER PAGES**

The required cover pages are included on the following pages. A copy of our Women Business Enterprise National Council certificate also accompanies the cover pages.



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Solicitation Number:

22-001

Date Printed:

July 7, 2021

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July 7, 2021

Procurement Officer:

Kaylee Yinger, CPPB

Phone:

843-322-2349

Email:

[Kaylee.Yinger@beaufort.k12.sc.us](mailto:Kaylee.Yinger@beaufort.k12.sc.us)

## Request for Proposal (RFP)

DESCRIPTION: **Armed Security Guard Services**

SUBMIT OFFER BY (Opening Date & Time): **August 2, 2021 @4:00 PM**

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NUMBER OF COPIES TO BE SUBMITTED: **Six (6) Original Signed Copies and One (1) Redacted Version on CD**

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SUBMIT YOUR SEALED OFFER TO EITHER OF THE FOLLOWING ADDRESSES:

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Procurement Office  
P.O. Drawer 309  
Beaufort, SC 29901-0309

PHYSICAL ADDRESS:

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### AWARDS&AMENDMENTS:

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NAME OF OFFEROR: (Full legal name of business submitting the offer)

ENTITY TYPE:

Metropolitan Security Services Inc. d/b/a Walden Security

Corporation (S)

 **CONFIDENTIAL**

AUTHORIZED SIGNATURE (Person signing must be authorized to submit binding offer to enter contract on behalf of Offeror named above)

Amy S. Walden

Chairman & CEO

PRINTED NAME

TITLE

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(Return Page Two with Your Offer)

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CONFIDENTIAL

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ACKNOWLEDGEMENT OF AMENDMENTS:	<u>Amendment Number</u>	<u>Amendment Issue Date</u>
Offeror acknowledges receipt of amendments by indicating amendment number and its date of issue.	1	July 14, 2021
	2	July 21, 2021
	3	July 26, 2021
	4	July 27, 2021

<b>MINORITY PARTICIPATION-</b> Are you a Minority Business Enterprise: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If yes, please include a copy of your certification. <span style="float: right;">WBENC</span>
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## Beaufort County School District

### Addendum 1

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## Questions and Answers:

1. Is a Bid Bond or performance bond required? If yes, how much?

**A performance bond is not required.**

2. Is there a specific way you would like the response to be prepared? For example: bound, unbound, 3-ring binder(s), pages limits, paper type, etc.?

**See section 4.0 of the solicitation.**

3. Is Mandatory to have subcontractor of W/WBE?

**No, but highly encouraged.**

4. Are there any MWBE or other goals for this project?

**Not for this particulate project but the district has an annual goal of 20% MWBE utilization.**

5. Are businesses who are not M/WBE and will be fulfilling the requirements of the contract without the use of subcontractors still required to provide the Good Faith Effort Form?

**Yes.**

6. Is the address to FedEx our response right?

**See the cover page of the solicitation.**





## Addendum2

### Beaufort County School District

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---

## Questions and Answers:

1. As noted in Bid Doc section 2.1.4 Contents of Offer, can you please define the difference between the technical proposal and the business proposal? Is the business proposal pricing only and all other parts are considered the technical proposal?  
**The technical proposal is the vendor's solution and the business proposal is the vendor's pricing.**
2. Section 5.1.j requests pictures showing implementation of vendor's equipment/solution. As we are providing security services, what are you looking for here, if anything?  
**This section is used for the vendor to describe software or hardware required by the company (if any). This also may include reporting software.**
3. Section 7.1.19 Performance Bond  
I see noted in amendment #1 that no performance bond is required. For clarification, is a "Labor and Material Bond" or a "Bid Bond" required?  
**See Addendum 1.**
4. Section 7.1.23 Purchasing Card  
Is a Purchasing Card planned for use in payment for these required services?  
**Yes.**
5. Bidding Schedule  
To help us further understand the quantities of armed guards needed to service this contract, can you provide the hours per week armed guards are needed at each of the various facilities? Or possibly a total hours per year?  
**The total hours per week would be 40. The working days for the Armed Security Guards may vary based on the needs of the school. This may include summer school or special events. Any special or after hour events will be billed as additional hours.**
6. Is the pricing we provide fixed for all years or is there the potential for price increases?  
Section 7.0.9 Fixed Pricing  
Notes pricing is fixed  
Section 7.1.21 Price Adjustment  
Notes potential for adjusted pricing.  
Section 7.1.22  
Notes adjustment possible based on CPI  
**Pricing is fixed for the based term of the contract. After the base term of the contract, the vendor may submit a request for a CPI increase not to exceed 3% with justification. Possible price adjustments refer to increases associated with additional services or staff to the contract.**





**Addendum3**

**Beaufort County School District**

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## Questions and Answers:

1. General Question: Proposals are due 8/2 in hardcopy which means they must be sent on 7/29 to ensure timely delivery. Questions are due 7/27 and will likely take a day or two to answer and may require incorporating some new information in the proposal. Will the submission deadline be extended beyond 8/2 to accommodate these circumstances?  
**The deadline is not expected to be extended at this time.**
2. General Question: is there an incumbent? If so, who is it and are their services satisfactory? When does its current contract end?  
**There is currently not an incumbent. School Resource Officer (SRO) positions are currently fulfilled by local and County police officers.**
3. General Question: are there any instructions concerning proposal length, margins, fonts, and the like?  
**Only specifications listed in section 4.0**
4. General Question: will vehicles be needed for mobile patrols?  
**Not at this time.**
5. *Pg.1 - Six (6) Original Signed Copies and One (1) Redacted Version on CD*  
Question: What should be redacted...pricing? Bidder identification?  
**Proprietary and sensitive information, i.e. resumes, financials, references etc.**
6. *Pg. 5 - 2.0.2 - Amendments - This solicitation may be amended at any time prior to opening. All actual and prospective Offerors should monitor the following web site for the issuance of Amendments: <http://beaufortschools.net>.*  
Question: Where on the website will amendments be posted? In the finance section - procurement tab?  
**Go to our website, click on "Community" then "Bids and Awards". The link will re-direct you to our Vendor Registry page where the solicitation and all addenda are posted.**
7. *Pg. 22 - Proposed personnel assigned to project along with resumes.*  
Question: Are resumes in the proposal required for New Age management personnel? Are they required for guards as well or can guard resumes be provided after contract award and prior to deployment?  
**Guard resumes can be provided after contract award. It is expected that some vendors may have to hire additional staff to fulfill BCSD's needs.**
8. *Pg. 23, 5.1.f. f) Offeror shall provide with their proposal copies of all appropriate certifications, licenses, and permits, as well as evidence to support the documentation.*  
Question: does this include individual Security Guards or just company credentials with the proposal?  
**At this time company credentials.**
9. *Pg. 45 - Service Locations:*



Question: What are the operational hours that guard services will be required at each location? What holidays are to be observed? How many special events per year will require guard services and how many hours are needed for each? Is overtime permitted?  
Guards schedules will operate on a 40-hour work week. Start and end times may vary based on the school's schedule. Overtime is permitted for special events. Holidays are observed.

*10. Page 46 - W/MBE Compliance*

Question: New Age Protection is a veteran and minority owned, disadvantaged, small business – does that meet the W/MBE compliance requirement?

Yes, but you must be certified in South Carolina to meet our certified goal.



#### Addendum4

### Beaufort County School District

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<b>EMAIL ADDRESS:</b> [REDACTED]	

CONFIDENTIAL

<b>PAYMENT ADDRESS</b> (Address to which payments will be sent):  Metropolitan Security Services [REDACTED]  <input type="checkbox"/> Payment Address Same as Home Office Address <input type="checkbox"/> Payment Address Same as Home Notice Address (check one only)	<b>ORDER ADDRESS</b> (Address to which all purchase orders will be sent):  Email: [REDACTED]  <input type="checkbox"/> Payment Address Same as Home Office Address <input checked="" type="checkbox"/> Payment Address Same as Notice Address (check one only)
--	---

<b>ACKNOWLEDGEMENT OF AMENDMENTS:</b>	<u>Amendment Number</u>  4	<u>Amendment Issue Date</u>  July 27, 2021
Offeror acknowledges receipt of amendments by indicating amendment number and its date of issue.		

<b>MINORITY PARTICIPATION-</b> Are you a Minority Business Enterprise: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If yes, please include a copy of your certification. <span style="float: right;">WBENC</span>
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## Questions and Answers:

1. Is the District exempt from payment of state and local sales and use taxes?

No.

2. Our company stands behind our security services and regularly accepts the obligation to indemnify clients for the comparative portion of any losses, costs or damages that are caused by the negligent acts or omissions of our personnel in the performance of security services under client agreements. Our standard business terms also include a disclaimer of consequential damages. We respectfully request that RFP Section 7.1.11 on page 36 be revised as follows to reflect those parameters:
  - On line 6, replace the phrase “or caused in whole or in part by any” with the phrase “to the extent caused by any negligent.”
  - On line 10, replace the phrase “if an Indemnatee’s” with the phrase “to the extent an Indemnatee’s or a third party’s.”
  - On line 11, delete the word “sole.”
  - Insert the following at the end of the section:
    - “Anything to the contrary notwithstanding, under no circumstances will Contractor be liable to any Indemnatee for consequential, incidental, indirect or punitive damages, or for lost profits.”

The vendor has the right to take exception to any of the terms and conditions listed in the solicitation as part of their proposal. However, please note that BCSD does not have the legal authority to enter into any indemnification per the South Carolina State Attorney General.

3. Our company routinely adds clients as additional insureds on our insurance policies, so long as our obligations are aligned with our indemnification obligations and limited to the specified insurance limits we have agreed to provide. Our blanket additional insured endorsement is written in manuscript form, but maintains equivalency with CG 20 10 04 13 and CG 20 37 04 13. We respectfully request that RFP Section 7.1.5.c on page 33 be revised as follows to reflect those parameters:
  - Delete the remainder of the first sentence after the word “policy” on line 2 and replace it with the following
    - “..to the extent of the Contractor’s indemnification obligations hereunder and up to the required insurance coverage amount.”
  - On lines 6-7, delete the phrase “if not available.”

The vendor has the right to take exception to any of the terms and conditions listed in the solicitation as part of their proposal.

4. We note the limitations on self-insured retentions and deductibles in RFP Section 7.1.5(h) on pages 33- 34. Our company maintains insurance deductibles and retentions that have been determined as optimal for a company of our size and financial strength after careful review

with our insurance advisors, and they cannot be eliminated or reduced with respect to a specific client. We have demonstrated to our insurers the financial ability to fund those deductibles and retentions over an extended period of time. Should the District require added security, we can provide the guaranty of our parent company of losses and expenses that fall within the SIRs and deductibles. Accordingly, we respectfully request that the second sentence of the cited section be replaced with the following:

- “Approval of self-insured retentions and deductibles shall not be unreasonably withheld upon Contractor’s demonstration of financial capacity to carry said deductibles and self-insured retentions. Should the District require added security, the District shall accept a financial guarantee of Contractor’s parent company guaranteeing payment of losses and related claims investigation, administration and defense expenses that fall within the policy self-insured retentions and deductibles.”

The vendor has the right to take exception to any of the terms and conditions listed in the solicitation as part of their proposal.

5. We note the District’s responses to questions pertaining to price increases in Q&A #6 of Addendum 2.

- Are rates fixed for the initial 1-year term of the contract?
- Thereafter, will rate increases be considered only prior to the start of each renewal year by an amount not exceed the lesser of: the CPI increase; or 3%?
- Will the District also consider allowing further rate adjustments at any time during the maximum 5-year term when and as needed to recoup the full amount of any increases in the following costs that are outside of the Contractor’s control: Federal, state or local taxes, levies, or required withholdings; costs under collective bargaining agreements; minimum, prevailing and living wage rates and other statutory requirements, such a legally mandated sick leave costs; and medical and other benefit costs?

The contract price will be a firm fixed price for the base term of the contract. Per the solicitation, the base term is one year. After the base term, the contractor may request a CPI increase not to exceed 3%. Additional price increases will be considered with proper and valid justification.

6. Since this RFP covers sixteen service locations should supervision and relief officers be included in the hourly rate?

The solicitation details the responsibilities of a supervisor(s). It is expected that there will be supervisor for the contracted security guards. If the contractor sees a need for additional guards to act as “relief” or “floaters” then please propose those options in your proposal.

7. Since the RFP covers sixteen locations a vehicle will be needed to provide supervision. Should the vehicle be included in the bill rate, or will a car allowance and gas card be provided?



This will be negotiated and discussed with the awarded contractor. At this time, BCSD will not provide vehicles for the security guards but may provide one for the supervisor if needed.



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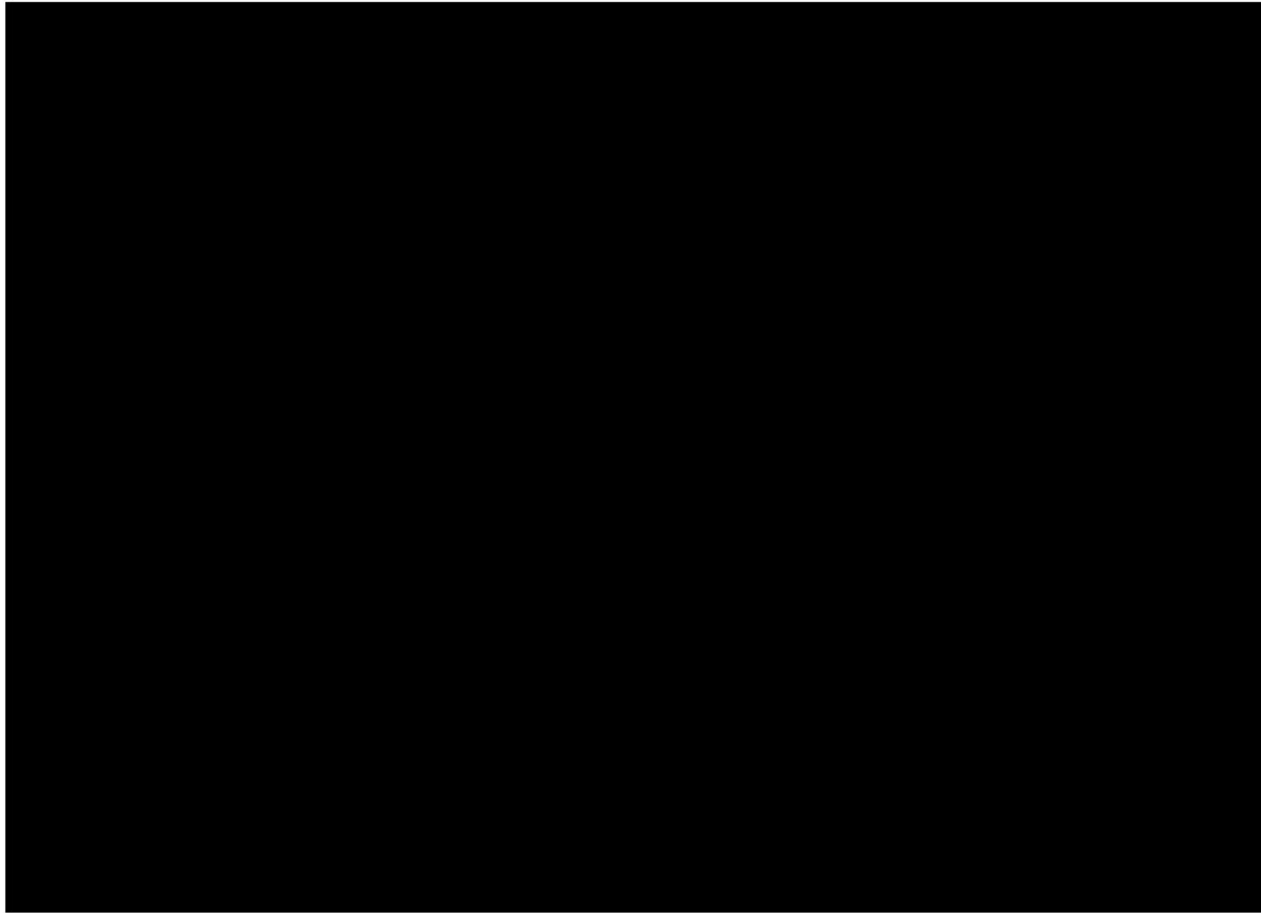
Walden Security Proposal for Beaufort County School District

RFP#: 22-001

August 2, 2021

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**WALDEN SECURITY NATIONAL WOMEN'S BUSINESS ENTERPRISE CERTIFICATE**



August 2, 2021

## FIRM INFORMATION

**Firm Name:** Metropolitan Security Services Inc. d/b/a Walden Security

**Firm Address:**

- Local Address: 7410 Northside Drive, North Charleston, SC 29420
- Corporate Address: 100 East 10<sup>th</sup> Street, Suite 400, Chattanooga, TN 37402

### CONFIDENTIAL

Contact information for the Officer of the Firm in charge of this Proposal:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

### CONFIDENTIAL

Contact information for proposed account manager:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

### CONFIDENTIAL

**Proposed personnel assigned to project along with resumes:** The following individuals would be assigned to the project. Their resumes are included in the Appendix.

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Each proposer should include five (5) references of customers who have used services similar to those included in this request. Please provide name, address, telephone number, e-mail address and a contact person for each reference.

### CONFIDENTIAL

1. [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

A horizontal bar chart consisting of 40 black bars. The bars are arranged in 10 groups of 4 bars each. The lengths of the bars vary significantly, representing different values. Some bars are very long, nearly spanning the entire width of the chart, while others are very short, representing only a small fraction of the width. The bars are all solid black and have a uniform height.

August 2, 2021

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## 2.1 SPECIAL INSTRUCTIONS

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### 2.1.1 BACKGROUND CHECKS

As part of our candidate selection and screening process for all personnel, including security officers, we conduct thorough background checks using a third-party resource, which includes federal, state and sex offender registry databases. The expense of this search is the responsibility of Walden Security. Our current standards are strict against preventing those with a felony to be eligible for employment. In addition, we will comply with the BCSD guidelines outlined in Section 2.0.10 of the RFP.

*Additional information on our screening and selection process is included in the Appendix.*

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### 2.1.4 CONTENTS OF OFFER

Our response to the RFP abides the guidelines outlined in this section, where we included concise yet comprehensive answers to the questions being posed. The “business proposal” or “bidding schedule” is included in the section identified as “8.0 – Bidding Schedule/Price Proposal”.

*All additional content required of the technical proposal or additional materials we believe support your informed decision-making process are included in the Appendix.*

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### 2.1.5 MAGNETIC MEDIA

An electronic, PDF version of our technical proposal and business proposal (“Bidding Schedule”) are submitted as requested on separate USB drives, and they are identified as such.

August 2, 2021

### 3.0 SCOPE OF WORK

#### 3.1.1 MINIMUM REQUIREMENTS - ASGS ASSIGNED TO THIS CONTRACT PERFORM A VARIETY OF DUTIES, INCLUDING BUT NOT LIMITED TO:

Requirement	Compliance Response
a) Serve as a first responder to violent, disruptive, or other emergency incidents on school property. Take appropriate action to safeguard life, property, and order and to provide necessary aid and assistance. Coordinate with and assist law enforcement or other first responders upon their arrival.	As part of our Initial Security Officer Training (ISOT), we include a module titled "Active Intruder Response". Topics include, but are not limited to, active intruder types, how to proactively deter active intruders and how to respond quickly and safely with the "Run, Hide, Fight" response. Other related sessions are "Nonviolent Response & De-escalation", "Terrorism Readiness and Response" and "Emergency Procedures". <i>Add-on training options are included in the Appendix.</i>
b) Patrol assigned buildings, parking lots, and grounds for illegal activities, suspicious activity or behavior, or dangerous situations. Report matters of concern to school administration and/or law enforcement. Respond appropriately within the authorities granted by law, District policy, and company directives.	Security officers receive training in ISOT that covers "Conducting Effective Patrols" as well as instruction on identifying and responding to any illegal or suspicious actions in our "Crime and Crime Response", "Duties and Responsibilities", "Legal Authority, Limitations and Jurisdiction" and "State Regulations" training sessions. The face-to-face, on-site instruction takes place during On-the-Job Training (OJT), addressing the items that are best taught in-person. Account-specific items outlined in the post orders are covered during this time. <i>Information on our GeoCheck Patrol Verification &amp; Field Reporting software, complete with SOS alert feature, is included in our response to security equipment in Section 3.1.</i>
c) Confront trespassers and unauthorized visitors to ascertain their business on campus and to prevent unlawful entry onto campus. Escort unauthorized visitors to the main office or off-campus, as appropriate and in coordination with school administration.	"Nonviolent Response & De-escalation" is included in our ISOT training as well as performing "Legendary Service" to ensure that responses are appropriate and law-abiding.
d) Monitor student activity and movement in school buildings and throughout school. Notify school personnel of serious rule violations, disorderly student behavior, or otherwise unsafe conditions.	Walden Security's post orders will be developed in collaboration with the BCSD, outlining the District's defined violations and guidelines, which is covered during OJT, ongoing supervision/inspections and refresher training. ISOT also includes "Professionalism and Ethics" and "Duties and Responsibilities".
e) Check exterior and interior doors to ensure all doors are secured (lock and closed) and all door locks and card readers are operational and functioning properly. Notify school administration of malfunctioning doors/locks and request maintenance for necessary repairs. Maintain a record of unsecured doors.	With the primary function of a security officer being the enforcer of a safe and secure environment, our security officers are instructed and enforced to fulfill these responsibilities. Specific details such as the security of doors will be outline in the post orders.



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Requirement	Compliance Response
f) Operate security systems, including video surveillance systems and two-way radios, to maximize security coverage and protection of people, property, and the peaceful conduct of school business. Ensure security systems are operational and properly functioning each day; request maintenance when needed.	In our ISOT "Conducting Effective Patrols", we cover the proper way to patrol physically and remotely with CCTV systems. OJT further expands on this topic, giving our security officers on-on-one, on-site instruction for better instruction and retention.
g) In coordination with school officials, assist with traffic control, traffic and pedestrian management, and parking within the work hours prescribed above. Check vehicles on campus for proper parking authorization and determine if vehicles are parked in restricted areas.	"Conducting Effective Patrols" in ISOT also covers topics such as parking enforcement, traffic control and how to recognize suspicious individuals/vehicles. Additional details on parking authorization will be included in the post orders and addressed during OJT.
h) Assist with developing emergency response procedures, as requested. Assist with conducting and participate in fire drills, lockdown drills, and other safety drills. As requested, assist with emergency management, safety, and security training of school personnel.	An entire section in ISOT, titled "Emergency Procedures" covers everything a security officer need to know from potential emergencies that exist to how to respond to various emergencies. Evacuation procedures, who and how to notify the correct people and maintaining crowd control are all topics that are covered. Post orders will address any BCSD-specific details that are provided by the District. <i>Information on our GeoCheck Patrol Verification &amp; Field Reporting software, complete with SOS alert feature, is included in our response to security equipment in Section 3.1.</i>
i) Participate in safety and security inspections and assessments of assigned schools. Advise school administrators of hazardous conditions, unsafe procedures, and other serious security matters. Recommend and assist with implementing mitigation measures.	"Conducting Effective Patrols" addresses security inspections and how to identify hazardous/unsafe conditions, particularly those top concerns communicated by the BCSD. OJT and inspections conducted by our operations manager ensure the ongoing effectiveness of our security officers' inspections, and will also provide mitigation recommendations as needed.
j) Communicate with the security supervisor in a timely manner regarding on-going concerns, problems, or unresolved issues that jeopardize safety and/or security, violate District policy or protocol, or otherwise hinder the orderly conduct of school business.	ISOT's session on "Report Writing" enforces the importance of thorough, accurate and consistent reports, which is practices in the classroom with a report writing scenario. In other sessions, the appropriate way and instance to report an emergency is also addressed.
k) Immediately document and report to the appropriate officials any evidence of criminal activity. Cooperate fully with administrative and criminal investigations. Testify in criminal and administrative proceedings as necessary.	"Report Writing", as part of ISOT, addresses how critical recordkeeping is when it comes to criminal activity. We see the effective outcome of this training regularly. Most recently, a security officer for a utility company in Chattanooga, Tenn. was recently commended for his ongoing reports and cooperation with local law enforcement which led to the apprehension of an intruder stealing valuable materials.



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Requirement	Compliance Response
l) Provide security support and assistance at school functions and sporting events occurring on campus within the work days and work hours described above. Duties include but are not limited to walking among event spectators and other attendees to promote order and to provide a visible presence that promotes safety issues.	In addition to conducting proper patrols in compliance with the post orders, we also reinforce with our security officers that convey a sense of protection and authority in their environment. Additionally, they represent the customer, another reason to appear and behave with professionalism and integrity, both of which are addressed in our "Professionalism and Ethics" and "Duties and Responsibilities" ISOT courses.
m) Perform other security-related duties as assigned.	Security officers are instructed that post orders may change at any given time. In addition to a notification of a change, security officers own the responsibility to read and relay those updates in their daily duties.
n) ASGs shall report infractions to a school administrator. ASG may not impose discipline on a student but shall, upon request, provide any requested assistance in terms of supplying witness statements, testimony, etc.	Understanding their role of a security officer, especially in situations where detainment and discipline will be required by BCSD, are addressed in the ISOT course "Legal Authority, Limitations and Jurisdiction". Walden Security and our officers will comply with any need to supply a statement or appear for a testimony.
o) ASG shall not perform duties reserved for administrators, teachers, or other staff members. They shall not, for example, be assigned to monitor a classroom in the absence of a teacher.	The post orders as well as any other instruction received, are what our security officers abide. Any other request, such as staff-member duties, will be politely be declined, and the request will be reported to the BCSD.
p) Questions or disputes regarding the duties and responsibilities of ASGs shall be presented to the District representative and the ASG's Supervisor for resolution.	Post orders are developed collaboratively with the BCSD and with District approval. Should an update or amendment be made, it will be accomplished in the same manner.

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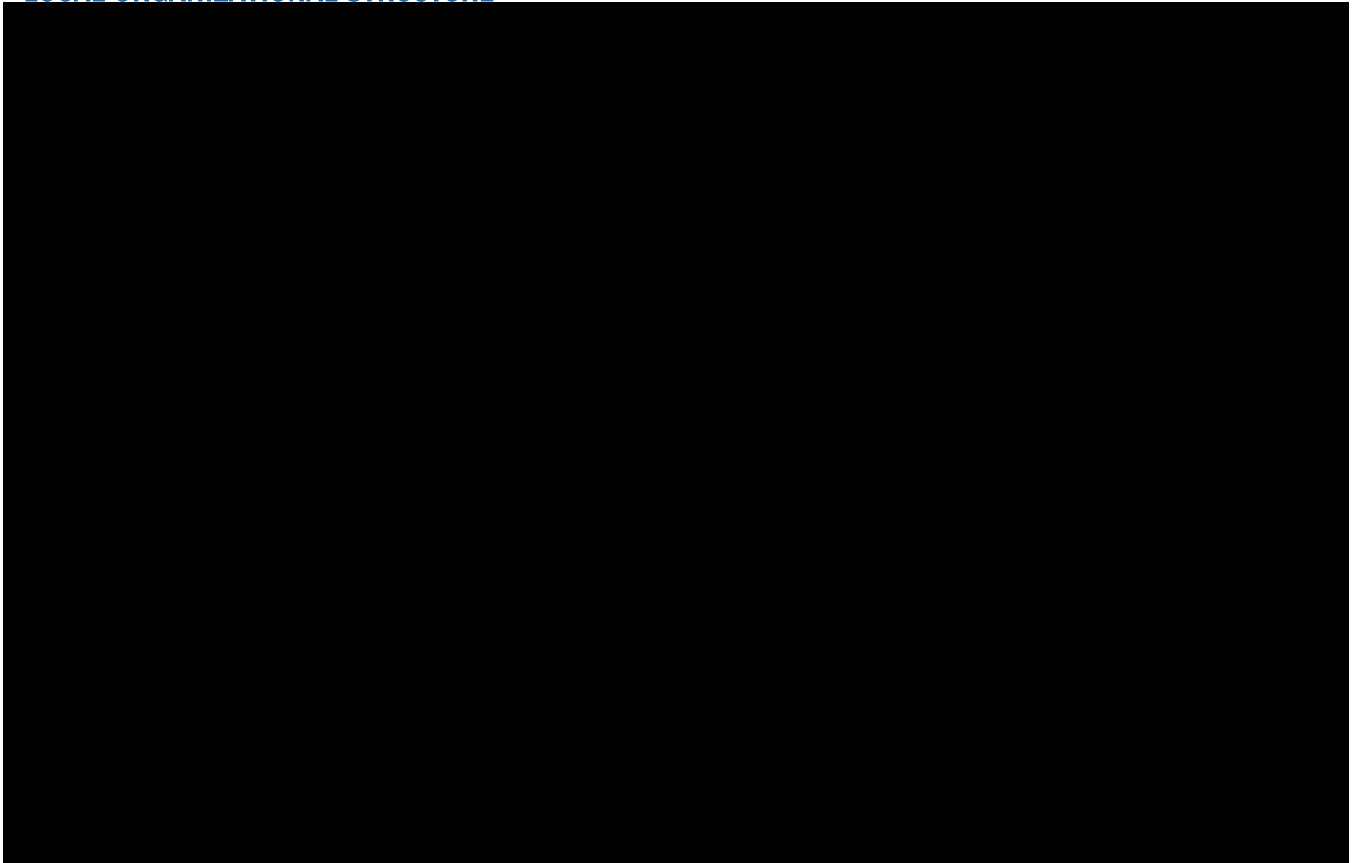
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**IN ADDITION TO THE DUTIES AND RESPONSIBILITIES LISTED ABOVE, THE ASG'S SUPERVISOR SHALL:**

**A) SERVE AS THE PRIMARY LIAISON BETWEEN THE DISTRICT AND THE CONTRACTOR FOR OPERATIONAL, ADMINISTRATIVE, AND CONTRACTUAL ISSUES.**

The ASG supervisor will be the Walden Security Charleston Office [REDACTED]. He is the designated contact and liaison for the account. The organizational chart below demonstrates the leadership hierarchy proposed for your account. Blue-shaded boxes indicate key support personnel designated for this account.

**LOCAL ORGANIZATIONAL STRUCTURE**



August 2, 2021

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**B) REGULARLY CONDUCT SITE VISITS OF ALL SCHOOLS TO SUPERVISE AND PROVIDE GUIDANCE TO ASGS.**

Our quality commitment to the BCSD includes frequent management visits, inspections and quarterly business reviews where we will review our performance, discuss ongoing or new issues, and look for ways to enhance operational efficiency and improve the quality of our security program.

**INSPECTIONS**

At Walden Security, we believe “You expect what you inspect,” and we have practiced this philosophy for every client for 30 years.

- Inspections offer members of our management team the opportunity to work with the officers to provide continual, hands-on training and supervisory support.
- Unannounced inspections confirm that security officers are proficient at their duties as they are observed.
- The impending nature of inspections ensures that officers are always performing their duties to standard or beyond.

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Inspections are performed by Operations Manager [REDACTED] as well as our field supervisors who are made familiar with the post specifics and objectives of your program. Random, unscheduled and unannounced post and officer inspections are conducted on a regular basis. Officer performance evaluations are based in part on the inspection results. Walden Security inspects our program at the site as frequently as is necessary. During an inspection, security officers are evaluated on uniform and personal appearance, post appearance, job performance and knowledge, presence of post orders, safety precautions and quality of reports.

**CONFIDENTIAL**  
**MANAGEMENT VISITS**

Walden Security branch management is committed to substantive and frequent contact with the BCSD's security leadership. Operations Manager [REDACTED] will hold monthly face-to-face meetings with all clients and more often if requested, in addition to ongoing weekly contact with clients by phone or email.

---

**C) ASSIST THE DISTRICT REPRESENTATIVE WITH INVESTIGATING AND RESOLVING COMPLAINTS INVOLVING ASGS.**

We validate our responsibility to notify the district representative of all complaints immediately. The enforcement of this policy will be included in OJT and the post orders. It will also be verified regularly through post inspections and Quarterly Business Reviews with the District.

Handling customer complaints is one of the cornerstones of the Walden Security ISO® 9001:2015 Certified Quality Management System. Customer complaint processing applies to all Walden Security client locations and is designed to quickly resolve any customer issue and prevent recurrences.

---

**D) NOTIFY THE DISTRICT REPRESENTATIVE OF PROJECTED, ANTICIPATED, OR ACTUAL VACANCIES AS SOON AS THE VACANCY IS KNOWN.**

In addition to complying with vacancy notifications for the district representative, Walden Security commits to continuous coverage for all post assignments. In addition to our regularly scheduled security force assigned to your campus posts, we maintain a team of field supervisors who are responsible to make sure that all posts are fully staffed at all times. Walden Security trains our field supervisor teams in the specific duties and needs of each property so that they can respond to any request for assistance to ensure that quality back-up relief is always available.





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**F) REVIEW INCIDENT AND OTHER REPORTS WRITTEN BY ASGS AND FORWARD THEM TO THE DISTRICT REPRESENTATIVE IN A TIMELY MANNER.**

Your operations manager actively enforces the accurate and consistent completion of all reports, especially Daily Activity Reports and Incident Reports. These will be shared with the district representative via the preferred method.

At a minimum, at the end of every shift, every security officer completes comprehensive Officer's Daily and Incident Reports, which are sent to the customer with a copy to district representative.

Should an emergency or unusual event occur, the security officer immediately completes a detailed Incident Report. This timely report covers all aspects of the incident, including names of those involved, location and cause of the incident, and actions of the Walden Security officer.

*Our Incident Report and other report examples are included in the Appendix.*

---

**G) NOTIFY THE DISTRICT REPRESENTATIVE OF ANY KNOWN OR ALLEGED PERFORMANCE PROBLEMS OR CONCERNS INVOLVING ASGS.**

Communication is a primary priority for Walden Security leadership, where any known or alleged performance concerns will always be reported in a timely manner to the district representative.

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**QUARTERLY BUSINESS REVIEWS**

We also will employ Quarterly Business Reviews (QBRs) with BCSD's district representative. Walden Security participants will include Operations Manager [REDACTED] and other branch team members as needed.

During the QBR, we will review our performance, discuss areas for improvement, identify ways Walden Security can support the BCSD's strategic priorities in the areas of facility security, and get out in front of any evolving security issues.

CU [REDACTED]

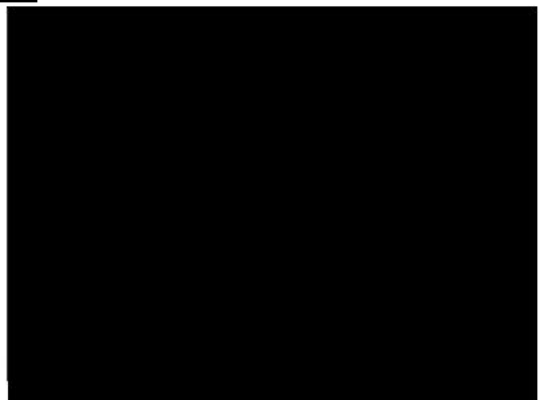
[REDACTED]  
[REDACTED]

[REDACTED]

- View Invoices
- View Schedules and Rosters
- Track Turnover
- Place Extra Coverage Requests
- Create Reports
- Submit Action Items
- Track Quality Assurance and KPIs

[REDACTED]

[REDACTED]



August 2, 2021

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**H) COORDINATE WITH THE DISTRICT REPRESENTATIVE AND APPROPRIATE SCHOOL PERSONNEL TO COMPLETE ANNUAL PERFORMANCE QUESTIONNAIRES OF ASGS.**

In addition to the ongoing review of our ASGs through inspections, management visits and QBRs, we will comply with the annual performance questionnaire completion as required.

Walden Security also annually requests customers to complete an online Customer Satisfaction Survey, presenting them with the opportunity to provide feedback on our service performance in several key operational areas: Security Officer Job Knowledge, Adherence to Post Orders/Standard Operating Procedures, Security Officer Professionalism, Management and Supervision, and Overall Account Service.

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**Customer Satisfaction** – Our customers report a 97-percent satisfaction rate, according to our most recently Customer Satisfaction Survey.

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**I) ENSURE ASGS ARE PROPERLY EQUIPPED AND LICENSED.**

Our armed security officers are fully licensed prior to receiving an invitation for employment. Once a member of our team, we provide each officer with five new, complete sets of uniforms to instill pride and professionalism in their job duties. All necessary equipment, including a firearm, duty belt, hand cuffs, holster and ammunition are provided to the security officer. *A complete list of all equipment required for armed security officers is included in our response to Section 3.1.*

---

**J) NOTIFY THE DISTRICT REPRESENTATIVE OF ANY ISSUES THAT COULD IMPACT CONTRACT PERFORMANCE OR THE SAFETY/SECURITY OF THE DISTRICT'S SCHOOLS OR OPERATIONS.**

Safety and security is our sole objective, therefore committing us to immediately notifying the district representative should safety, security or contract performance integrity be compromised.

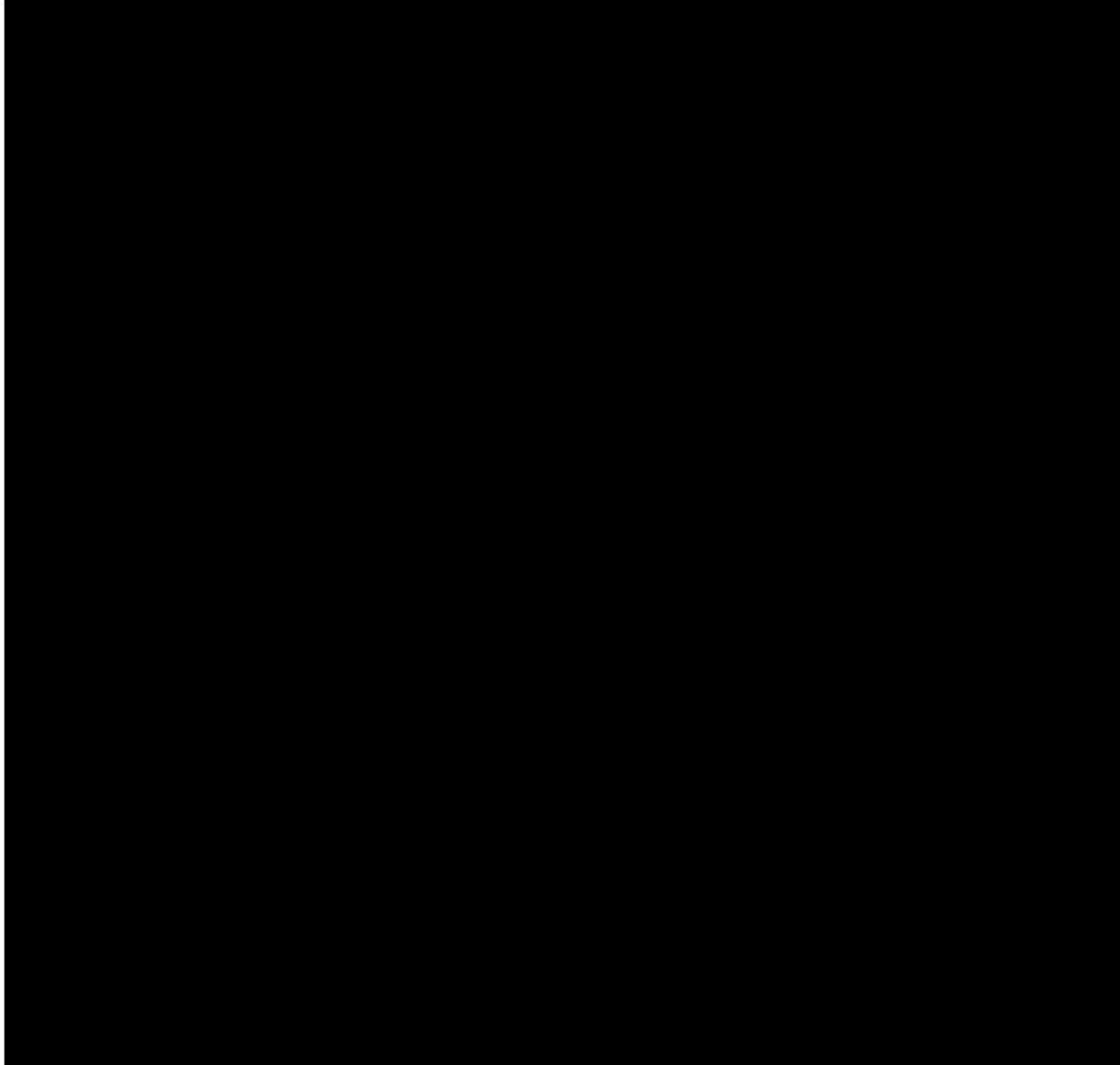
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**K) OTHER MANAGEMENT-RELATED DUTIES AS ASSIGNED.**

As the liaison and lead supervisor for your account, Operations Manager [REDACTED] will support the security program's needs as new opportunities arise. Additionally, his support team will offer added leadership as depicted in the following table:



August 2, 2021

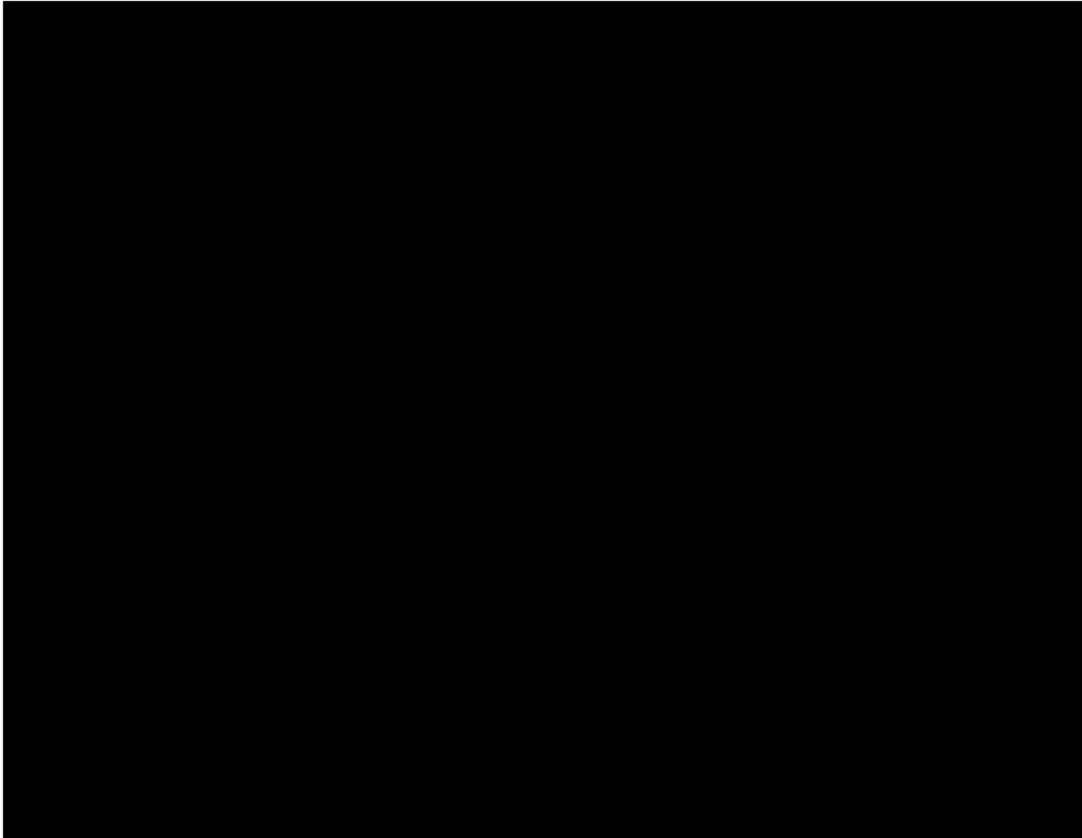
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**3.1.1 AUTHORITY AND JURISDICTION, PERMITS, LICENSES, AND ADHERENCE TO LAWS -  
PRIOR TO COMMENCEMENT OF WORK UNDER THIS CONTRACT, THE CONTRACTOR SHALL:  
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**A) OBTAIN, POSSESS, AND MAINTAIN ALL BUSINESS AND CORPORATE LICENSES REQUIRED TO OPERATE AS A BUSINESS AND AS A CONTRACT SECURITY BUSINESS IN THE STATE OF SOUTH CAROLINA. FAILURE BY THE CONTRACTOR TO POSSESS ALL REQUIRED LICENSES WILL BE GROUNDS FOR TERMINATION FOR CAUSE.**

Walden Security possesses a current license to operate in South Carolina. Included is a copy of that license.



---

**B) OBTAIN ALL LICENSES AND PERMITS REQUIRED FOR EACH ASG TO SERVE AS AN ARMED SECURITY OFFICER IN THE STATE OF SOUTH CAROLINA.**

Walden Security SLED certification is a pre-requisite to receive an offer of employment with Walden Security. Providing this documentation is required prior to being assigned to this account.

---

**C) ASGS MUST POSSESS A SECURITY OFFICER REGISTRATION CERTIFICATE FROM SOUTH CAROLINA LAW ENFORCEMENT DIVISION (SLED) AND AN ISSUED SECURITY WEAPONS PERMIT FROM SLED TO BE ASSIGNED TO WORK UNDER THE CONTRACT.**

All armed security officers of Walden Security are also required to obtain annual firearm requalification and certification through SLED. Our branch leadership actively notifies our security officers regarding the renewal of their certification prior to the expiration date to ensure ongoing post coverage.



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**D) PROVIDE ANY OFFICIAL BOND(S) AND INSURANCE REQUIRED, AND PAY ANY FEES OR COSTS INVOLVED OR RELATED TO AUTHORIZATION FOR THE ARMING OF ANY EMPLOYEES ENGAGED IN PROVIDING SERVICES SPECIFIED UNDER THIS CONTRACT.**

Walden Security maintains insurance to cover and exceed the requirements needed for the arming of our security officers as part of this contract.

---

**THE CONTRACTOR SHALL FURNISH A LEGIBLE COPY OF ALL LEGALLY REQUIRED LICENSES AND PERMITS (INCLUDING COPIES OF PERMITS AND LICENSES ISSUED TO INDIVIDUAL ASGS) TO THE DISTRICT REPRESENTATIVE PRIOR TO THE CONTRACT START DATE AND AGAIN WITHIN FIFTEEN (15) DAYS AFTER EACH ANNIVERSARY OF THE CONTRACT START DATE.**

Walden Security will provide a complete and certified written record of all ASGs assigned to this account to the district representative as required.

---

**A) THE CONTRACTOR SHALL COMPLETE AND CERTIFY A WRITTEN RECORD THAT SHOWS NAMES AND ISSUE DATES FOR EACH ASG HAVING EACH AND ALL LEGALLY REQUIRED LICENSES, PERMITS, AND CERTIFICATIONS. THIS WRITTEN CONTRACTOR CERTIFICATION SHALL STATE THAT ALL LEGAL REQUIREMENTS HAVE BEEN FULFILLED PRIOR TO THE COMMENCEMENT OF ANY WORK.**

The certified, written record will identify the names and issues dates of all security officers assigned to the account prior to the contract start date.

---

**B) THE CONTRACTOR SHALL PROVIDE AN UPDATED RECORD TO THE DESIGNATED DISTRICT REPRESENTATIVE UPON ANY CHANGE OF PERSONNEL ASSIGNED TO THE CONTRACT.**

Any personnel/license updates will be recorded and reported to the district representative immediately.

---

**THE CONTRACTOR SHALL BE RESPONSIBLE FOR MAINTAINING CURRENT, VALID COPIES OF ALL LICENSES, PERMITS, CERTIFICATIONS, AND REGISTRATIONS AND FOR COMPLYING WITH ALL APPLICABLE FEDERAL, STATE, AND LOCAL LAWS AND REGULATIONS ASSOCIATED WITH LICENSING AND PERMIT ISSUANCE.**

Walden Security maintains all licenses and certifications for our security officers in WinTeam, our workforce management software. By utilizing technology, we ensure compliance with all laws and regulations, where notifications are sent to branch leadership if any license is approaching expiration. Hard copies of all licenses, certifications and permits are also maintained on file locally, and can be produced at any time.

---

**A) FAILURE BY THE CONTRACTOR TO MAINTAIN VALID LICENSES AND PERMITS WILL BE CAUSE FOR THE DISTRICT REPRESENTATIVE TO TAKE CONTRACTUAL ACTIONS, UP TO AND INCLUDING TERMINATION FOR CAUSE AND REMOVAL OF PERSONNEL FROM THE CONTRACT.**

Walden Security understands the ramifications of not maintaining valid licenses for our security officers and agrees to comply with this requirement.

---

**B) ASGS MAY CARRY ONLY AN ON-DUTY FIREARM WITH A MINIMUM OF .22 AND MAXIMUM OF .45 CALIBER. THE MAXIMUM BARREL LENGTH IS SIX INCHES. ASGS ARE NOT AUTHORIZED TO CARRY CONCEALED WEAPONS ON DISTRICT PROPERTY OR WHILE PERFORMING SECURITY SERVICES FOR THE DISTRICT, UNLESS OTHERWISE ALLOWED BY STATE LAW.**

Walden Security armed security officers receive Glock 17 9mm, semi-automatic handguns with two extra magazines. They each are also issued a duty belt with a level 3 retention holster, retention-style magazine holder, handcuffs with a retention case and belt keepers.

---

**C) ASGS MUST CARRY THEIR SECURITY WEAPONS PERMIT ON THEIR PERSON WHILE ON DUTY AND MUST KEEP A CURRENT, LEGIBLE PHOTOCOPY ON FILE WITH THE CONTRACTOR. FAILURE BY AN ASG TO CARRY A VALID SECURITY OFFICER REGISTRATION CERTIFICATE AND SECURITY WEAPONS PERMIT WHILE ON DUTY SHALL RESULT IN THE ASG BEING REMOVED FROM THE CONTRACT UNTIL THE VALID CERTIFICATE OR PERMIT IS OBTAINED.**

In addition to carrying their security weapons permit and security officer registration certificate on their person while on duty, security officers will also carry the following:

Identification	Features
Walden Security ID badge	Every officer is issued a photo ID badge which demonstrates licensing, completion of background checks, drug screens, and required training.
Badge	Each officer receives a custom gold-plated, enamel-cast metal security shield with a unique identification number.
Individual name tag	Every officer is issued a metal nameplate to wear at all times.

All licenses, certificates and permits are also maintained on file by branch leadership.

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**D) THE DISTRICT REPRESENTATIVE MAY CONDUCT INSPECTIONS OF REQUIRED LICENSES AND PERMITS AT ANY TIME. THE CONTRACTOR AND INDIVIDUAL ASGS SHALL PROVIDE SUCH DOCUMENTATION UPON REQUEST.**

Walden Security places equal importance on maintaining up-to-date licenses and certifications, and will comply with inspections to enforce that these are carried while on-duty.

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**3.2 SECURITY BACKGROUND INFORMATION: THE OFFEROR AND/OR HIS/HER EMPLOYEES PERFORMING SERVICE UNDER THE TERMS OF A CONTRACT RESULTING FROM THIS SOLICITATION MUST UNDERGO A SECURITY BACKGROUND INVESTIGATION. UPON CONTRACT SIGNING, A LISTING OF PERSONNEL ASSIGNED TO EACH SCHOOL WILL BE SUBMITTED ALONG WITH THE FOLLOWING INFORMATION:**

**A) FULL NAME OF INDIVIDUAL**

**B) SEX**

**C) BIRTHDATE**

**D) SOCIAL SECURITY NUMBER**

We comply with this requirement in that all federal, state, local and sex offender registry background checks for personnel assigned to the account will be provided to the BCSD when awarded the contract. Any subsequent personnel hired for the contract will also undergo the same background investigation. Documentation of these checks will included their name, sex, birthdate and social security number.

## Page 21 of 89

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**B) INFORMATION REFLECTING THE CURRENT FINANCIAL POSITION. INCLUDE THE MOST CURRENT AUDITED FINANCIAL STATEMENT AND AUDITED FINANCIAL STATEMENTS FOR THE LAST THREE (3) FISCAL YEARS.**

The audited financial statements for the last three fiscal years are included in a sealed envelope within the proposal binder. The electronic proposal submission is not including the financial records.

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**C) A DETAILED, NARRATIVE STATEMENT LISTING THE THREE (3) MOST RECENT, COMPARABLE CONTRACTS (INCLUDING CONTACT INFORMATION) WHICH HAVE BEEN PERFORMED.**

CONFIDENTIAL

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

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[REDACTED]

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[REDACTED]

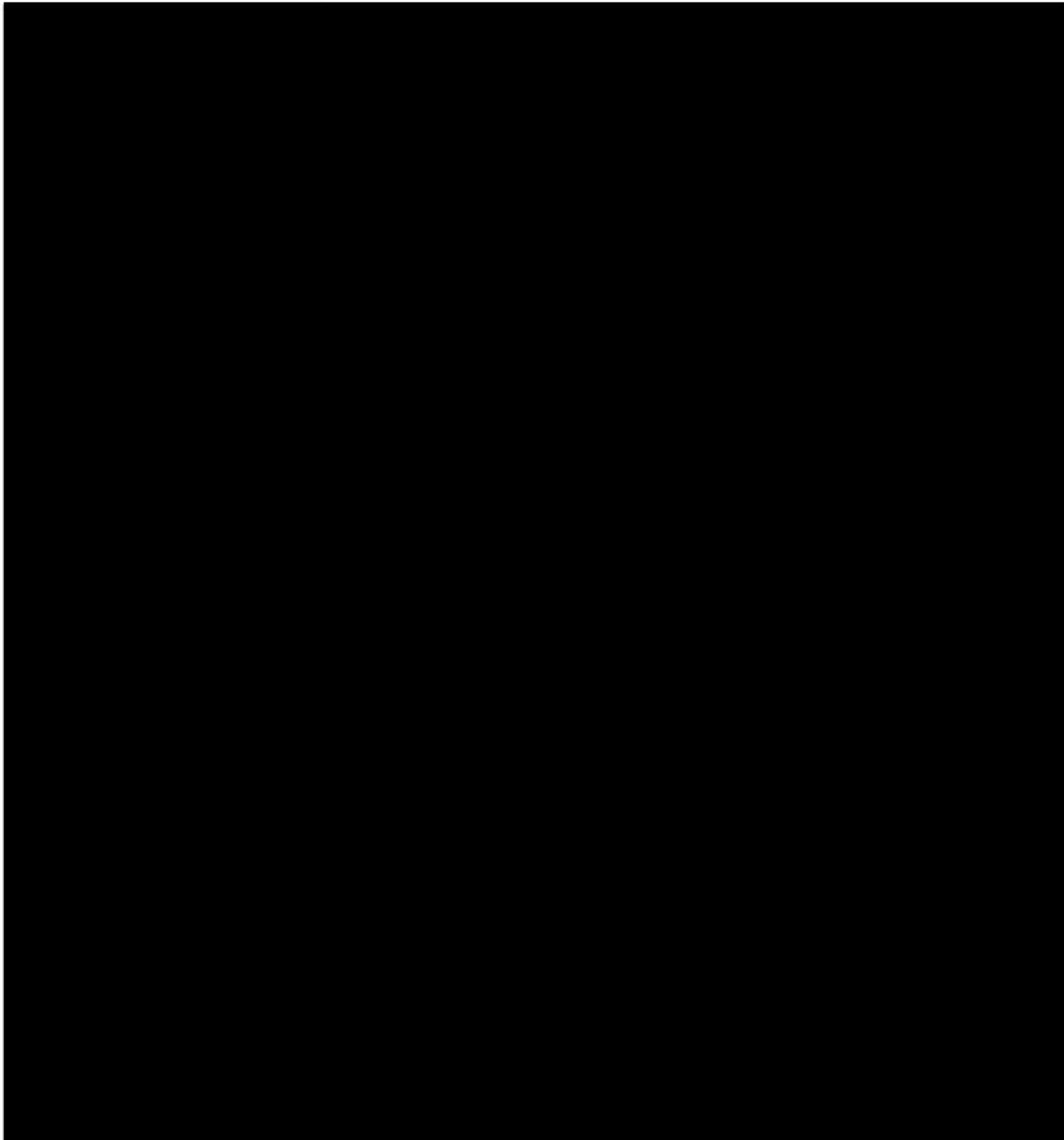
[REDACTED]

[REDACTED]

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a Walden Security case study



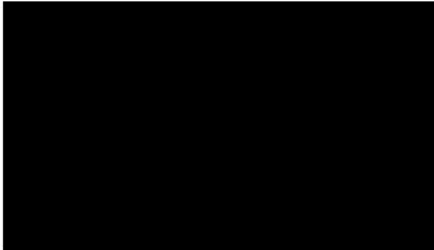
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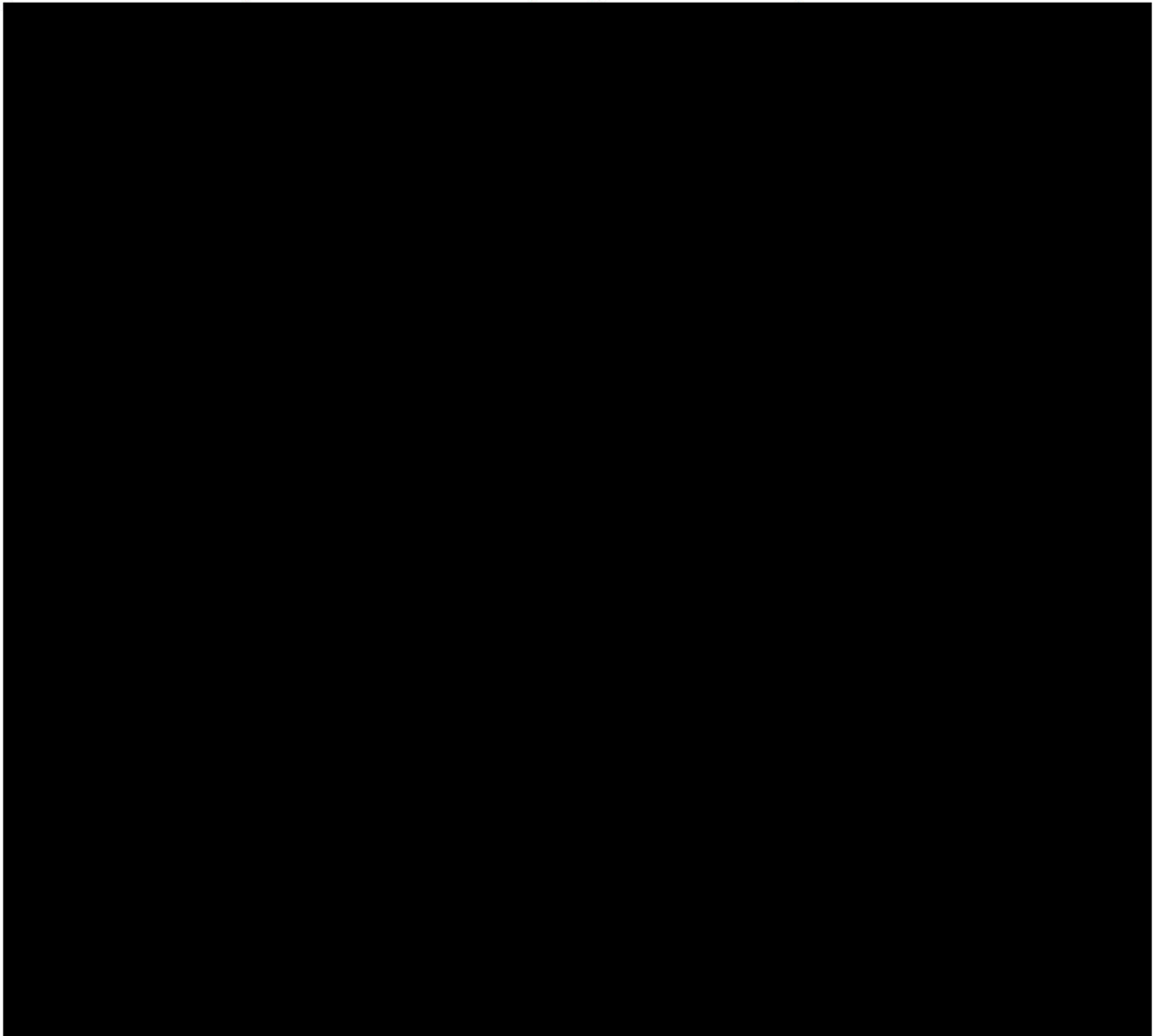
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**D) A LIST OF SIMILAR PROJECTS FOR WHICH OFFEROR HAS PERFORMED, AT ANY TIME DURING THE PAST THREE (3) YEARS, SERVICES SUBSTANTIALLY SIMILAR TO THOSE SOUGHT WITH THIS SOLICITATION. ERR ON THE SIDE OF INCLUSION; BY SUBMITTING AN OFFER, OFFEROR REPRESENTS THAT THE LIST IS COMPLETE. SCHOOL DISTRICT EXPERIENCE IS DESIRED.**

The following is a comprehensive list of school district accounts that we have served in the last three years:



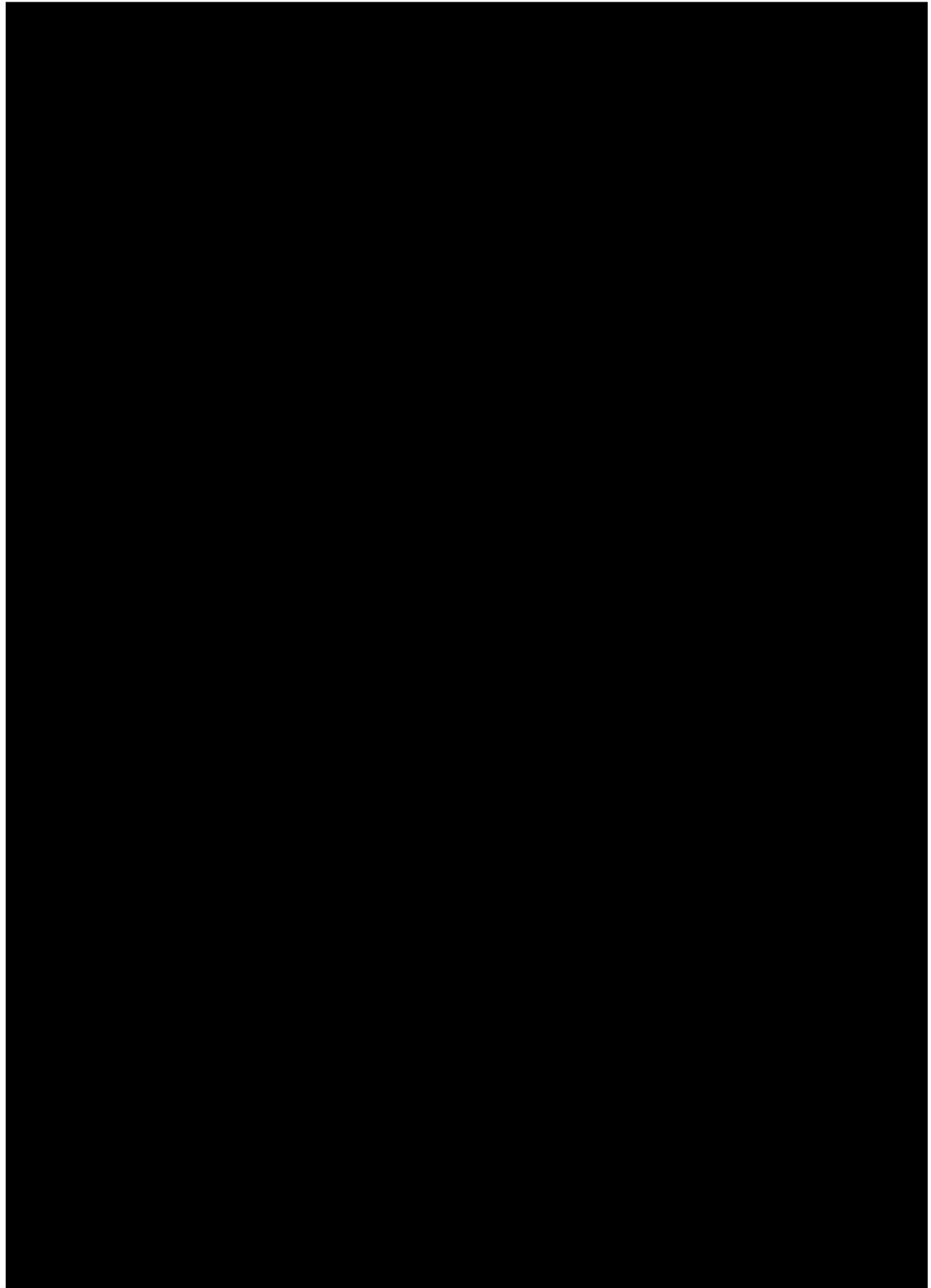
The previously mentioned educational institutions are included in the following list of similar commercial and government customers (indicated with an asterisk\*) along with service descriptions:



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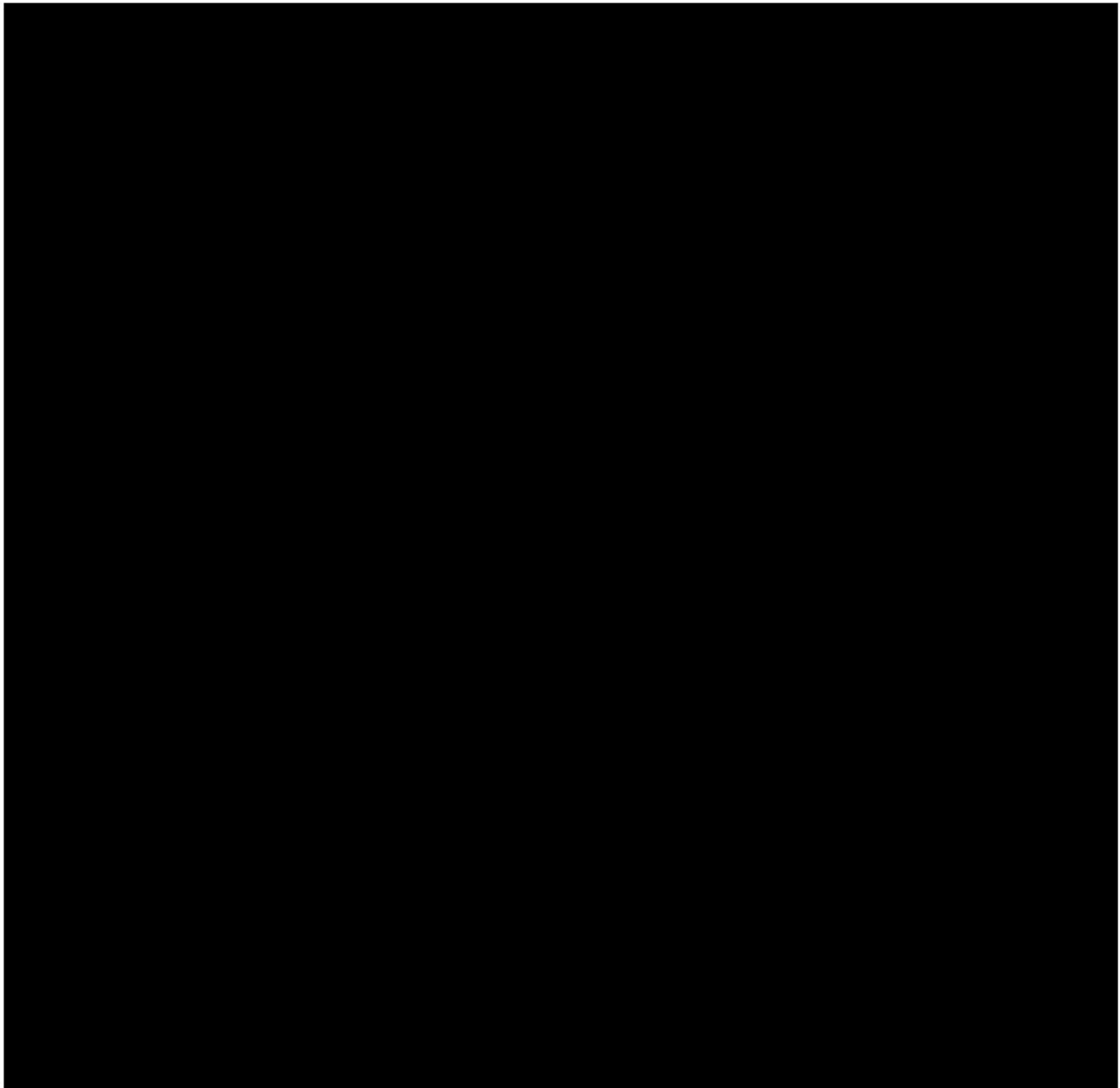
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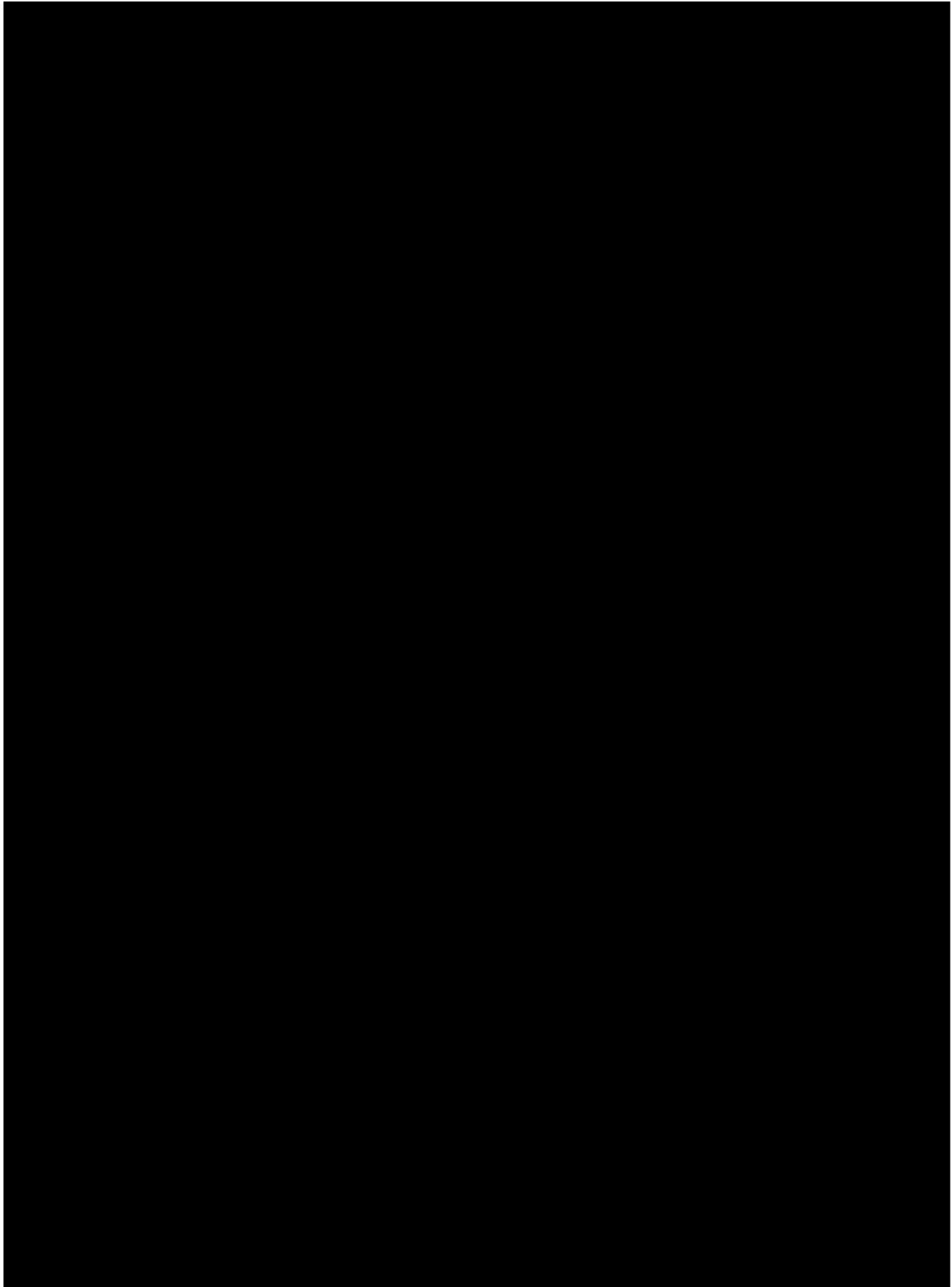
**Government Clients:** Walden Security has earned the trust of several education, government and public agencies due in part to our intensive focus on personalized account management and organized management tactics. The table below outlines these customers with similar scope and/or security services:



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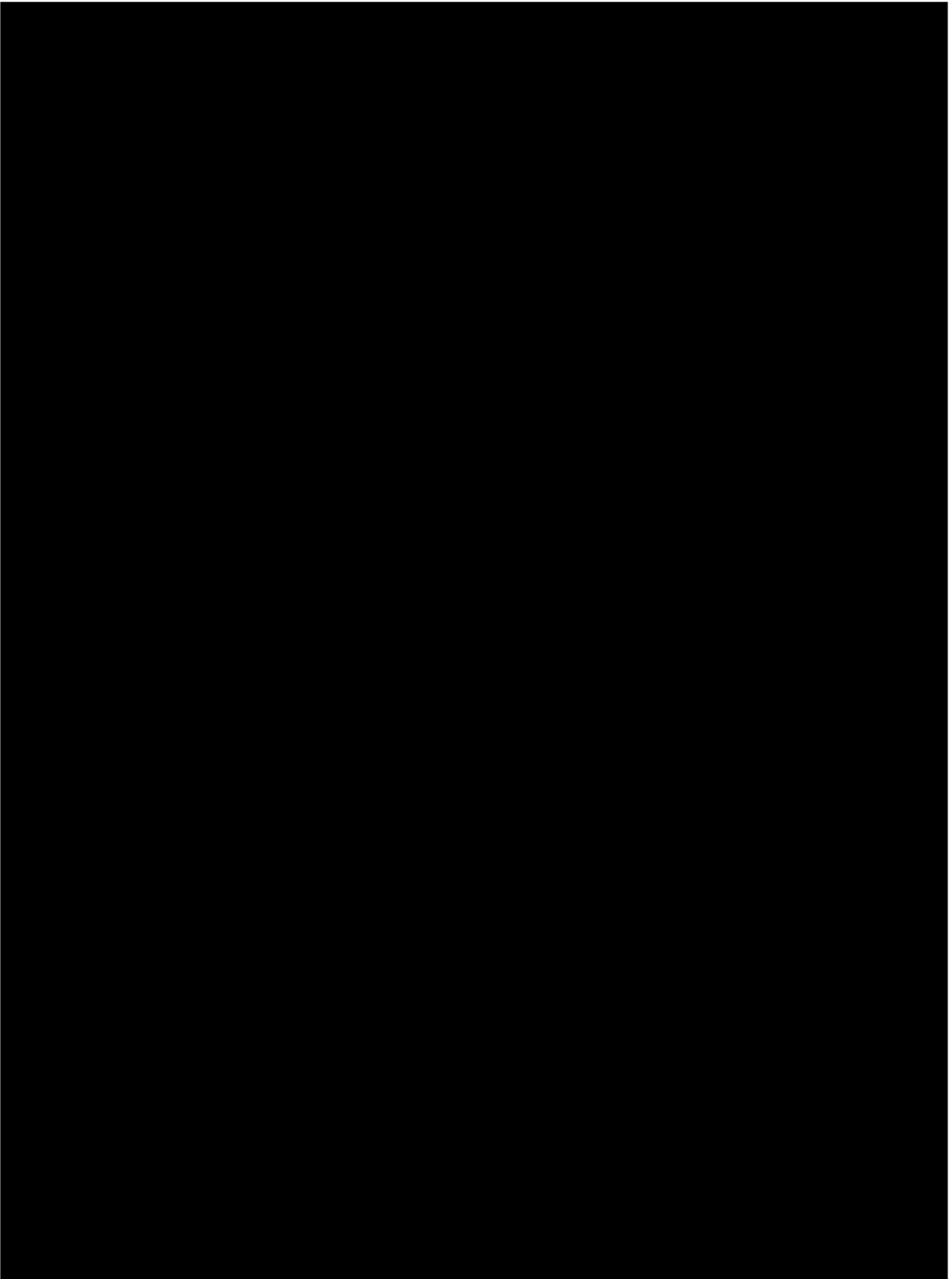
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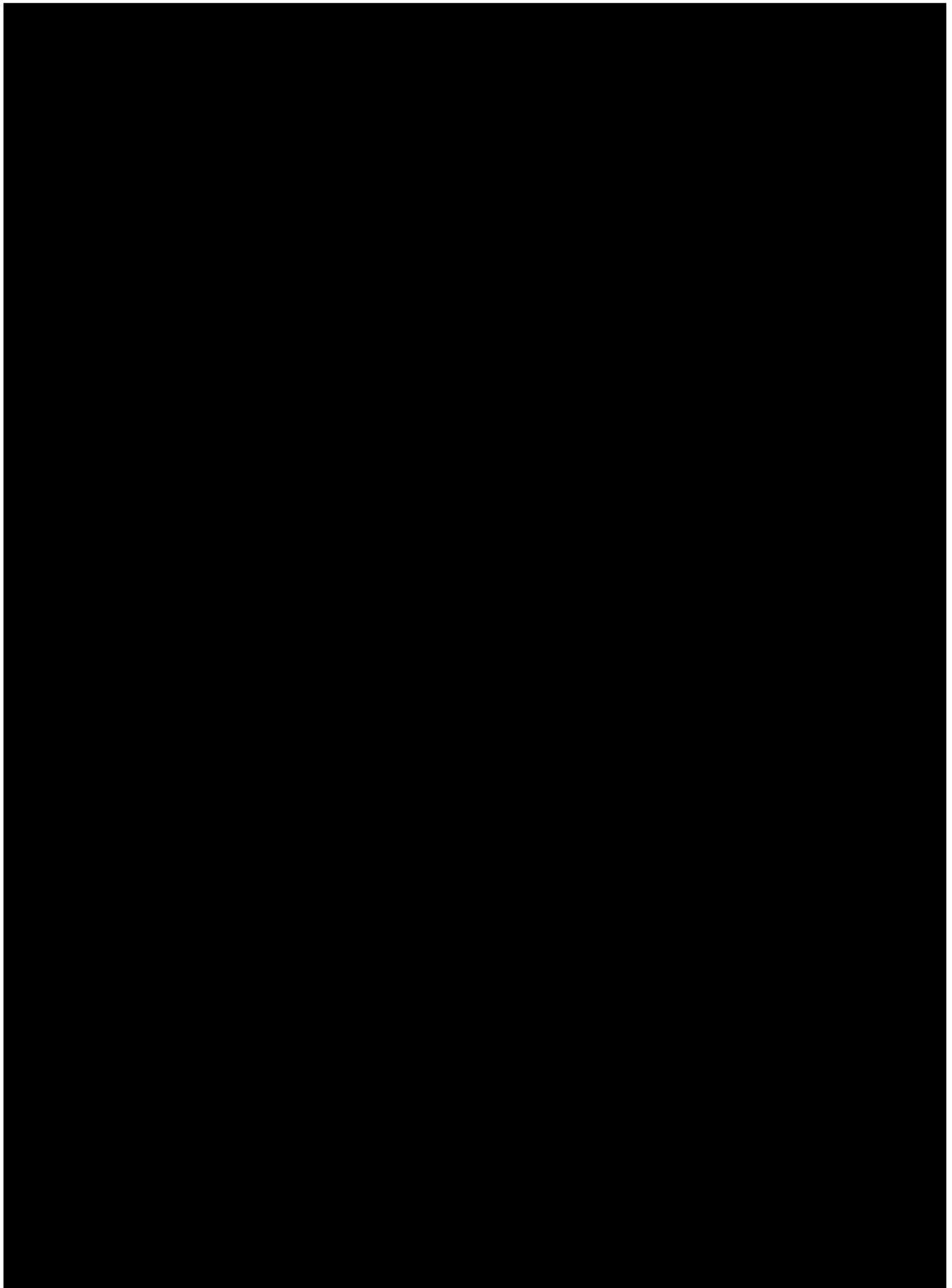
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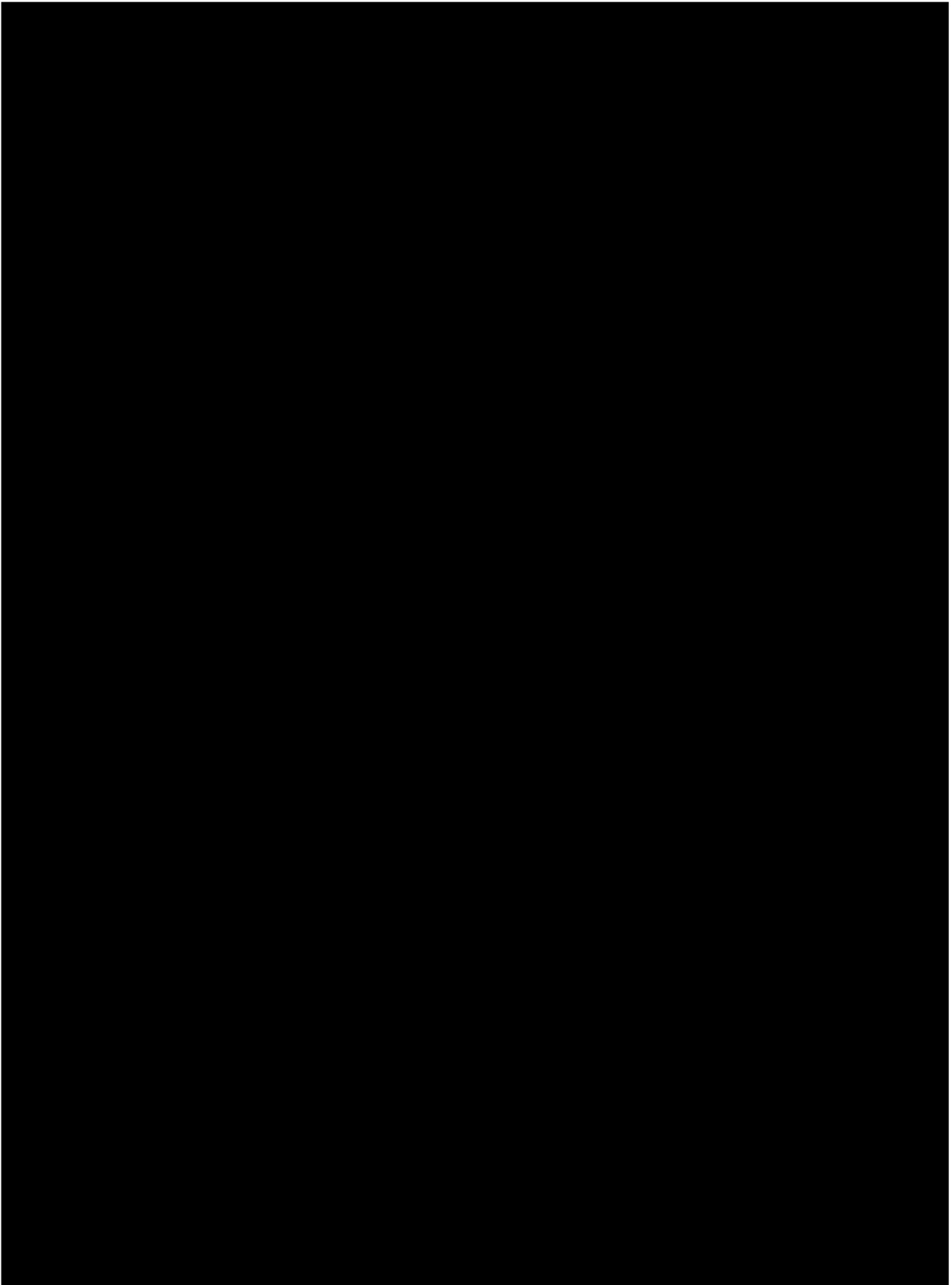




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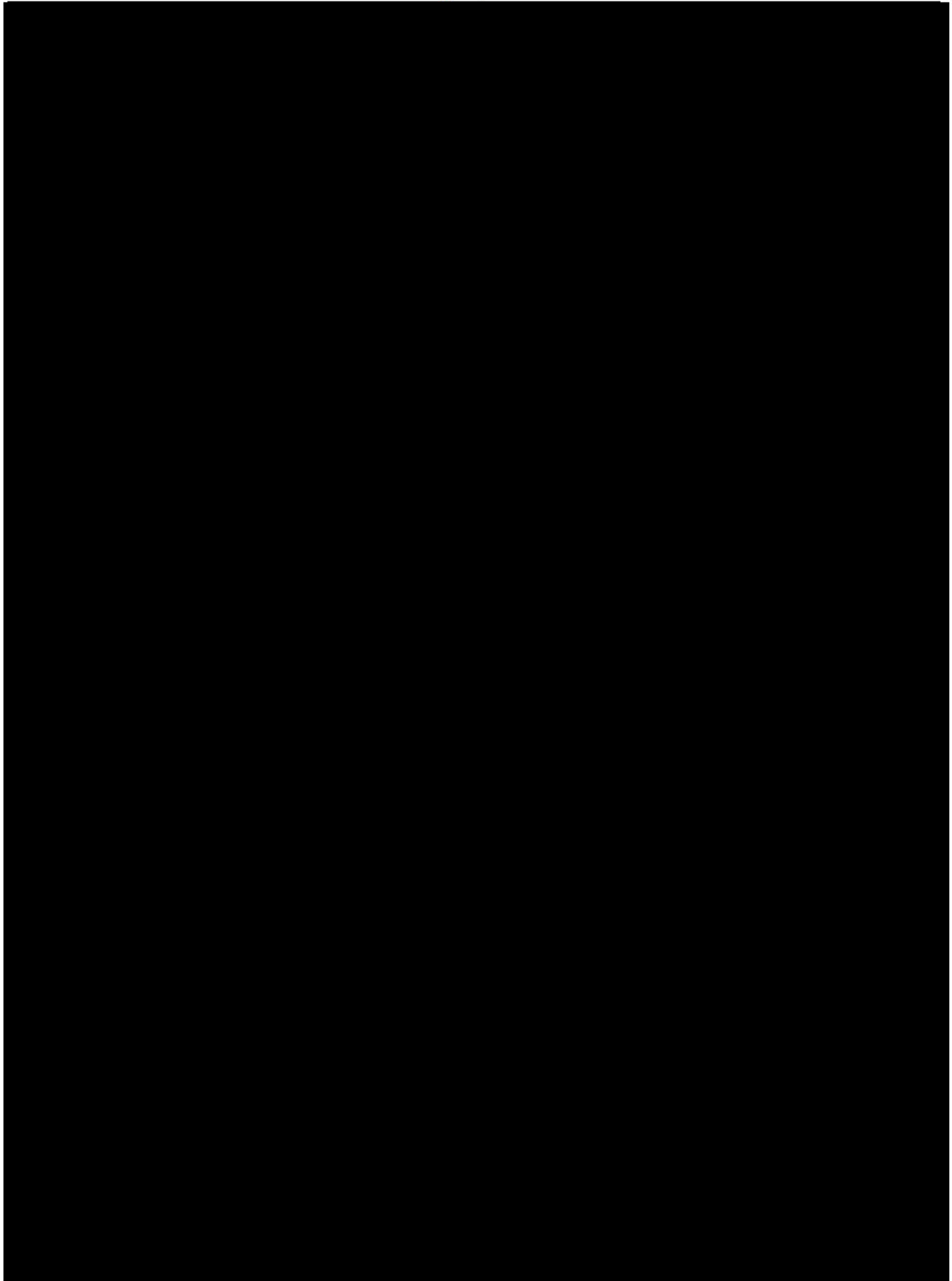
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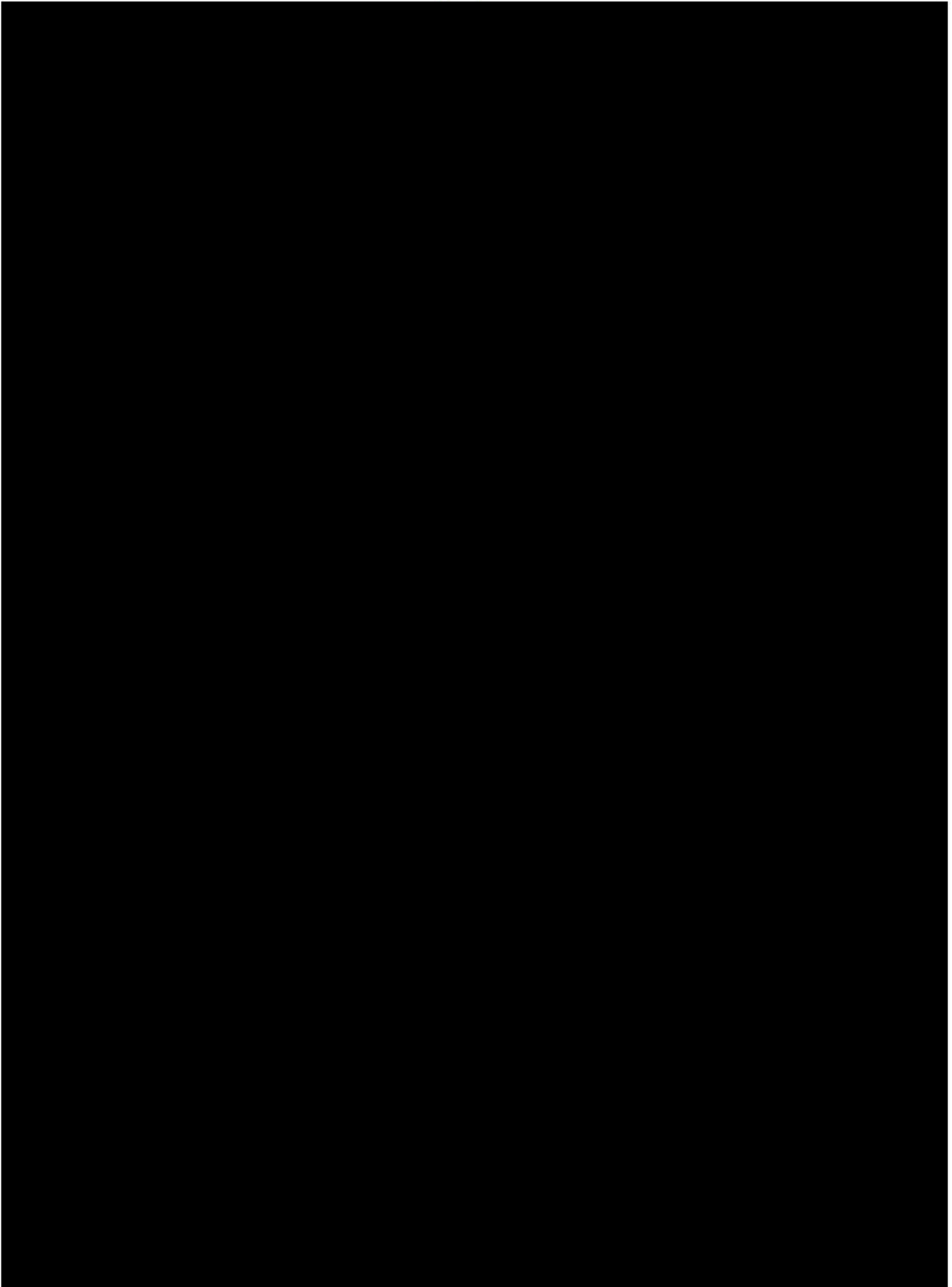
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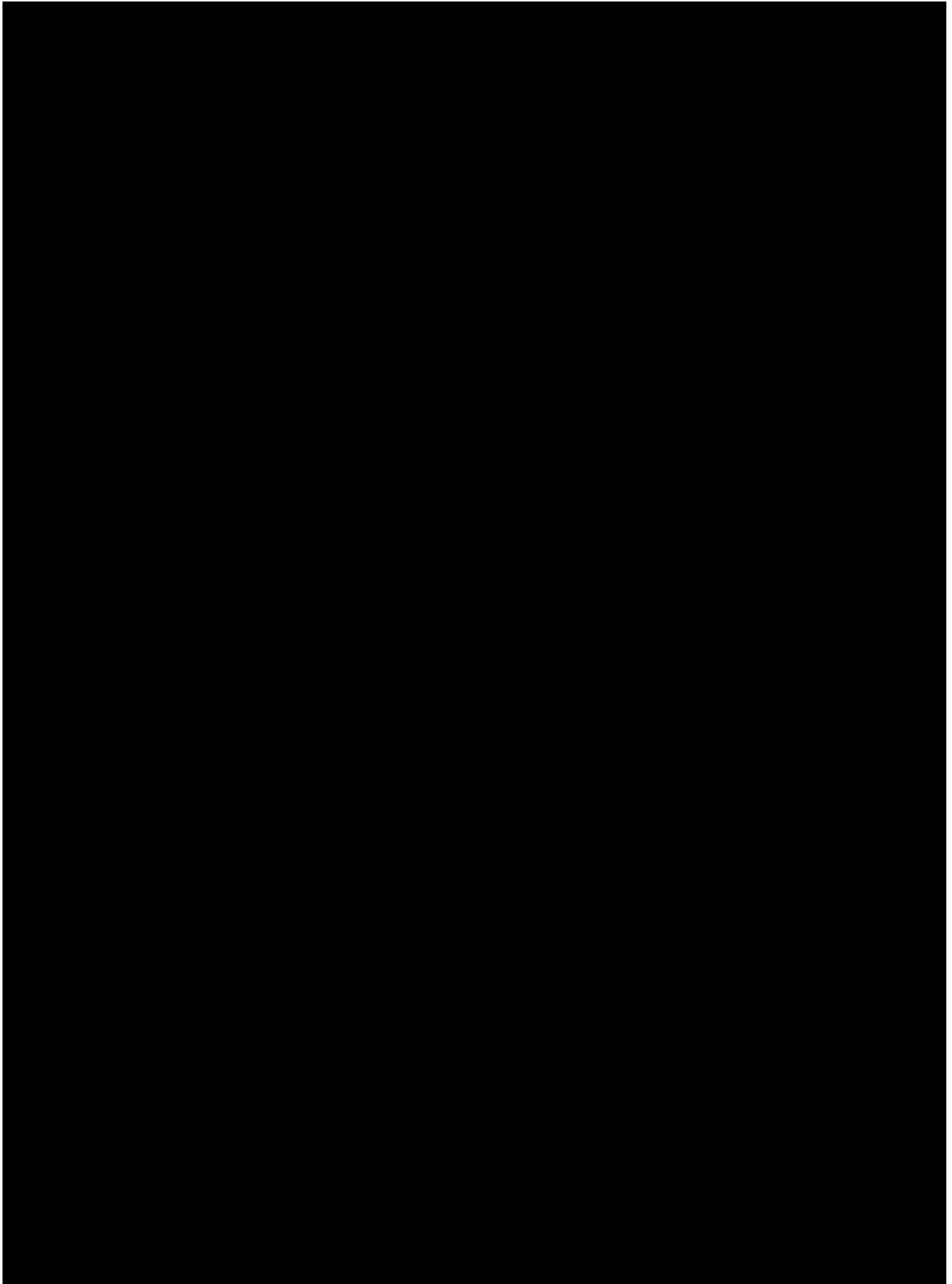
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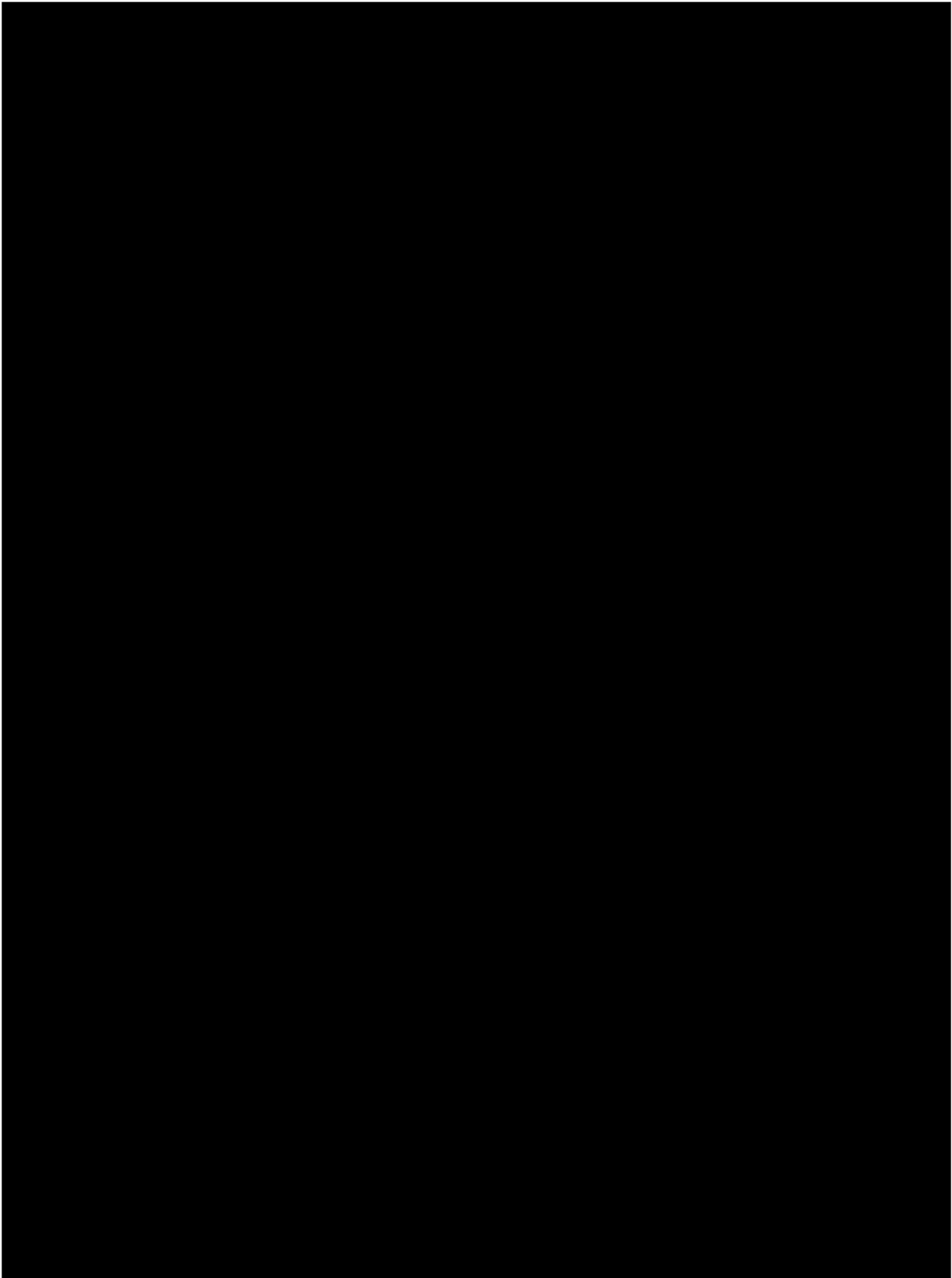
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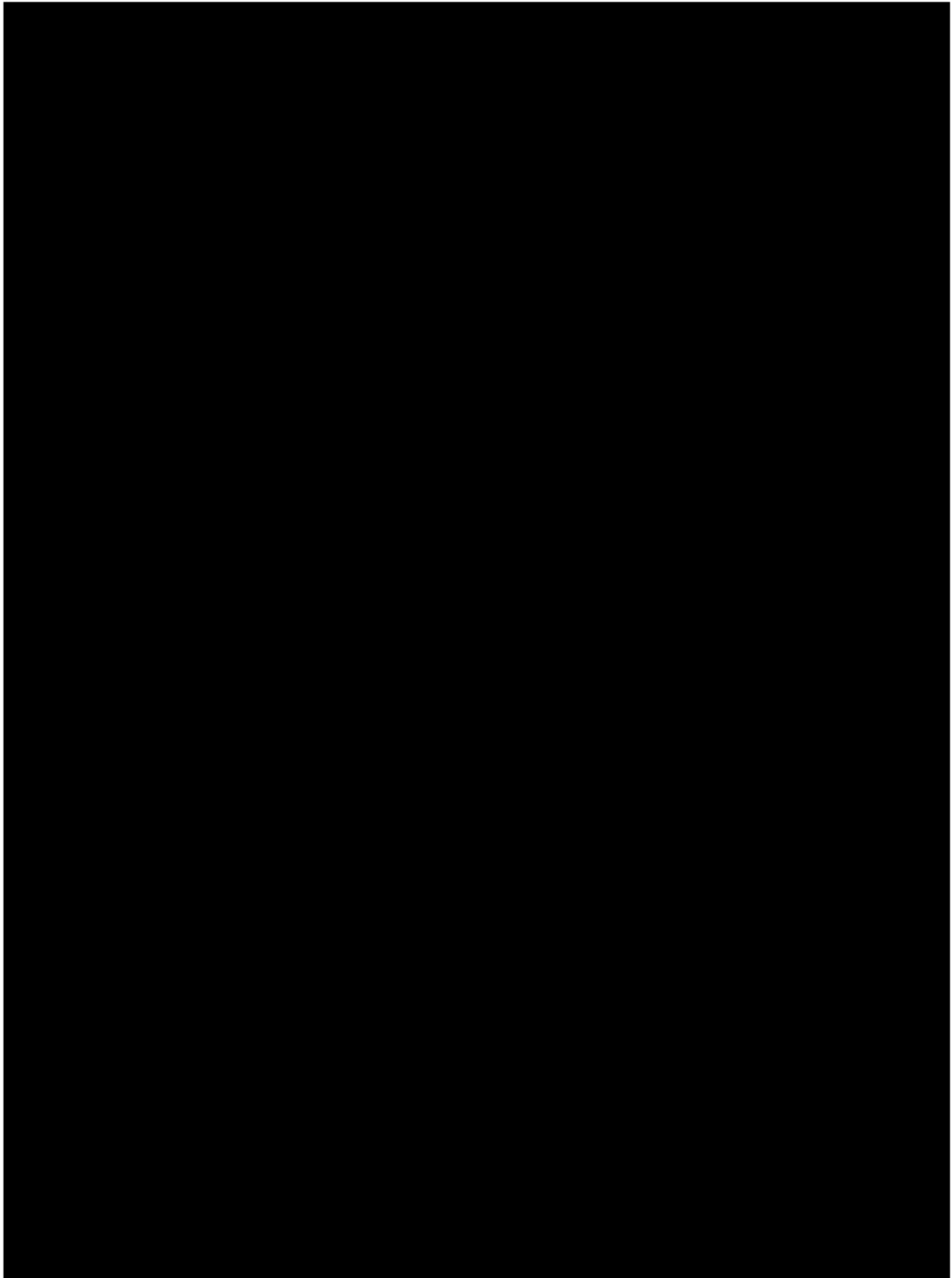




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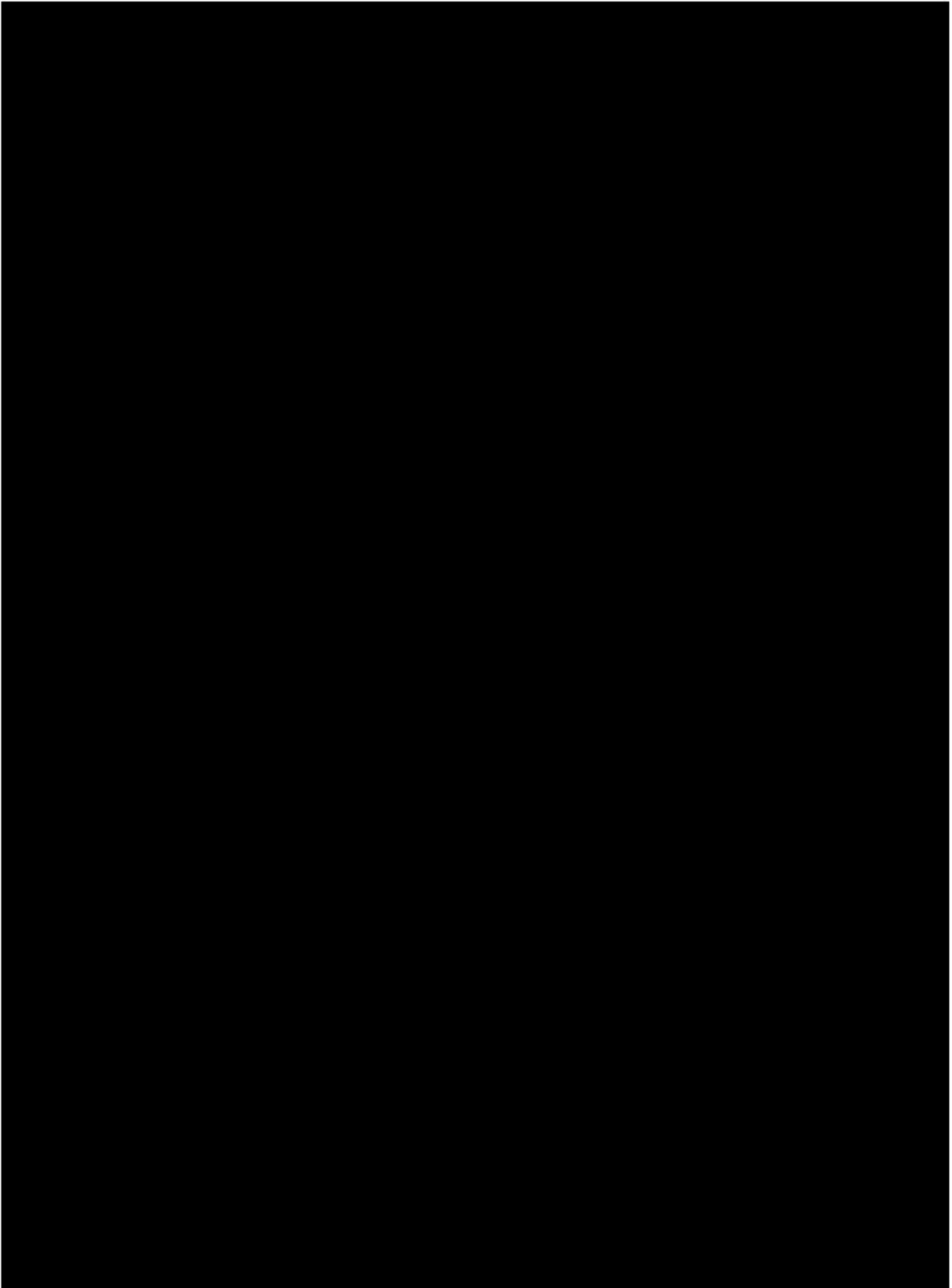
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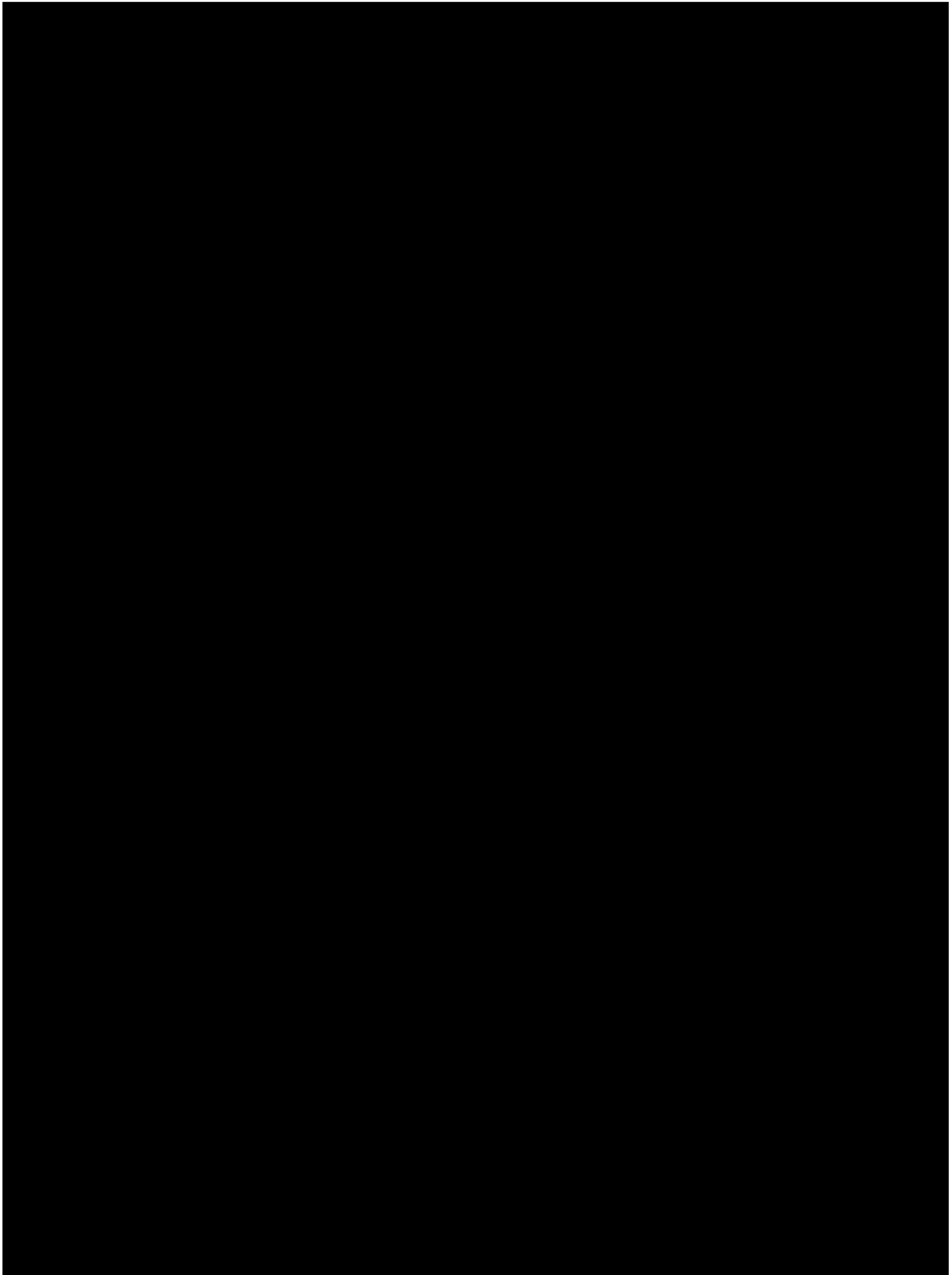
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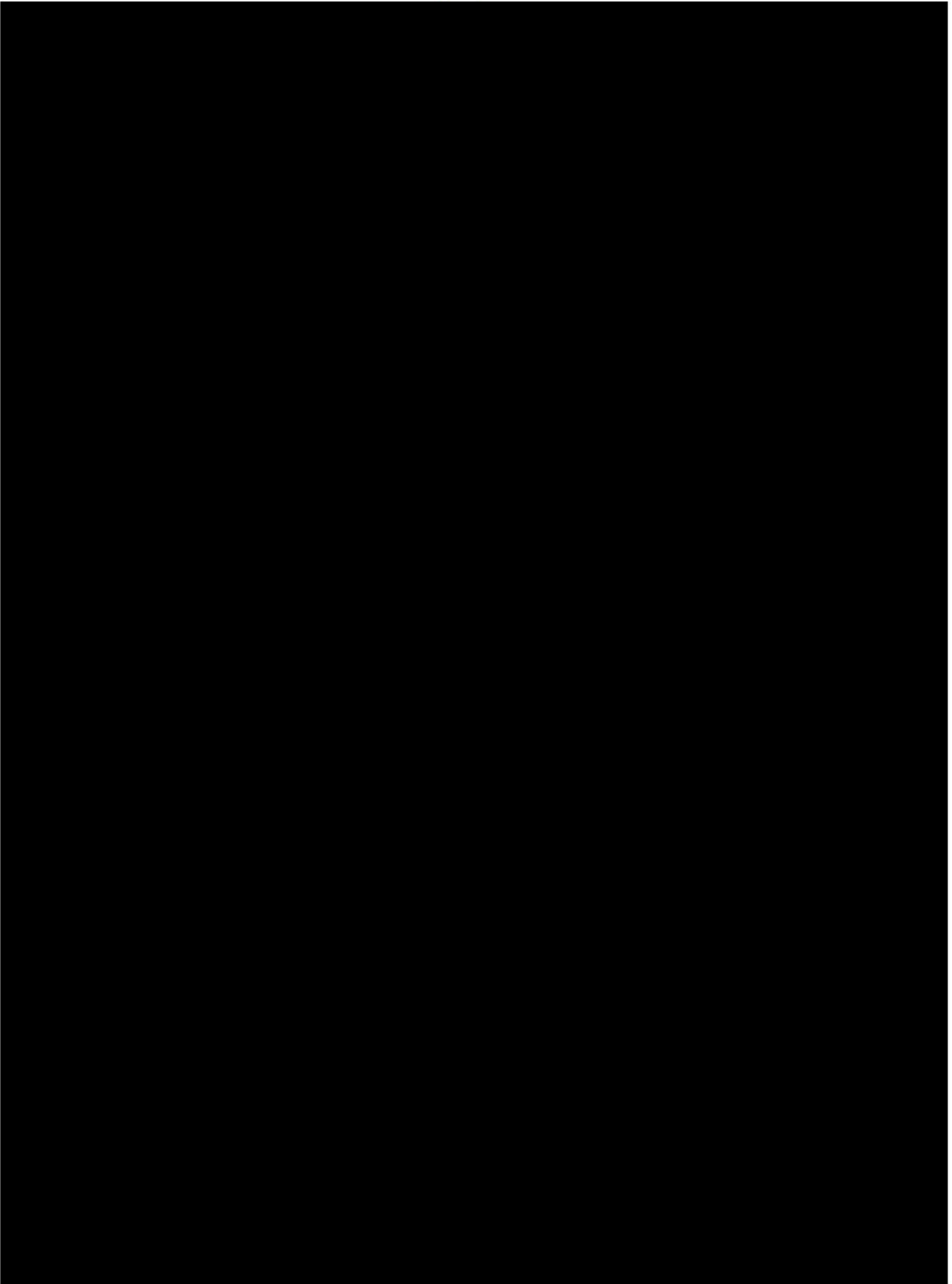
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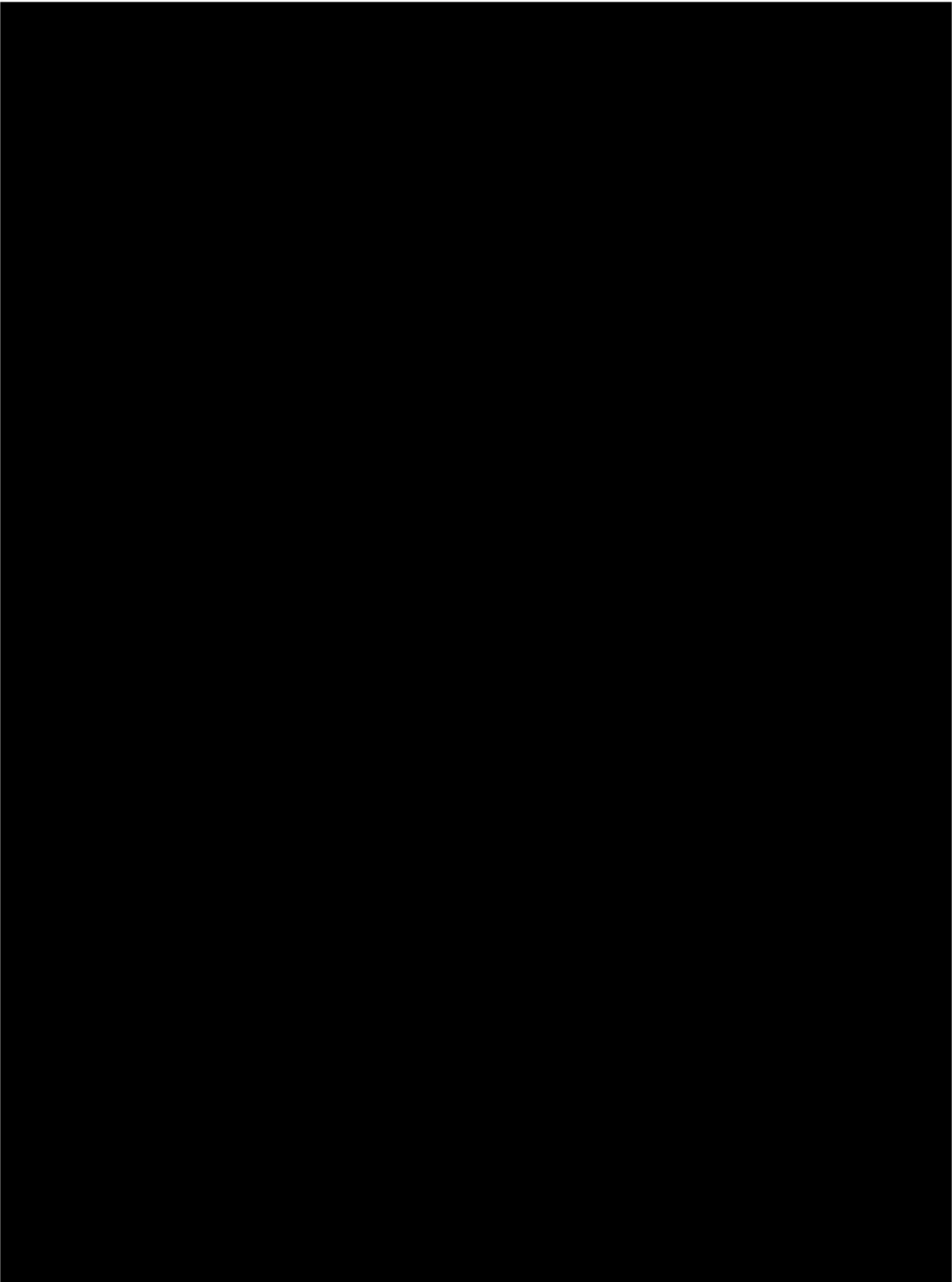
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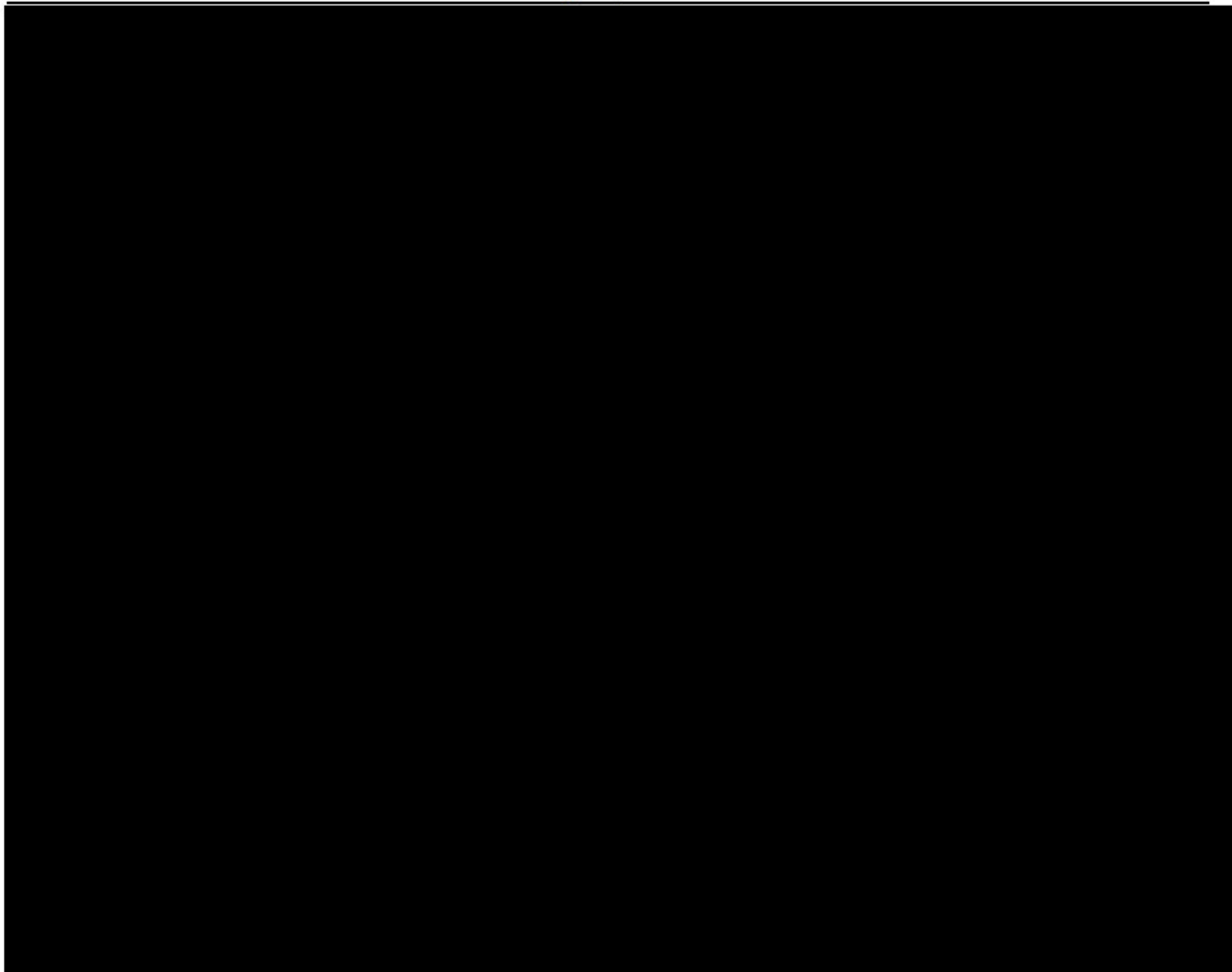
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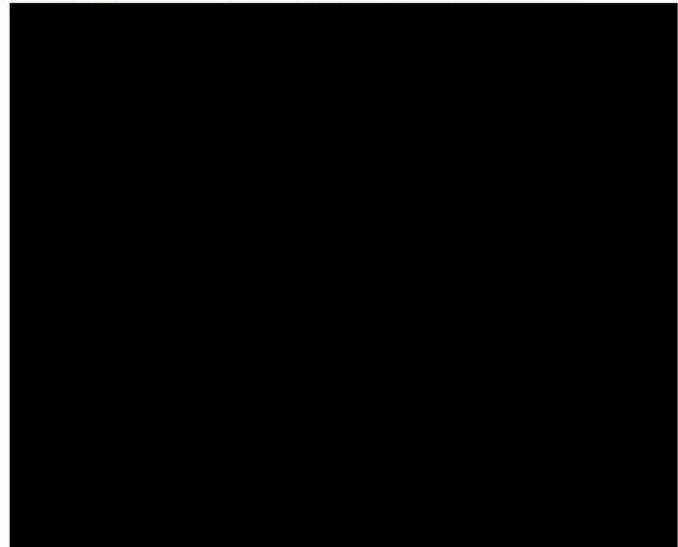
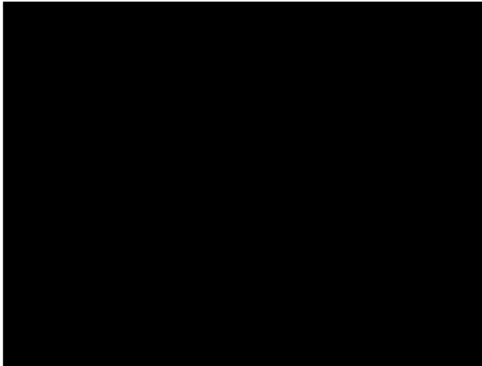
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**E) MUST HAVE A CLEAR UNDERSTANDING OF INDUSTRY STANDARDS AND BEST PRACTICES.**

In our 30 years of providing various security services, we have not only become an expert on industry standards; we are a leading company establishing the industry's standards and best practices. We conduct this through a process of preventative policies, quality assurance tactics and thorough, accurate reports.

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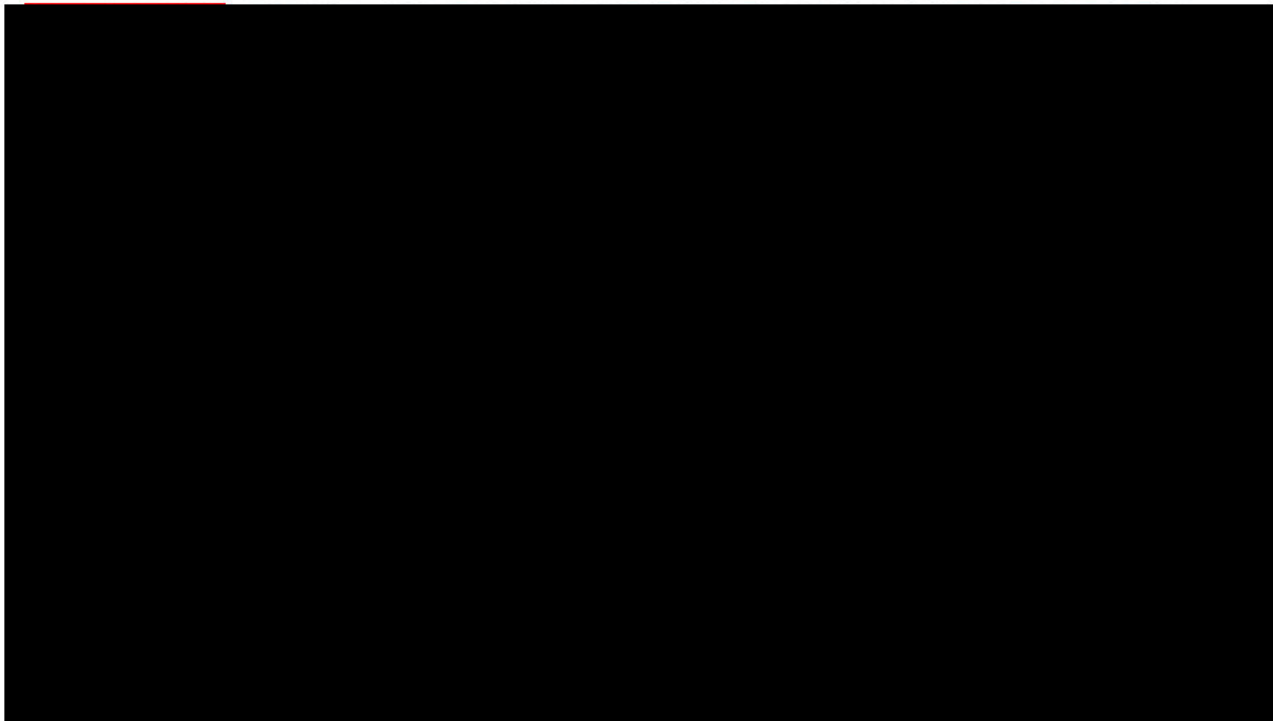
The following are key areas in which we demonstrate our understanding and procedures that support industry standards and best practices:



**CORPORATE-BRANCH COLLABORATION**

The Charleston Branch consists of an experienced team of operations, human resources, training and field service professionals. However, their corporate leadership at our home office collaborates daily with these individuals, providing the local team the ability to respond more effectively and quickly to incidents and emergencies in a timely manner. It also creates a channel of open communication where local management has access to every resource required to provide proactive and responsive customer service.

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[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

#### **QUARTERLY BUSINESS REVIEWS**

We also will employ Quarterly Business Reviews (QBRs) with BCSD's security management. Walden Security participants will include Operations Manager [REDACTED] our and other branch team members as needed. During the QBR, we will review our performance, discuss areas for improvement, identify ways Walden can support BCSD's strategic priorities in the areas of facility security, and get out in front of any evolving security issues.

[REDACTED]

[REDACTED]

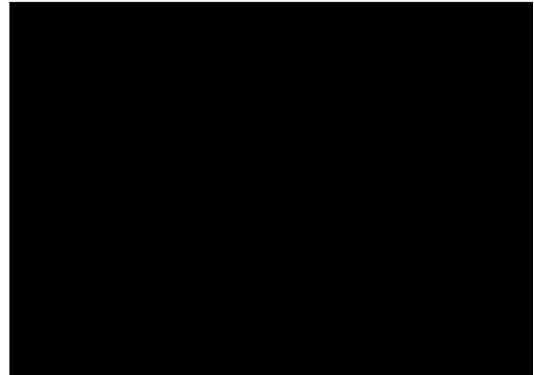
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- [REDACTED]

[REDACTED]

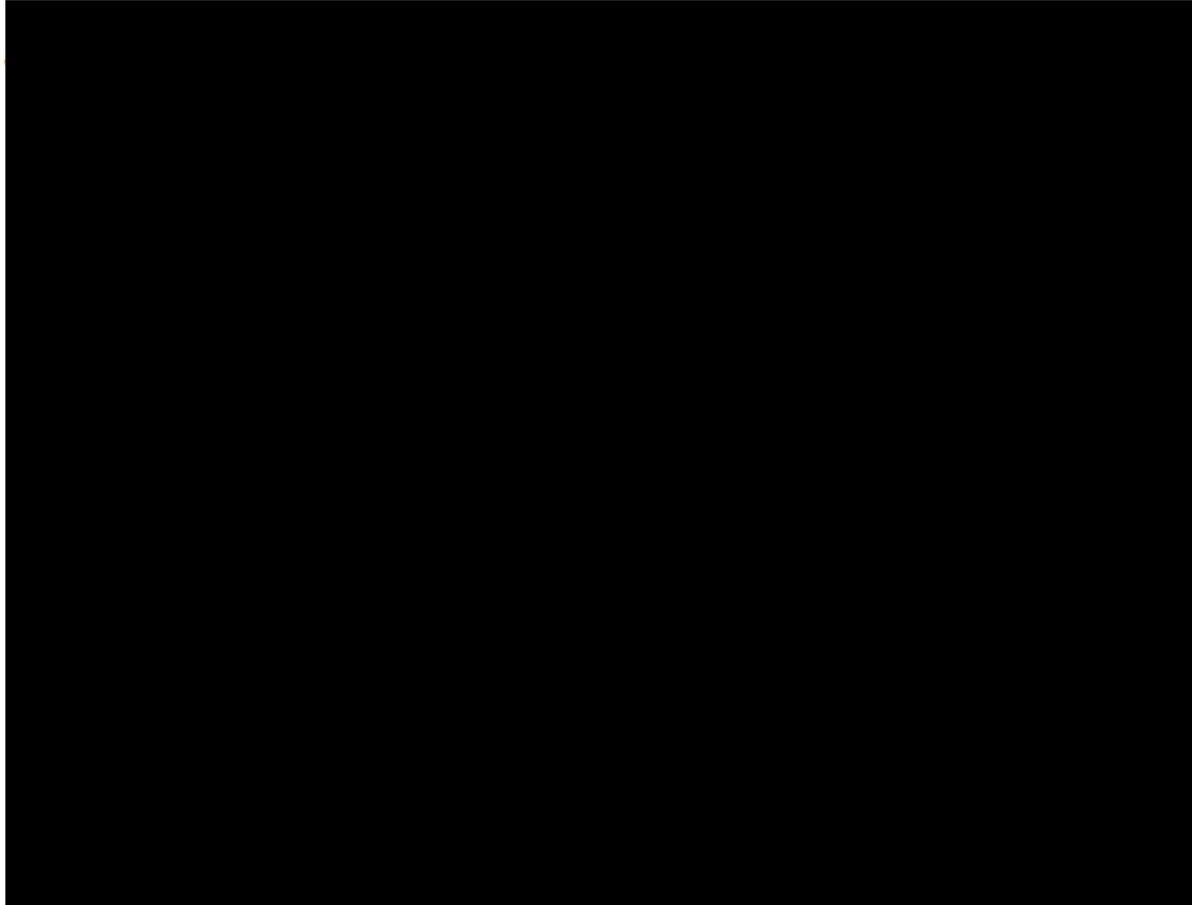
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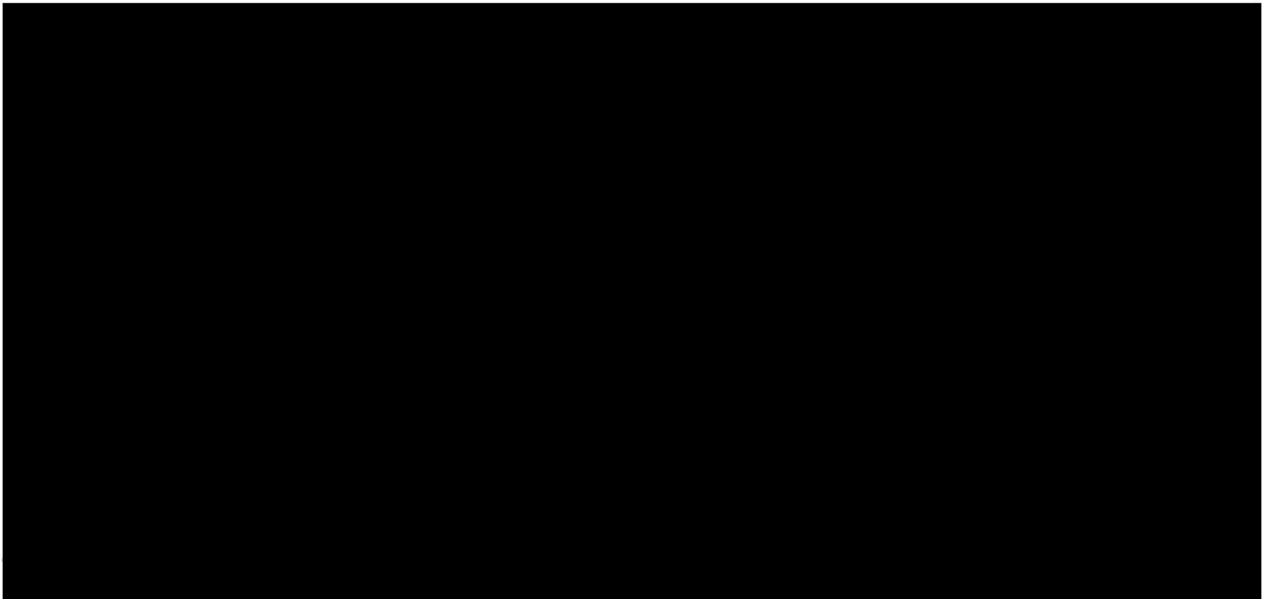
#### **FIELD SUPERVISION**

Unique to the industry is our field supervision team. Field supervisors are different from account or site supervisors in that they work with the branch operations team to ensure that our performance and appearance in the field are exceptional at all times. Through unannounced inspections, field supervisors conduct random visits to check that Walden Security officers follow post orders in compliance with the Walden Security QMS. Field supervisors maintain our patrol vehicles, deliver needed uniforms and equipment to client sites and fill short notice posts as needed. Field supervisors also provide back-up relief at sites whenever necessary.

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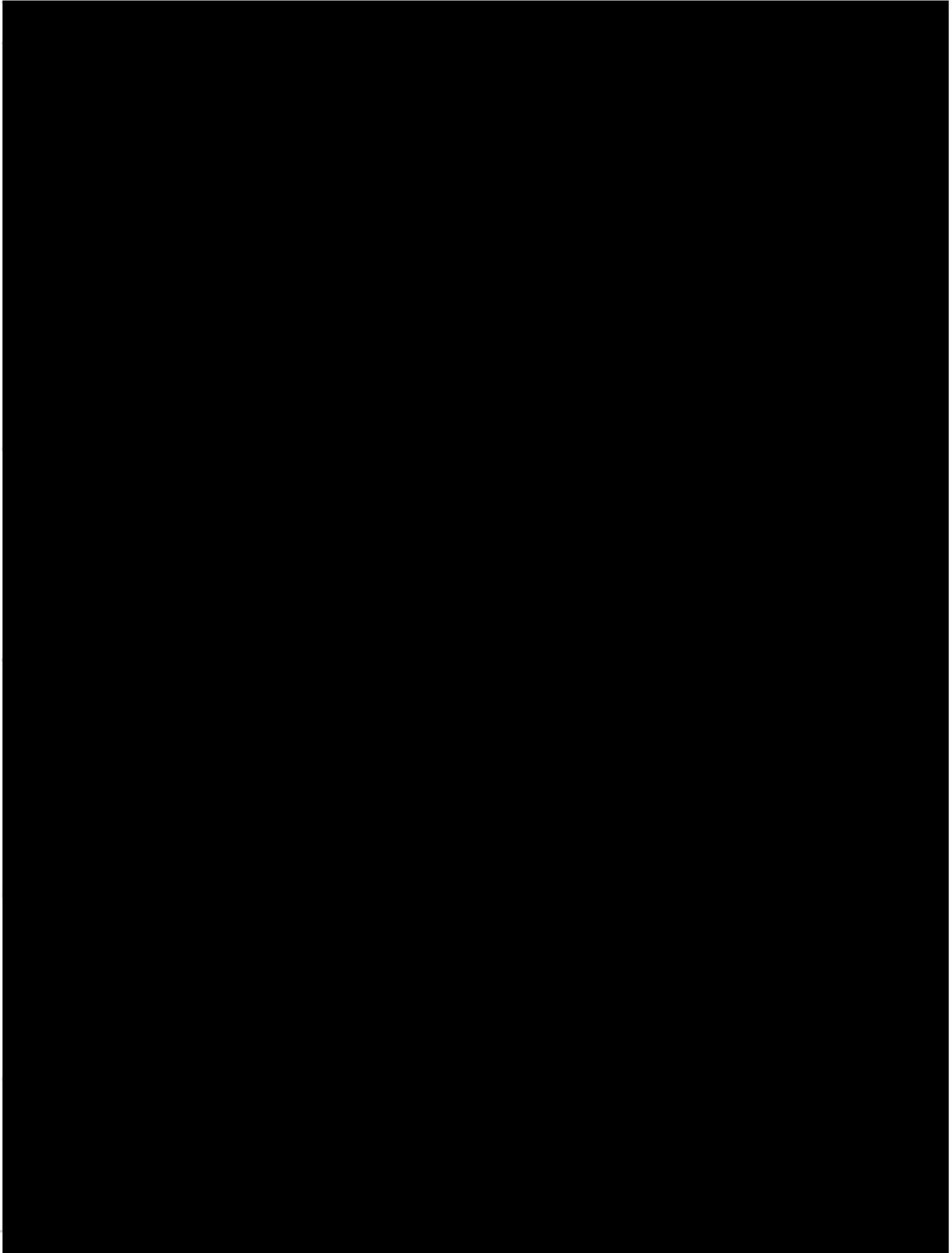
The following software descriptions demonstrate our understanding of industry standards and how we best address those with technology in support of the customer and the security officer:



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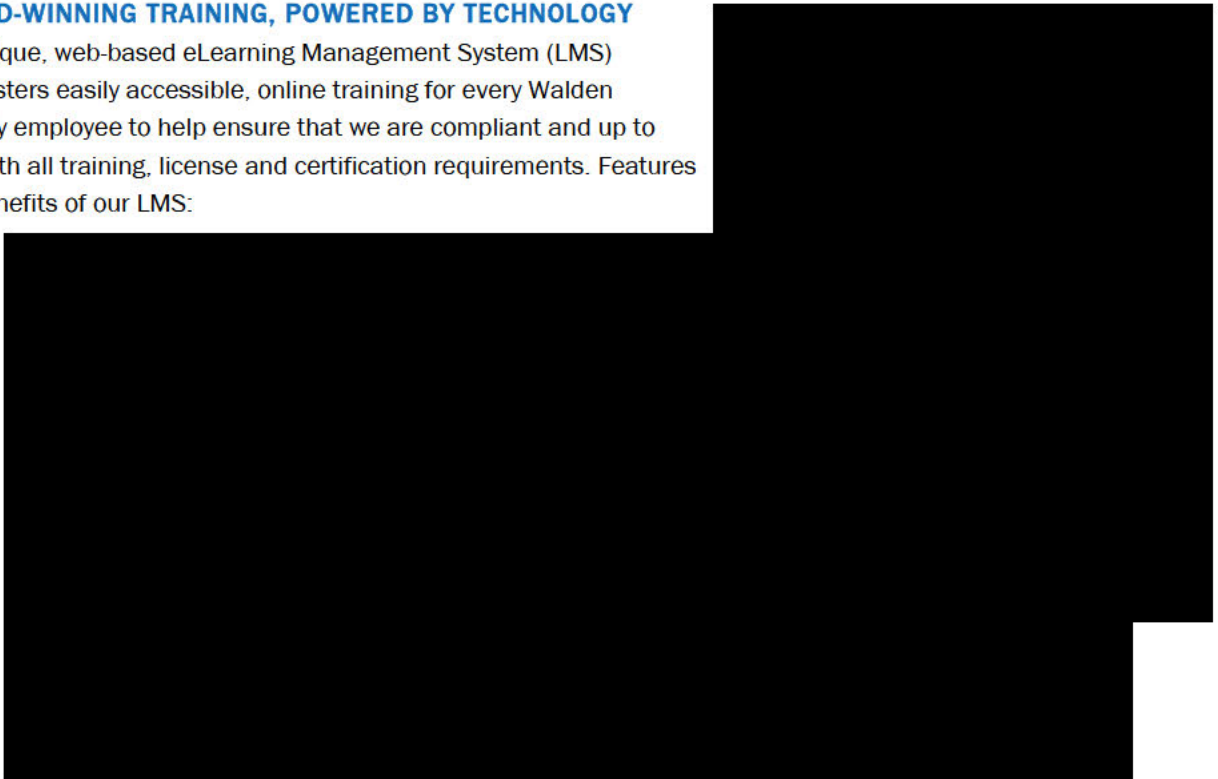
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**AWARD-WINNING TRAINING, POWERED BY TECHNOLOGY**

Our unique, web-based eLearning Management System (LMS) administers easily accessible, online training for every Walden Security employee to help ensure that we are compliant and up to date with all training, license and certification requirements. Features and benefits of our LMS:



Though classroom settings are ideal in most cases, we believe that interactivity, consistency and flexibility are key success factors when facilitating an ongoing security officer training program. Because of its accessibility, eLearning enables our security officers to maintain the necessary skills to perform their jobs at optimum levels and to learn new aspects of the security profession. The table below represents a sampling of our more than 100 eLearning courses. At the end of each module, officers take a comprehensive quiz and receive a certificate for earning a minimum passing score of 80 percent.

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## THE WALDEN WAY NEW EMPLOYEE ORIENTATION PROGRAM

[REDACTED]



*Training* magazine recently listed Walden Security in its Training Top 125 list for the third consecutive year, also awarding us with the “Outstanding Training Initiative Award” for our Leadership Pathways operations manager training program in February 2020.

[REDACTED]

In 2019, Walden Security was one of five companies that earned a “Best Practice Award” from *Training Magazine*, which was for *The Walden Way*.

## LEADERSHIP PATHWAYS OPERATIONS MANAGER TRAINING PROGRAM

[REDACTED]

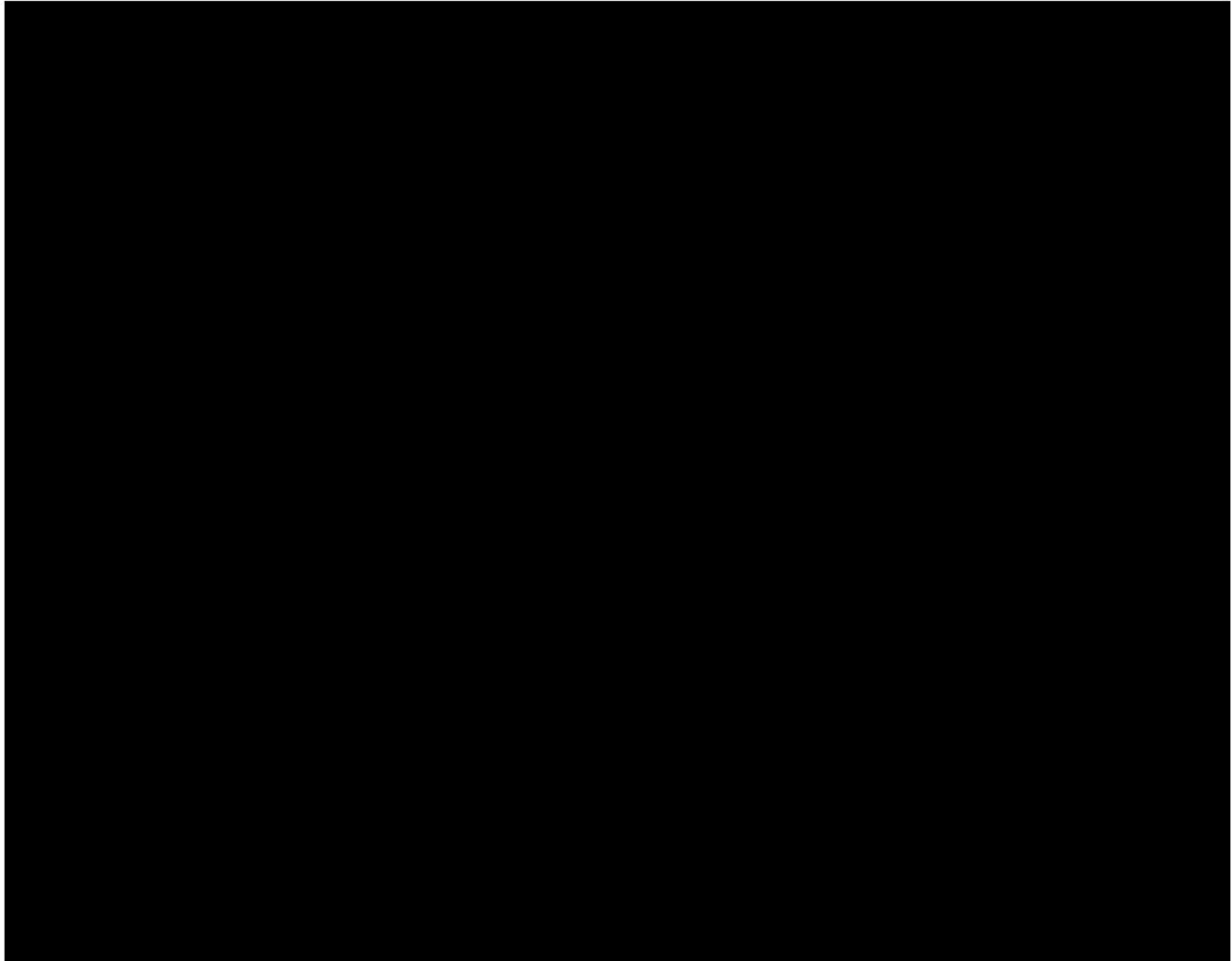
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**F) OFFEROR SHALL PROVIDE WITH THEIR PROPOSAL COPIES OF ALL APPROPRIATE CERTIFICATIONS, LICENSES AND PERMITS, AS WELL AS EVIDENCE TO SUPPORT THE DOCUMENTATION.**

Walden Security possesses a current license to operate in South Carolina. Included is a copy of that license. All other security officer licenses, certifications and/or permits will be provided to the BCSD prior to receiving their post assignment.



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**G) MUST HAVE KNOWLEDGE OF AND COMPLY WITH ALL CURRENTLY APPLICABLE, AND AS THEY BECOME ENACTED DURING THE CONTRACT TERM, FEDERAL, STATE AND LOCAL LAWS, STATUTES, ORDINANCES, RULES AND REGULATIONS. ALL LAWS OF THE STATE OF SOUTH CAROLINA, WHETHER SUBSTANTIVE OR PROCEDURAL, SHALL APPLY TO THE CONTRACT, AND ALL STATUTORY, CHARTER, AND ORDINANCE PROVISIONS THAT ARE APPLICABLE TO PUBLIC CONTRACTS IN THE DISTRICT SHALL BE FOLLOWED WITH RESPECT TO THE CONTRACT.**

Walden Security is prepared to comply with all federal, state and local employment laws, rules, regulations, ordinances relative to such employees, including with limitation wage and hour laws, workers compensation laws, immigration laws, equal employment opportunity laws and occupational health and safety laws.

We have customized our contract security solutions for you to ensure the best possible service and will:

- Furnish a stable, trained, armed, uniformed, security officer service for the BCSD. The security personnel will be employees of Walden Security. We will pay all wages, expenses, payroll taxes, federal and state unemployment insurance and other similar expenses for our employees.
- Serve as a first responder system in emergency or otherwise disruptive situations that also enforces campus policies against illegal activities, and addresses suspicious and/or dangerous activity.
- Provide reliable and professional security officers who possess excellent public relations and customer service skills. Walden Security officers on duty shall conduct themselves at all times with a friendly and helpful attitude.
- Provide responsible security officers who are mentally alert and physically able to perform their assigned duties. Prior to working a shift on their own, all officers will complete Initial Security Officer Training (ISOT) and train to the specific duties at the BCSD.
- Assign security officers who pass a background check and 10-panel drug screen. During the contract period, Walden Security will conduct random drug screens at your request and/or at the discretion of the general manager or the EVP of Quality Assurance and Client relations.
- Offer assistance with traffic control, emergency response procedures and security inspections.

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**H) LIST OF FAILED PROJECTS, SUSPENSIONS, DEBARMENTS, AND SIGNIFICANT LITIGATION.**

The following are recent "failed projects":

1. [REDACTED]  
[REDACTED]  
[REDACTED]

■ [REDACTED]  
[REDACTED]  
[REDACTED]

■ [REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

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**I) LIST OF AT LEAST FIVE (5) REFERENCES OF SIMILAR PROJECTS FOR THESE SERVICES.**

[Redacted content]



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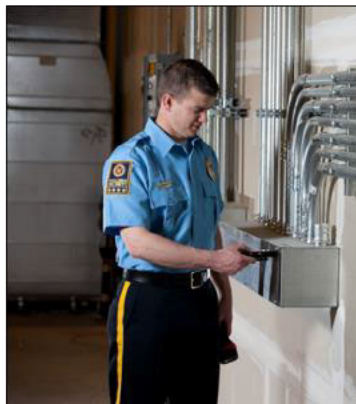
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**J) PICTURES SHOWING IMPLEMENTATION OF VENDOR'S EQUIPMENT/SOLUTION.**

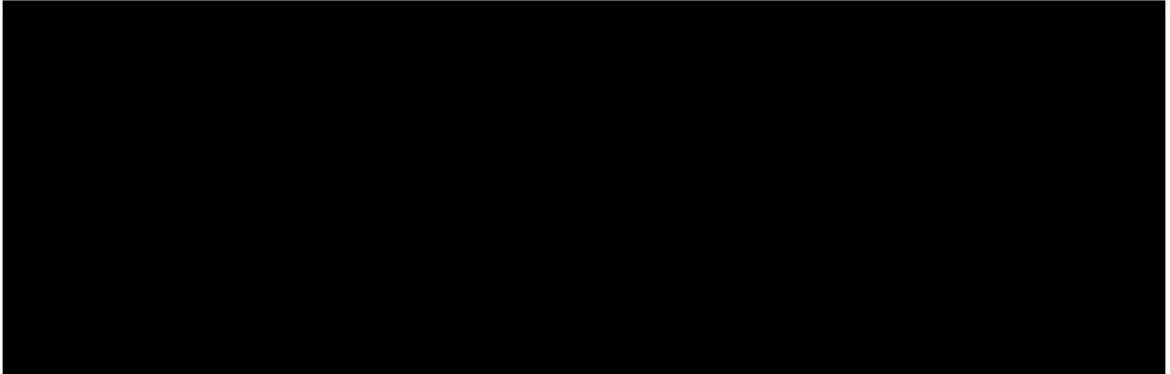


Documented checkpoints and breadcrumb GPS reports demonstrate we effectively complete every round. Once entered, data routes, locations and checkpoints cannot be changed. Our officers generate reports in the field and email them directly to you, delivering instant updates anytime and anywhere.

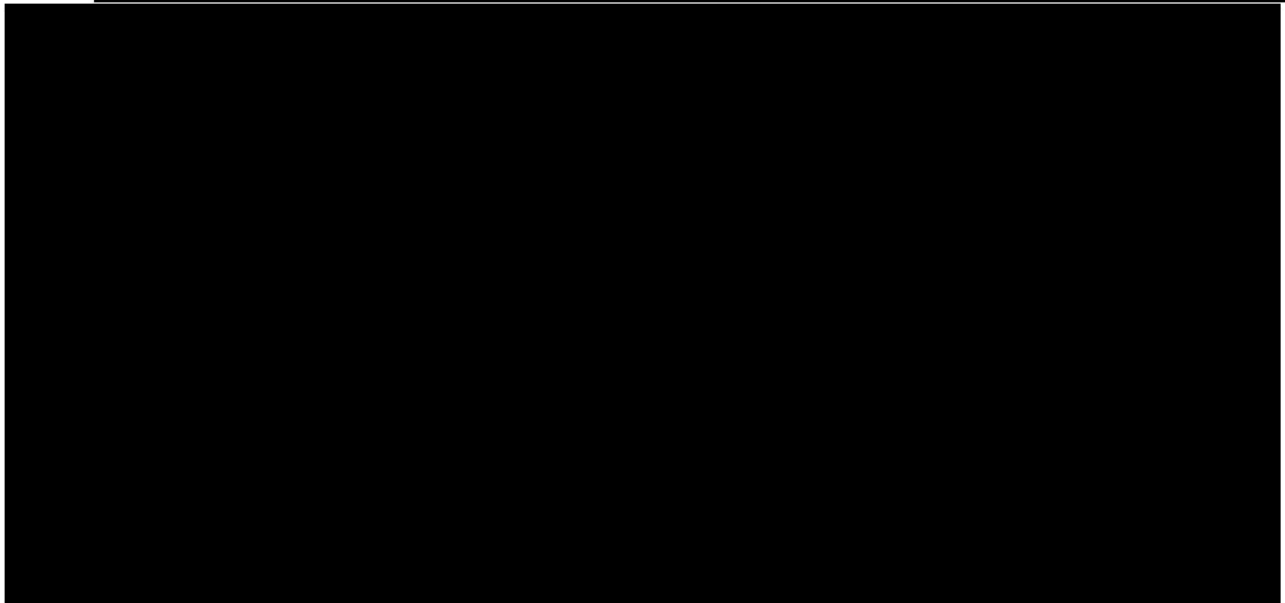
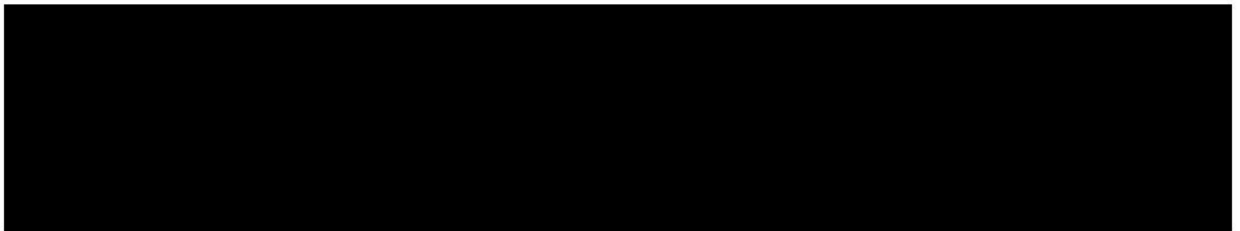
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We can provide alerts and reports as often as necessary. Examples include:



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## EQUIPMENT

GLOCK 17 9MM



MAGAZINE POUCH



LEVEL 3 RETENTION HOLSTER



HANDCUFF CASE



DUTY BELT



HANDCUFFS



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## **UNIFORMS & APPEARANCE**

We understand that our officers' appearance is a direct reflection of your company. In order to maintain an authoritative, professional appearance reflective of our company's standards and your desired image, we require every employee to place a high importance on his or her appearance. We uphold strict image guidelines and conduct unannounced site inspections to confirm that our officers look their best at all times.

Every security officer will receive an ample supply of premium uniforms, accessories and gear to enable them to look professional and remain comfortable while on duty. We replace uniform items at no cost to our officers as needed due to normal wear and tear.

## **STANDARD HARD LOOK UNIFORM**

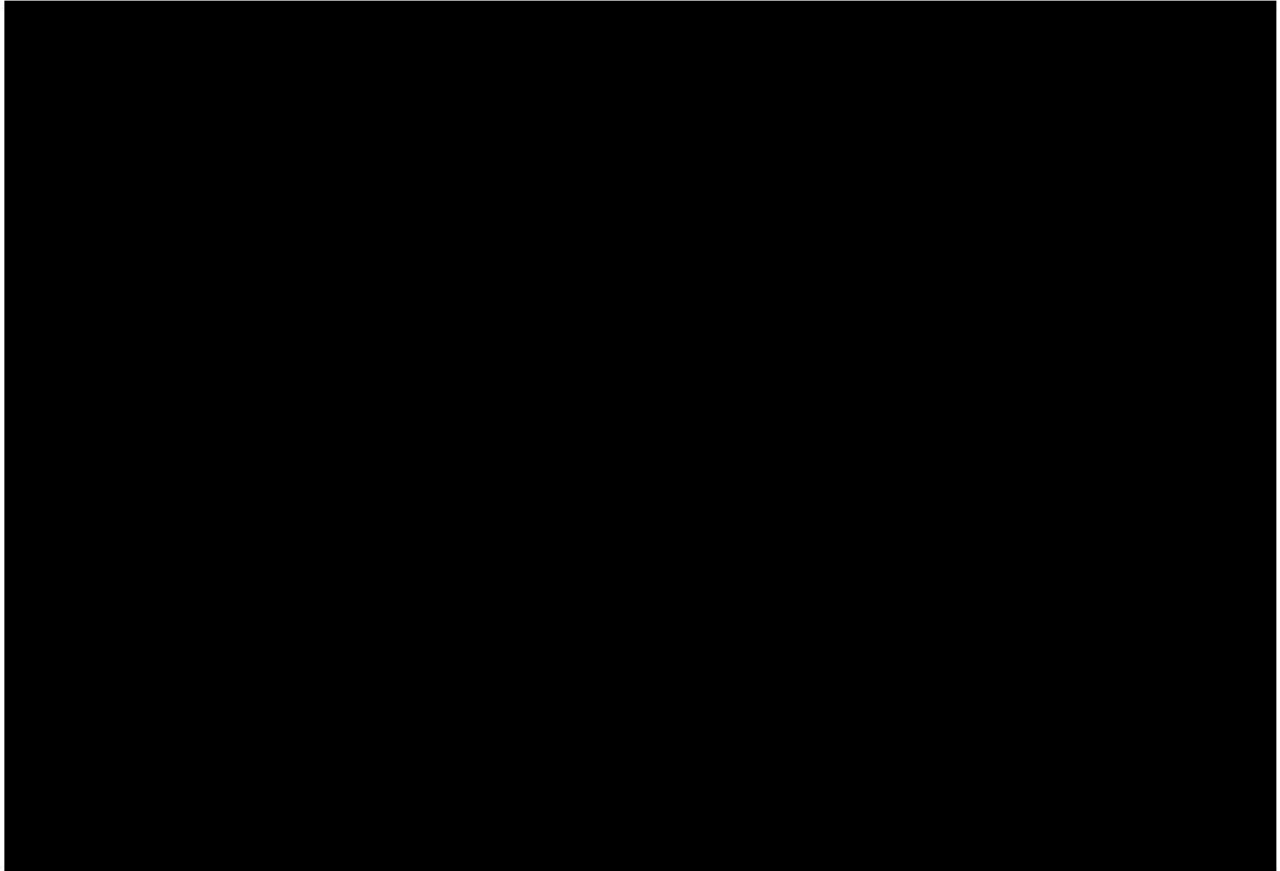
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## **8.0 BIDDING SCHEDULE/PRICE PROPOSAL**

The completed price proposal is located on a separate USB drive per the requirements of the RFP.



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## 9.0 ATTACHMENTS

**POTENTIAL BIDDERS MUST DEMONSTRATE THEIR PROCESS FOR CONTRACTING OR UTILIZING BUSINESSES AS SUBCONTRACTORS OR SUPPLIERS FOR WORK ON PROJECTS UNDERTAKEN IS OPEN TO BUSINESSES REGARDLESS OF RACE, GENDER OR ETHNICITY, BY FULFILLING ONE (1) OF THREE (3) ALTERNATIVE ELIGIBLE BIDDER CATEGORIES.**

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#### **1. DOCUMENTATION OF PRIOR M/WBE ON PROJECTS UNDERTAKEN IN SOUTH CAROLINA DURING THE PREVIOUS TWO (2) YEARS AT THE LEVEL OF AVAILABILITY.**

[REDACTED]



[REDACTED]

### CONFIDENTIAL

#### **2. DOCUMENTATION OF PRIOR GOOD FAITH OUTREACH EFFORTS ON ALL PROJECTS UNDERTAKEN IN SOUTH CAROLINA DURING THE PREVIOUS TWO (2) YEARS.**

Documentation of our WBE status, which was applied in our contracts with [REDACTED] and [REDACTED], is validated on the following page with a copy of our current WBENC certificate.

[REDACTED]

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### **3. COMMITMENT TO FUTURE GOOD FAITH OUTREACH EFFORTS IN ALL PROJECTS UNDERTAKEN IN SOUTH CAROLINA.**

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While Walden Security is a WBENC-certified women's business enterprise, it is also our corporate policy to assist Small and Disadvantaged Businesses to the maximum extent practicable consistent with sound business practices and the efficient performance of contract requirements.

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**ON ELIGIBLE PROJECTS THAT EQUAL OR EXCEED FIVE MILLION DOLLARS IN VALUE, POTENTIAL BIDDERS ARE REQUIRED TO MAKE A GOOD FAITH EFFORT TO ENTER INTO A JOINT VENTURE OR MENTOR/PROTÉGÉ ARRANGEMENT AT THE PRIME CONTRACTOR LEVEL WHICH INCLUDES AT LEAST ONE (1) CERTIFIED MINORITY- AND/OR WOMAN-OWNED FIRM.**

Because the project does not equal or exceed five million dollars in value, we are omitting the subsequent, non-applicable requirements listed in this section.

---

### **BUSINESS UTILIZATION REPORT & STATEMENT OF INTENT**

Walden Security, a certified WBE by WBENC, will serve as the prime contractor and satisfy the M/WBE requirements for the contract. The signed Business Utilization Report and Statement of Intent are included on the following pages.


names, addresses and contact persons of the M/WBE and majority owned businesses, if any, to be used in the contract, the type of work each business will perform, the dollar value of the work and the scope of work. The Utilization Report submitted by the contractor shall be submitted as a part of the contract with BCSD. If the information contained in the Contractor's Utilization Report changes by the time the contract is executed, the Contractor shall amend the Utilization Report and such amended Utilization Report shall be incorporated into the contract.

### **Business Enterprise Utilization Report**

List all vendors/subcontractors to be used on this project. All MBEs or WBEs proposed for utilization on this project must be certified by the Small and Minority Business Assistance Office through the State of South Carolina according to the criteria of the Beaufort County School District's Minority Business Enterprise Plan prior to utilization on this project.

In column 2 below, please specify ethnic/racial/gender group as follows:


- AABE – African-American Business Enterprise
- HBE – Hispanic Business Enterprise
- ABE – Asian-American Business Enterprise
- WBE – Woman Business Enterprise

<b><u>Sub-Contractor Name</u></b>	<b><u>Gender Group</u></b>	<b><u>Address</u></b>	<b><u>Phone #</u></b>	<b><u>Other</u></b>	<b><u>E-Mail</u></b>
Metropolitan Security Services Inc. d/b/a Walden Security	WBE	100 E Tenth Street, Suite 400 Chattanooga, TN 37402-4218	423-702-8200		

### **Statement of Intent**

We, the undersigned have prepared and submitted all the documents required for this project. We have prepared these documents with a full understanding of the Beaufort County School District's goal to ensure equal opportunities in the proposed work to be undertaken in

performance of this project. Specifically, the BCSD seeks to encourage and promote on an inclusionary basis contracting opportunities without regard to the race, gender, national origin or ethnicity of the ownership or management of any business and that it is an equal opportunity employer and contracting entity. We certify that the representations contained in the Minority/Woman Business Enterprise (M/WBE) Utilization Report, which we have submitted with this solicitation, are true and correct as of this date. We commit to undertake this contract with the Minority/Woman Business Utilization Report we have submitted, and to comply with all non-discrimination provisions of the Minority/Woman Business Enterprise Program in the performance of this contract.



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Signature

07/27/2021

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Date

Name: Amy S. Walden

Title: Chairman & CEO

Project: Beaufort County School District; RFP #22-001

August 2, 2021

## APPENDIX

- Executive Summary
- Company Overview
- Implementing Your Security Program
- Security Officer Staffing: Recruitment, Screening & Selection
- Security Officer Training
- Employee Retention & Benefits
- Certifications and Licenses
  - South Carolina
- Key Personnel Table Resumes
  - General Manager Ed Leitgeb
  - Operations Manager Terrell Palmer
  - Branch Trainer Jason Davison
  - Human Resources Manager Stanene Douglas
  - Business Development Manager Brandon Shepherd
  - Business Development Manager Adrian Peters
- Report Samples
  - Officer's Daily Report
  - Incident Report
  - Field Inspection Report
  - Patrol Inspection Report
- Educational Industry Case Study

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## EXECUTIVE SUMMARY



**ATTENTIVE MANAGEMENT. EASY 30-DAY TRANSITIONS. AWARD-WINNING TRAINING.**  
**THAT'S THE WALDEN WAY.**

The benefits from having aligned values and expectations are priceless, especially in business. In presenting our proposal for a partnership with the Beaufort County School District, we address our services, qualities and personalized program recommendations that substantiate our ability to best fit your site-specific and industry-required needs. We also outline ways in which we offer several intangible, unparalleled value that is otherwise unattainable in our industry. As a forward-thinking, consultative partner, we guarantee ongoing suggestions around cost-savings, efficiency and innovative solutions.

For your current security program needs, we are recommending:

- Thorough, award-winning training programs to ensure reliability and professionalism in your security officers workforce.
- Leadership and security officers experienced in the education environment, particularly with primary and secondary schools.
- Security staff that are paid a wage to ensure the very best are protecting your schools and faculty and students within.
- Technology-backed security program that provides the District with accurate and accessible reports to aid in the monitoring of our services.
- Use of a panic button feature for all security officers. This allows us to alert faculty in real time should any issue arise.

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]

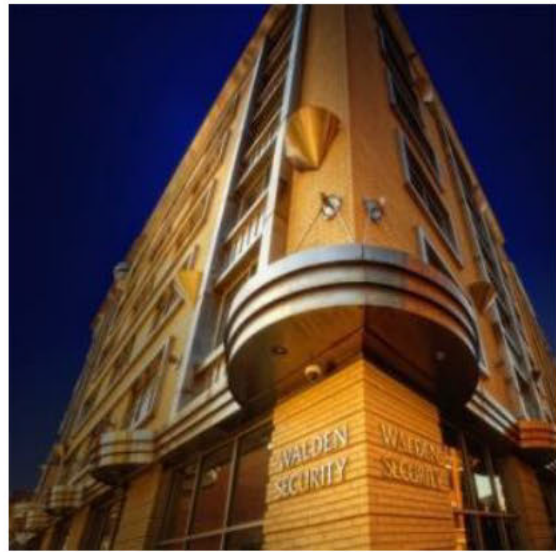


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## COMPANY OVERVIEW

Walden Security is a family- and privately-owned organization supplying the best contract security officers and integrated security solutions available today. As an American-based company headquartered in Chattanooga, Tenn., Walden Security embodies the values of our core qualities, which have been sustained since our organization was founded in 1990 by law enforcement professionals, Amy and Michael S. Walden.

Today, our Commercial Services Division provides security services for customers throughout the United States and Puerto Rico. With our organic and scalable growth philosophy, we continually nurture prosperous relationships with our customers and seek innovative ways to exceed client expectations and needs. Through talent sourcing and development, we have cultivated a respected, reputable and reliable workforce that is dedicated to our mission.



Our corporate headquarters and Command Technology Center is located in historic downtown Chattanooga.

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## OUR MISSION

Walden Security exists to provide the best possible contract security services to our clients. Our mission is to:

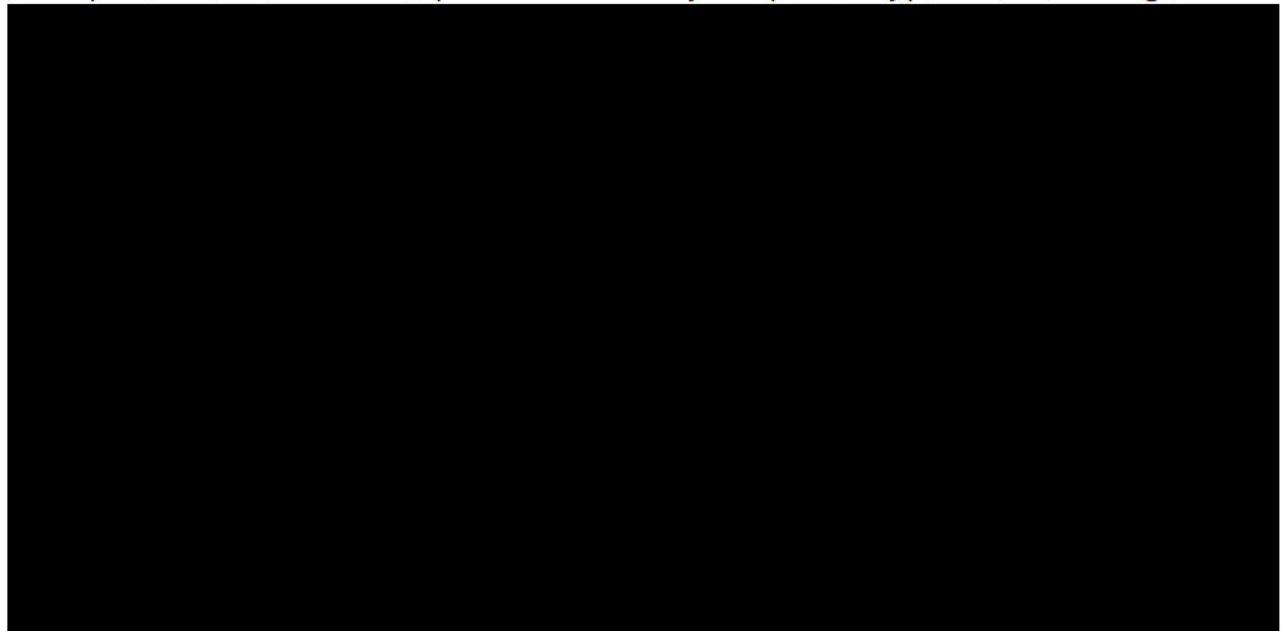
- Continue to provide the very best contract security officers in the industry
- Expand our marketplace, through a team effort that promotes excellence, teamwork, training and innovation
- Inspire confidence and trust among our officers, our clients and our community
- Deliver maximum value at a reasonable profit
- *Set the Standard by Setting the Example®*

## CONFIDENTIAL

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## GEOGRAPHIC REACH

The map below shows our current footprint. We are financially and operationally poised for continued growth.



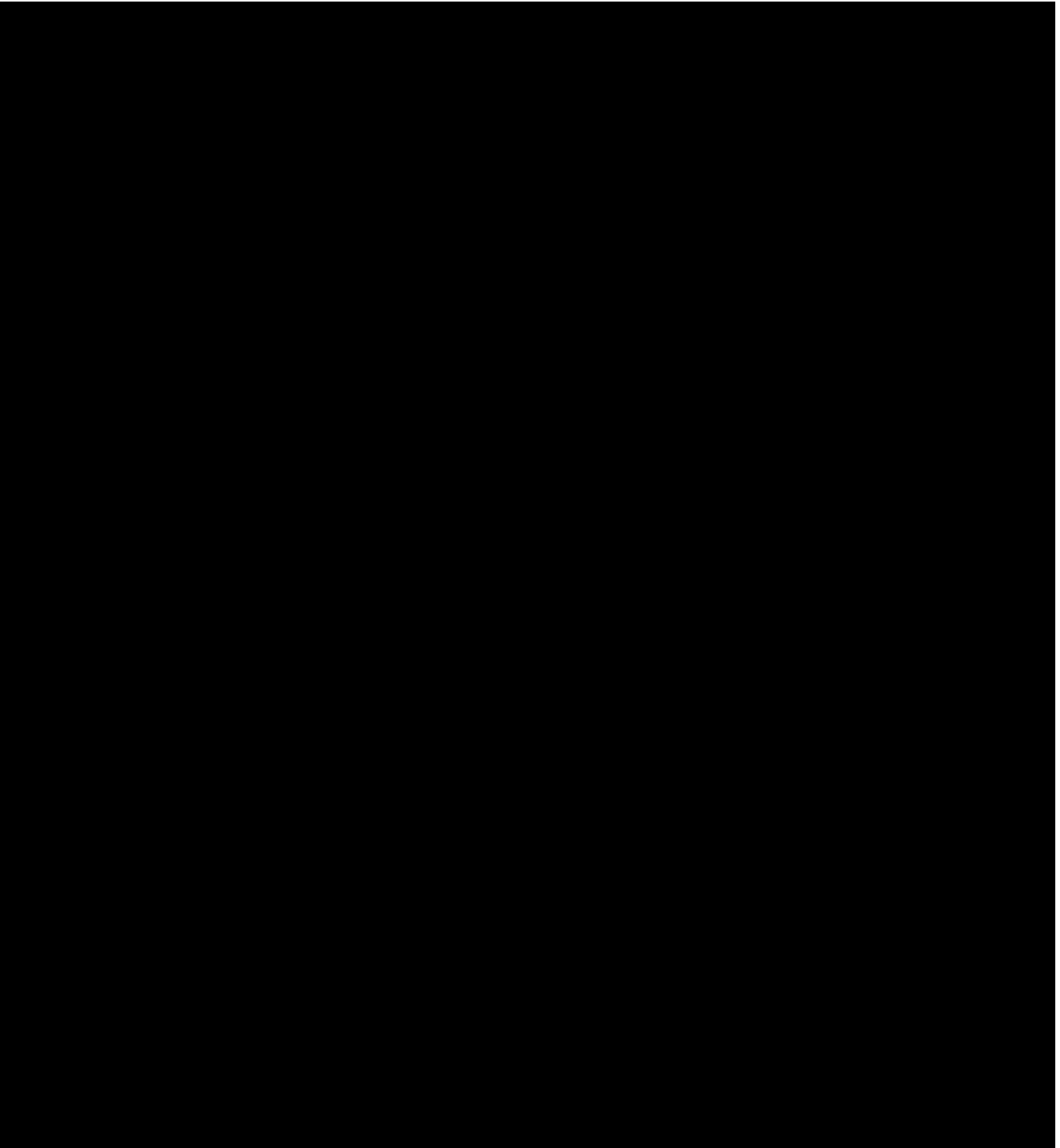
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August 2, 2021

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## **OUR HISTORY**

Walden Security built our company one customer at a time. We are proud of the fact that none of our growth has been a result of a merger or acquisition, but rather by expanding into areas where our customers take us. Our Commercial Services Division provides security services for hundreds of customers in 28 states, the District of Columbia and Puerto Rico. With our organic and scalable growth philosophy, we cultivate personal relationships with our customers and find new ways to exceed client expectations as we expand.



August 2, 2021

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## AWARDS & CERTIFICATIONS

Walden Security has earned significant recognition for our better working environment for our officers, better service to our customers and a dedication to quality performance standards.

### AWARDS: INVESTING IN OUR EMPLOYEES

- Top 100 Training – *Training* magazine, four-time winner (2018, 2019, 2020 and 2021)
- Best Practices Award – The Walden Way Orientation Program, *Training* magazine
- Outstanding Initiative Award – Leadership Pathways Training Program, *Training* magazine
- Hiring Our Heroes Recognition – U.S. Chamber of Commerce Foundation
- Patriotic Employer of the Month – U.S. Army
- Operation Workforce Commendation – State of Georgia Governor’s Office
- Seven Seals Award – Employer Support of the Guard and Reserve
- Center of Influence for Advocacy of Hiring – Army Reserve Private Public Partnership Initiative
- Employer Support Freedom Award – U.S. Secretary of Defense
- Employer of the Year – Texas Workforce Development Board
- Best Employer – Society of Human Resource Managers
- Best Employer – Tennessee Chamber of Commerce
- Best Employer – *Business TN* magazine



### AWARDS: EXPERIENCE & GROWTH

- Top Guarding Firms – *Security* magazine
- Largest Security Watch, Guard & Patrol Companies – Security Letter, *Security* magazine
- Top Guarding Companies – *Atlanta Business Chronicle*
- America’s Fastest Growing Private Companies – INC. 5000
- Top Private Company – *Business TN* magazine
- Hot 100 Fastest Growing Company – *Business TN* magazine

### AWARDS: COMMUNITY LEADERSHIP

- University of Tennessee Entrepreneurship Hall of Fame
- Entrepreneur of the Year Finalist – Ernst & Young
- Business Leader Award – Sam Walton
- Blue Chip Enterprise Award – Mass Mutual
- Business Person of the Year – Chattanooga Chamber of Commerce
- Torch Award for Marketplace Ethics – Better Business Bureau (1997 & 2020)
- International Torch Award for Ethics – Better Business Bureau (2020)

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August 2, 2021

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**CERTIFICATIONS**

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**TRAINING CREDENTIALS (IN-HOUSE)**

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August 2, 2021

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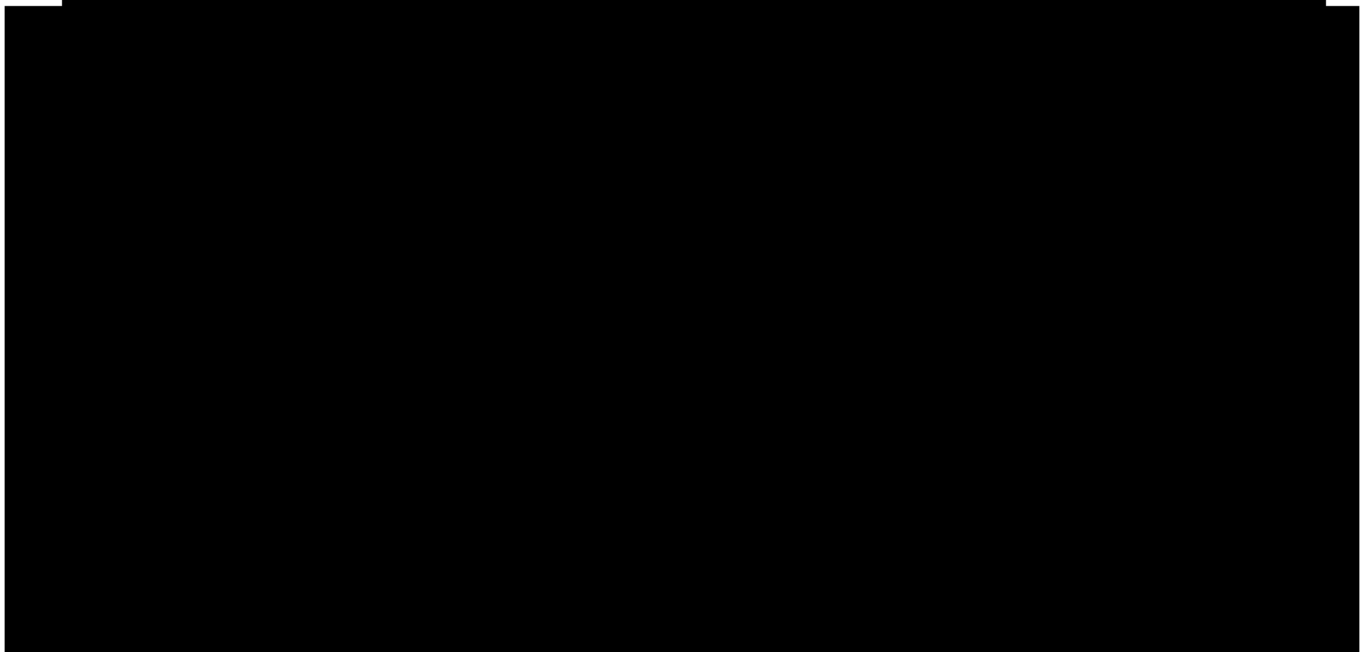
### **CORPORATE-BRANCH PARTNERSHIP**

At Walden Security, we realize the difference that effective management can make, and we are structured to provide our colleagues in the field with the critical support necessary to provide the best service available.

Day-to-day support for our branch teams from corporate includes key functions such as payroll, operations account coordination, benefits coordination, [REDACTED], Learning and Development and IT services. We have dedicated staff in these critical support roles, which means when you have a question or your security officer needs additional support, a person answers the phone.

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### **CORPORATE ORGANIZATIONAL STRUCTURE**



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### **IMPLEMENTING YOUR SECURITY PROGRAM**

We believe a seamless transition is essential to building confidence and credibility with our clients. That's why we commit the time and resources necessary to effect a smooth implementation, and a good first impression. The transition to Walden Security is an organized and thorough process, with clear steps and tasks. With 30 years of experience, we know what to anticipate. We plan for all possibilities before the first day of service. By preparing for the unexpected, we are ready to start service as contracted, with no disruption to your daily business and no lapse in security.

August 2, 2021

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## **YOUR TRANSITION TEAM**

We will assign a dedicated transition team to your contract. Every transition team consists of dedicated management, field and administrative personnel who are assigned specific tasks throughout the process. Working as a team, members of our corporate and local administrative staffs handle logistical and back-office duties and ensure your start-up timeframe is met.

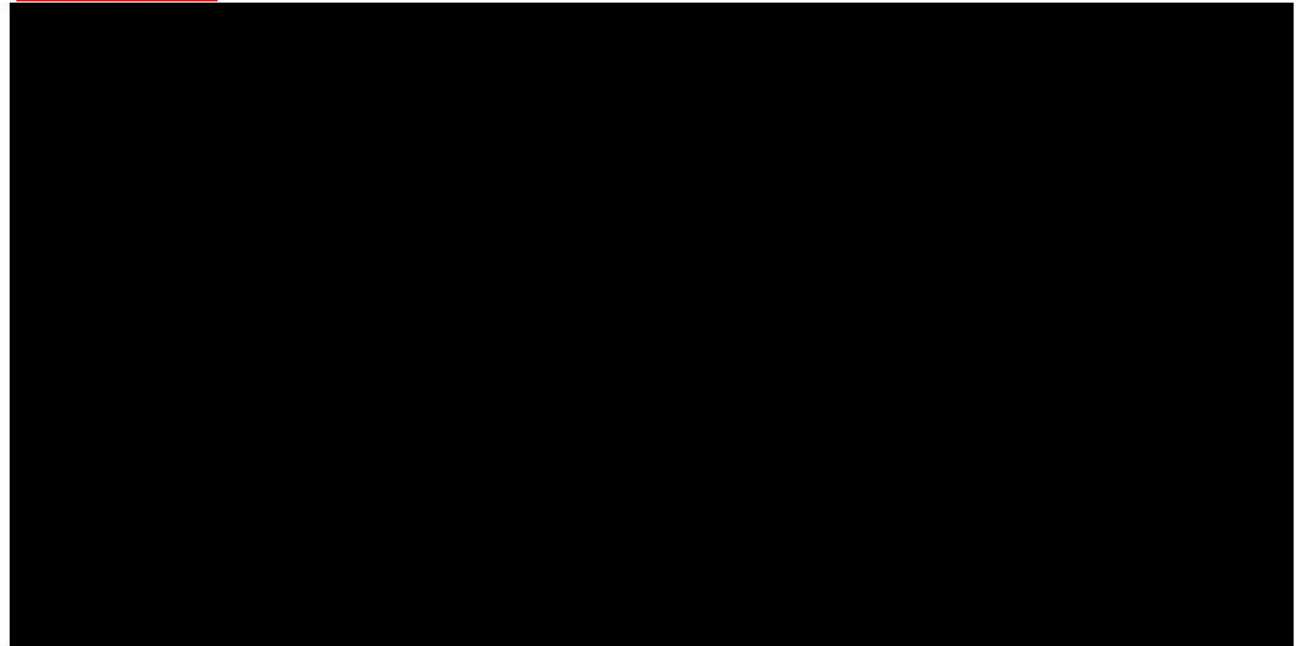
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### **Extensive Transition Experience**

Thirty years of experience delivering complex contract security transitions demonstrates our ability to implement your program with no lapse in coverage.

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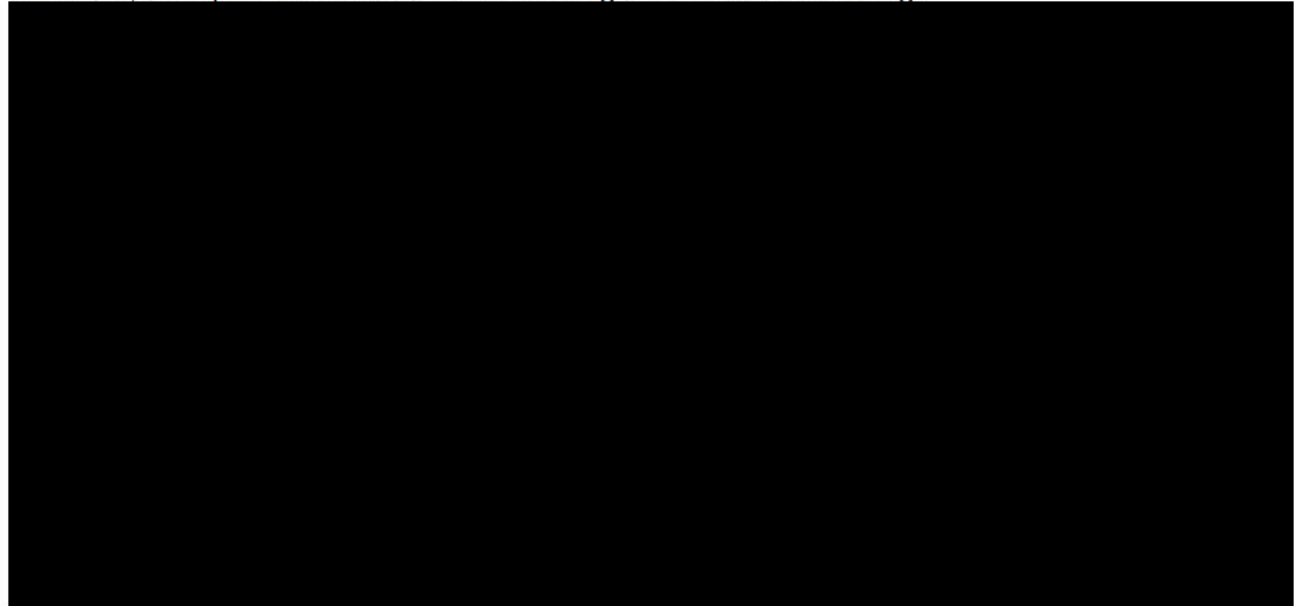


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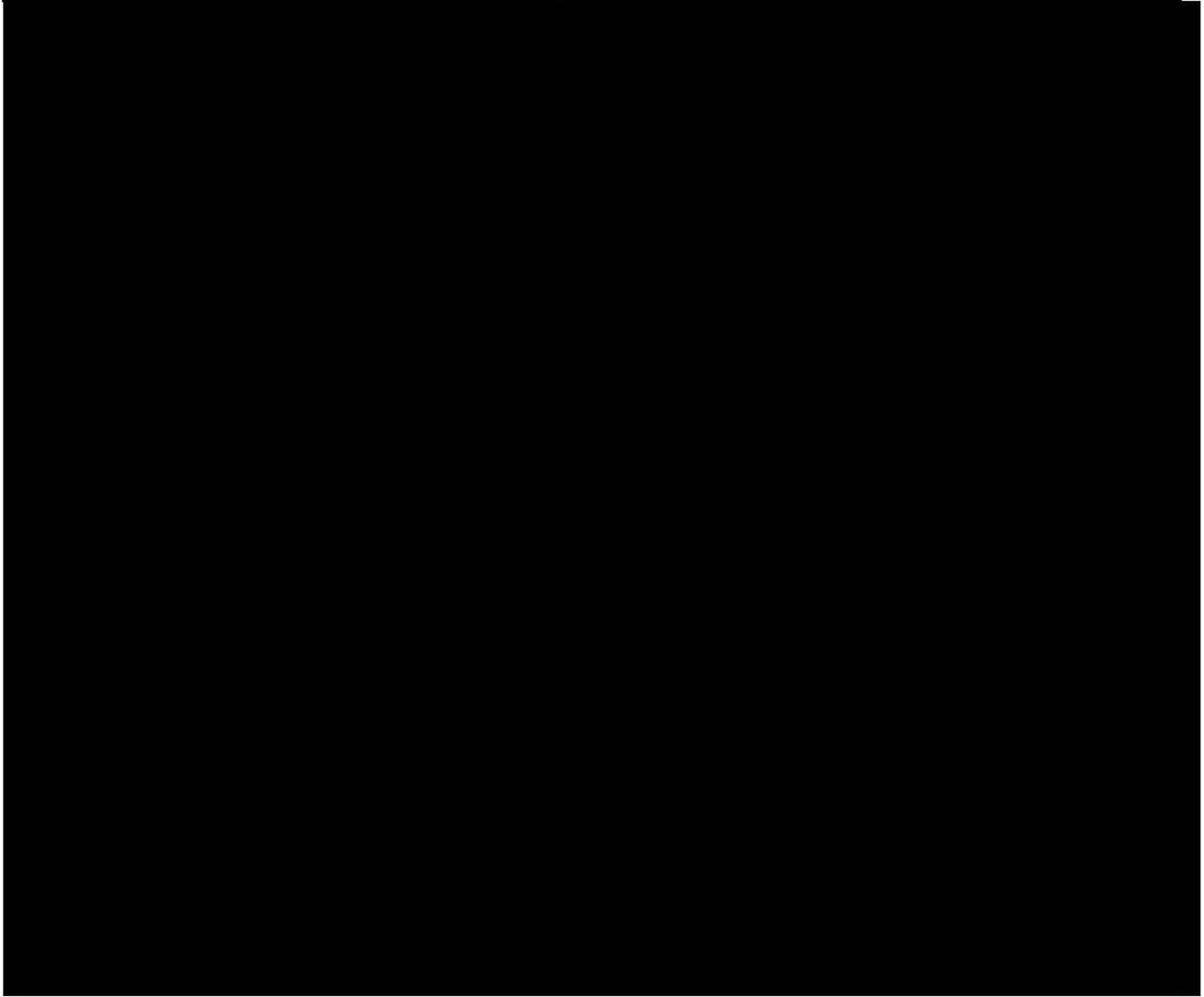
## **THE IMPLEMENTATION PROCESS**

Our typical transition is a 30-day process, which is executed in four phases, each building on the previous phase. This process is designed to ensure a successful start. With 30 years, and hundreds of account transitions, our experience reflects our understanding of this critical undertaking.



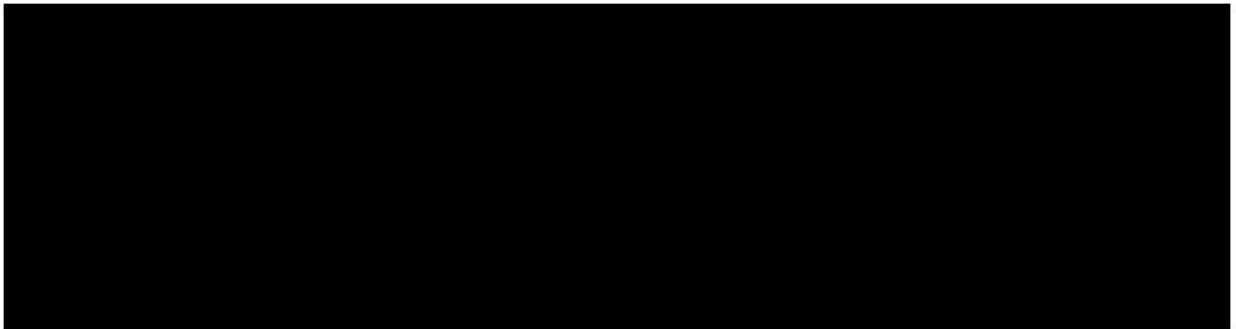
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**SECURITY OFFICER STAFFING**

Walden Security will recruit, train and retain a reliable and effective security force specifically selected for your school district buildings. We are able to attract high-quality security officers with proven performance records because of:





August 2, 2021

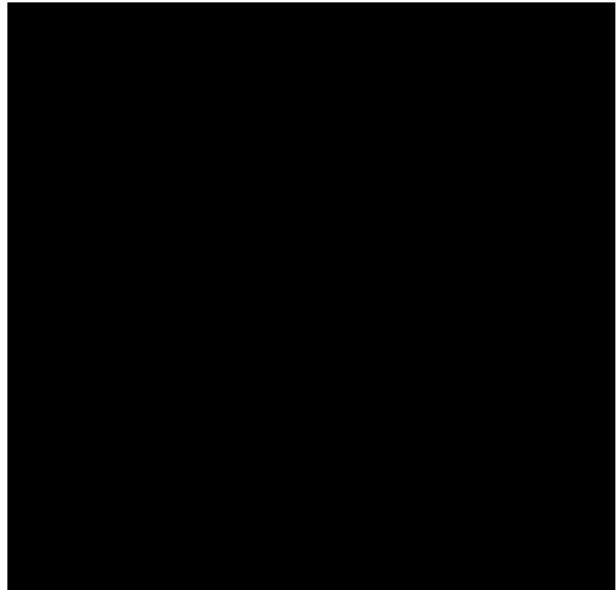
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OTHER RECRUITING METHODS

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## **MINIMUM QUALIFICATIONS**

To initially qualify, all candidates must:

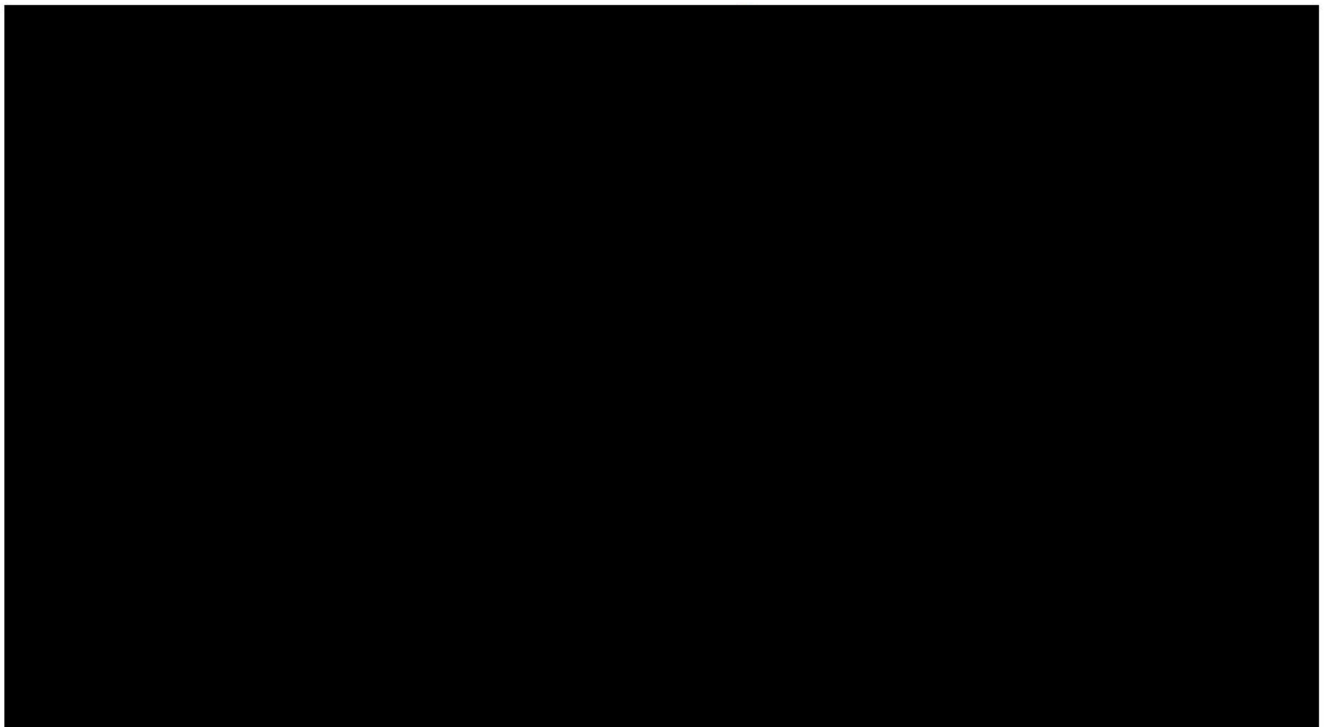
- Be at least 18 years old (25 years old if driving a vehicle)
- Provide proof of U.S. citizenship or INS Form I-9 documents
- Meet all federal- and state-mandated law requirements
- Read, write, speak and understand the English language
- Possess a high school diploma or equivalent
- Be physically, mentally and emotionally capable of performing all duties as defined by the job description and the Americans with Disabilities Act
- Have reliable transportation
- Possess excellent communication skills
- Exhibit a customer service-oriented personality
- Ability to communicate effectively with employees, customers and visitors particularly in emergency situations, clearly articulating to assure confidence, control and safety of those involved
- Ability to read, understand, explain, interpret, and apply rules, orders, instructions, regulations directives, procedures, and training materials
- Ability to demonstrate and maintain poise, self-confidence, ability to make sound decisions, maintain self-control, and react quickly under stressful conditions
- Ability to prepare clear, concise, accurate written reports
- Ability to use a personal computer for general duties
- Ability to accept and respond to verbal and written instructions and directions

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## **CANDIDATE SCREENING & SELECTION PROCESS**

The best way to deliver reliable and responsive security is to match the ideal candidate to each position, which is why Walden Security uses an extensive screening process when selecting new employees.

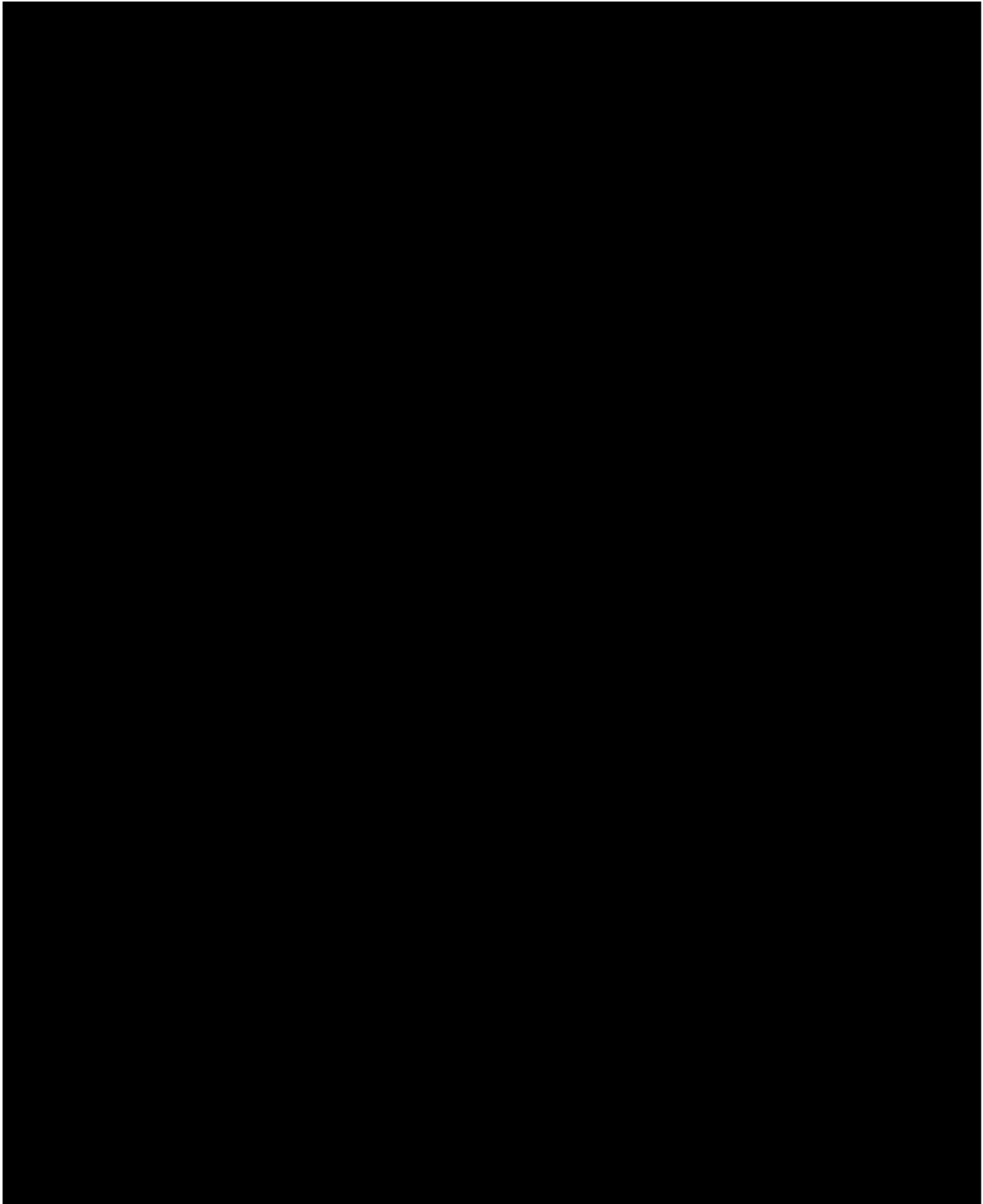
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August 2, 2021

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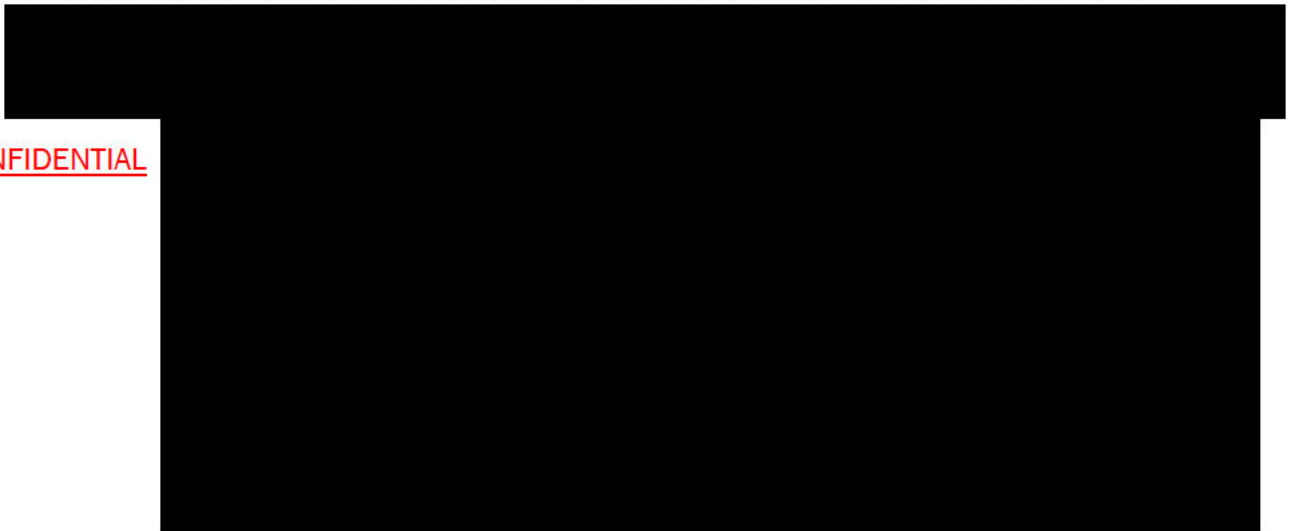
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## SECURITY OFFICER TRAINING



Walden Security is a place where officers continue to learn every day. By investing in initial and ongoing security education, we provide fully-trained security officers who are ready to handle all daily challenges, and emergencies, of your property. **All of our training is administered by state-certified Walden Security instructors, with our award-winning ISOT and orientation program, *The Walden Way*, delivered in the classroom.**

In the table below, we present the customized training program required for the contract. You will find a

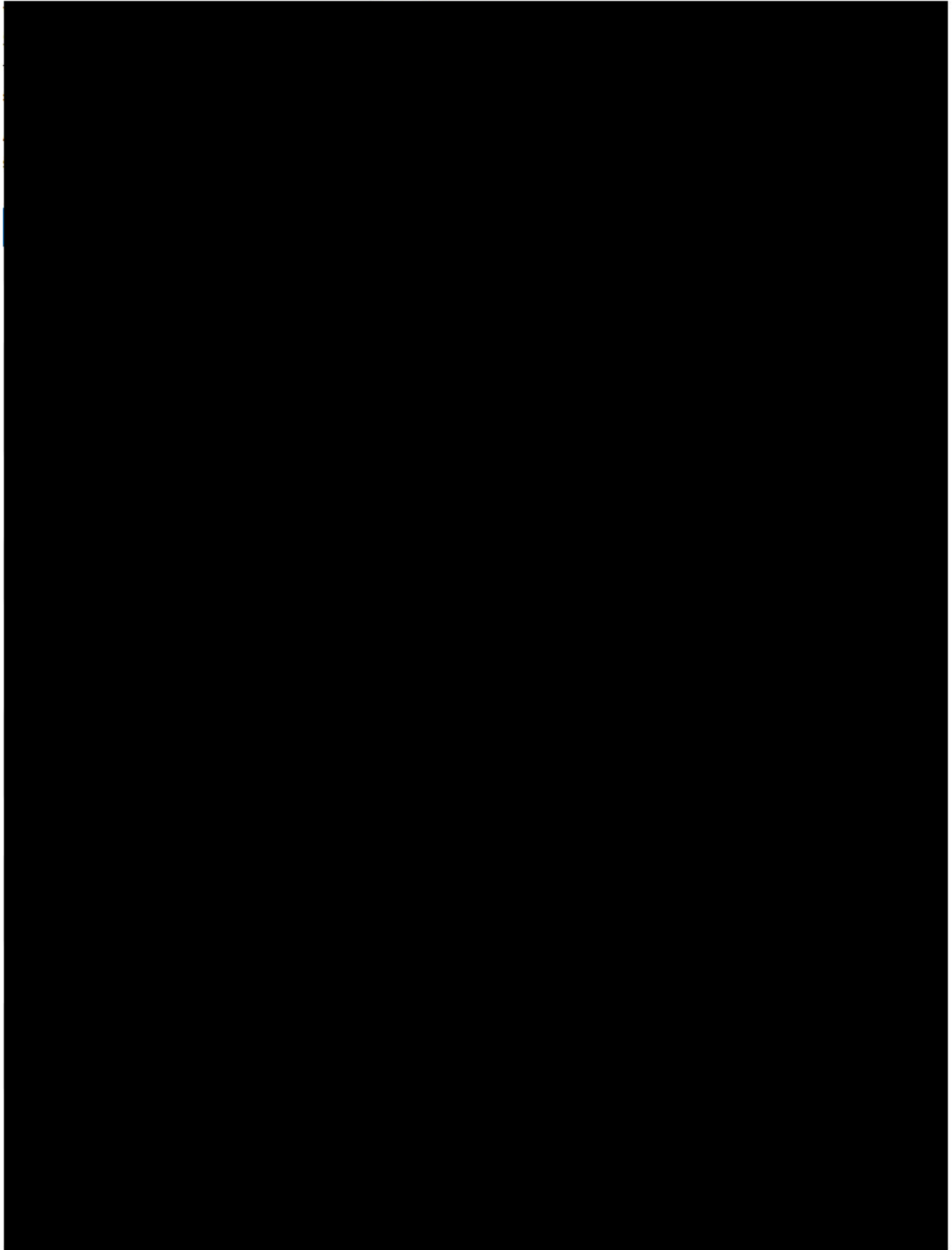


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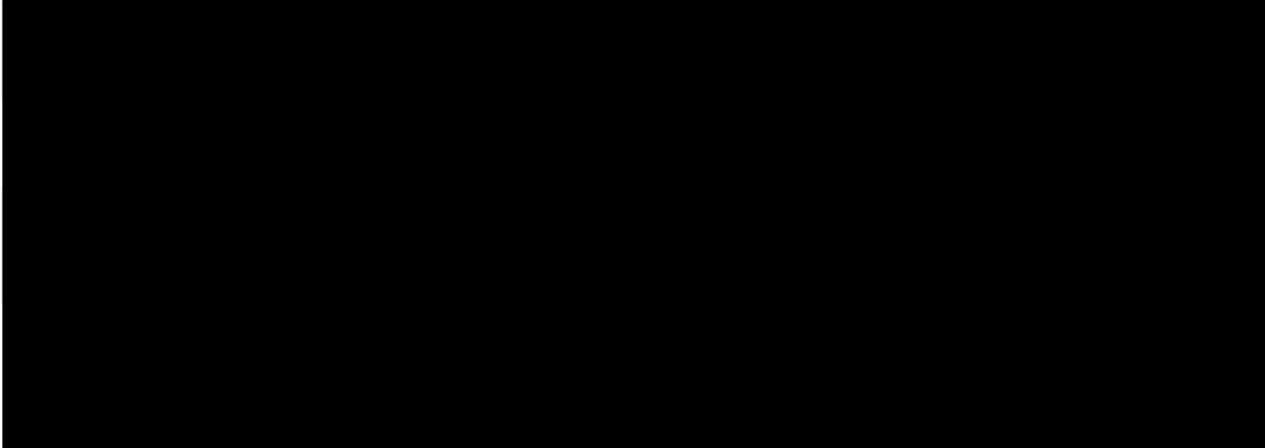
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**INITIAL SECURITY OFFICER TRAINING (ISOT)**



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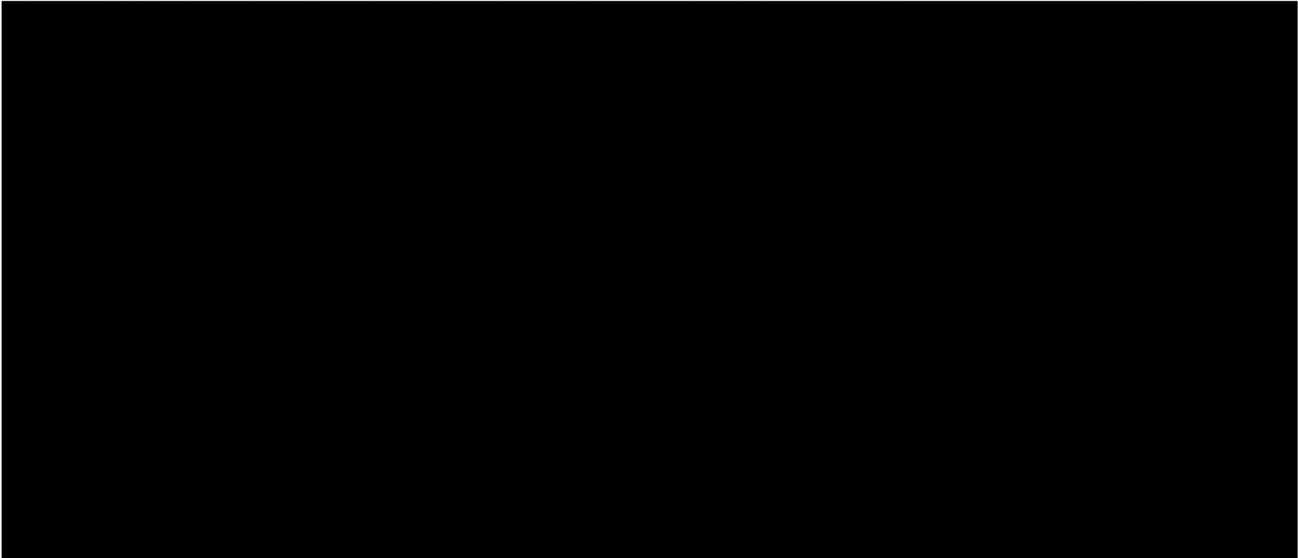
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**SITE-SPECIFIC, ON-THE-JOB TRAINING**



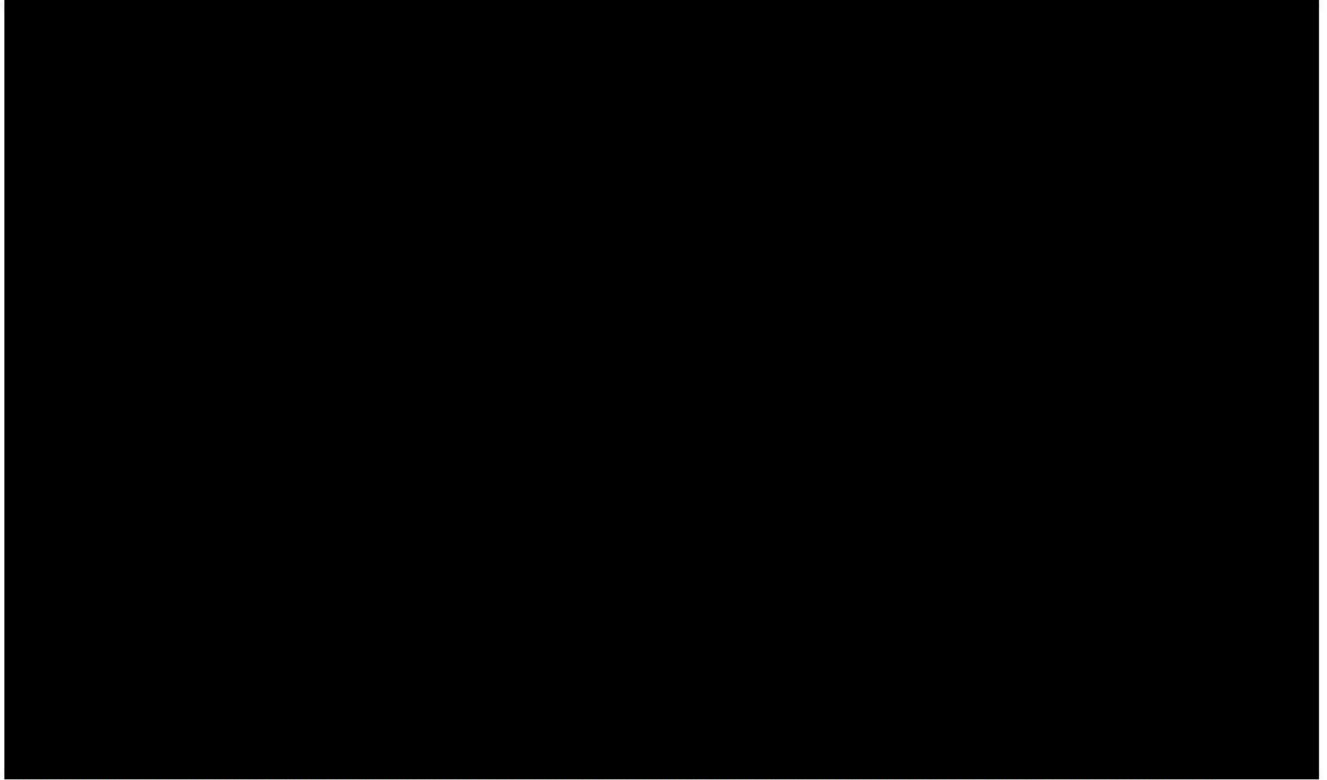
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August 2, 2021

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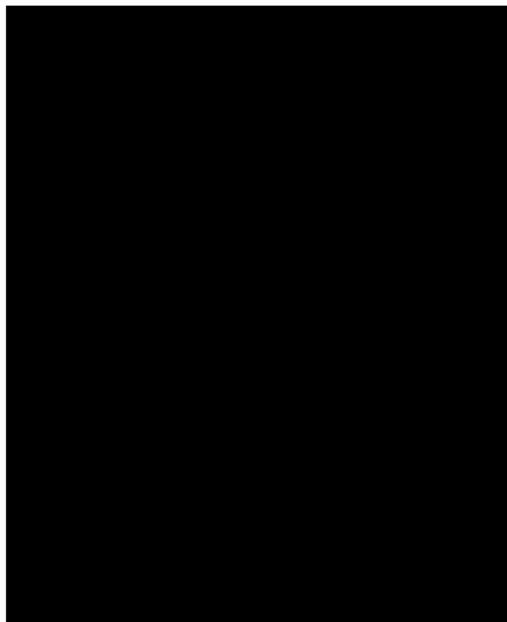
### **CUSTOMIZED POST ORDERS**

During OJT, officers receive their post orders. Walden Security creates customized post orders to deliver detailed, site-specific standard operating procedures to every security officer at every post. Post orders are critical to ensure that our service meets your directives and expectations. In the table below, we list our standard post order contents. Sections 1, 3, 4 and 5 are customized to your site and/or post.



Proper documentation of procedures is just one more way Walden Security maintains quality. We audit your post orders annually, or more often if needed. As policies and standard operating procedures evolve, we update our post orders to reflect any changes and incorporate special directions.

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## PROFESSIONAL REFRESHER DEVELOPMENT

**U.S. Population**

Response	Percentage
Yes, we should take more action	75%
No, we should not take more action	25%

**U.S. Population Who Believe the U.S. Should Take More Action to Reduce Greenhouse Gas Emissions**

Response	Percentage
Yes, we should take more action	95%
No, we should not take more action	5%

## ADVANCED LEARNING & DEVELOPMENT

A horizontal bar chart consisting of 15 black bars. The bars are arranged in three groups of five. The first group has bars of varying lengths, with the second bar being the longest. The second group also has bars of varying lengths, with the second bar being the longest. The third group has bars of varying lengths, with the second bar being the longest. The bars are arranged in a way that suggests a distribution of data, with the third group being shorter than the others.

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### **SPECIALIZED TRAINING**

Walden Security instructors hold dozens of specialized certifications, which enables us to train and certify our officers without outsourcing to a third-party partner. ***These are not included in the bill rate, but are add-on options that can be discussed upon being awarded the contract.***

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## QUALITY ASSURANCE



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With our company-wide ISO® Quality Management System (QMS) certification, we obligate ourselves to meet every regulatory and customer imperative from the corporate headquarters to every branch across the country.

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#### **Certified Quality Assurance**

Our ISO® 9001:2015 Certified Quality Management System is a third-party certification that guarantees the highest quality of security service. That means you can rely on Walden Security to continually deliver exceptional service.

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We use the following methods to manage and monitor company performance:

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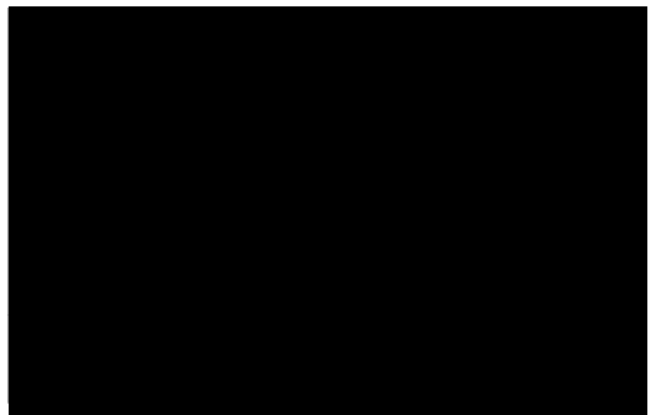
## EMPLOYEE RETENTION



Walden Security's Employee Family Scholarship Program provided more than \$200,000 in scholarships to deserving students since its inception. Pictured above is President Michael S. Walden and Chairman and CEO Amy Walden with four-year scholarship recipient Jovan Paige, now a public policy graduate of Georgia State University.

We strive to be the employer of choice in our industry, therefore providing our customers with the best security officers in the nation. With dedicated employee-focused programs that encourage professional development and promote excellent work performance, we report retention rates that far exceeds the industry standard. These efforts include:

- Improving efforts in the screening and placement of personnel
- Emphasizing a stable employment history in the selection process
- Offering meaningful benefits as part of our employment package
- Formally and publicly recognizing excellence
- Rewarding top performers by offering career advancement opportunities

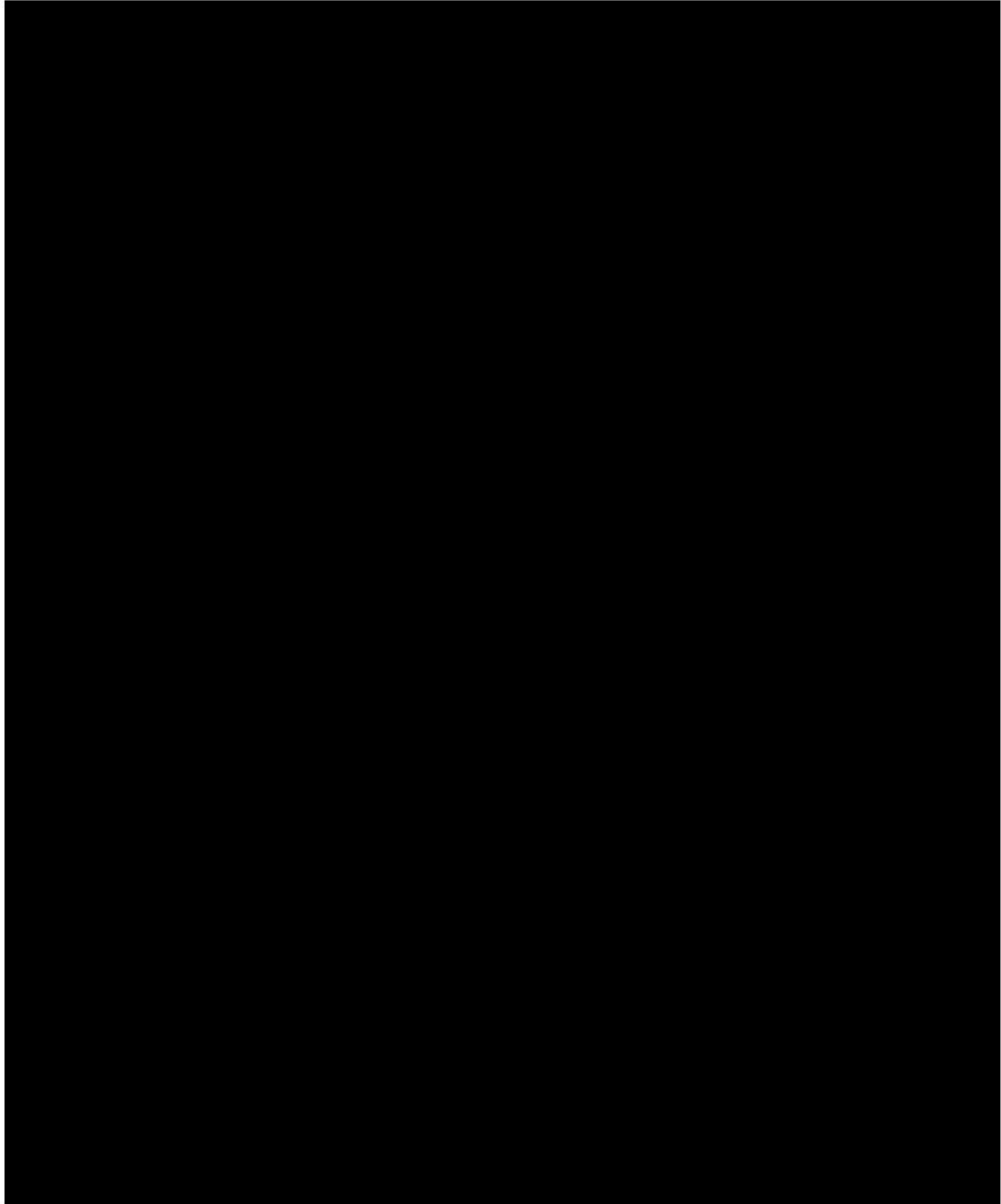


## **EMPLOYEE BENEFITS**

To attract and retain high caliber personnel, Walden Security offers a competitive compensation and benefits package. Above-market wages are only one part of our compensation package. Meaningful benefits foster employee loyalty to Walden Security and our clients:

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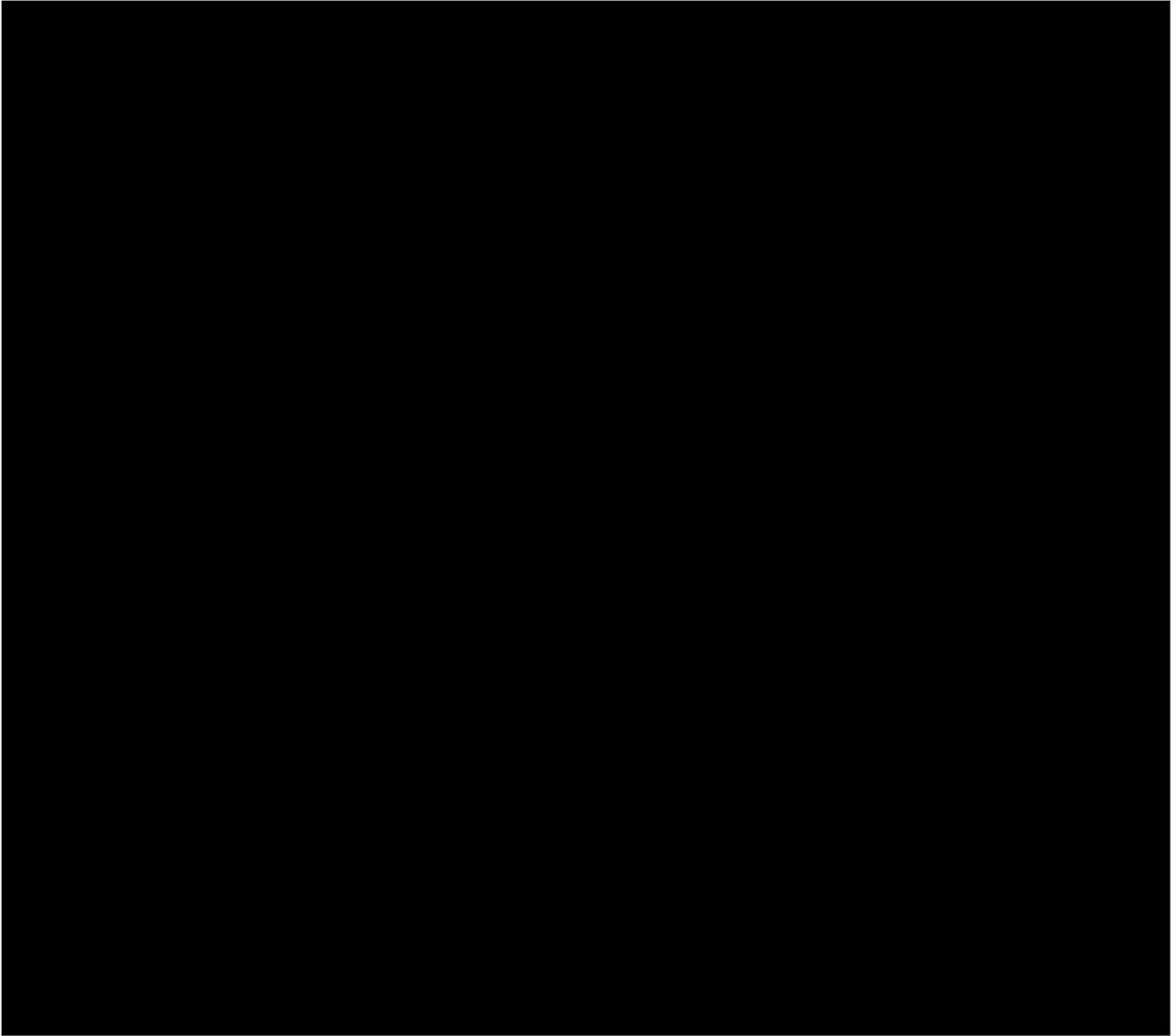
## **INSURANCE & PERSONAL FINANCE BENEFITS**



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June 30, 2020

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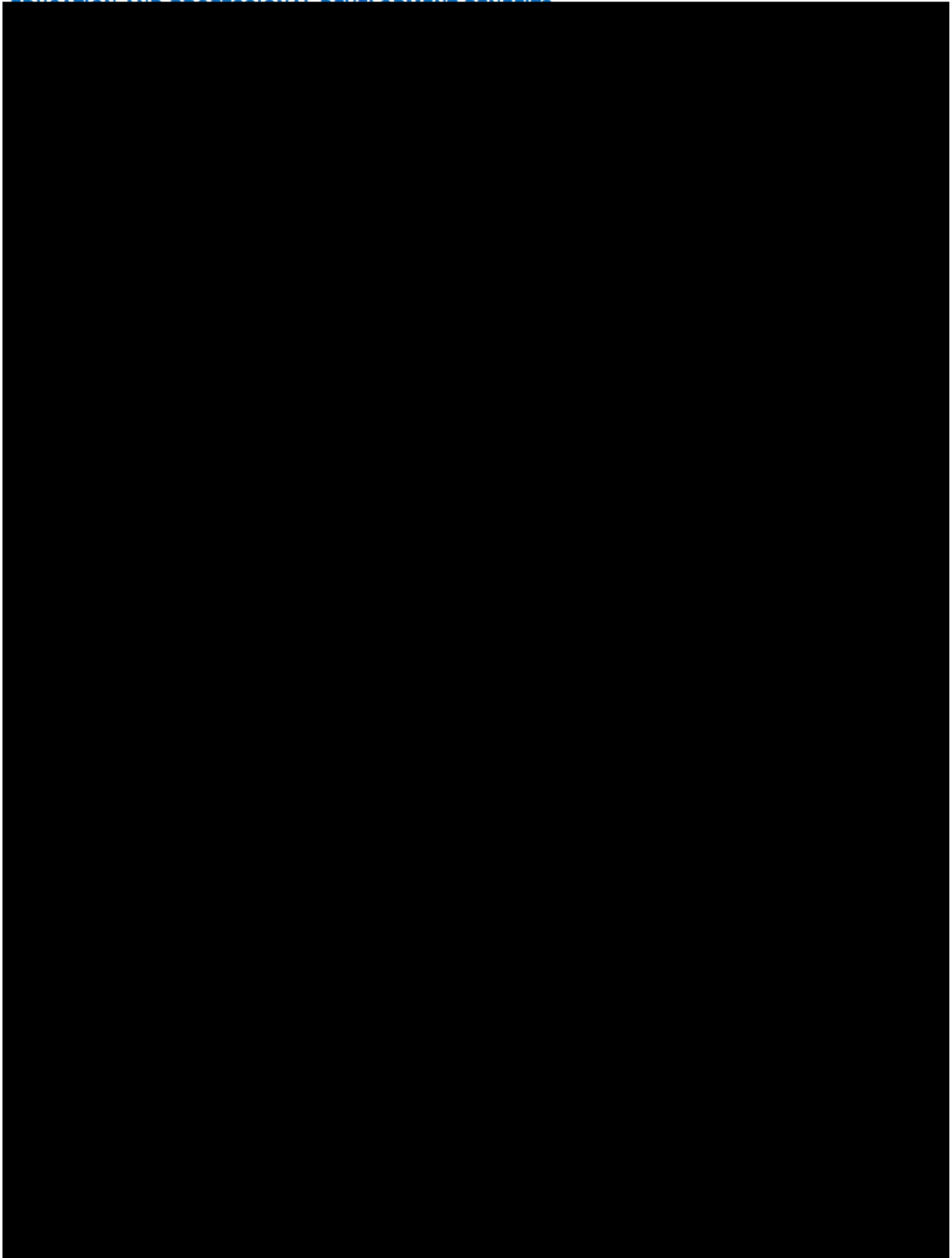


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June 30, 2020

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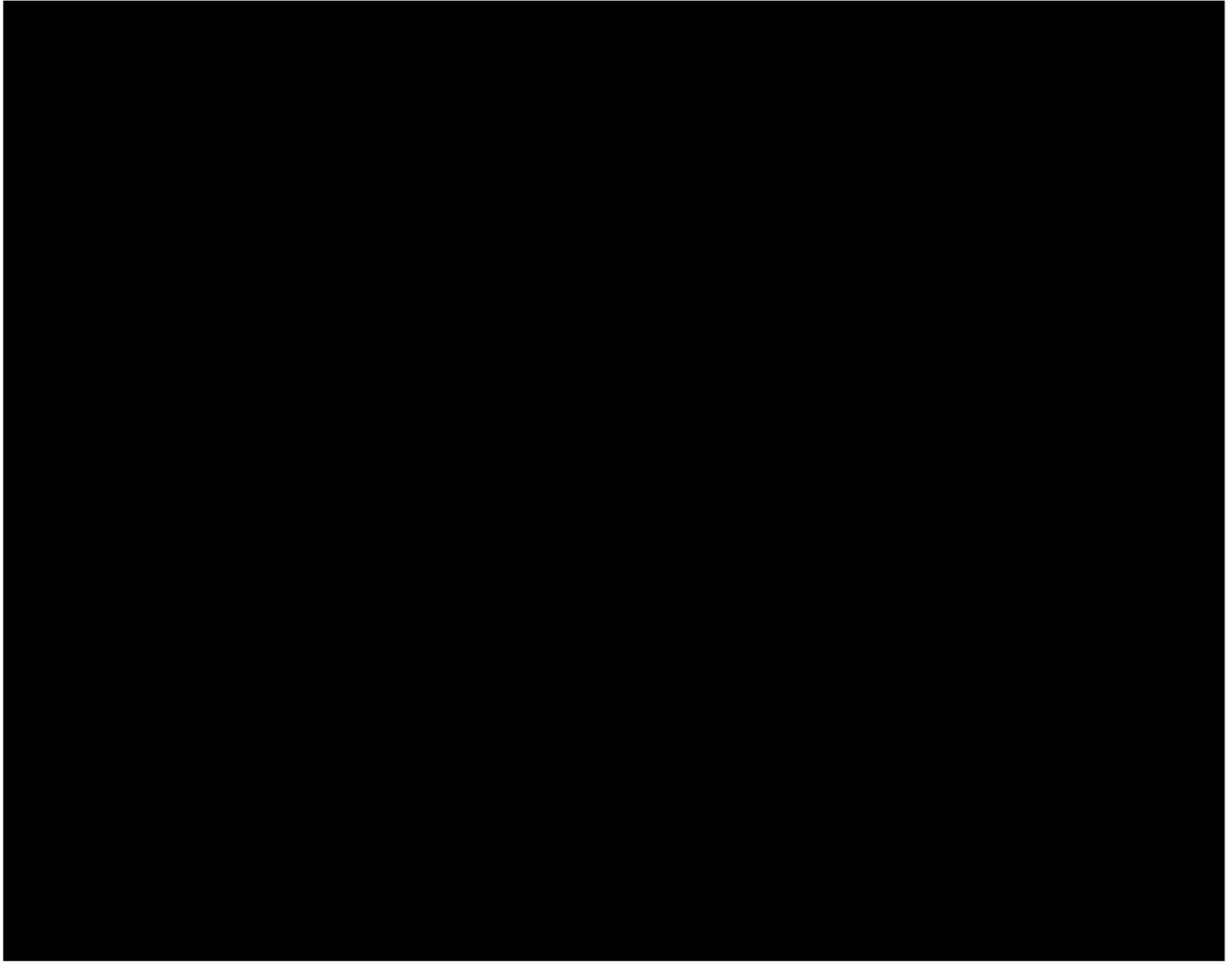
EDUCATIONAL PROFESSIONAL EMPLOYMENT SERVICES



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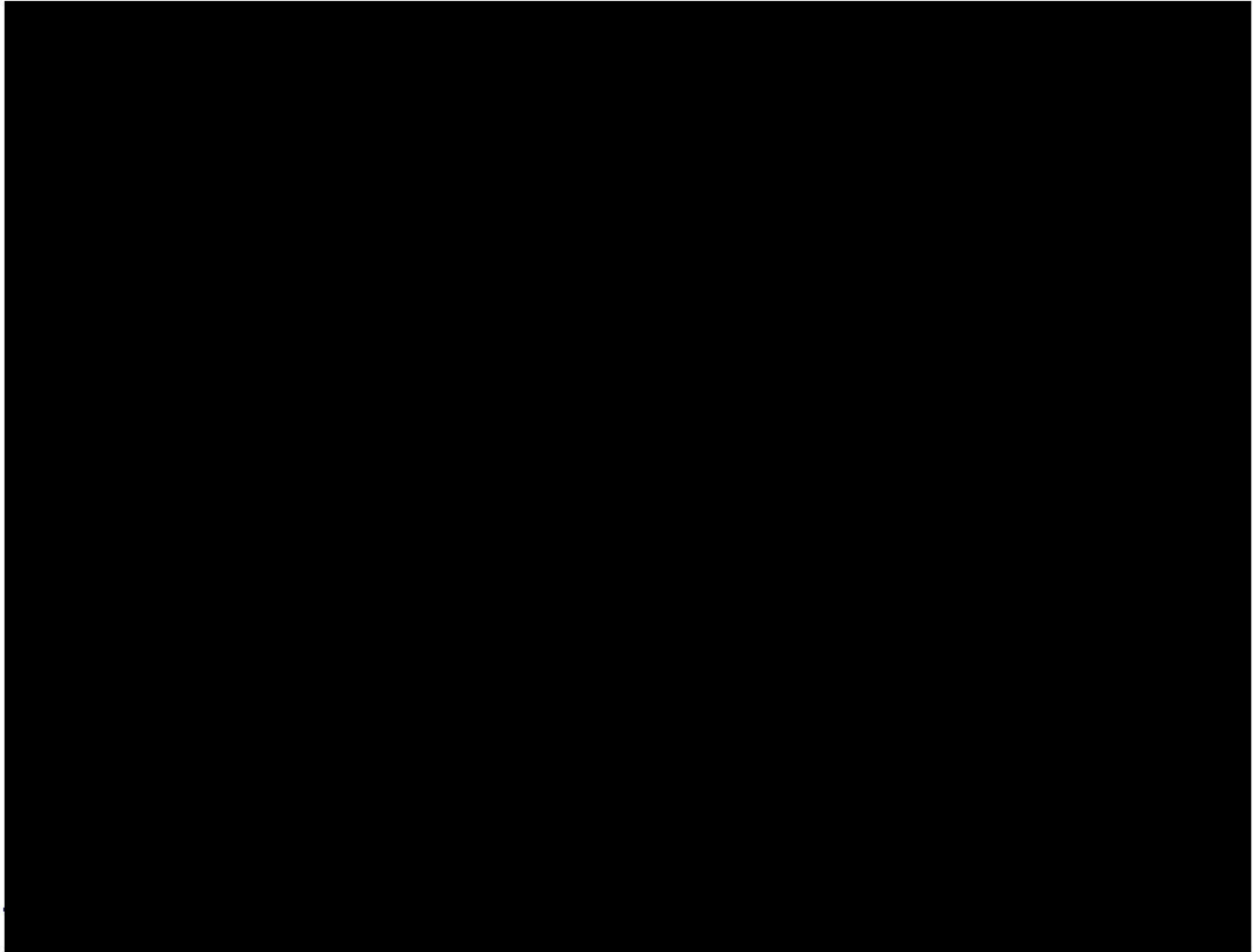
**SOUTH CAROLINA LAW ENFORCEMENT DIVISION LICENSE**



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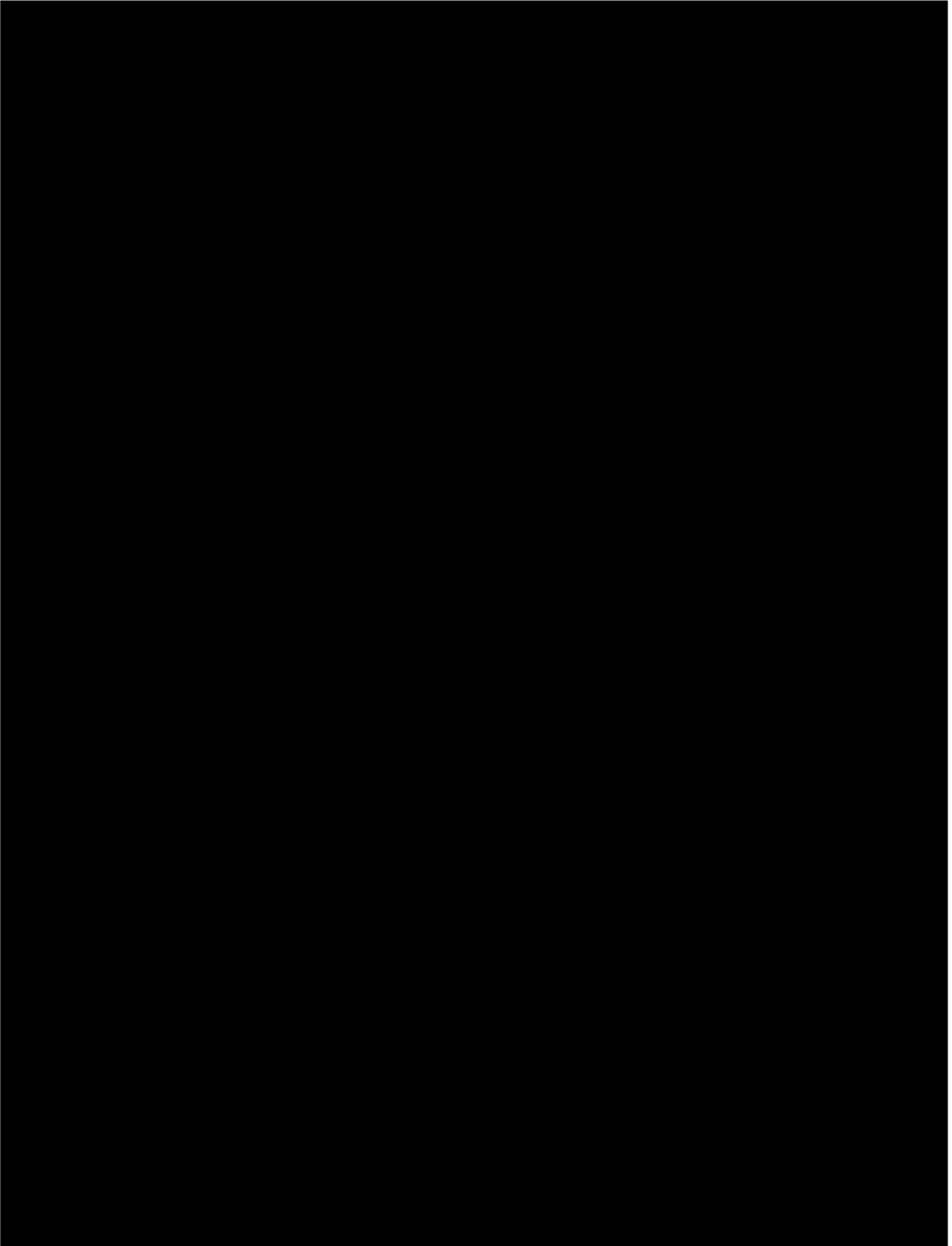
**KEY PERSONNEL RESUMES**



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June 30, 2020

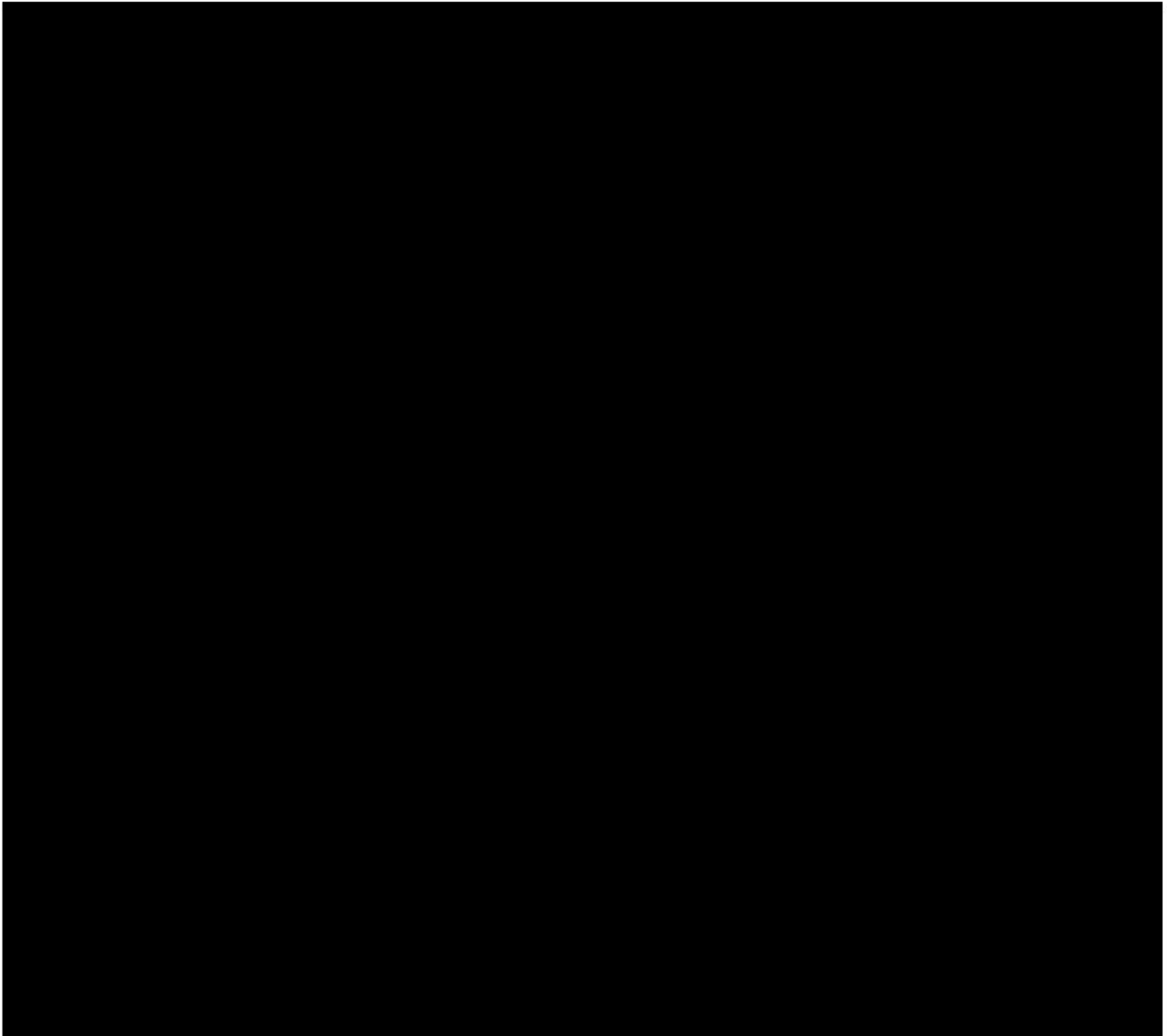
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June 30, 2020

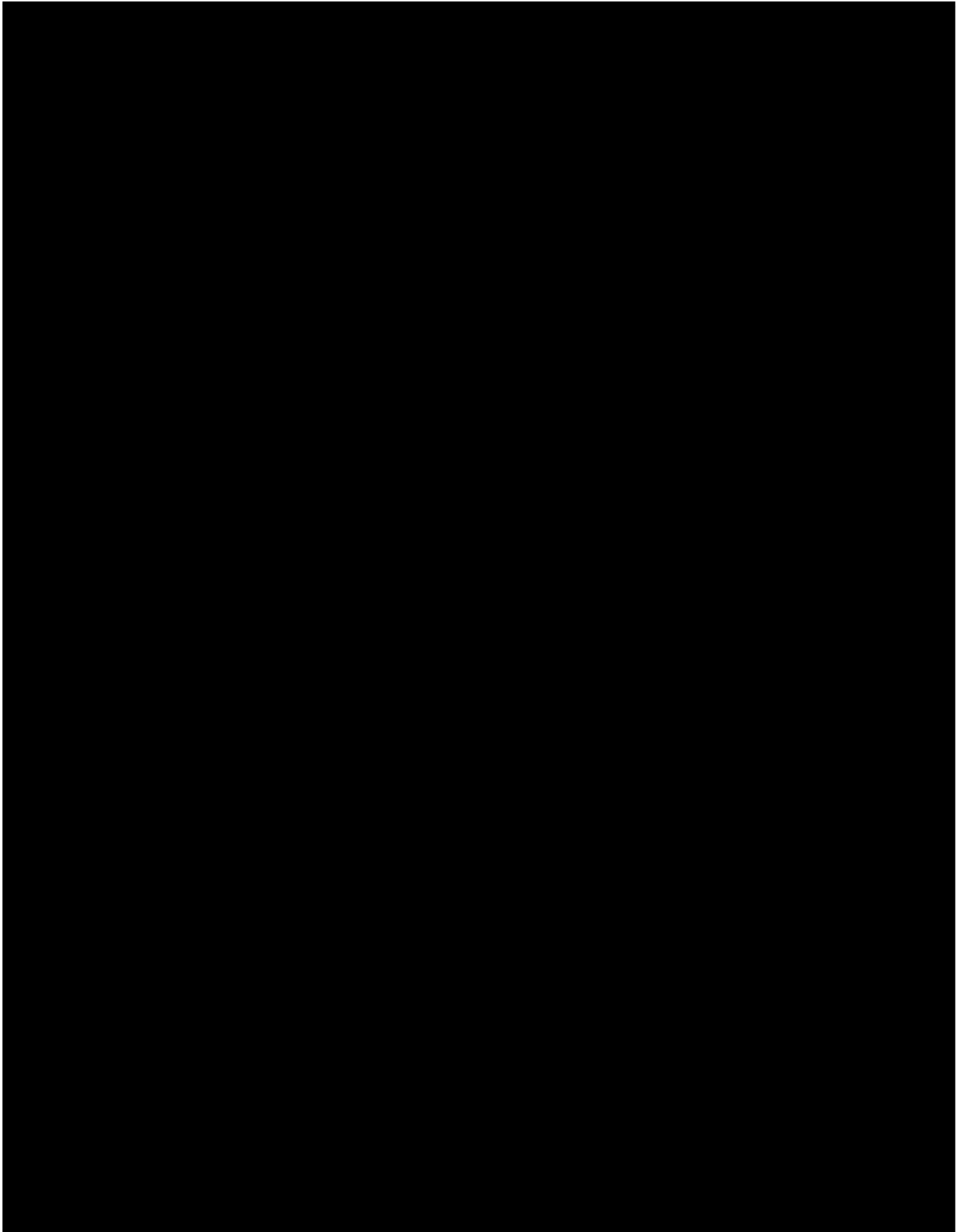
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June 30, 2020

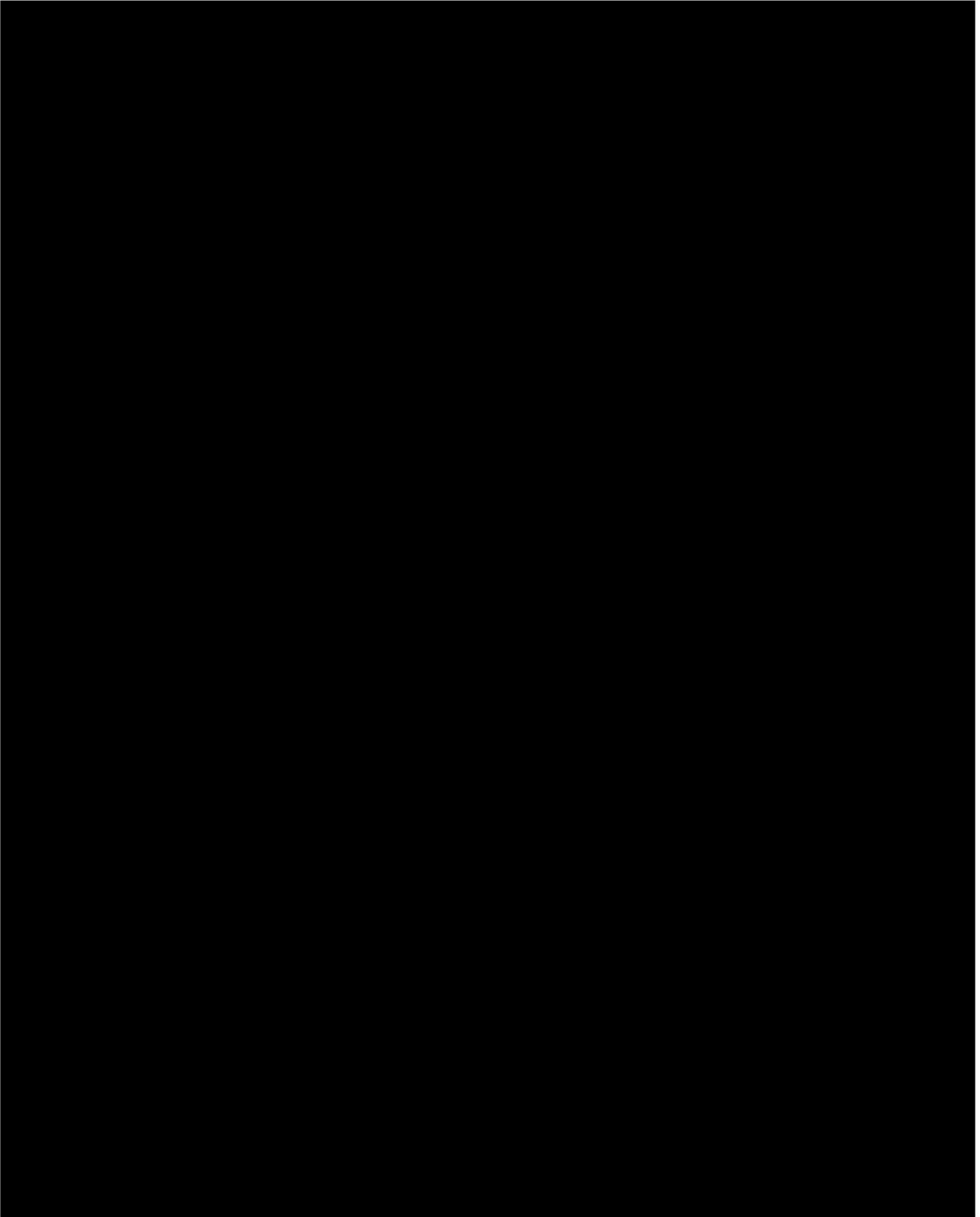
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June 30, 2020

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**NO:**



WALDEN  
SECURITY®

## Officer's Daily Report

Date: \_\_\_\_\_

This image shows a blank sheet of white paper with horizontal ruling lines. A single vertical line runs down the left side of the page, creating a narrow margin. The paper appears to be part of a notebook or binder, as evidenced by the dark binding visible along the far left edge.

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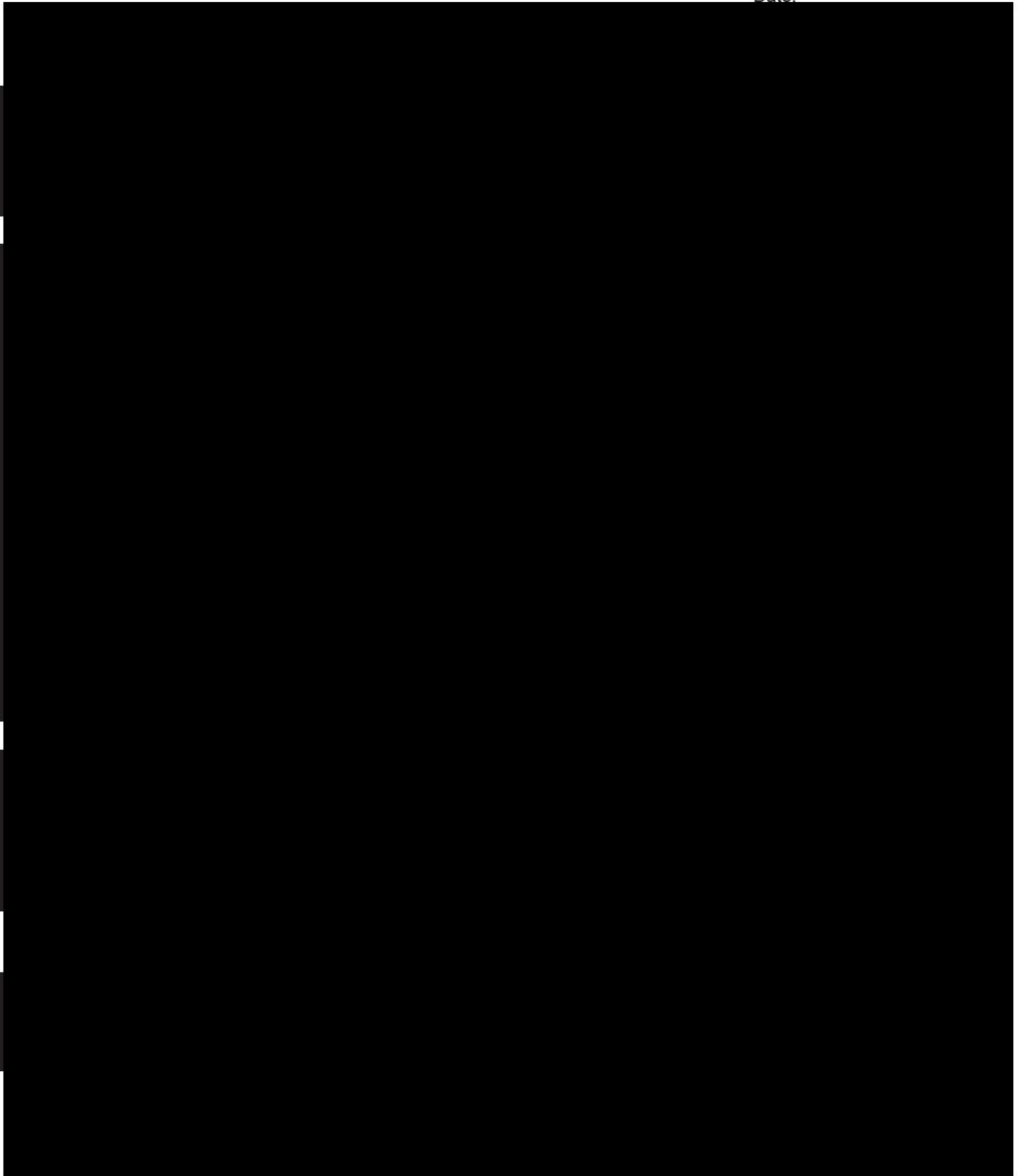


WALDEN  
SECURITY®

# Incident Report

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Date:



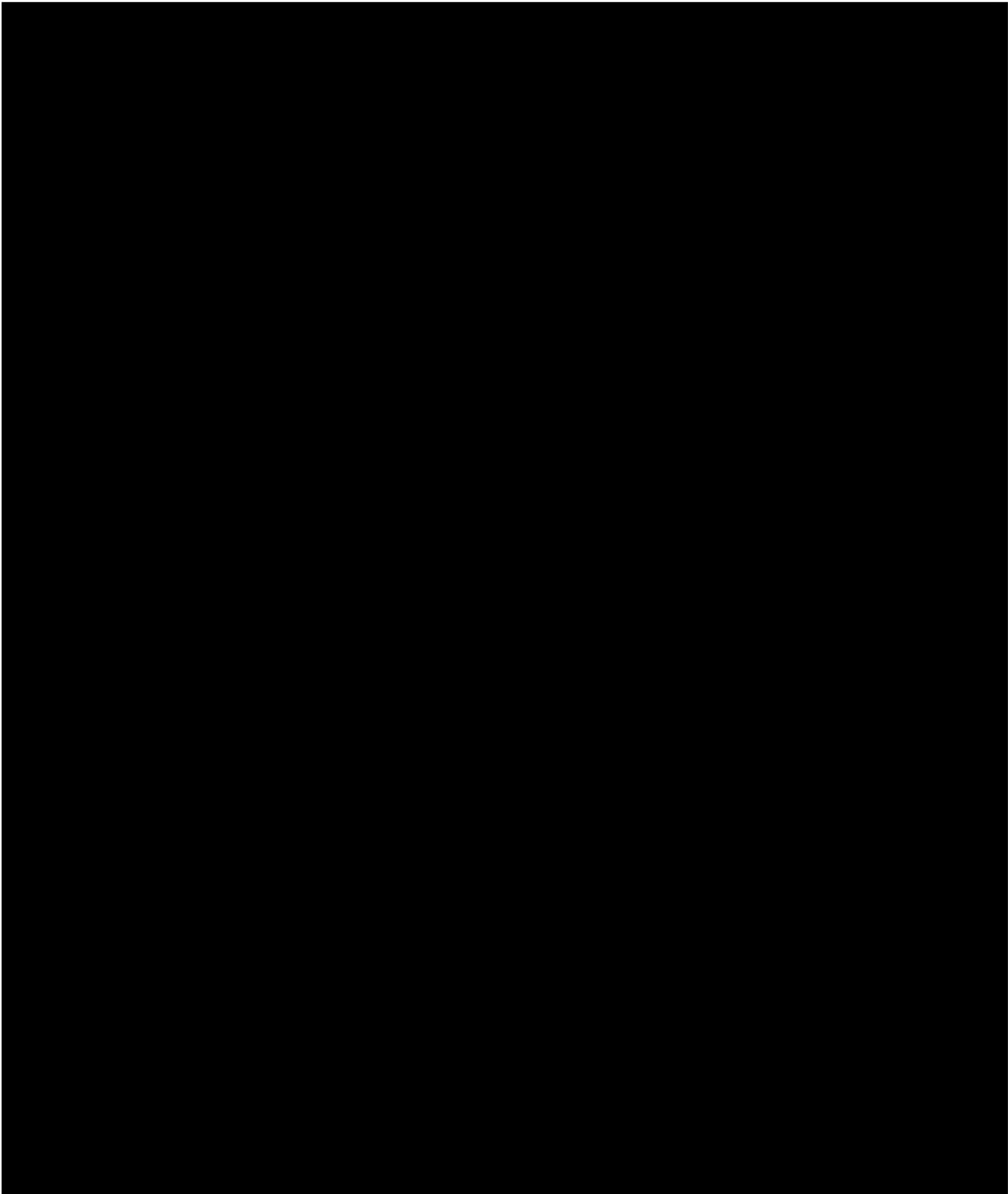
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SECURITY.

## Field Inspection Report

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a Walden Security case study

## Student Safety

*Safeguarding students and their community at a time when places of learning face increasing threats and cost pressures.*

