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CONTRACT FOR PROFESSIONAL SERVICES WITH SECURITAS SECURITY SERVICES USA, INC.

In consideration of the mutual promises herein, ANCHORAGE and Securitas, Inc. agree as follows. This contract consists of:

- A. Part I, consisting of 14 sections of Special Provisions;
- B. Part II, consisting of 12 sections of General Provisions;
- C. Appendix A, Scope of Work consisting of 6 pages;
- D. Appendix B Fee Schedule consisting of 1 page; and
- E. Appendix C: Contractor's Proposal consisting of 41 pages.

PART I SPECIAL PROVISIONS

Section 1. Definitions.

In this contract:

- A. "Administrator" means the Director of the Anchorage Health Department or his/her designee.
- B. "Anchorage" means the Municipality of Anchorage.
- C. "Contractor" means Securitas Security Services USA, Inc.
- D. "Contract" means this Contract for Professional Services and incorporates by reference the Request for Proposals and the Contractor's Response to the Request for Proposals.

Section 2. Scope of Services.

- A. The Contractor shall perform professional services in accordance with Appendix A, which is attached hereto and incorporated in this section by reference.
The Municipality of Anchorage shall not allow any claim for services other than those described in this section. However, the Contractor may provide, at its own expense, any other services that are consistent with this contract.
- B. Anchorage shall not allow any claim for services other than those described in this section. However, the Contractor may provide, at its own expense, any other services that are consistent with this contract

Section 3. Time for Performance.

- A. This contract becomes effective when signed on behalf of Anchorage.
- B. The Contractor shall commence performance of the work described in Part I Section 2 on January 1, 2022, and complete that performance on or before December 31, 2022.

- C. This contract may be extended for four (4) additional one-year option periods under the terms and conditions upon mutual consent of the parties, confirmed by amendment.

Section 4. Compensation; Method of Payment.

- A. Subject to the Contractor's satisfactory performance, Anchorage shall pay the Contractor no more than TWO MILLION FORTY-EIGHT THOUSAND TWO HUNDRED FIFTEEN DOLLARS AND FORTY-FOUR CENTS (\$2,048,215.44) in accordance with this section.
- B. Each month, by the 15th day of the month, the Contractor shall present a bill to the Administrator describing the work for which it seeks payment and documenting expenses and fees to the satisfaction of the Administrator. If any payment is withheld because the Contractor's performance is unsatisfactory, the Administrator must, within 14 days of the payment denial, notify the Contractor of the payment denial and set forth, with reasonable specificity, what was unsatisfactory and why.
- C. The Contractor is not entitled to any compensation under this contract, other than is expressly provided for in this section.

Section 5. Termination of the Contractor's Services.

The Contractor's services under Section 2 may be terminated:

- A. By mutual consent of the parties.
- B. For the convenience of Anchorage, provided that Anchorage notifies the Contractor in writing of its intent to terminate under this paragraph at least 10 days prior to the effective date of the termination.
- C. For cause, by either party where the other party fails in any material way to perform its obligations under this contract. Termination under this subsection is subject to the condition that the terminating party notifies the other party of its intent to terminate, stating with reasonable specificity the grounds therefor, and the other party fails to cure the default within thirty (30) days after receiving the notice.

Section 6. Duties Upon Termination.

- A. If either party terminates this contract for convenience, Anchorage shall pay the Contractor for the amount invoiced through the date of termination. Payment under this subsection shall never exceed the total compensation allowable under Section 4. All finished and unfinished documents and materials prepared by the Contractor shall become the property of Anchorage.
- B. If the Contractor's services are terminated for cause, Anchorage shall pay the Contractor the reasonable value of the services satisfactorily rendered prior to termination less any damages suffered by Anchorage because of the Contractor's failure to perform satisfactorily. The reasonable value of the services rendered shall never exceed the contract rate for such services, and

payment under this subsection shall not exceed ninety percent (90%) of the total compensation allowable under Section 4. Any finished or unfinished documents or materials prepared by the Contractor under this contract shall become the property of Anchorage at its option.

- C. If the Contractor receives payments exceeding the amount to which it is entitled under subsections A or B of this section, he shall remit the excess to the Administrator within thirty (30) days of receiving notice to do so.
- D. The Contractor shall not be entitled to any compensation under this section until the Contractor has delivered to the Administrator all documents, records, work product, materials and equipment owned by Anchorage and requested by the Administrator.
- E. If the Contractor's services are terminated, for whatever reason, the Contractor shall not claim any compensation under this contract, other than that allowed under this section.
- F. Except as provided in this section, termination of the Contractor's services under Section 5 does not affect any other right or obligation of a party under this contract.
- G. If a final audit has not been performed before the Contractor's services are terminated, Anchorage may recover any payments for costs disallowed as a result of the final audit.

Section 7. Insurance.

- A. The Contractor shall maintain in good standing, for the entire period of the contact, the insurance described in subsection B of this section. Before rendering any services under this contract, the Contractor shall furnish the Administrator with a Certificate of Insurance in accordance with subsection B of this section in a form acceptable to the Risk Manager for Anchorage.
- B. The Contractor shall provide the following insurance:
 - 1) \$500,000 Employers Liability and Workers Compensation as required by Alaska Law.
 - 2) Commercial Automobile Liability in the amount of \$1,000,000 combined single limit to include: owned, hired, and non-owned.
 - 3) Commercial General Liability including:
 - \$2,000,000 General Aggregate
 - \$2,000,000 Products/Completed Operations
 - \$1,000,000 Personal & Advertising Injury
 - \$1,000,000 Each Occurrence
 - 4) Professional Liability insurance with limits not less than \$1,000,000 per occurrence and \$2,000,000 aggregate.

- 5) Proof of Cyber/Privacy Liability coverage as separate coverage or maintained under General Liability with limits not less than \$3,000,000. The Cyber coverage shall include, but not be limited to, claims involving invasion of privacy violations (including HIPPA), Information theft, and release of private information, breach response costs as well as regulatory fines and penalties and credit monitoring expenses.
- C. Policies written on a "claims-made basis" must have a two (2) year tail of coverage, or an unbroken continuation of coverage for two (2) years from the completion of the contract requirements.
- D. Each policy of insurance required by this section shall provide for advance notice to the MOA/Contract Administrator prior to cancellation in accordance with the policy. IF the insurer does not notify the MOA on policy cancellation it shall be the contractor's responsibility to notify the MOA of such cancellation.
- E. With the exception of Workers Compensation and Professional Liability each policy shall name The Municipality as an "additional insured" and the actual policy endorsement shall accompany each Certificate of Insurance.
- F. General Liability, Workers Compensation, and Automobile policies shall be endorsed to waive all rights of subrogation against the Municipality of Anchorage by reason of any payment made for claims under the above coverage. This policy endorsement shall accompany each Certificate of Insurance.
- G. All policies for general liability shall be primary and noncontributing with any insurance that may be carried by the Municipality.
- H. If the Contractor maintains broader coverage and/or higher limits than the minimums shown above, the Municipality requires and shall be entitled to the broader coverage and/or the higher limits maintained by the Contractor. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the Municipality.
- I. Contractor shall require and verify that all subcontractors maintain insurance meeting all requirements stated herein, and Contractor shall ensure that the Municipality is an additional insured on insurance required from subcontractors.

Section 8. Assignments.

Unless otherwise allowed by this contract or in writing by the Administrator, any assignment by the Contractor of its interest in any part of this contract or any delegation of duties under this contract shall be void, and an attempt by the Contractor to assign any part of its interest or delegate duties under this contract shall give Anchorage the right immediately to terminate this contract without any liability for work performed.

Section 9. Ownership; Publication, Reproduction and Use of Material.

- A. Except as otherwise provided herein, all data, documents and materials produced by the Contractor under this contract shall be the property of Anchorage, which shall retain the exclusive right to publish, disclose, distribute and otherwise use, in whole or in part, any such data, documents or other materials. Exclusive rights shall not be attributed to portions of such materials presently in the public domain or which are not subject to copyright.
- B. Equipment purchased by the Contractor with designated contract funds shall be the sole property of Anchorage marked and inventoried as such with a copy of the inventory forwarded to Anchorage.
- C. Equipment/software purchased by the Contractor in connection with the Contractor's services for Contractor's use, will be the sole property of the Contractor and marked and inventoried as such with a copy forwarded to Anchorage. Contractor will remove equipment/software upon termination of this contract, at which time Anchorage will not longer have right to use or access the equipment/software.

Section 10. Notices.

Any notice required pertaining to the subject matter of this contract shall be either sent via facsimile (FAX) or mailed by prepaid first class registered or certified mail, return receipt requested to the following addresses:

Anchorage: Municipality of Anchorage
Anchorage Health Department
P.O. Box 196650
Anchorage, AK 99519-6650
FAX: (907) 343-6740

Contractor: Securitas Security Services USA, Inc.
4060 B Street, Suite 100
Anchorage, AK 99503
FAX: (907) 563-5929

Notices are effective upon the earlier of receipt, proof of good transmission (facsimiles only), or five (5) days after proof of proper posting.

Section 11. Contract Budget.

In connection with its performance under this contract the Contractor shall not make expenditures other than as provided in line items in the contract budget.

Section 12. Financial Management System.

The Contractor shall establish and maintain a financial management system that:

- A. Provides accurate, current, and complete disclosure of all financial transactions relating to the contract;
- B. Maintains separate accounts by source of funds for all revenues and expenditures and identifies the source and application of funds for the Contractor's performance under this contract, including information pertaining to subcontracts, obligations, unobligated balances, assets, liabilities, outlays and income;
- C. Effectively controls and accounts for all municipal funds and contract property.
- D. Compares actual expenditures with budgeted amounts and relates financial information to performance or productivity data including unit cost information where applicable;
- E. Allocates administrative costs to direct service delivery units;
- F. Minimizes the time between receipt of funds from Anchorage and their disbursement by the Contractor;
- G. Provides accounting records supported by source documentation; and
- H. Provides a systematic method assuring the timely and appropriate resolution of audit findings and recommendations.

Section 13. Funding Requirements.

In the event that any funding source for this contract should impose additional requirements upon Anchorage for the use of those funds, the Contractor agrees to abide by those additional requirements immediately upon receipt of written notice thereof from Anchorage.

Section 14. Subcontracts.

The Contractor may enter into subcontracts for the purchase of goods and services necessary for the performance of this contract, provided:

- A. Every subcontract shall be reduced to writing and contain a precise description of the services or goods to be provided and the nature of the consideration paid, therefore.
- B. Every subcontract under which the Contractor delegates the provision of services shall be subject to review and approval by the Administrator before it is executed by the Contractor.
- C. Every subcontract in an amount exceeding \$1,000.00 shall require reasonable access to business records of the subcontractor relating to the purchase of goods or services pursuant to the subcontract.

PART II

GENERAL CONTRACT PROVISIONS

Section 1. Relationship of Parties.

The Contractor shall perform its obligations hereunder as an independent contractor of Anchorage. Anchorage may administer the contract and monitor the Contractor's compliance with its obligations hereunder. Anchorage shall not supervise or direct the Contractor other than as provided in this section.

Section 2. Nondiscrimination.

- A. The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, national origin, ancestry, age, sex, sexual orientation, gender identity, or marital status, or who is a "qualified individual with a disability", as that phrase is defined in the Americans With Disabilities Act of 1990. The Contractor will take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to their race, color, religion, mental or physical disability, sexual orientation or gender identity. Such action shall include, without limitation, employment, upgrading, demotion or transfer, recruitment or recruiting advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training including apprenticeship. The Contractor agrees to post, in conspicuous places available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
- B. The Contractor shall state, in all solicitations or advertisements for employees to work on contract jobs, that all qualified applicants will receive equal consideration for employment without regard to race, color, religion, national origin, ancestry, age, sex, sexual orientation, gender identity, marital status, or mental or physical disability.
- C. The Contractor shall comply with any and all reporting requirements that may apply to it which the Anchorage Office of Equal Employment Opportunity Contract Compliance may establish by regulation. The contract compliance officer may accept the contractor's compliance with federal requirements or the contractor's federal reporting documents in lieu of reporting under this section.
- D. The Contractor shall include the provisions of subsections A through C of this section in every subcontract or purchase order under this contract, so as to be binding upon every such subcontractor or vendor of the Contractor under this contract. The contract compliance officer may accept the contractor's compliance with federal requirements or the contractor's federal reporting documents in lieu of reporting under this section.

- E. The Contractor shall comply with all applicable federal, state and municipal laws concerning the prohibition of discrimination including, but not limited to Title 5 and Title 7, Chapter 7.50 of the Anchorage Municipal Code.

Section 3. Permits, Laws and Taxes.

The Contractor shall acquire and maintain in good standing all permits, licenses and other entitlements necessary to its performance under this contract. All actions taken by the Contractor under this contract shall comply with all applicable statutes, ordinances, rules and regulations. The Contractor shall pay all taxes pertaining to its performance under this contract.

Section 4. Nonwaiver.

The failure of either party at any time to enforce a provision of this contract shall in no way constitute a waiver of the provision, nor in any way affect the validity of this contract or any part hereof, or the right of such party thereafter to enforce each and every provision hereof.

Section 5. Amendment.

- A. This contract shall only be amended, modified or changed by a writing, executed by authorized representatives of the parties, with the same formality as this contract was executed.
- B. For the purposes of any amendment modification or change to the terms and conditions of this contract, the only authorized representatives of the parties are:

Contractor: Area Vice President, or Approved Designee
(title of position)

Anchorage: **Mayor, Municipal Manager or Approved Designee**

- C. Any attempt to amend, modify, or change this contract by either an unauthorized representative or unauthorized means shall be void.

Section 6. Jurisdiction; Choice of Law.

Any civil action rising from this contract shall be brought in the Superior Court for the Third Judicial District of the State of Alaska at Anchorage. The law of the State of Alaska shall govern the rights and obligations of the parties under this contract.

Section 7. Severability.

Any provision of this contract decreed invalid by a court of competent jurisdiction shall not invalidate the remaining provisions of the contract.

Section 8. Integration.

This instrument and all appendices and amendments hereto embody the entire agreement of the parties. There are no promises, terms, conditions or obligations other than those contained herein; and this contract shall supersede all previous communications, representations or agreements, either oral or written, between the parties hereto.

Section 9. Liability.

The Contractor shall indemnify, defend, save and hold Anchorage(or Municipality) harmless from any and all claims, lawsuits or liability, including attorney fees and costs, allegedly arising out of loss, damage or injury to persons or property or from any wrongful or negligent act, error or omission of Contractor, Contractor's agents, employees, subcontractors or invitees, occurring during the course of, or as a result of the Contractor's, Contractor's agents, employees, contractors, subcontractors or invitees performance pursuant to this contract.

Section 10. Inspection and Retention of Records.

The Contractor shall, at any time during normal business hours and as often as Anchorage may deem necessary, make available to Anchorage, for examination, all of its records with respect to all matters covered by this contract for a period ending three years after the date the Contractor is to complete performance in accordance with Section 2 of the Special Provisions. Upon request, and within a reasonable time, the Contractor shall submit such other information and reports relating to its activities under this contract, to Anchorage, in such form and at such times as Anchorage may reasonably require. The Contractor shall permit Anchorage to audit, examine and make copies of such records, and to make audits of all invoices, materials, payrolls, records of personnel and other data relating to all matters covered by this contract. Anchorage may, at its option, permit the Contractor to submit its records to Anchorage in lieu of the retention requirements of this section.

Section 11. Availability of Funds.

Payments under this contract require funds from future appropriations and are subject to future appropriations. If sufficient funds are not appropriated for payments required under this contract, this contract shall terminate without penalty to Anchorage and Anchorage shall not be obligated to make payments under this contract beyond those which have previously been appropriated.

Section 12. Confidentiality of Client Reports (HIPAA)

Municipality and Contractor shall comply with HIPAA and/or other confidentiality requirements. Both parties acknowledge that they have the responsibility of maintaining confidentiality in accordance with federal, state, and local laws and regulations. Both parties will instruct all staff, vendors, and contractors on appropriate practices regarding use and disclosure of Protected Health Information (PHI).

IN WITNESS WHEREOF, the parties have executed this contract on the date and at the place shown below.

MUNICIPALITY OF ANCHORAGE

CONTRACTOR

Rachelle A. Alger

Mayor, Municipal Manager or Approved Designee

Date: 12/30/2021

Michael S. Ke

Title: Area Vice President

Date: 12/08/21

IRS Tax Identification No. 71-0912217
Tax Status: Taxable Non-Taxable

RECOMMEND FOR APPROVAL:

Joe Gerace

Name

Title: Director

Date: 12/08/2021

Appendix A Scope of Work

Scope of Work Summary

The Anchorage Safety Patrol (ASP), a van patrol and transport service, and the Anchorage Safety Center (ASC), a municipal protective custody facility, respond to and provide safe shelter for individuals who are incapacitated by substance misuse 365 days a year, 24 hours per day.

The ASP van patrol is staffed with a driver and an Emergency Medical Technician (EMT) who are trained in first aid and nonviolent, nonphysical client management techniques in order to safely place incapacitated individuals into custody and transport them to the ASC. The Anchorage Fire Department (AFD) works in conjunction with the ASP, screening dispatch calls, providing back up, and other services necessary to support challenging issues and situations. The ASP van patrols within the MOA, primarily in the Downtown, Midtown, Fairview, and Mountain View areas. Concerned citizens may also call the ASP to report an individual who appears to be incapacitated and in need of assistance. Individuals who are placed into protective custody remain at the ASC until they are no longer incapacitated, or twelve hours has elapsed, whichever comes first as defined in Title 47 (AS 47.37.170(b)). If after twelve hours an individual is still incapacitated, medical services are requested.

While in temporary custody, individuals who become clients of the ASC/P are provided with shelter and medical monitoring during the sobering process as needed. Medical care is provided by EMTs and medical cases are further assessed by the Sponsoring Physician. ASC/P and AFD both operate under Standing Medical Orders as written by Michael Levy M.D. which authorize designated ASC/P staff to complete certain clinical tasks.

Clients are often dependent on substances, have mental health issues, medical issues and are predominantly homeless. The ASC/P conducts outreach to businesses and organizations within the MOA about the mission of the ASC/P and is knowledgeable of the resources in the community. Clients are offered the opportunity to be referred to homelessness resource coordinators, veteran, mental health, and other organizations for additional assistance at the time of discharge. It is expected that the Contractor continue outreach to businesses and organizations within the MOA.

A Contractor taking on the ASC/P services must demonstrate care and compassion in working with Title 47 clients, comply with ASC/P policies and procedures, and conduct all services with professionalism as a representative of the Municipality of Anchorage.

Program Goals and Outcomes

It is expected that Contractor work toward the following program goals and outcomes:

Goals

1. Demonstrate care and compassion of Title 47 clients by treating clients with dignity and respect.
2. Develop relationships and integrate with the shelter system in order to provide clients with all available options for assistance.
3. Participate in continuous improvement for all activities and services throughout the contract.
4. Increase visibility of services and community engagement to increase awareness and positive outcomes for clients and the community.

Activities and Outcomes

- Provide safe and effective care to ASC/P clients according to policies and procedures throughout the response, transport, intake, monitoring, and discharge process.
- Document any incidents of staff and client interactions that do not meet the level of care required in the policies and procedures, by using the incident reporting process. Report incidents to AHD Program Manager and take appropriate action for improvement.
- Demonstrate the ability to provide trauma informed care and de-escalation skills throughout the process of caring for ASC/P clients by providing monthly training logs for all ASC/P employees.
- Establish positive relationships with shelter system partners.
- Provide awareness and education services related to the ASC/P service to the shelter system.
- Provide continuous feedback to the AHD Program Manager related to possible improvements to the client resource and referral process during the discharge process, as well as seek opportunities to partner and integrate ASC/P services into the system of homeless services available in Anchorage.
- Assist the AHD Program Manager in the research of all inquiries/complaints received from Anchorage residents, employees, and clients related to ASC/P activities. Apply lessons learned to inquiries, make appropriate policy changes, counsel staff accordingly and demonstrate an overall decrease in negative inquiries and complaints annually.
- In partnership with the overseeing physician for ASC/P, provide subject matter expert-level support related to EMT procedures as it relates to Title 47 clients, which includes providing recommended improvements to the AHD Program Manager and documenting changes to the policies and procedures.
- Provide awareness and education services related to the ASC/P service to community councils, neighborhood groups and others as requested by both the Anchorage community and organizations from outside Alaska.

Human Resources

Staffing Levels

The ASP van patrol and ASC must be staffed with employees who meet at least the minimum qualifications of each position. Employees will provide services to clients with professionalism and with the health and safety of the client and themselves at the forefront. Staff continuously encounter challenging situations and are exposed to illness, clients that are verbally abusive towards staff, mentally and emotionally unstable clients, blood borne pathogens and infectious diseases, noxious odors and substances.

The ASP and ASC operates 24 hours a day, 7 days a week. An adequate number of staff must be in place for the following shifts. Additional personnel may be needed to support operations and to staff additional van shifts to accommodate increases in client volume as approved by the AHD Program Manager.

Shift Hours

Center (Station) Shifts	Van Patrol Shifts
8:00 a.m. - 4:00 p.m.	6:00 a.m. - 2:00 p.m.
4:00 p.m. - Midnight	2:00 p.m. - 10:00 p.m.
Midnight - 8:00 a.m.	10:00 p.m. - 6:00 a.m.
	1:00 p.m. – 9:00 p.m.

Staff Per Shift (shifts noted above)

The Station must have on site/ per shift

- Operations Managers on staff to cover 70% of total shift hours on-site, along with working a staggered Monday-Sunday schedule for coverage 24-hours, 7-days week. Operations Managers alternate on-call schedule during off-site times and allow for management coverage during vacation and other times away from work.
- A minimum of (1) Shift Supervisor and two (2) Intake Specialists. It may be necessary to adjust staffing levels during high client census times, when approved by the AHD Program Manager.
- The ASC ratio shall not exceed fifteen (15) clients to one (1) staff person. This may be altered as necessary with approval of the AHD Program Manager.

The Van Patrol must have on staff:

- The ASP van(s) will be staffed by at least one (1) state certified Emergency Medical Technician I (EMT) or higher level EMT and one (1) driver.

Back Up Plan Staffing

- When the ASC has reached maximum client to staff ratio of 15:1, the van staff shall discontinue patrolling in order to increase staffing at the ASC.

Staff Qualifications

All staff must pass mandatory pre-employment screening prior to beginning work. This includes:

- Successfully pass a drug screen test.
- Successfully pass a tuberculosis (TB) Test
- Get a Hepatitis B vaccination, show proof of having a received the vaccination previously, or under certain circumstances, go through a declination process.
- Pass a background check resulting in no felony convictions or convictions of any level for sexual offenses, assaults, or theft.
- Valid State of Alaska Driver's License and clean driving record.

Staff must possess the following qualifications:

Operations Manager

- Five years public safety or behavioral health/substance abuse experience, of which at least two must have been in supervisory/management capacity.
- A minimum of three years formal education in public safety, security, or behavioral health/substance abuse may be substituted for the non-management experience, and;
- Subject to approval by the AHD Program Manager.

EMTs

- EMT I State of Alaska EMT Certified to Level I or higher

Shift Supervisor

- State of Alaska EMT Certified to at least Level II or higher
- Must have at least two years of work experience as an EMT

Van Patrol Driver

- At least 21 years of age with at least three years of licensed driving experience.
- Valid Alaska driver's license
- Clean driving record which is acceptable by the Contractor's insurance company

Intake Specialist

- Must be at least 18 years of age
- Must pass a background check

Staff Training

The Contractor must have a training plan for new staff to become familiar with the ASP/C and for existing staff to maintain certification requirements. All staff must receive training from the Contractor appropriate to performing their job duties at the ASP/C. Within six months of hire, all Anchorage Safety Patrol personnel must attend Mandt or similar training program approved by the Anchorage Health Department which certifies that staff have learned the appropriate techniques and protocol for the use of force, client behavior management, holds, assists, and restraints.

In addition, staff must be trained on the following topics, using the latest industry, national, state or locally recognized training at the expense of the Contractor within 30 days of hire:

- Anchorage Health Department Safety Plan
- ASC/P Policies and Procedures
- ASC/P Standing Medical Orders
- BRaC Machine Use and Maintenance
- Hazardous Communication Plan
- HIPPA Compliance (Attachment B, HIPPA Business Agreement)
- MOA Tuberculosis Exposure Control Plan
- Power Air Purification Respirator (PAPR) Use and Maintenance
- Mandt System or similar
- Trauma Informed Care
- Trainings as required by Federal, State, and Local government
- Universal Precautions/Bloodborne Pathogen Exposure Control Plan

Resource Management

Uniforms and Accessories

The Contractor shall provide employees without charge all necessary Municipality approved identifying uniforms, jackets, personal protective equipment and other apparel necessary for performing job duties.

Van Service

The Contractor must demonstrate that they will be able to provide the following van services, 7 days per week, 365 days per year unless otherwise noted:

- Operate one van for three 8-hour patrols staffed with an EMT I or greater and a driver.
- Shift One - 6 a.m. to 2 p.m.
- Shift Two - 2 p.m. to 10 p.m.
- Shift Three - 10 p.m. to 6 a.m.
- Shift Four - 1:00 p.m. to 9:00 p.m.
- Additional van services staffed with an EMT I or greater and driver during high call times as approved by the AHD Program Manager

Vehicle Requirements

The Contractor shall provide the following vehicles to the ASP equipped, adapted, and maintained at the expense of the Contractor:

- 1) A van fleet consisting of four (4) primary vans and one (1) back-up van, maintained and available for use when a primary van goes out of service for repairs or other reasons.
- 2) The Contractor will adapt vans to provide belted seating capacity for at least four (4) clients at a time, and two (2) ASP staff, and to provide secure segregation of male and female clients.
- 3) Vans must be clearly marked as performing ASP services with markings approved by the Administrator and must be sequentially numbered.
- 4) The Contractor shall always maintain properly equipped vans in a safe, legal operating condition.
- 5) The ASP vans must always be equipped with an EMT I medical kit and other related medical supplies or equipment that are determined to be needed by the Sponsoring Physician, in accordance with the Standing Medical Orders.
- 6) ASP vans must be equipped with an operating mobile radio and telephone during hours of operation. The ASP staff will be equipped with a Breath Alcohol Content (BrAC) "machine" or "breathalyzer" to measure and document the client's BrAC level and assist staff in determining a potential client's level of intoxication or incapacitation.
- 7) The Contractor shall equip ASP vans with studded snow tires on all wheels between October 1 through April 30 of each year.
- 8) The Municipality will install electronic equipment in each van. The Anchorage Health Department may conduct safety inspections of any vehicle at the expense of the Municipality at any reasonable time. The Contractor shall, within twenty-four (24) hours of receiving written notice from the Anchorage Health Department of a safety defect in a vehicle, repair the defect at the Contractor's expense.

Equipment and Supplies

The Contractor shall ensure provision of adequate operating supplies, equipment and tools necessary for staff to safely and efficiently execute the responsibilities of this contract. These include but are not limited to:

- A minimum of five vans for mobile patrol
- Office supplies
- Facility maintenance and cleaning items
- Medical supplies and personal protective equipment in accordance with the Sponsoring Physician

Data Collection and Reporting

Data Collection

The Anchorage Safety Center must collect and maintain information on all clients in their custody. The information that must be collected includes services provided and demographics, as well as personally identifiable information (PII) such as birthdate, address, and social security numbers. All documents pertaining to the client while in custody, must be kept in either paper or electronic format. Information collected must be entered daily and monthly into a data collection system by ASC staff. Client files must contain intake and discharge documentation, medical clearance, and a photo of the client. The Contractor must maintain the confidentiality of client records in accordance with state, federal, and Municipal law. Additional file and record retention policies will be listed in the contract.

Monthly Reporting: The following forms and reports must be uploaded to the MOA system or provided to the AHD Program Manager as instructed:

- 1) Public and Client Comment Forms (No later Than the 10th of the Month for previous month)
- 2) AHD Dashboard
- 3) Incident Reports (No later Than the 10th of the Month for previous month)
- 4) ASC Health and Safety Log
- 5) Updates to Point of Contact list
- 6) Warming Shelter Capacity Limits
- 7) ASC Shelter Overflow Report
- 8) ASC Fire and Safety Checks
- 9) Any inspections conducted as well as remedies for inspections
- 10) Updated Contact Lists
- 11) Narrative Program Progress Report, Operations Manager Report (must be signed by the District Manager), and a self-monitoring review of the surveillance recordings to the ASC Program Manager.
- 12) Invoice with back-up

In the future, it is possible that reporting requirements change to better integrate reporting data into the municipality's response to homelessness, including using HMIS (Homeless Information Management System), which includes required training. At that time AHD would work to streamline reporting requirements and update necessary Policies and Procedures to reflect this change.

Quarterly Reporting: The following forms and reports must be uploaded to the MOA system using instructions provided by the AHD Program Manager before the 15th of January, April, August, and November:

- 1) Staff Training Report
- 2) Copy of Sponsoring Physicians review

Semi-Annual Reporting: The following forms and reports must be uploaded to the MOA system using instructions provided by the AHD Program Manager before the 15th of January and 15th of June. Any changes to either of these documents must be approved by AHD Program Manager:

- 1) Updates to ASC/P Policies and Procedures
- 2) ASC/P Inventory and condition assessment report

**Appendix B
Fee Schedule**

Category	Year 1	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Total
Personnel	\$1,088,334.90	\$1,126,334.90	\$1,164,334.90	\$1,202,334.90	\$1,240,334.90	\$5,821,674.50
Fringe	\$328,832.36	\$330,532.36	\$332,332.36	\$334,082.36	\$335,882	\$1,661,661.80
Contractual	\$60,000.00	\$60,000.00	\$60,000.00	\$60,000.00	\$60,000.00	\$300,000.00
Transportation	\$80,000.00	\$80,000.00	\$80,000.00	\$80,000.00	\$80,000.00	\$400,000.00
Subscriptions, Licenses, Certifications	\$7,500.00	\$7,500.00	\$7,500.00	\$7,500.00	\$7,500.00	\$37,500.00
Supplies	\$ 50,000.00	\$50,000.00	\$50,000.00	\$50,000.00	\$50,000.00	\$250,000.00
Community Outreach	\$3,000.00	\$3,000.00	\$3,000.00	\$3,000.00	\$3,000.00	\$15,000.00
Indirect Overhead	\$40,000.00	\$40,000.00	\$40,000.00	\$40,000.00	\$40,000.00	\$200,000.00
Contract Profit	\$390,548.18	\$ 390,548.18	\$390,548.18	\$390,548.18	\$231,548.18	\$1,555,240.90
Miscellaneous	-	-	-	-	-	-
Total	\$2,048,215.44	\$2,048,215.44	\$2,048,215.44	\$2,048,215.44	\$2,048,215.44	\$8,192,861.76
Monthly Fee Schedule	Year 1	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Total
January	\$170,684.62	\$170,684.62	\$170,684.62	\$170,684.62	\$170,684.62	\$853,423.10
February	\$170,684.62	\$170,684.62	\$170,684.62	\$170,684.62	\$170,684.62	\$853,423.10
March	\$170,684.62	\$170,684.62	\$170,684.62	\$170,684.62	\$170,684.62	\$853,423.10
April	\$170,684.62	\$170,684.62	\$170,684.62	\$170,684.62	\$170,684.62	\$853,423.10
May	\$170,684.62	\$170,684.62	\$170,684.62	\$170,684.62	\$170,684.62	\$853,423.10
June	\$170,684.62	\$170,684.62	\$170,684.62	\$170,684.62	\$170,684.62	\$853,423.10
July	\$170,684.62	\$170,684.62	\$170,684.62	\$170,684.62	\$170,684.62	\$853,423.10
August	\$170,684.62	\$170,684.62	\$170,684.62	\$170,684.62	\$170,684.62	\$853,423.10
September	\$170,684.62	\$170,684.62	\$170,684.62	\$170,684.62	\$170,684.62	\$853,423.10
October	\$170,684.62	\$170,684.62	\$170,684.62	\$170,684.62	\$170,684.62	\$853,423.10
November	\$170,684.62	\$170,684.62	\$170,684.62	\$170,684.62	\$170,684.62	\$853,423.10
December	\$170,684.62	\$170,684.62	\$170,684.62	\$170,684.62	\$170,684.62	\$853,423.10
Total	\$2,048,215.44	\$2,048,215.44	\$2,048,215.44	\$2,048,215.44	\$2,048,215.44	\$8,192,861.76



Doug Stewart, District Manager

Phone: (907) 230-9924 Email: doug.stewart@securitasinc.com



Security Solutions to Meet Your Needs

Proposal Prepared for:

Municipality of Anchorage, RFP 2021P024

8/20/2021



CONTRACT WITH SECURITAS, INC
for Anchorage Safety Patrol and Center Services
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August 20, 2021
Municipality of Anchorage
Attn: Joel Hayenga
Deputy Purchasing Officer

Re: RFP 2021P024 - Provide Professional Anchorage Safety Patrol and Anchorage Safety Center Operator

It is with great pride and enthusiasm that we submit this response to your Request for Proposal, which outlines our qualifications, tremendous experience, history and leadership in the security industry. In 1934, Securitas was founded in Sweden and quickly became the European benchmark for security. Securitas began entering the U.S. market with the acquisition of Pinkerton in 1999. We appreciate the opportunity to enhance our association and strategic partnership with the Municipality of Anchorage.

As the incumbent, we understand the unique challenges that you face and we continually strive to improve and refine our service to help you meet those needs. During the years we have supported the Municipality of Anchorage, we have learned the critical nature of your business. We understand the We have created and continue to improve upon a specialized training program that tailors to the unique needs of Municipality of Anchorage. With its nearly 450 branch managers, and 112,000 US security officers, Securitas USA's footprint and support structure are aligned to provide you with consistent and reliable service at all times.

We hope to continue to build on that relationship and I am excited to be presenting our company's proposal. Our commitment to your success permeates all levels of our organization and we believe it is evident through our performance, reliability, dedication and flexibility to accommodate Municipality of Anchorage's needs.

Thank you again for the opportunity to provide this proposal to you for the ultimate, professional protective security services program. Please contact me if you have any questions or require further information. We look forward to strengthening our current business partnership with Municipality of Anchorage. All parts of the RFP have been carefully read, and Securitas further certifies that the Proposal is made in accordance therewith.

Our bid is subject to the proposed changes in the redline.

Securitas is compliant with the requirements of the Equal Employment Opportunity Contract Compliance.

Securitas also acknowledges Addendum No. 1-3.

Sincerely,

Doug Stewart
District Manager
4060 B St Ste 100 • Anchorage, AK 99503
Cell Number: (907) 230-9924
doug.stewart@securitasinc.com



Scope of Work

Security Leaders Who Make a Difference

Our managers assess Municipality of Anchorage's facility to help you develop a service plan that is driven by key performance indicators (KPI's). Our managers can optimize security outcomes and potential cost savings for our clients. Our managers are leaders in the healthcare security industry, we meet and often exceed industry standards.

Customized Training for Your Biggest Risks

We know that highly trained security officers who understand the unique security needs of your facility can quickly assess situations and respond appropriately. Healthcare facilities are unlike any other environment, the officers assigned to them receive special training so they are prepared for the unique security issues they may face.

We are not just another Security Company – We are a Partner

Municipality of Anchorage will achieve the highest level of security when you and Securitas USA are partners. Securitas USA will implement regular service review meetings that will allow you to evaluate and provide feedback to assess whether you are receiving the results you expect. Securitas USA leaders and team members exemplify the values of integrity, vigilance and helpfulness. These principles empower our employees to consistently do the right thing for you.

Service Excellence Through Specialization

We have identified five security performance categories that are addressed in developing a specialized service solution for each client – People, Procedures, Tools, Training, and Feedback. The following sections of this proposal describe each part of this solution in detail. The client-centered model below depicts how Securitas achieves specialized service solutions while using one common set of security service delivery management and measurement tools.

The Client Service Plan Goals and associated Key Performance Indicators (KPIs) are the tools we use to assess the level of delivered service. We will regularly review service results and delivery methods with Municipality of Anchorage to assess how well the service solution meets your unique requirements. The Client Service Plan Goals and KPIs that we jointly establish for each category guide our security service teams. They are the tools we use to assess the level of delivered service.

When developing the specialized solution for Municipality of Anchorage, we will identify the service team behaviors and desired results for each of the five security performance categories that will result in specialized service. For Municipality of Anchorage, we will demonstrate our commitment to Service Excellence by preparing our service teams to be successful in meeting your specific physical security needs by establishing:

- Clear performance expectations
- Client-specific job descriptions
- Clear procedures and job aids
- Tools to equip and enhance the performance of our officers
- Job-specific training and practice
- Regular performance feedback



This approach to managing performance utilizes our standard Service Excellence methods and tools for gathering data and assessing performance. The Securitas Service Excellence program is our national service platform that provides the framework for delivering world-class service. It tangibly demonstrates our commitment to service, service level management and performance management.

Staffing

Recruiting sources include Securitas Talent Network (<https://www.securitasjobs.com/>), Securitas' Company web page (www.securitasinc.com), various job boards (Indeed, LinkedIn, CareerBuilder, Monster, Security Careers, etc.), Americas Job Exchange, local newspapers, college campus placement centers, state employment commissions/development departments, veterans' groups, senior organizations, city and county social service agencies, private industry councils, JTPA programs, vocational centers, military and law enforcement organizations, job fairs, and employee referrals.

Minimum Hiring Standards:

- At least 18 years of age
- Reliable means of communication and transportation
- Legal right to work in the United States
- Ability to effectively speak, read and write English
- High school diploma or GED
- Willingness to participate in the company's stringent pre-employment screening process
- Ability to qualify for and obtain a state security officer license, where applicable

Hiring Process:

1. Comprehensive job application
2. Initial interview
3. Drug screening
4. Background verification
5. Assignment/scheduling meeting
6. Site interview with client (client can accept/decline candidates chosen for site)
7. Security officer introduction/questionnaire/exam

Senior Management Support

The district manager (Doug Stewart) actively manages all client sites in his/her area and facilitates decisions to meet the needs of each Municipality of Anchorage. The district manager meets regularly with the client contact at Municipality of Anchorage to evaluate service levels and implement and refine our ongoing service plan.

Some of the responsibilities of our district managers include:

- **Client visits:** Regularly meet with Municipality of Anchorage to ensure contract compliance and satisfaction with our service.
- **On-site training:** Conduct both on-site and follow-up training in all basic and advanced security subjects as necessary.
- **Site development:** Supervise, monitor and respond to security officers' requests for assistance, support and development. It is the responsibility of every district manager to ensure the security officers working at Municipality of Anchorage have the skill sets, training, equipment, supplies and support necessary to fulfill their security responsibilities.



District offices are comprised of a support team that includes but is not limited to a Human Resource Manager, Field Supervisor, Training Manager and Scheduling Manager. This team's role is to provide back-office support to our officers as well as our clients and ensure that satisfaction levels are maintained in the area of their responsibility.

District Managers have three or more years of experience in a field related to the security industry, business management, or an equivalent combination of education and experience. Securitas prides itself on building client focused leaders. To that end, District Managers take part in ongoing security management training via the Learning Management System designed to not just certify them as security experts, but to provide refresher training and keep them current on industry trends and security best practices. The core Securitas Security Management curriculum is built to mirror the ASIS, PSP, and CPP certification programs, and many of our staff use them to prepare to get their board certifications from ASIS. Additionally, our District Managers have access to and are encouraged to utilize our **Management Training and Engagement Center (M-TEC)** located in Charlotte, NC. It is at the M-TEC where our District Managers connect with our purpose and further prepare themselves for service excellence and industry leadership.

Overall, this initiative will create a better customer experience for Municipality of Anchorage, our managers, and officers. As it relates to Municipality of Anchorage this transformation will provide better and faster customer service from our managers with greatly increased speed at which they can access information. This also provides our managers relief from time consuming administrative processes, formally manual processes, and allows them to be client centric and proactive in their approach to security management. Our managers will be operating with automated processes that will allow increased speed related to scheduling, hiring, training, and contract and legal compliance. The utilization of business intelligence for reporting will provide faster access to information, research, and resolution of tasks and duties.

Our employees will now have direct access to their information and the ability to edit and makes changes online and through a mobile application. This will enable Securitas to provide a seamless and modern experience to employees who will utilize the system every day. This enables the employees to own their relative personal data set and automates the collection process and improves HR data set timelines.

Our new recruiting program is a powerful and dynamic recruiting platform that leverages cloud technology to optimize mobile capabilities. It will be a dynamic product that will take quarterly updates to grow and refine functionality and evolve the capabilities in accordance to demands of the present and future hiring marketplace; this will provide a much smoother experience for our applicants in a very competitive market. In short, Municipality of Anchorage will be a very high-profile, high-visibility client for Securitas USA. Significant top-down commitment will be made to ensure outstanding service and client satisfaction levels at your site.

Community Engagement Programs / ASC/P Outreach Partnerships

1. Cook Inlet Tribal Council (CITC)
 - Arrange tours of ASC/P facility with Management teams to inform of our daily operations and the impact it has on the community of individuals that we serve.
 - Attend meetings to give updates or insight on individuals that are enrolled into CITC programs that are frequent users of our services.
 - Aid in locating individuals that are in their housing programs whenever CITC is unable to contact the individual.
 - Provide CITC contact information and resources to individuals that would like to seek help to improve the situation that they are currently facing.
2. Southcentral Native Foundation
 - Attend Biweekly meetings with Housing and Peer Support teams to answer any questions about individuals that are receiving services that are still ending up in our facility.
 - Assist in locating any individuals that Southcentral Foundation has been unable to locate.
3. Anchorage Downtown Partnership



- Attend monthly meetings with management team as well as the Director of the organization to discuss how we can work together to improve the Downtown Anchorage area.
 - Explain our role of transporting individuals that are unable to care for themselves as well as informing their staff on proper procedures to request our units to respond.
4. Southern Region EMS Council (SREMSC)
- Coordinate for EMT employees to attend upcoming courses that are provided to meet requirements for recertification or to advance their level of EMT training.
 - Set up exams for employees who need to take the State of Alaska EMT certification exam.
5. Anchorage Fire Department
- Attend monthly Emergency Medical Advisory Board meetings to update the Board on our current state at ASC/P such as our Call Volume and response times.
 - Learn from local EMS agencies pertaining to new developments within the community or new substances that the individuals we serve could be exposed to.
6. Anchorage Health Department (AHD)
- Attend weekly check in meetings with staff from the AHD to discuss any important information pertaining to the operations at the ASC/P.
 - Coordinate for any issues or repairs that are needed to the building that we occupy so that operations are not inhibited.
7. Sponsoring Physician (Dr. Michael Levy)
- Attend monthly meetings to discuss EMT employees who are providing medical services to our clients.
 - Send all medical reports monthly for Dr. Levy to review and find any possible areas that need improvement in the future.
 - Discuss any training opportunities that either he could provide to EMTs or that he could arrange for EMTs to attend.

Plan for Achieving Goals and Outcomes

The Securitas Security Excellence, also known as the SSE, is the face of Securitas when it comes to Client Relationship Management. This program is the primary quality assurance program for our organization. All interactions with current and future clients are housed on this database. It promotes world-class service delivery by linking a standard service delivery method and tools to the service cycle for our clients. Securitas involves technology to organize, automate, and synchronize our Risk Assessment, client interaction, customer service, and actual service provided to our clients. The reason we utilize the SSE is to:

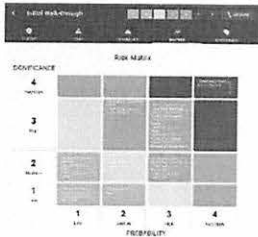
- One consistent platform
- Provide one face to our clients
- Use a common language across fields
- Comply with SAFETY ACT Designation
- Improve Client Retention

The Service Delivery History tool in the SSE allows us to keep a running record of all contact with our Clients. The SSE is the one place where every action, issue, and important fact about servicing our Clients, and building the relationship is recorded. Maintaining a communication tool that is easy to find and use is yet one more important step in providing World Class Service Delivery to our Clients. All members of the District team must be kept up to date on important events with our Clients and the SSE assists with achieving this objective.

We document the various stages of the Securitas Client relationship, to ensure the District Manager servicing our Clients are organized and stay on task with Client timelines, policies and procedures.



Prior Experience



Securitas USA provides protective services for over 750 healthcare facilities throughout the United States. With the transition of each new relationship, we will provide a Securitas Risk Assessment to identify our customer needs and make recommendations for improvement. Securitas Risk Assessments are completed at least annually to identify any changes that have been experienced in the program. Securitas Risk Assessments are also conducted when specific circumstances arise that have altered the environment. Also, our Certified Healthcare Protection Administrators (CHPA) can provide a healthcare security risk assessment to meet your regulatory needs.

Securitas USA can provide Physical Security Risk Assessments, Hazard Vulnerability Assessments and consultation services at all types of healthcare facilities. These include:

- Acute and trauma centers
- Long term care
- Medical office buildings
- Psychiatric centers
- Surgery centers
- Administrative suites

Securitas USA is experienced in providing these consultation services:

- Healthcare Security
- Safety
- Life Safety
- Compliance Requirements
- Investigation
- Hazardous Materials
- Behavioral Health
- Threat Management
- Emergency Management
- Parking Management

Securitas USA provides protective services, investigation and consultation to all levels throughout the healthcare industry in urban, suburban and rural environments from stand-alone clinics to complex matrix organizations. The size and complexity of our healthcare service sector includes annual revenue in excess of \$300,000,000 and 7% of business within the United States.

In February of 2009, Securitas USA entered into a long-term partnership with Kaiser Permanente to provide a vast array of security services for their facilities across the U.S. With the addition of this stand-alone customer, Securitas USA obtained the necessary density in the U.S. to formally create a division focused solely on healthcare services. Since 2009 Securitas USA has expanded its services in Healthcare, to include: Security Operation Center monitoring, Dispatching, Valet Services, Armed Security, Executive Protection, Security Consultant Services, electronic reporting, Mobile Patrolling, Ambassador program, Scalable Specialized Training, Risk Assessments, Strike Force Response and Threat Management.

Securitas USA meets regulatory compliance through active participation in your Environment of Care, Safety Programs, and monthly Healthcare Forum. We monitor compliance through tracking and reporting as well as periodic audits, which enables us to maintain regulatory requirements. Our security personnel understand the changing risks in the healthcare environment and are trained to respond according to policies and procedures. We also understand that there are numerous reporting requirements in healthcare and our staff document and escalate per facility policies and procedures.

Certifications & Memberships

Our Healthcare Security Professionals are members in the International Association of Hospital Security and Safety (IAHSS) organization. We encourage and support local and national participation in IAHSS groups to include membership by Securitas USA management and security officers assigned to the healthcare setting. Industry specific professional certifications available to Securitas USA personnel include:

- **Certified Hospital Environmental Manager (CHEM)**
- **IAHSS – International Association for Healthcare Security and Safety**



- **Basic Security Officer Certification – CHSO (Certified Healthcare Security Officer)**
- **Advanced S/O Certification - CAHSO (Certified Advanced Healthcare Security Officer)**
- **Supervisor Certification – CHSS (Certified Healthcare Security Supervisor)**
- **Safety Certification – CHSSS (Certified Healthcare Safety Security Supervisor)**
- **Healthcare Security Professional – CHPA (Certified Healthcare Protection Administrator)**
- **ASIS International Security Management Certifications:**
- **CPP (Certified Protection Professional)**
- **PSP (Physical Security Professional)**
- **PCI (Professional Certified Investigator)**
- **Association of Threat Assessment Professionals**

Company Profile

Securitas is the industry leader in Protective Services with approximately 123,000 employees in the U.S. and 355,000 worldwide. As a locally focused organization, Securitas USA has over 400 local district offices across the country. Each Securitas District Manager offers the locally focused commitment of a small business owner, with P&L responsibility for his/her local operations.

Global Revenue	\$13.1 billion (2020)
U.S. Revenue	\$5.8 billion (2020)
Global Employees	355,000+
U.S. Employees	123,000+
Local District Managers in US	550+
Offices in the US	400+ ability to service all 50 states
Number of Markets in Operation	48

Program Overview

Securitas is uniquely positioned to provide Municipality of Anchorage with an efficient security solution designed to exceed your needs. As a leader in protective services, we pride ourselves on the ability of our expert management team to conduct a proper risk assessment, establish a solid security program and execute by providing fully trained officers ready to secure your site and maintain a safer environment for your tenants, employees and visitors. We have provided an in-depth response addressing all topics within the RFP in our proposal and we firmly believe in our ability to deliver an all-round premium security program. To that end, below you will find the key differentiators separating us from our competition.

1. **Local Account Management** – Our account management team for your location is run by the District Manager who is responsible for the day to day operation of the site. Our management team will conduct monthly meetings and quarterly reviews with the key stakeholders at Municipality of Anchorage. Analyzing data, discussing pain points, successes, and personnel goals allows us to ensure the security program is continuously improving, adapting, and evolving to fit your safety needs. Our success with our current major clients (references provided within the proposal) are a direct reflection of the support and individual attention our management teams place at each client site to meet your expectations and **TAKE ACTION** immediately to ensure the integrity of your security program.
2. **Seamless Transition** – As a global company that has been in business for over 170 years, we have perfected the transition process and continue to transition over 75,000 hours per week annually in the Northeast Region alone. Understanding the concerns involved with a vendor change, we engage your team and our process starts immediately after being awarded a security contract with a transition meeting with your key stakeholders and the



Securitas management team. Setting the approach, communication, expectation, timeline, and sharing of best practices helps assemble a complete transition plan with actionable items. Our operation team has developed a transition planner with specific dates, the action item, individual(s) responsible for said action item, and is done in chronological order, each person keeping the others accountable.

3. **Technology** – Securitas is an innovative company and technology continues to improve how we have lived everyday life, which is why we incorporate it into our everyday on-site guarding programs. Our proprietary guard tracking technology holds our officers accountable and will provide greater transparency to Municipality of Anchorage. **SecuritasVision** is a proprietary software delivered via smartphone device used by officers providing them post orders, real-time incident reporting with pictures and video capability, Smart Tours, and panic button feature for their own safety. **SecuritasConnect** is the web portal that then allows your approved stakeholders at Municipality of Anchorage to view, in real-time, incident reports, observe officer Smart Tours (each checkpoint), analyze the collected data, and view yearly spend on security budget. Additional information on this technology is provided within the proposal.
4. **Flex Force** – Securitas' Flex Force enables us to be prepared for any schedule conflicts that may arise due to an officer taking sick or vacation time throughout the year. Our Flex Force is a pool of officers that are cross trained for various positions at client sites and act as our "bench" for when call outs, vacation, or the unknown happens and coverage is needed to avoid an open post.
5. **Training** – The qualified candidate hired to be an officer only becomes one upon completing our rigorous training. Our in-depth training curriculum is led by our Training and Development Manager, Doug Stewart, at our Anchorage district office. Our ability to provide in-person, interactive training courses helps develop our officers to meet our Excellence in Service expectation. We work specifically with the key stakeholders during the transition planning process to develop the training curriculum for pre-assignment, on-the-job, and on-going training. Our proposal provides a thorough and detailed overview of our training capabilities.
6. **Investment** – Our investment overview presents our competitive pricing, breaking down the all-inclusive bill rates as well as the monthly and annual cost for Municipality of Anchorage. Our bill rate is further explained starting from the wages, and our pricing details will provide insight, information, and transparency of your investment. As a competitive organization, we look forward to your feedback and working with you through the process.

Securitas leads the industry through our global commitment to the Protective Services model. We bring this model to our clients by combining traditional security force management, remote monitoring, vehicular mobile security, technology integration and expert consulting all under one organization. This philosophy and approach to security management applies to all corners of the globe where Securitas is present. Securitas operates in 48 markets as a branded entity and has trusted alliance partners in 19 secondary markets. Our proposal following this page provides full details on our capabilities as well as our proposed program.

References

Company	Contact Name	Email	Phone Number
Neptune Shoreside Services	Bryan R. Buckman	bryan.buckman@neptuneshoreside.com	907-562-1202
TRF Pacific	Cassie Simpson	FrontierBuilding@trfpac.com	907-561-1619
JL Properties, Inc.	Lynn Favorite	lfavorite@jlproperties.com	907-865-1500



Human Resources

Securitas utilizes a wide range of recruiting sources. Aside from the Talent Network, our recruiting resources include our recruiting web page, www.securitasjobs.com; local news media; college campus placement centers; state employment agencies; veterans' groups; senior organizations; local social service agencies; private industry councils, vocational centers; military organizations; law enforcement agencies; job fairs; specifically targeted groups; employee referrals (which provide referral bonuses); and many other qualified employment sources listed in our best practices. In low unemployment areas, we may offer sign-on bonuses (based on length of employment).

To complete our mission of attracting a talented workforce, Securitas developed the position of recruiter/retention specialist that is utilized at selected district offices. Once we have hired the best individuals, we must work to retain them. To help ensure that competitive wages are paid, Securitas uses wage survey data from the Economic Research Institute to validate officers' wages vs. those paid in each U.S. metropolitan area.

In cases where we assume responsibilities from incumbent providers or in-house personnel, our goal is to recruit and retain as many of these individuals as possible who are qualified for employment with Securitas. We take seriously our responsibility to select only those security officers who possess the appropriate skills, qualifications, and aptitudes for each client location. Every officer we hire has undergone personal interviews, reliability testing and reference checks to assist in evaluating the individual's ability to represent Securitas and our clients in a professional manner. In addition, all employees are subject to a criminal background screen and drug test. We then screen officers to help provide a good match between the officers' aptitudes and our client's site requirements.

Securitas takes a focused and consistent approach to increasing retention and making Securitas the employer of choice. Our commitment to retention begins as an applicant completes our hiring process. We strive to make every person who walks through our doors feel special. Retention efforts continue with individual visits (or calls) to newly hired security officers to discuss any concerns. Securitas also uses a series of district and region awards that recognize excellent performance and consistently promote on-going education and development.

The Securitas Talent Network

The Talent Network is an optimized career site to allow for easy job seeker interaction on any device. Once the job seeker submits a resume or subscribes our talent network, he or she is automatically enrolled to receive new, open positions as they become available. With some of the highest email open and click-through rates in the industry. The Securitas Talent Network has over 500,000 members and is one of the largest in the country.

With The Talent Network we are able to:

- Easily gain access to new candidate pools
- Capture vital contact information on interested candidates
- Automatically engage with top talent
- Create custom recruitment strategies geared toward individual client requirements

Selection and Hiring of Personnel

The process begins with utilizing Oracle Recruiting Cloud (ORC)[™] to hire and develop the best workforce in the industry. With ORC, Securitas can source and prescreen candidates, administer online assessments, and conduct background and drug screening before assignment. Moreover, the ORC application provides rich analytics and reporting capabilities that provide insight into critical talent acquisition.

The ORC tool is a web-based product that includes an on-line employment application and an applicant tracking tool to assist our HR staff in managing the hiring process. It is fully integrated with our third-party vendors for background checks, drug screening, and WOTC tax credit screening.



The implementation of ORC in Securitas' local offices has a very positive impact on operations, including:

- Increased applicant flow.
- Reduced time to hire.
- Better utilization of district office staff.
- Improved screening and hiring tools.
- Better hiring statistics to focus on process improvements.
- Compliance with company policies/procedures and federal/state/local regulations.

ORC allows Securitas applicants to complete their applications on-line at any time Securitas recruiters can then evaluate fully screened and tested applicants prior to interviewing them. The resulting increase in the number of qualified applicants has allowed Securitas to be more selective in our hiring process.

Selection Process Overview

Our step-by-step process goes well beyond the industry norm to focus on selecting world-class employees. Moreover, our process identifies candidates who possess the traits we believe are critical to our organization; such as honesty, integrity, and a strong customer service orientation suited to the culture and operating environment of Municipality of Anchorage.

Our security personnel must meet the following minimum hiring standards:

- At least age 18.
- A reliable means of communication.
- A reliable means of transportation.
- The legal right to work in the United States.
- The ability to effectively speak, read, and write English (each tested to do so).
- A high school diploma or GED.
- Willingness to participate in the company's pre-employment screening process, including a background investigation and drug screen.

Our screening process provides us the reasonable assurance that our prospective security officers:

- Have a stable work history.
- Have well-developed interpersonal communications skills and professional composure to fit the client culture.
- Can withstand the scrutiny of a thorough interview and background investigation.
- Are drug free.
- Able to qualify for and obtain a state security officer license, where applicable.

Required security officer competencies include:

- Ability to provide high quality customer service.
- Ability to exercise good judgment and discretion in all business interactions with others.
- Ability to be an effective team member.
- Neatness in dress and grooming.
- Ability to deal courteously, tactfully, and effectively with others, both in person and on the telephone.
- Initiative, integrity, and high ethical standards.
- Ability to maintain professional composure when dealing with unusual circumstances.





Account Management and Support

Area Vice President (AVP) – Mike Kelm

The AVP helps to ensure the delivery of high-quality client service through regular contact with clients, evaluates service quality, supports area and district offices in maintaining a consistent focus on high quality client service, and provides guidance in the retention of business. The AVP also assists in the orientation of area and district managers, helps to see that area offices and districts have well qualified individuals who are properly trained to carry out Securitas' mission, coaches area and district managers in strengthening their competencies and developing and retaining business, and facilitates teamwork and the implementation of progressive change.

Field Supervisors

Spearheading field supervision and training for each district office are the field supervisors, who function as non-resident supervisors. Field supervisors administer continuing training of the officers assigned to each facility. Since they are an important extension of the management team, proper selection and training are important. We have developed formal programs that include seminars, classroom training, video instruction and manuals designed specifically for field supervisors.

Human Resources Manager

The human resources manager leads the hiring and selection process for all employees; personally interviews each candidate for selection to work at Municipality of Anchorage; and manages benefits, employee relations and recruiting.

Recruiter

The recruiter actively promotes the employment opportunities at Securitas through numerous sources and works with state and local placement agencies to offer employment opportunities to qualified individuals. These sources include college and university groups, placement services and government agencies.

Training Manager

The training manager guides the introduction process, site-specific training and continuous training program development; is responsible for the preparation of training materials, classroom presentation and site-specific training; reviews all operations at Municipality of Anchorage to determine the best methods of delivering the training; identifies the appropriate training materials; schedules and conducts the training; and is responsible for supervisory and refresher training.

Scheduling Manager

The scheduling manager ensures that all hours paid to the security officers balance with the invoice amounts billed to the client, tracks the hours billed to client specifications, and maintains client/employee data to ensure proper payroll and billing.

Accounts Payable/Accounts Receivable

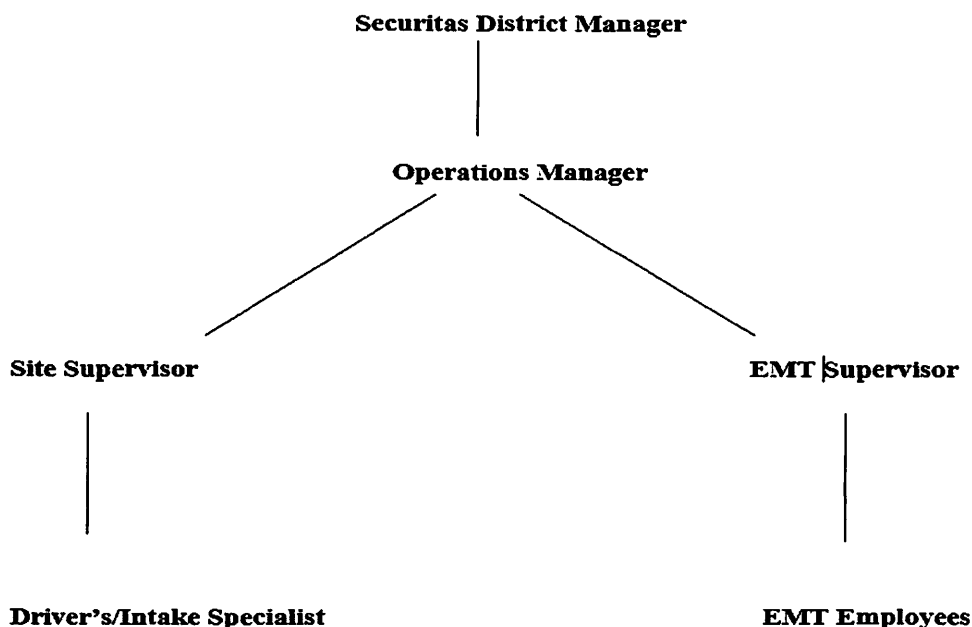
This individual works with the client representative when a billing discrepancy arises, researches any billing issues, and tracks timely payment of all outstanding invoices. District office payables and invoices are also processed for approval and payment.

Flex Force



Securitas typically uses the flex force system to fill unscheduled vacancies (e.g., illness, vacation) at your facility. Additional officers are trained at each of our clients' sites to become fully knowledgeable of the required duties. They are on call 24 hours a day to be ready to respond to vacancies that may occur at your facility. Should the need arise for a large number of additional officers at a particular site, Securitas offices assist with a reserve force.

ASC/P Chain of Command



Retention, Benefits and Incentives

Most turnover occurs in the first 30 days of employment for a variety of reasons. The next 90 days of employment is the most critical. Experience shows that employees who reach the 90-day threshold have a better opportunity of becoming a long-term Securitas USA security officer.

Securitas USA's security officer turnover percentage is as follows:

- 2017 – 82%
- 2018 – 80%
- 2019 – 68%

Securitas USA targets these areas to minimize turnover as much as possible in an industry with historically high turnover figures and manages it using the following tools:

- Transfers/reassignment
- Flexible scheduling
- ACT Training Programs I, II and III for officers to obtain a "Professional Designation", which also reduces performance problems
- Opportunities for career advancement
- Extensive employee orientation
- Supervisory leadership
- Competitive compensation to secure a committed workforce (based on contract)



- Excellent selection process (HEROES Hiring Process Manual)
- The Securitas USA 401k Program
- Merit and incentive pay (per contract and from Securitas USA programs such as the Security Officer of the Month-\$25 bonus check, Security Officer of the Year-\$100 award)
- Excellence in Service Sweepstakes that allows employees to win from \$50 to \$10,000
- Corrective counseling and progressive discipline to modify behavior that may lead to termination (HEROES Employee Development Manual)
- Exit interviews
- SecuritasCommitment: Having opportunities to grow professionally and personally is very important to our employees. It's also important to Securitas. That's why Securitas has invested in several new programs and resources to further support our employee's development and well-being. The core SecuritasCommitment programs cover:
 - Healthy Lifestyle
 - Personal Wellbeing
 - Professional Growth
- These initiatives also underscore Securitas' commitment to our clients to attract the best candidates, and to develop and retain the best employees.
- Sons and Daughters Scholarship Program
- DeVryWORKS education program 30% tuition reduction for Securitas employees and their immediate families.
- Melker Schöring Scholarship – the knowledge and experience of our people is the foundation of Securitas. This scholarship program offers security officers the opportunity to develop that knowledge & experience professionally. Scholarship winners are invited to visit any country where Securitas operates to partake in training opportunities within a specific security-related area or topic of their choice.
- Securitas LEAD: LEAD is our industry-first Learning Education and Development program providing officers a debt-free college education.

Living Wage

Securitas USA is a strong advocate of the "Living Wage" program, whereby we strive for employee wages that are adequate to support a reasonable standard of living in the geographic areas where they reside. Furthermore, we support a strong benefit/incentive program to expand the available labor pool of new employees and increase the retention levels of current employees. Securitas USA also has a robust legal compliance function. The Company audits and verifies that employees are treated according to standards that satisfy all applicable legal compliance requirements. In an effort to ensure that competitive wages are paid to the security personnel, the following items must be thoroughly addressed and understood:

- Completely understanding the specific security position accountabilities and expectations so adequate wages can be identified to attract quality candidates.
- Understanding the conditions of the local labor market, including prevailing unemployment rates.
- Conducting an area wage survey to identify wage information.
- Identifying reliable sources of applicant pools.

Finally, to insure that competitive wages are paid, Securitas USA uses wage survey data from The Economic Research Institute to validate the officer's wages vs. those paid in each U.S. Metropolitan Area. As a service provider, our success and growth is based upon our knowledge of local labor market conditions. Attracting quality security personnel through competitive levels of compensation is one of the fundamentals of our business. The items listed above are continually addressed so that we keep abreast of any changes with the local labor market conditions.



Staff Training

Working in a behavioral health environment brings an expectation of a greater risk of violence. Security officers working in this type environment should receive additional training above that for other security officers working in healthcare. Two aspects of behavioral health security are key to our success: response to violence and an understanding of that specific environment. Securitas USA recommends that these security officers attend either a Management of Aggressive Behavior (MOAB) class or Non-violent Physical Crisis Intervention (CPI) class both of which consist of eight hours instruction on recognizing and responding to potential aggressive behavior. If the threat of violence is high, an additional twenty-four hours of defensive tactics on advanced confrontation management should be considered.

Understanding the behavioral health environment can be gained through two specific classes, which Healthcare Region will provide on a train the trainer basis. These classes are: Imminent Danger Response and Psych 101 for security officers. These classes provide skills that will enhance the alertness and response of security in a high-risk environment.

Agenda for Psych 101:	Agenda for Imminent Danger:
<ul style="list-style-type: none"> - Overview of Behavioral Health Security - Behavior Health Issues - Security Response - Techniques for Responses to Aggression - Exercises - Written Test <p><i>(with a discussion of autism, bipolar disorder, depression, personality disorder, substance abuse & schizophrenia)</i></p>	<ul style="list-style-type: none"> - Overview of Risks - Security Situations of Imminent Danger - Security Response - Duty to Act Scenarios - Non-violent Crisis Intervention Model - Written Test

Professional Security Officer Training Development Path

Securitas provides each security officer with a clear training path. Our approach is based on three key elements:

- Certain principles and techniques, such as those dealing with observation, safety, reporting, interpersonal relations, and Securitas policies, are consistent regardless of an officer’s assignment.
- Clients have unique situations that may require additional specialized training; therefore, we provide both general and client-specific training.
- We meet the need for meaningful ongoing professional development to keep skills sharp through a number of innovative programs.

The initial training requirements of Municipality of Anchorage will be completed within a mutually agreeable timeframe for all officers prior to permanent placement at Municipality of Anchorage sites. Retained incumbent officers, as applicable, will also receive Securitas-specific elements of this training in manageable groups after transition so as not to interfere with security operations. We maintain training certifications that list all completed training modules in each officer’s file. Upon completion of a training module, the instructor administering the training certifies that this training was satisfactorily completed. For courses delivered through the Securitas Online Academy, testing and record-keeping is instant and automatic.

Level One Training



Level One focuses on basic security officer skills and exceeds many state-mandated minimum requirements for entry-level security officers. The following general subjects are covered:		
Hazard Communications & Globally Harmonized System	State Licensing & Additional Regulatory Requirements	Security Officer Handbook
Bloodborne Pathogens	Harassment Awareness	Acts of Terrorism
Client Service Skills	Active Shooter	Loss Prevention Techniques

Level Two Training	
Level Two focuses on career development and includes site-specific training as well as Securitas' premier Advanced Certification Training (ACT) Program and specialized industry-specific programs. A site-specific training program focusing directly on your requirements will be developed for Municipality of Anchorage upon our selection as your security partner. On-the-job training, conducted mostly on-site, is designed to instruct the officer on the specific requirements of the job. Level Two training programs include:	
Site Orientation	AED/CPR/First Aid
Post Orders	Vertical Market Certification
Safe Driving Program	Metal Detectors/Wanding
Advanced Certification Training (ACT) 1	Firearms Instruction (if applicable)
Advanced Certification Training (ACT) 2	Work Stoppage Security
Advanced Certification Training (ACT) 3	In-Service Training
Customer Service	

Level Three Training	
Level Three offers rigorous, specialized training for officers who seek professional development beyond Level Two. Officer will work with their managers to select appropriate courses. Level Three training programs include:	
Workplace Violence	Professional Ethics
Loss Prevention	Harassment and Discrimination
Security Surveys and Risk Assessments	Teamwork and Leadership
Advanced Customer Service	Hazmat Awareness Level



Homeland Security Issues	Advanced Guarding Technology
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Annual Refresher Training

Securitas recognizes that a core base of security officer knowledge and critical skills is established as the foundation for success through basic, on-the-job and advanced training. Further, we recognize that certain critical skills require periodic re-certification to help ensure our security officers maintain consistently high levels of proficiency.

We are committed to working closely with Municipality of Anchorage to determine specific critical skills and knowledge that should be periodically reinforced and re-tested through annual training. In addition to standard refresher training (e.g. "Anti-Terrorism Awareness"), through the professional judgment of both of our organizations, we will determine those critical skills and tasks our personnel must be able to perform. This will, in turn, suggest the subject matter appropriate to reinforce, such as first aid, CPR, legal restrictions, and responsibility and authority of security officers. Of course, emergency procedures and plans, as well as any new or changing information, laws, client relations, corporate policies, and case law applicable to the performance or duties of our security officers are also appropriate and should be included. The value to Municipality of Anchorage is that each officer will possess the necessary tools to provide excellent service at your facilities immediately upon assignment and as part of an on-going program.

ASC/P Specific Training Outline

- **Within First Week of Hire**
 - Uniform Issue and Tour of the facility
 - Safety Briefing
 - Complete Training videos and complete quizzes on HIPPA, Back Safety, Bloodborne Pathogens, Hazardous Waste and COVID
 - Obtain copies of all required certifications- Eg. CPR or EMT
 - Arrange for Hep B vaccination and TB test
 - FEMA ICS 100 and 700 training certificates
 - Assign new hire with a trainer to complete required training packet
 - Provide a training schedule
 - Safe Driver road tests will be conducted for all qualifying new hires
- **Within First 90 Days**
 - Management will assess and discuss new hires performance, attendance and provide feedback
 - Provide CPR certification course if new hire does not have a valid card
- **Within First 180 Days**
 - Certify new hire in The Mandt System
 - Management will reassess new hires performance and attendance to determine if employee should be moved to Full Time status.



Outreach and Partnerships

To create awareness as part of our corporate culture and demonstrate Securitas USA's commitment to connect people to services and opportunities as well as participate in various educational, economic, and social services within our local and national communities. Below is a list of just some of the organizations that our employees support with their time and talents:

- 100,000 Jobs Mission
- 9/11 Award Committee
- Ability Beyond Disability
- American Cancer Society Relay for Life
- American Heart Association
- Crime Stoppers USA
- Employer Support of the Guard and Reserve
- National Law Enforcement Officers Memorial Fund
- National Night Out
- Toys for Tots

The Securitas Foundation

Securitas is dedicated to supporting organizations that enhance the safety, health and well-being of our community. Securitas has selected the following charity organizations for major funding in 2020:

Nourish.NJ:

Nourish.NJ creates lasting solutions to the problems of hunger, homelessness and poverty. It offers food, housing, work readiness, medical, social and educational services every day in a warm, safe and caring environment. Securitas has partnered with Nourish.NJ for nearly a decade.

Ventura County Rescue Mission:

The Ventura County Rescue Mission serves the poor and homeless, offering hope to thousands of hurting people. It is the longest standing year-round homeless shelter in Ventura County. Securitas has actively engaged with this mission for over five years.

The National Association of Free and Charitable Clinics (NAFC):

NAFC works to ensure that the medically underserved have access to affordable quality health care. Its vision is to be a national voice promoting quality health care for all. This funding represents a new partnership with Securitas.

Securitas and NCMEC Partnership



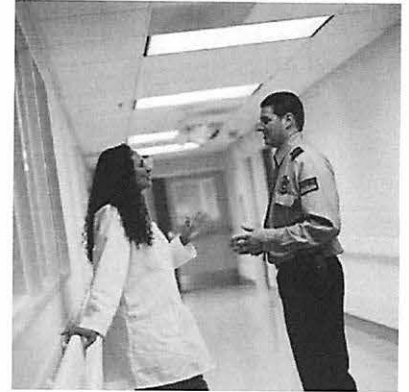
Securitas Security Services North America has formed a new partnership with the **National Center for Missing & Exploited Children (NCMEC)**, a private, U.S.-based nonprofit organization focused on finding missing children, reducing child sexual exploitation, and preventing child victimization. The partnership between Securitas and NCMEC is a first of its kind, pairing a protective services leader with an organization that supports the recovery of missing children. More than 100,000 Securitas officers across the United States will have access to specially-designed

NCMEC training modules and resources to raise awareness around issues relating to missing and exploited children and child safety. They will also attend a tailored e-learning event covering endangered runaways, child sex trafficking, preventing child abduction and recognizing indicators of child endangerments.



Relationships and Awards

After an extensive review by the Department of Homeland Security (DHS) of the service standards adopted and followed by Securitas Security Services USA, the DHS awarded Securitas USA and certain of its affiliates "Designation" protection, effective January 1, 2011. Congress enacted the SAFETY Act as part of the Homeland Security Act of 2002 to encourage the development of anti-terrorism products and services by limiting liability from claims brought as a result of a DHS-designated terrorist attack where approved anti-terror technology or services are deployed. Briefly, here is what this protection means to you:



The SAFETY Act allows for, subject to certain conditions being met, the protection awarded to Securitas USA, Designation (a liability cap), to apply to its customers and those in the relevant supply chain, including, if certain conditions are met, Securitas USA's government and private sector customers and its subcontractors.

Securitas Critical Infrastructure Services (SCIS) (formerly Pinkerton Government Services) received the coveted James S. Cogswell Outstanding Industrial Security Achievement Award for 2014. The Defense Security Service presented the award to 40 of 13,500 defense contractors that are subject to recurring review of their performance. The award selection process is a rigorous one that focuses on principles of industrial security excellence, including establishing and maintaining a security program that far exceeds the basic National Industrial Security requirements, providing leadership to other cleared facilities in establishing best practices while maintaining the highest standards of security.

2012, 2014 and 2016 Securitas Puerto Rico has been selected as J&J's Partner of the Year for their outstanding achievements in 2012, 2014, and 2016. The award is organized by Johnson and Johnson procuremchrome://settings/clearBrowserDataent department. The nominees are selected from over 200 vendors grouped in several categories. In 2016 Securitas was awarded the Patriotic Employer Award for support if the Guard and Reserve. As an employer, Securitas USA has demonstrated an understanding of the essential role our Guard and Reserve play in preserving our country's national security in times of crisis or need.

Securitas USA was among a select group of AT&T suppliers recognized for their extensive supplier partnerships with minority-, women-, disabled- and veteran-owned businesses. In acknowledgement of our status as a Prime Supplier that contracts 21.5% or more of the products/services we provide AT&T to diverse companies, Securitas was named one of the 2017 AT&T Global Supplier Diversity Crystal Award recipients. The Securitas Oil, Gas and Petrochemical group recently received an award for "Outstanding Performance" at its client's 26th annual Eagle Awards Luncheon. The Eagle Awards recognize the top contracting companies at the client's refinery. More than 100 contractors deliver services to the site, and the competition to be distinguished as among the highest performing is very competitive. Securitas USA was one of three companies to receive the Outstanding Performance award. To be considered for the award, Securitas had to meet certain criteria, including:

- Demonstration of a strong Goal Zero culture
- At least 2,000 hours of critical work (Securitas USA and related companies performed approximately 55,000)
- Zero serious injuries
- Attendance and participation in various workshops, committees and activities supporting the Goal Zero initiative

In 2017 Securitas' Longview, TX branch was recently honored twice for its support of local veterans. The branch was nominated to receive the Texas Workforce Commission's (TWC) 2017 Veteran-Friendly Employer of the Year and, adding prestige to that recognition, it also received a letter of appreciation from Texas U.S. Senator Ted Cruz.



Resource Management

Securitas is committed to empowering our clients with the knowledge they need to be secure. Securitas managers will work with you to help customize a security solution by utilizing a combination of technology tools to give your facility a modern security program.

SecuritasVision (Officer Software)

SecuritasVision is a secure and scalable web-based application that helps us bring innovation, accountability and efficiency to your facility. It can be deployed at a single property or across your entire organization.

Key Benefits of SecuritasVision

- Incident and exception alerts via mobile text messages and/or email
- A metric building engine that allows you and your district manager to analyze trends and develop proactive procedures based on real data
- Electronic incident and daily activity reporting in real-time
- Customized smart-tours
- Multi-site deployment
- Consistent performance of security officers using uniform procedures
- An efficient, user-friendly interface
- Step-by-step guidance resulting in fewer mistakes, therefore reducing liability
- GPS – officer location, device tracking, geo-fencing and incident location reporting
- Encrypted and secure information
- 24/7 client access to reports, images, Key Performance Indicators (KPIs) and critical information via SecuritasConnect
- Asset Tracking – for inventory and safety compliance

SecuritasVision will provide your organization with cutting-edge technology and industry leading 24/7 support to enhance your existing security program. With its dynamic and immediate reporting, you can always stay up to date with the security of your operations.

Performance Management

To assure consistency in the level of delivered service, Securitas builds the service requirements of Municipality of Anchorage into its local Client Service Plan and uses performance management and measurement tools to ensure quality control within our service offering.

Quality service delivery is driven primarily at the local office level-close to our clients, but is additionally measured at the national level, ensuring promised delivery. As a service company, we know that quality must be built into our service offering. This means that everything we do must help to deliver the service outcomes that our client's value.

Service is primarily local because it is assessed at the point of delivery. We have focused on building effective working relationships with our clients - relationships that are based on strong local offices with responsive management and competent technical staff who are committed to service.

To help ensure promised quality, annual quality assurance surveys, a part of our Excellence in Service program are distributed by division level management. It is our goal to make sure that we are maintaining our high level of service



standards that was discussed when initially taking the step to have Securitas as your security provider.

Client Service Plan

In collaboration with Municipality of Anchorage local management representative, Securitas establishes a Client Service Plan that outlines specific service goals and defines supporting Key Performance Indicators (KPIs). This plan serves as a road map for managing and monitoring service performance. The Service Plan is updated annually following a joint management review meeting, or more often when mutually deemed appropriate. The Client Service Plan is the primary tool used to measure and monitor the local delivery of security services. After defining specific Service Goals, KPIs are established to measure the attainment of the goal. KPIs are quantifiable measurements that help us monitor the results of our actions. We regularly track the KPIs to assess how we are performing against an agreed upon Service Goal. They become the measuring stick by which all service performance, across all service locations, is measured. Operating definitions for the KPIs are mutually determined with client stakeholder management input prior to implementation.

We use KPIs to track client service expectations and client requirements. They make the service delivery process effective for all of our clients:

- Client Service Plan Goals target specialization as a security services provider.
- One common set of measures gauges effectiveness and efficiency in business performance.

Service Enhancement Plan

Securitas uses a Service Enhancement Plan that is mutually developed with Municipality of Anchorage stakeholder management team.

Discussion in the regular service review meeting may sometimes identify areas requiring attention and follow up. Our local manager leads a discussion with Municipality of Anchorage management representative to mutually develop the Service Enhancement Plan. Progress is then reviewed and discussed in subsequent meetings.

Continuous communication with the local client management representative to share progress against goals, to seek input or advice, and to review results is the primary service quality assurance monitoring activity. Service Enhancement Plans are tracked by local, area and region management teams.

Service Enhancement Plans are typically developed as a result of the service review process. This performance-based approach to controlling and reporting on service levels is built upon the premise that "it's what you do with what you learn" that is most important for developing a strong client partnership for security service delivery.

Securitas applies these tools to foster frequent, open communication (internally as well as externally), to maintain a client-focused approach to service delivery management and to advance the service relationship through mutual goal-setting and responsive action.

These tools help to ensure a consistent, common service level management approach across all client locations served. In this way, service quality methods and client-focused leadership are built into the service offering.

Service Review Meetings

Service delivery management methods are continually assessed by comparing the daily delivery of service against expectations and by conducting face-to-face client service review meetings. We regularly report KPI results for meeting client service expectations and contract requirements.



Reporting

Accurate and timely reporting of incidents and activities is crucial to managing a security operation and ensuring customer confidence and satisfaction. From pre-operational briefings to post-operational debriefs, the communication with the security team and addressing expectations is crucial to a successful delivery of services and regulatory compliance. The ability to quickly share information and learn from best practices is an important element of operational success.

- Daily shift reports will be provided by the Supervisors or Security Officers to the Client Point of Contact (POC) or his/her representative to ensure they are current with daily operational activities and service deployment. The report format and content are based on client specifications. They will include updates on issues flagged by Securitas supervisors or auditors requiring remedial action, any updates to Securitas' key personnel roster, as well as updates on equipment and maintenance issues. The daily report will be emailed to the Client POC or their delegate.
- Incident Reports will be written by the Security Officer involved in the response to the related incident and will be submitted electronically to the Client POC within 24 hours of occurrence using our innovative Securitas Vision technology solution.
- Monthly Quality Inspection Reports will be prepared by the Security Supervisor or District Manager and submitted to the Client POC for review and approval.

KPIs

Securitas USA believes it is essential to use scorecards to judge the individual property service level and track trends in key performance categories across all property locations served. A scorecard based on key performance indicators (KPI) is our mechanism to continuously assess and improve service performance across all locations for our largest clients. SecuritasConnect enables our management team to most effectively operate and manage your site's security plan and its officers. This benefits you with the most cost-effective and highest quality security solution.

Subcontractors

Securitas will not utilize subcontractors for this account.

Vehicles

The following is all the specific vehicle information for each van in our fleet. All 5 Vehicles meet all required parameters outlined in Sections 6.3 and 6.4 of the RFP

ASP1- 2016 GMC Savana 3500
 VIN: 1GTZ7GFF8G1181683
 Plate Number: JDY540
 Patrol Time: 0600-1400

Plate Number: KFM550
 Patrol Time: 2200-0600

ASP2- 2016 Chevrolet Express 2500
 VIN: 1GTZ7GFF8G1192005
 Plate Number: JEE830
 Patrol Time: 1400-2200

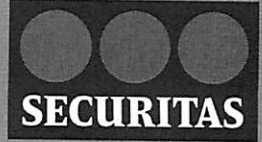
ASP4- 2013 Chevrolet Express 2500
 VIN: 1GCSHAF46D1192848
 Plate Number: GSB487
 Patrol Time: 1300-2100

ASP3- 2019 Chevrolet Express 2500
 VIN: 1GCWGAFGXK1364150

ASP5: 2013 Chevrolet Express 2500
 VIN: 1GCSHAF44D1193240
 Plate Number: GSB486
 Patrol Time: Reserve Vehicle

Doug Stewart

District Manager: Alaska



Current Role

As branch manager for the state of Alaska, Doug has contracts throughout the state with a strong focus in the Anchorage and Fairbanks areas. This area has a wide diversity of clients and industries, and services range from a Mobile Patrol Unit to providing security for apartment complexes, office buildings, shipyards, and public school security. With a background in sales, customer service and overall general management, Doug is able to provide an outstanding service for all security needs.

Work Experience

Securitas USA, Branch Manager, 2015 to present

General Management for large companies

Professional Affiliations, Training, and Certifications

Certified CPR/AED/First Aid

Certified CPR/AED/First AID Instructor

ASIS

Education

McNeese State University, in process

B.S. Psychology and Education



Mike Kelm

Area Vice President - Pacific Northwest Area

Current Role

Area Vice President:

Mike manages \$80 million of business across three states, with 4 branch office locations supporting 150 clients. The primary industries that the Pacific Northwest services include: High Tech, Manufacturing, High Rise, Finance and Logistics. Mike has been in high level management positions in the security industry for over 16 years. He specializes in developing highly skilled District Managers with great customer service and financial management skills.

Security Experience

Securitas USA:

Pacific Northwest Area District Manager for 16 years

- Ensure profitable operations with full P&L responsibility for \$18MUSD portfolio
- Managing all aspects of 10+ different sites with 400+ employees
- Delivery of high-quality customer service through regular contact with clients
- Meet with clients and prospects to achieve organic and new business growth goals

- Field Supervisor, 2002 -2003
- Security Officer, 2001 - 2002

Professional Affiliations, Training and Certifications

- Greater Vancouver Chamber of Commerce
- Brass Rings Branch Manager Development Program
- Building Blocks for the Future- Branch Manager Development Training
- Civil Treatment for Managers Training
- Securitas Security Management Program Level One
- Securitas Security Management Program Level Two

Education

- Clark College, 2001; Computer Networking



Costs Include

Bill rates include the following items:

- Recruitment, background screening and hiring costs.
- Employee wages, payroll taxes and insurance.
- In accordance with the Affordable Care Act, the opportunity for all eligible employees to enroll in a subsidized ACA compliant Bronze medical plan.
- Excellence in Service performance recognition program.
- District award qualification for Officer of the Month, Officer of the Quarter and Officer of the Year.
- Free life insurance and paid time off / vacation typically 1 week after one year; 2 weeks after five years; 3 weeks after ten years (in accordance with any local / state laws that may apply).
- Complete uniforms for each season, including replacements as needed.
- Introductory, pre-assignment and paid on-site training.
- Advanced Certification Training 1, 2, and 3 with e-learning technology.
- Learning Management System to track completed courses and test scores.
- Monthly service review and planning meetings with local district manager.
- Computer-based post orders, including client emergency response procedures.
- Site-specific written test based on post orders and client policies.
- 24-hour National Communications Center.
- Department of Homeland Security SAFETY Act Designation.

Overtime/holiday rate will apply for the following nine holidays:

New Year's Day	Memorial Day	Thanksgiving Day
Martin Luther King Day	Independence Day	Friday After Thanksgiving
President's Day	Labor Day	Christmas Day

**Municipality of Anchorage
Anchorage Health Department
Securitas, Inc. ASP/ASC Accepted Negotiation Terms**

Contract for Professional Services—Response to Securitas, Inc. Proposal

- 1) Confirm whether or not the Kaiser benefit information you provided is valid for ASP/ASC employees. Kaiser does not service Alaska, so this would not be an option. Our Regional team is working with Benefits to see if there are any group health plans, or better options than ACA for Alaska.
- 2) A description of employee benefits (ACA Packet) and (Thinking of Joining Securitas) provided by the Contractor will become part of the contract. For the ACA Bronze benefits package, the employee cost is approximately \$567 per month.

Contractor's Proposal

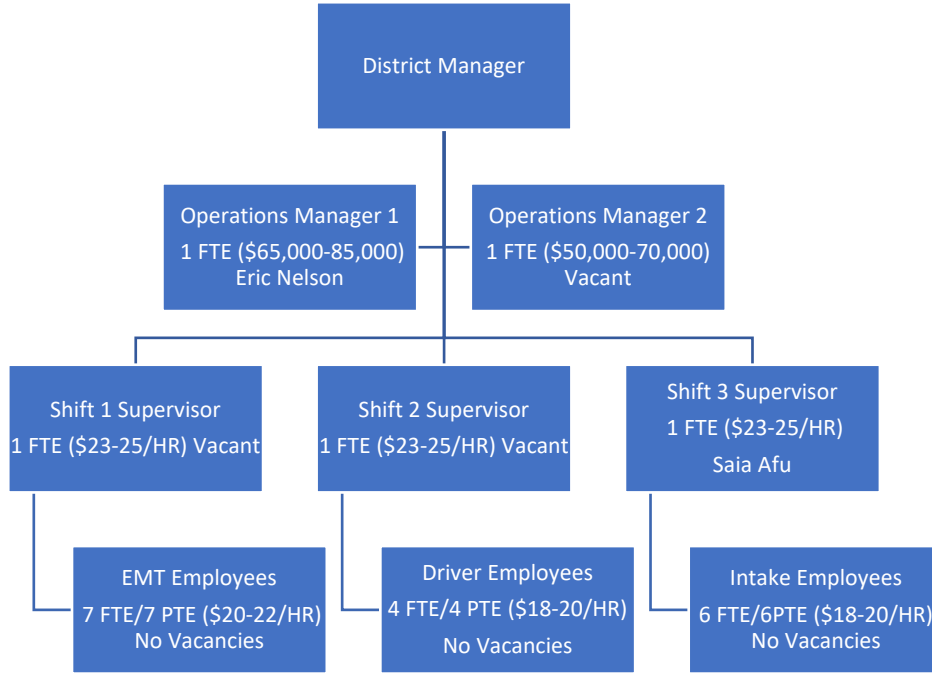
Staffing Related Items:

- 1) Provide an ASP/ASC organization chart using the sample provided and state the position titles as stated in the contract. Include all ASP/ASC positions and any vacancies per position type. Provide a plan and timeline for filling current vacant positions in alignment with the organization chart. Please see attached flow chart for ASP/ASC positions and vacancies as requested. Securitas' plan for filling these vacancies is in process at this very moment. We currently are accepting applications for shift supervisors and are interviewing applicants. Upon signing of this contract, the selected individuals will be put in place starting on Jan 1, 2022. In general, when we experience any vacancies for other positions besides Supervisors, it will take approximately 2 weeks to fill the position. Securitas' Human Resources department is constantly working to bring on new, quality employees. We promote our company and employment opportunities through multiple sources, some of which include Online job boards, Local job fair, Military programs for those transitions to civilian jobs, as well as recommendations of potential candidates from our current employees. Once the application has been received, our HR department will contact the applicant to verify and set up the initial interview. After the interview is concluded a background check is done for each applicant and can take 3-7 business days. Once the background check has been completed, the applicant will be contacted by the HR department and Orientation and on boarding process will begin.
- 2) Provide a plan and timeline for hiring a second, full-time Operations Manager. Our plan to hire another full-time Operations Manager is to begin putting our job posting and taking applications of any qualified employees within Securitas that are interested in the position. Since this process will take some time to ensure that we have found the right candidate that will work alongside our current operations manager to take ASP/ASC to the next level, we estimate to have this position filled by Jan 15, 2022. Once a selection has been made, the new

Operations Manager will train with our current Operations Manager for at least a week to have a full understanding of what all is expected of this position.

- 3) Provide a schedule for van service and center (station) shifts using the sample provided or as a guide. Please see the attached spreadsheet for an example of van services and station shifts. Due note that this is only an example with the data that was provided in the example and not an actual representation of the true schedule.
- 4) Provide pay ranges (i.e., \$20-\$25 per hour) per position using the position titles stated in the contract. (Pay per hour was provided but not ranges). Please see the attached flow chart where all pay ranges are laid out according to each position.
- 5) Describe how paid time off benefits are offered to ASP/ASC employees. This is the standard paid time off that officers are offered, no matter the site. If ASP would like to offer additional paid time off benefits, that is something we would have to determine and negotiate. Sick time / PTO = for security officers, they do not have a separate bank for sick time or PTO, they start accruing time on day 1. They have to wait 90 days before they can use it, and they can only use what they have accrued. Full-time officers, with 1-4 years of service, accrue 40 hours per year; basically 1 hour per week. After 40 hours (or weeks), they stop accruing time. They are allowed to roll their unused time over, but it cannot exceed 40 hours.

ASC/ASP Organization Chart



Station EMTs:	Van EMTs:	Van Drivers:	Station Intakes:	Supervisor:
0000-0800	0600-1400	0600-1400	0000-0800	0000-0800
0800-1600	1300-2100	1300-2100	0800-1600	0800-1600
1600-0000	1400-2200	1400-2200	1600-0000	1600-0000
	2200-0600	2200-0600		

ASP/ASC Sample Employee Schedule

Role	Monday 12/20	Tuesday 12/21	Wednesday 12/22	Thursday 12/23	Friday 12/24	Saturday 12/25	Sunday 12/26
Operations Manager	8am-5pm	8am-5pm	8am-5pm	8am-5pm	8am-5pm	OFF	OFF
Operations Manager	OFF	OFF	8pm-5am	8pm-5am	8pm-5am	8pm-5am	8pm-5am
Shift Supervisor	8am-4pm	OFF	OFF	8am-4pm	8am-4pm	8am-4pm	8am-4pm
Shift Supervisor	4pm-Midnight	4pm-Midnight	4pm-Midnight	OFF	OFF	4pm-Midnight	4pm-Midnight
Shift Supervisor	Midnight-8am	Midnight-8am	Midnight-8am	Midnight-8am	OFF	OFF	Midnight-8am
EMT I	6am-2pm	6am-2pm	6am-2pm	6am-2pm	6am-2pm	OFF	OFF
EMT I	2pm-10pm	2pm-10pm	2pm-10pm	2pm-10pm	OFF	OFF	2pm-10pm
EMT I	10pm-6am	10pm-6am	OFF	OFF	10pm-6am	10pm-6am	10pm-6am
EMT I	OFF	OFF	10pm-6am	10pm-6am	2pm-10pm	6am-2pm	6am-2pm
Driver	6am-2pm	6am-2pm	6am-2pm	6am-2pm	6am-2pm	OFF	OFF
Driver	2pm-10pm	2pm-10pm	2pm-10pm	2pm-10pm	OFF	OFF	2pm-10pm
Driver	10pm-6am	10pm-6am	OFF	OFF	10pm-6am	10pm-6am	10pm-6am
Driver	PTO	PTO	10pm-6am	10pm-6am	2pm-10pm	6am-2pm	6am-2pm
Intake Specialist	8am-4pm (S)	8am-4pm (S)	8am-4pm (S)	8am-4pm (S)	8am-4pm (S)	OFF	OFF
Intake Specialist	8am-4pm (S)	OFF	OFF	Midnight-8am	Midnight-8am	4pm-Midnight	4pm-Midnight
Intake Specialist	4pm-Midnight	4pm-Midnight	OFF	OFF	4pm-Midnight	4pm-Midnight	4pm-Midnight
Intake Specialist	Midnight-8am	Midnight-8am	Midnight-8am	OFF	OFF	Midnight-8am	Midnight-8am
Intake Specialist	OFF	OFF	4pm-Midnight	4pm-Midnight	4pm-Midnight	8am-4pm (S)	8am-4pm (S)

Operations Managers - 16-17 Hours per day.

Shift Supervisors - EMTII or Higher

EMTs - Level I or higher

Regular Day Off (OFF)

Paid Time Off - (PTO)



Attached is information regarding the benefits you will be eligible for and information on our PTO program.

Your benefits will take effect in 90 days – _____.

You will have 30 days to get signed up for benefits from this date.

If you do not get any information emailed or mailed to you by the middle of the month before, contact the Customer Service # listed on the attached flier.

If you have any questions that they are not able to help you with, give me a call.

Thank You –

Cheryl

Cheryl Hollingsworth | Shared Services Manager

Securitas USA North Central | 7700 NE Parkway Drive, Suite 110 | Vancouver, WA 98662

Office: 360.604.5556 | cheryl.hollingsworth@securitasinc.com

See a different world



Benefits Enrollment

You Matter.



Welcome to Securitas!

This is your first stop as you get ready to make your benefit decisions for this year. Click for resources to help you make the best choices for you and your family.



Medical

What medical option will meet your needs this year?



Disability and Life Insurance

Do you need insurance that protects you and your family?



Other Benefits

Want to know more about your other benefits?



Decision Tools

Not sure what insurance you need? Decision Tools can help.



Legal Notices

Need the fine print? You'll find it here.



Contacts

Phone numbers, websites and more.

What to do:

- 1 Learn more about your medical plan options and the penalty you'll pay if you don't have medical coverage this year.
- 2 Decide whether you need disability, life, dental or vision coverage. Consider the 401(k) Plan, too.
- 3 Click or call for benefit details and to elect your benefits.

[Avoid the ACA Penalty](#) [QUICK](#) [Enroll](#) [Enroll by](#) [Contacts](#)

[LINKS:](#) [Online](#) [Phone](#)



Home → Contacts



Contacts

For Benefits Information and/or to Enroll
Your Secure Benefits Solutions
www.yoursecurebenefitssolutions.com
Your Secure Benefits Center
1-855-596-7455 (9am – 5pm Central, Mon – Fri)

Aetna Dental Plans
(Secure T and Aetna DMO)
Aetna Dental Member Services
1-877-238-6200
www.aetna.com

Vision Plan
Vision Service Plan (VSP)
1-800-877-7195
www.vsp.com

EAP

LIFE MATTERS
Employee Assistance Program
855-543-6877
www.anthem.com/LifeMatters
Company code: Securitas

Life/AD&D
The Hartford
Claims
1-888-563-1124
www.thehartford.com/benefits/securitas
Life Portability and Conversion
1-877-320-0484
www.thehartford.com/benefits/securitas

Short-Term Disability
The Hartford
1-800-549-6514
www.thehartford.com/benefits/securitas

<http://www.securitasofficerbenefits.com/contacts.nhn>

401(k) Plan
Merrill Lynch
www.benefits.ml.com
800-228-4015

Notice of Creditable Coverage
Veronica Miller, Benefits Services Manager
1-818-706-6800

COBRA
Your Secure Benefits Center
1-855-596-7455

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<http://www.securitasofficerbenefits.com/contacts.php>

Here's an overview of the benefits available under Secure Bronze.

Medical		HOW THE PLAN WORKS	WHAT YOU PAY IN-NETWORK	WHAT YOU PAY OUT-OF-NETWORK
Lifetime Benefit Maximum				
Calendar-Year Deductible				
Individual	Unlimited		\$3,000	\$5,000
Family	Unlimited		\$6,000	\$10,000
Annual Out-of-Pocket Maximum				
Individual			\$6,250	\$11,900
Family			\$12,500	\$23,800
Physician Office Visit				
Non-preventive Specialist	50% after deductible		60% after deductible	60% after deductible
Preventive Health Care	50% after deductible		60% after deductible	60% after deductible
Annual Physical Exam (including screenings for blood pressure, cholesterol, diabetes, certain immunizations)	No copay or deductible		Not covered	Not covered
Well-Baby/Well-Child Exams (including immunizations)	No copay or deductible		Not covered	Not covered
Women's Preventive Care (including annual well-woman exam and annual mammogram)	No copay or deductible		Not covered	Not covered
Urgent Care	50% after deductible		60% after deductible	50% after deductible
Emergency Room ¹	50% after deductible		60% after deductible	60% after deductible
Hospital ²	50% after deductible ⁴		60% after deductible ⁵	60% after deductible ⁵
Inpatient ³	50% after deductible ⁴		60% after deductible ⁵	60% after deductible ⁵
Outpatient	Express Scripts network		60% after deductible ⁵	60% after deductible ⁵
Prescription Drugs⁶				
Retail				
Generic	50% after deductible, up to a 30-day supply		60% after deductible ⁷	60% after deductible ⁷
Brand-Name Formulary	50% after deductible, up to a 30-day supply		60% after deductible ⁷	60% after deductible ⁷
Brand-Name Non-Formulary/Specialty	50% after deductible, up to a 30-day supply		60% after deductible ⁷	60% after deductible ⁷
Mail Order				
Generic	50% after deductible, up to a 90-day supply		Not covered	Not covered
Brand-Name Formulary	50% after deductible, up to a 90-day supply		Not covered	Not covered
Brand-Name Non-Formulary	50% after deductible, up to a 90-day supply		Not covered	Not covered

The cost for coverage is on the Premium Rate Sheet included with your enrollment materials.

¹ Non-emergency use of the emergency room isn't covered.
² Maternity and delivery are covered the same as any other condition.
³ A \$500 penalty will apply for out-of-network services requiring precertification for which precertification wasn't obtained beforehand.
⁴ In-network provider is responsible for precertification.
⁵ You're responsible for precertification when you see an out-of-network provider.

⁶ If a health care provider prescribes a covered brand-name drug when a generic equivalent is available and specifies "Dispense As Written" (DAW), you'll pay the brand-name drug copay. If you request a covered brand-name drug when a generic equivalent is available, you'll pay the generic copay plus the cost difference between the brand-name drug and the generic equivalent.
⁷ If you use an out-of-network pharmacy, you'll pay 100% of the cost for the prescription. After you file a claim form, the plan will reimburse you 40% of the cost after the deductible.

Here's an overview of the benefits available under Secure Silver.

HOW THE PLAN WORKS	Medical	
	WHAT YOU PAY IN-NETWORK	WHAT YOU PAY OUT-OF-NETWORK
Lifetime Benefit Maximum	Unlimited	Unlimited
Calendar-Year Deductible		
Individual	\$1,000	\$2,000
Family	\$2,000	\$4,000
Annual Out-of-Pocket Maximum		
Individual	\$6,250	\$11,900
Family	\$12,500	\$23,800
Physician Office Visit		
Non-preventive	30% after deductible	40% after deductible
Specialist	30% after deductible	40% after deductible
Preventive Health Care		
Annual Physical Exam (including screenings for blood pressure, cholesterol, diabetes, certain immunizations)	No copay or deductible	Not covered
Well-Baby/Well-Child Exams (including immunizations)	No copay or deductible	Not covered
Women's Preventive Care (including annual well-woman exam and annual mammogram)	No copay or deductible	Not covered
Urgent Care	30% after deductible	40% after deductible
Emergency Room¹	30% after deductible	30% after deductible
Hospital²		
Inpatient ³	30% after deductible ⁴	40% after deductible ⁵
Outpatient	30% after deductible ⁴	40% after deductible ⁵ -\$350 maximum/surgical procedure or dialysis/hemodialysis
Prescription Drugs⁶		
Retail	Express Scripts network	
Generic	30% after deductible, up to a 30-day supply	
Brand-Name Formulary	30% after deductible, up to a 30-day supply	40% after calendar-year deductible ⁷
Brand-Name Non-formulary/Specialty	30% after deductible, up to a 30-day supply	
Mail Order		
Generic	30% after deductible, up to a 90-day supply	
Brand-Name Formulary	30% after deductible, up to a 90-day supply	Not covered
Brand-Name Non-formulary	30% after deductible, up to a 90-day supply	

The cost for coverage is on the Premium Rate Sheet included with your enrollment materials.

¹ Non-emergency use of the emergency room isn't covered.
² Maternity and delivery are covered the same as any other condition.
³ A \$500 penalty will apply for out-of-network services requiring precertification for which precertification wasn't obtained beforehand.
⁴ In-network provider is responsible for precertification.
⁵ You're responsible for precertification when you see an out-of-network provider.

⁶ If a health care provider prescribes a covered brand-name drug when a generic equivalent is available and specifies "Dispense As Written" (DAW), you'll pay the brand-name drug copay. If you request a covered brand-name drug when a generic equivalent is available, you'll pay the generic copay plus the cost difference between the brand-name drug and the generic equivalent.
⁷ If you use an out-of-network pharmacy, you'll pay 100% of the cost for the prescription. After you file a claim form, the plan will reimburse you 60% of the cost after the deductible.

Dental

Regular dental checkups and good dental hygiene are an important part of staying healthy. To promote overall dental health, we give you a choice of two dental plan options: Aetna Secure T and Aetna DMO.

◀ **Aetna Secure T** works a lot like a medical PPO plan. You can go to any provider you wish, but when you see an in-network provider you typically pay less for the care you receive. If you go to an out-of-network dentist, you will be responsible for any excess cost.

◀ With the **Aetna DMO**, you must receive care only from an Aetna DMO dentist; otherwise, you'll pay the full cost of the services yourself.

Take a look at how the dental plans compare.

HOW THE PLANS WORK		Dental	
	AETNA SECURE T DENTAL WHAT YOU PAY	AETNA DMO WHAT YOU PAY	
Who Provides Care	You may receive care from any dentist. If you use an Aetna PPO In-network dentist, you may pay less because in-network dentists offer discounted prices	You must receive care from an Aetna DMO dentist only	
Calendar-Year Deductible¹	Individual \$50 Family \$100	None None None	
Annual Maximum	\$1,500/Individual	None	
Office Visit Copay	Not applicable	\$5 copay/visit	
Preventive Care	No deductible or copay	No charge ³ (copay may apply to certain procedures)	
Exams (up to two routine exams and two problem-focused exams per calendar year) and Cleanings (up to two treatments per calendar year)			
Basic Services²	20% after deductible	Covered after applicable copay (copay varies by procedure) ³	
Extractions, Fillings and Periodontia			
Major Services²	50% after deductible	Covered after applicable copay (copay varies by procedure) ³	
Crowns and Inlays/Onlays			
Orthodontia⁴	Not covered	Covered after applicable copay ³	

¹ Deductible applies to basic and major services only.
² There's a 12-month waiting period for basic and major services for late entrants. Refer to the exclusions and limitations section in your Summary of Coverage for details.
³ Certain services may have copays. Refer to your Summary of Coverage in the back of this guide for details.
⁴ There's a 24-month waiting period for orthodontia services for late entrants. Refer to the exclusions and limitations section in your Summary of Coverage for details.

Neither the Aetna dental plans nor the VSP Vision Plan mails out an ID card.



Vision

Routine eye exams and access to affordable eyeglasses and contact lenses are another part of your total health care. If you want vision insurance, you can enroll in the VSP Vision Plan.

As with the medical and dental plans, the VSP Vision Plan has an extensive network of providers for you to choose from. You'll pay less for eye exams, prescription glasses and contacts lenses when you choose VSP providers. VSP also offers extra discounts on services and supplies — such as additional pairs of glasses or sunglasses, and even laser vision correction — when you go to a VSP provider.

Here's an overview of our vision plan.

HOW THE PLAN WORKS	IN-NETWORK	OUT-OF-NETWORK
Eye Exam (once every plan year) ¹	\$10 copay	Reimbursed ³ up to \$50
Prescription Glasses Lenses (once every plan year) ^{1,2}	\$20 copay (covered lenses include single vision, lined bifocal, lined trifocal, progressives, polycarbonate, photochromic and tints)	Reimbursed ³ up to: \$50 for single vision lenses \$75 for bifocal lenses \$100 for trifocal lenses \$5 for tints
Frames (once every plan year) ^{1,2}	\$150 allowance; 20% off any amount over the allowance	Reimbursed ³ up to \$70
OR		
Contact Lens Contacts and Contact Lens Exam (fitting and evaluation) (once every plan year) ^{1,4}	\$150 allowance	Reimbursed ³ up to \$130

¹ Plan year begins in January.
² \$20 materials copay applies to lenses or frames, but not both.
³ If you see a non-VSP provider, you'll pay the provider in full and have six months to submit a claim to VSP for reimbursement minus the copay. Before seeing a non-VSP provider, call VSP at 1-800-877-7195 to learn about affiliate providers.
⁴ If you choose contact lenses, you'll be eligible for a frame one plan year from the date you purchased the contact lenses.

To get the most out of the medical, dental and vision plans you enroll in, explore the wide array of online tools and resources available because your health matters all year long.



Hear Better with TruHearing

Like vision loss, hearing loss can have a huge impact on your quality of life. TruHearing offers visits with licensed hearing aid professionals and savings of up to \$2,400 on a pair of hearing aids. This benefit is available to all VSP Vision Care members, their dependents and extended family members. Call TruHearing at 1-877-396-7194 to learn more or schedule an exam.

The Securitas Benefits Program

You Matter.

Our benefits program demonstrates how much we value the difference our employees make every day. It helps protect their health and that of their families, secure their financial future, safeguard their wellbeing and grow their career.

Protect Your Health

Our health care benefits help our employees and their families get the care they need to stay healthy and live their best life. We offer:

- **Medical**, including preventive care and prescription drug benefits
- **Dental**
- **Vision**.



Securitas' health plans include specialized programs that help our employees manage chronic conditions, such as diabetes and heart disease, along with online resources and apps to enable employees to better manage their health care expenses and get the most from their plans.



Safeguard Your Wellbeing

Securitas offers benefits that provide emotional support and income protection for employees and their families, including:

- An **Employee Assistance Program (EAP)** called LifeMatters, which offers up to five in-person counseling sessions, financial resources, legal support, identity theft protection and a network of support options at no cost
- **Short-term disability insurance** to protect our employees' income if they are ill or injured and unable to work
- Company-paid **basic life insurance** and **AD&D insurance**, with the ability to purchase additional coverage.



We also offer work-life resources, including vacation time and a flexible schedule, to give employees time to relax and recharge.

Secure Your Financial Future

Securitas offers benefits and other resources that help employees take control of their finances, including:

- A **weekly pay schedule** for most locations
- **401(k) Plan** to help employees build savings for the future while taking advantage of tax benefits
- **SmartDollar***, a proven financial wellness program to help employees get out of debt, save for retirement and reach their financial goals.



Employees who contribute to the 401(k) Plan may receive a non-discretionary company matching contribution that makes their savings grow even faster.

Grow Your Career

Securitas believes that education is critical to developing its talent and helping officers grow into leadership roles. That's why Securitas has partnered with Purdue University Global to offer the **Learning, Education and Development (LEAD) Program**.

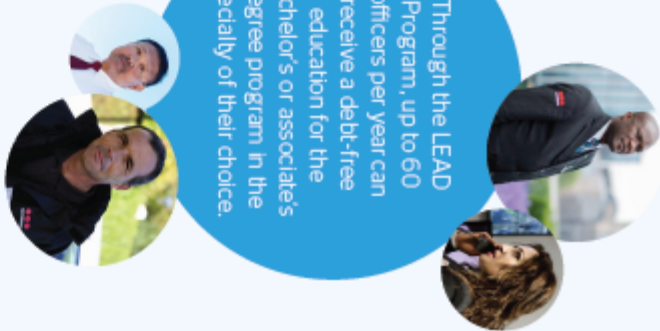
The LEAD program offers heavily subsidized tuition for up to 1,000 officers per year to complete four exclusive online security certificates to accelerate their professional growth without debt. The certificates can also transfer into Purdue University Global's undergraduate degree programs and be credited toward an associate's or bachelor's degree.

Certificate courses include:

- Customer Service** – Focuses on ways to build customer loyalty, handle customers' personal needs and communicate effectively
- Management and Leadership** – Introduces accounting, management theory, operational planning and ethical decision making
- Security 1: Awareness and Prevention** – Provides an overview of the criminal justice system and explores human relations and cultural awareness as they relate to criminal justice
- Security 2: Preparedness and Responses** – Examines crime prevention, emergency management and issues surrounding the private security profession.

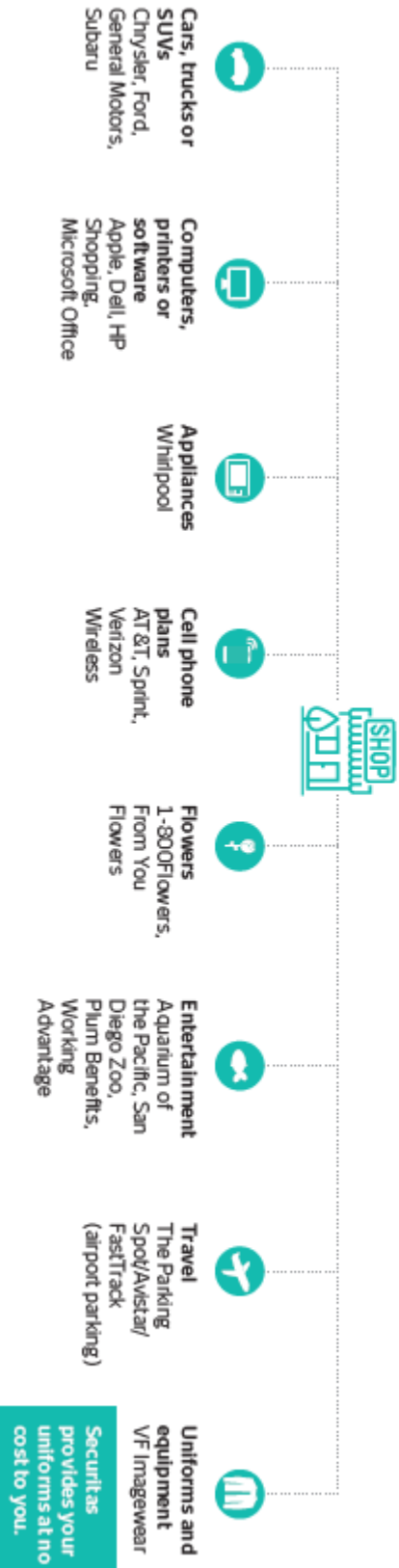
Each certificate consists of four 10-week courses that can be completed online and on each employee's schedule from the comfort of their home.

Through the LEAD Program, up to 60 officers per year can receive a debt-free education for the bachelor's or associate's degree program in the specialty of their choice.



Perks

Our **PERK \$ Employee Purchase Program** opens the door to discounted pricing for Securitas employees on vehicles, computers, appliances, cell phone plans, travel and more! As a Securitas employee, you'll have access to discounts through the following retailers:





MUNICIPALITY OF ANCHORAGE

ASSEMBLY MEMORANDUM

No. AM 821-2021

Meeting Date: December 21, 2022

Municipal Clerk's Office

Approved

Date: **December 21, 2021**

From: MAYOR

Subject: RECOMMENDATION OF AWARD TO SECURITAS SECURITY SERVICES USA, INC. (SECURITAS) TO PROVIDE PROFESSIONAL ANCHORAGE SAFETY PATROL AND ANCHORAGE SAFETY CENTER OPERATOR SERVICES, FOR THE MUNICIPALITY OF ANCHORAGE (MOA), ANCHORAGE HEALTH DEPARTMENT (AHD) (RFP 2021P024) (\$2,048,215.44).

At the request of AHD, MOA Purchasing posted a Request for Proposal (RFP) to solicit proposals for professional services for the Anchorage Safety Patrol and Center. Of the two proposals received, the selection committee scored the Securitas proposal with the highest number of points. The contract amount will be for a Not to Exceed (NTE) amount of \$2,048,215.44 for a term through December 31, 2022, with four (4) one-year option periods. If all options are exercised, the total NTE amount will be \$10,241,077.20.

The Anchorage Safety Patrol (ASP), a van patrol and transport service, and the Anchorage Safety Center (ASC), a municipal protective custody facility, respond to and provide safe shelter for individuals who are incapacitated by substance abuse. The ASP van patrol is staffed with a driver and an Emergency Medical Technician (EMT) who are trained in first aid and nonviolent, nonphysical client management techniques so that incapacitated individuals can be safely placed into custody and transported to the ASC. The ASP van patrols primarily in the Downtown, Midtown, Fairview, and Mountain View areas. Concerned citizens may also call the ASP to report an individual who appears to be incapacitated and in need of assistance. Individuals who are placed into protective custody remain at the ASC until they are no longer incapacitated, or twelve hours has elapsed, whichever comes first as defined in Title 47 (AS 47.37.170(b)).

Based upon the above information and attached Department Memorandum, it is recommended that the Assembly approve the contract with Securitas in the amount of \$2,048,215.44 for the one-year contract base period and each of the four one-year option periods. The total NTE over the five-year term will be \$10,241,077.20 if all option periods are exercised.

Recommended by:	Joe Gerace, Director
Concurrence:	Rachelle A. Alger, Purchasing Director
Fund Concurrence:	Travis C. Frisk, CFO
	101000 - 236000 – 530380 - BP 2022 - \$2,048,215.44
	(Operating Budget)
	101000 - 236000 – 530380 - BP 2023-26 - \$8,192,861.76
	(Operating Budget, Subject to Appropriation)
Concur:	Amy Demboski, Municipal Manager
Respectfully submitted:	Dave Bronson, Mayor

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Date: December 6, 2021
To: Rachelle A. Alger, Purchasing Director
Thru: Joe Gerace, Director
Thru: David D'Amato, Human Services Division Manager
From: Julie Frizzell, Grants and Contracts Administrator
Subject: Recommendation of Award

The Anchorage Health Department (AHD) requests approval to enter into a contract with Securitas Security Services USA, Inc. to provide professional services for the Anchorage Safety Patrol and Center. The Anchorage Safety Patrol, a van patrol and transport service, and the Anchorage Safety Center, a municipal protective custody facility, responds to and provides safe shelter for individuals who are incapacitated by substance use.

On August 4, 2021, a Request for Proposals 2021P024 was published to solicit a vendor to provide services for the Anchorage Safety Patrol and Center. Two complete proposals were received by the August 20, 2021, deadline. The Evaluation Committee reviewed and scored the proposals on September 21, 2021. The Committee determined that additional information was needed from both proposers in order to make a recommendation of award. Oral interviews were conducted October 25-26, 2021, with both proposers. Securitas Security Services USA, Inc. received the highest score. AHD was granted permission to negotiate on November 12, 2022. Negotiations were completed on December 3, 2021.

- Funding Amount: \$2,048,215.44
- Period of Performance: Upon signature date – December 31, 2022, with four additional one-year option periods.
- Total Funding Amount: \$10,241,077.20
- Funding Source: Operating Funds

If you have any questions, please email julie.frizzell@anchorageak.gov

Certificate Of Completion

Envelope Id: AD44D322B5154802938D56D20F6C717E	Status: Completed
Subject: Please DocuSign: RFP 2021P024 - Securitas Contract.pdf, AM 821-2021 - Securitas.pdf	
Source Envelope:	
Document Pages: 63	Signatures: 1
Certificate Pages: 2	Initials: 1
AutoNav: Enabled	Envelope Originator:
Enveloped Stamping: Enabled	Chris Hunter
Time Zone: (UTC-09:00) Alaska	632 W 6th Ave
	Anchorage, AK 99501
	chris.hunter@anchorageak.gov
	IP Address: 209.193.41.5

Record Tracking

Status: Original	Holder: Chris Hunter	Location: DocuSign
12/28/2021 3:07:35 PM	chris.hunter@anchorageak.gov	
Security Appliance Status: Connected	Pool: StateLocal	
Storage Appliance Status: Connected	Pool: MOA	Location: DocuSign

Signer Events

Signature	Timestamp
Chris Hunter chris.hunter@anchorageak.gov Principal Admin Officer Municipality of Anchorage Security Level: Email, Account Authentication (None)	Sent: 12/28/2021 3:10:55 PM Viewed: 12/28/2021 3:11:07 PM Signed: 12/28/2021 3:11:14 PM
Signature Adoption: Pre-selected Style Using IP Address: 209.193.41.5	

Electronic Record and Signature Disclosure:
Not Offered via DocuSign

Rachelle A Alger rachelle.alger@anchorageak.gov Purchasing Director MOA Security Level: Email, Account Authentication (None)	<i>Rachelle A Alger</i>	Sent: 12/28/2021 3:11:17 PM Viewed: 12/28/2021 3:15:55 PM Signed: 12/30/2021 8:55:36 AM
Signature Adoption: Pre-selected Style Using IP Address: 209.193.41.5		

Electronic Record and Signature Disclosure:
Not Offered via DocuSign

In Person Signer Events **Signature** **Timestamp**

Editor Delivery Events **Status** **Timestamp**

Agent Delivery Events **Status** **Timestamp**

Intermediary Delivery Events **Status** **Timestamp**

Certified Delivery Events **Status** **Timestamp**

Carbon Copy Events **Status** **Timestamp**

Chris Hunter chris.hunter@anchorageak.gov Principal Admin Officer Municipality of Anchorage Security Level: Email, Account Authentication (None)	COPIED	Sent: 12/30/2021 8:55:44 AM Resent: 12/30/2021 8:55:46 AM Viewed: 12/30/2021 10:03:13 AM
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Electronic Record and Signature Disclosure:
Not Offered via DocuSign

Witness Events	Signature	Timestamp
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Notary Events	Signature	Timestamp
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Envelope Summary Events	Status	Timestamps
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Envelope Sent	Hashed/Encrypted	12/28/2021 3:10:55 PM
Certified Delivered	Security Checked	12/28/2021 3:15:55 PM
Signing Complete	Security Checked	12/30/2021 8:55:36 AM
Completed	Security Checked	12/30/2021 8:55:44 AM

Payment Events	Status	Timestamps
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Purchase Order No. 2022000113

Amendment No. 1 to the Contract with **Securitas Security Services USA, Inc.** dated December 30, 2021.

This amendment is made and entered into by and between the Municipality of Anchorage (hereinafter referred to as "Anchorage") and **Securitas Security Services USA, Inc.** (Hereinafter referred to as "Parties").

WHEREAS Anchorage and the Parties entered into a Contract to **provide Anchorage Safety Patrol and Center Services** in the Municipality of Anchorage, dated December 30, 2021,

WHEREAS the parties have the authority to amend the Contract pursuant to Part II, Section 5, Amendment and desire to do so:

NOW, THEREFORE, in consideration of the mutual covenants and agreements contained in the Contract, the Parties do hereby agree that the Contract shall be amended as follows:

1. Appendix A, Scope of Work, Programs Goals and Outcomes Section, Activities and Outcomes Paragraph, bullet point 3 is amended and restated as follows:
 - Demonstrate the ability to provide trauma informed care and de-escalation skills throughout the process of caring for ASC/P clients by providing quarterly training logs for all ASC/P employees.
2. Appendix A, Scope of Work, Data Collection and Reporting Section, Monthly Reporting Paragraph is amended to remove 10) Updated Contact Lists.

The Parties agree that all other portions of the Contract dated December 30, 2021, shall remain in full force and effect in accordance with their terms.

IN WITNESS WHEREOF, the parties hereto have executed this Amendment as of the Amendment date entered below:

MUNICIPALITY OF ANCHORAGE

By: Chris Hunter

Name: Chris L. Hunter

Title: Deputy Director, Purchasing

Date: 07/18/2022

CONTRACTOR

By: Michael B. Kelm

Name: Mike Kelm

Title: Area Vice President

Date: 07/15/2022

RECOMMENDED FOR APPROVAL:

By: Joe Gerace

Name: Joe Gerace

Title: Director, Anchorage Health Department

Date: 07/05/2022

Purchase Order No. 2022000113
Product Category No. 85101600

Amendment No. 2 to the Contract with **Securitas Security Services USA, Inc.** dated December 30, 2021.

This amendment is made and entered into by and between the Municipality of Anchorage (hereinafter referred to as "MOA") and Securitas Security Services USA, Inc. (hereinafter referred to as "Contractor").

WHEREAS, MOA and Contractor entered into a contract to provide Anchorage Safety Patrol and Center Services in the Municipality of Anchorage, dated December 30, 2021; and

WHEREAS, the parties have the authority to amend the contract pursuant to Part II, Section 5, Amendment and desire to do so.

NOW, THEREFORE, in consideration of the mutual covenants and agreements contained in the Contract, the Parties do hereby agree that the Contract shall be amended as follows:

1. Appendix A, Scope of Work, Human Resources, Staffing Levels, Shift Hours are amended and restated as follows:

Shift Hours

Center (Station) Shifts	Van Patrol Shifts
8:00 a.m. - 4:00 p.m.	8:00 a.m. - 4:00 p.m.
4:00 p.m. – Midnight	4:00 p.m. – Midnight
Midnight – 8:00 a.m.	Midnight – 8:00 a.m.
	1:00 p.m. – 9:00 p.m.

2. Appendix A, Scope of Work, Human Resources, Resource Management, Van Service is amended and restated as follows:

The Contractor must demonstrate that they will be able to provide the following van services, 7 days per week, 365 days per year unless otherwise noted:

- Operate one van for three 8-hour patrols staffed with an EMT I or greater and a driver.
- Shift One – 8:00 a.m. to 4:00 p.m.
- Shift Two – 4:00 p.m. to Midnight
- Shift Three – Midnight to 8:00 a.m.
- Shift Four – 1:00 p.m. to 9:00 p.m.

AMENDMENT NO. TWO (2) TO
CONTRACT BETWEEN MUNICIPALITY OF ANCHORAGE AND
SECURITAS SECURITY SERVICES USA, INC.
(PO 2022000113)

- Additional van services staffed with an EMT I or greater and driver during high call times as approved by the AHD Program Manager

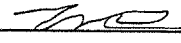
The parties agree that all other portions of the contract dated December 30, 2021, and Amendment No. 1 dated July 18, 2022 shall remain in full force and effect in accordance with their terms.

IN WITNESS WHEREOF, the parties hereto have executed this amendment as of the amendment date entered below:

MUNICIPALITY OF ANCHORAGE

CONTRACTOR

By: 

By: 

Name: Amy Demboski

Name: Mike Kelm

Title: Municipal Manager

Title: Area Vice President

Date: 11/2/2022

Date: 10/20/2022

RECOMMENDED FOR APPROVAL:

By: Kimberly Rash

Name: Kimberly Rash

Title: Acting Director - Anchorage Health Department

Date: 10/11/2022

Purchase Order No. 2022000113
Product Category No. 85101600

Amendment No. 3 to the Contract with **Securitas Security Services USA, Inc.** dated December 30, 2021.

This amendment is made and entered into by and between the Municipality of Anchorage (hereinafter referred to as "MOA") and Securitas Security Services USA, Inc. (hereinafter referred to as "Contractor").

WHEREAS, MOA and Contractor entered into a contract to provide Anchorage Safety Patrol and Center Services in the Municipality of Anchorage, dated December 30, 2021; and

WHEREAS, the parties have the authority to amend the contract pursuant to Part II, Section 5, Amendment and desire to do so.

NOW, THEREFORE, in consideration of the mutual covenants and agreements contained in the Contract, the Parties do hereby agree that the Contract shall be amended as follows:

1. Section 3, Time for Performance, Paragraph B is amended and restated as follows:
 - B. The Contractor shall commence performance of the work described in Part I Section 2 on January 1, 2022, and complete that performance on or before December 31, 2023.

2. Section 4, Compensation; Method of Payment, Paragraph A is amended and restated as follows:
 - A. Subject to the Contractor's satisfactory performance, Anchorage shall pay the Contractor no more than FOUR MILLION NINETY-SIX THOUSAND FOUR HUNDRED THIRTY DOLLARS AND EIGHTY-EIGHT CENTS (\$4,096,430.88) in accordance with this section.

3. Appendix B, Fee Schedule is amended and restated as follows:

Category	Year 1	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Total
Personnel	\$ 1,088,334.90	\$ 1,126,334.90	\$ 1,164,334.90	\$ 1,202,334.90	\$ 1,240,334.90	\$ 5,821,674.50
Fringe	\$ 328,832.36	\$ 330,532.36	\$ 332,332.36	\$ 334,082.36	\$ 335,882.00	\$ 1,661,661.44
Contractual	\$ 60,000.00	\$ 60,000.00	\$ 60,000.00	\$ 60,000.00	\$ 60,000.00	\$ 300,000.00

AMENDMENT NO. THREE (3) TO
CONTRACT BETWEEN MUNICIPALITY OF ANCHORAGE AND
SECURITAS SECURITY SERVICES USA, INC.
(PO 2022000113)

Transportation	\$ 80,000.00	\$ 80,000.00	\$ 80,000.00	\$ 80,000.00	\$ 80,000.00	\$ 400,000.00
Subscriptions, Licenses, Certifications	\$ 7,500.00	\$ 7,500.00	\$ 7,500.00	\$ 7,500.00	\$ 7,500.00	\$ 37,500.00
Supplies	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 250,000.00
Community Outreach	\$ 3,000.00	\$ 3,000.00	\$ 3,000.00	\$ 3,000.00	\$ 3,000.00	\$ 15,000.00
Indirect Overhead	\$ 40,000.00	\$ 40,000.00	\$ 40,000.00	\$ 40,000.00	\$ 40,000.00	\$ 200,000.00
Contract Profit	\$ 390,548.18	\$ 350,848.18	\$ 311,048.18	\$ 271,298.18	\$ 231,498.54	\$ 1,555,241.26
Miscellaneous	\$ -	\$ -	\$ -	\$ -	\$ -	
Total	\$ 2,048,215.44	\$ 2,048,215.44	\$ 2,048,215.44	\$ 2,048,215.44	\$ 2,048,215.44	\$ 10,241,077.20

Monthly Fee Schedule	Year 1	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Total
January	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 853,423.10
February	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 853,423.10
March	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 853,423.10
April	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 853,423.10
May	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 853,423.10
June	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 853,423.10
July	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 853,423.10
August	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 853,423.10
September	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 853,423.10
October	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 853,423.10
November	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 853,423.10
December	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 170,684.62	\$ 853,423.10
Total	\$ 2,048,215.44	\$ 2,048,215.44	\$ 2,048,215.44	\$ 2,048,215.44	\$ 2,048,215.44	\$ 10,241,077.20

The parties agree that all other portions of the contract dated December 30, 2021, Amendment No. 1 dated July 18, 2022, and Amendment No. 2 dated November 2, 2022 shall remain in full force and effect in accordance with their terms.

IN WITNESS WHEREOF, the parties hereto have executed this amendment as of the amendment date entered below:

AMENDMENT NO. THREE (3) TO
CONTRACT BETWEEN MUNICIPALITY OF ANCHORAGE AND
SECURITAS SECURITY SERVICES USA, INC.
(PO 2022000113)

MUNICIPALITY OF ANCHORAGE

By: Amy Demboski

Name: Amy Demboski

Title: Municipal Manager

Date: 12/09/2022

CONTRACTOR

By: 

Name: Mike Kelm

Title: Area Vice President

Date: 11/22/2022

RECOMMENDED FOR APPROVAL:

By: Kimberly Rash

Name: Kimberly Rash

Title: Acting Director - Anchorage Health Department

Date: 11/22/2022