

SECTION 1.0 – PROPOSER RESPONSES TO SCOPE OF WORK AND PRICING

1.1 Minimum Mandatory Requirements

All proposals will be reviewed for compliance with the minimum mandatory requirements. Proposals deemed non-responsive will be eliminated from further consideration.

Interested and qualified proposers that can demonstrate their ability to successfully provide the services requested under this RFP are invited to submit proposal(s), provided they meet the following:

1. Proposer must have seven (7) years’ experience, within the last seven (7) years, providing Security Guard Services equivalent or similar to the services being requested in this proposal. Enter in Section **2.2 References**.

Proposer will enter responses in the “Proposer Response” text boxes provided. There is no minimum requirement or limitation on the amount of words used for responses.

-EXAMPLE-Proposer Response:

1.2 Introduction and Background

Wayne RESA, established by the Michigan Legislature in 1960, is the largest of fifty-six (56) such agencies throughout the state. The Wayne RESA board is elected by one vote from each of the thirty-three (33) local Wayne County school district boards. WRESA provides a wide variety of services to thirty-three (33) public school districts and approximately ninety-seven (97) public school academies in Wayne County, Michigan; serving more than 260,000 students. WRESA, through various consortium arrangements, provides a variety of services to other educational agencies throughout the state of Michigan.

1.3 Scope of Work

Wayne RESA is seeking proposals from qualified vendors to provide security guard services on an as-needed basis. WRESA is committed to providing a safe and secure environment for all staff, students and clients that conduct business or visit any WRESA-operated campus. Services will be provided at one or all of the following locations:

LOCATION	ADDRESS
Wayne RESA Education Center	33500 Van Born Road, Wayne, MI 48184
Wayne RESA Burger Baylor Building	28865 Carlisle, Inkster, MI 48141
Wayne RESA Annex Building	5454 Venoy Road, Wayne, MI 48184
Beacon Building	12501 Telegraph Road, Taylor, MI 48180

Other locations or future projects as provided/detailed by WRESA staff	TBD
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WRESA reserves the right to change and/or add locations as needed at any time. Other participating agencies will provide specific details before Contract activities start at their locations.

Proposer Response:
Please confirm your understanding by checking Yes or No.

<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
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A. General Requirements

This Request for Proposal (RFP) outlines the requirements for supplying security guard services. Services will be performed in a variety of locations. All unique requirements and or regulations for each location shall be strictly followed by the Supplier and the Supplier’s employees.

1. Staffing Requirements/Positions:
 - One (1) Dedicated Site Supervisor
 - One (1) External Officer with vehicle (Wayne RESA Burger Baylor Building) with capability to enter building as needed
 - One (1) Officer for Internal Security (Wayne RESA Education Center)
 - One (1) Officer for Internal Security for meetings and events (as needed)
 - One (1) Officer for External Security (Wayne RESA Education Center, including Wayne RESA Annex Building) after hours coverage with vehicle
 - Officer for Internal & External Security for Beacon Building with vehicle

2. Delivery of Services: Supplier must be able to provide services during normal business hours and after hours:
 - a. Wayne WRESA Education Center normal hours of operation:
 - Monday through Friday
 - 6:30 a.m. EST to 10:00 p.m. EST
 - Internal Security provided Monday through Friday 4:30p.m. EST through 10:00 p.m. EST and Saturday 7:00 a.m. EST through 3:00 p.m. EST. Times subject to change based on WRESA needs.
 - b. Wayne RESA Annex Building normal hours of operation:
 - Monday through Friday
 - 6:30 a.m. EST to 4:30 p.m. EST
 - Internal/External Security provided Monday through Friday 6:00 p.m. EST through 6:00 a.m. EST and Friday 6:00 p.m. EST through Monday 6:00 a.m. EST. Times subject to change based on WRESA needs.
 - c. Wayne RESA Burger Baylor Building:
 - 24/7/365 Security required
 - One (1) External Security Officer with vehicle

- d. Beacon Building:
 - 24/7 Security required
 - One (1) Internal & External Security Officer with vehicle

Recognized holidays will be included unless otherwise specified. The provided personnel will execute duties articulated in the above-listed days and hours unless agreed by the parties in writing. WRESA will send on call schedule directly to Supplier employees. It is the responsibility of the Supplier to notify the client of its concerns in writing if Supplier levels by the client expose either party to undo risk.

Some services will be required based on a set schedule; others may be requested on an as-needed basis. Other participating agencies will provide specific schedule details before Contract activities start at their locations.

Proposer Response:

If you agree with Section 1.3.A, please state, "I agree." If not, please state your exception(s) and reference specific subsection(s): I agree

B. Supplier Requirements

Supplier will be required to furnish properly trained and equipped security guards to maintain order, protect clients, staff, visitors and property from harassment, injury, damage or theft and take any necessary appropriate action.

1. Supplier must have experience and an understanding of offering security guard services in today's K-12 educational setting.
2. Supplier must be licensed and insured. Permits and Licensure Requirements:
 - a. Supplier must be a qualified and licensed supplier who specializes in commercial and school district or educational facility-based security guard services. Supplier should indicate if they hold all current licensing and certifications needed to provide the services required in the State of Michigan.
 - b. Proof of Licensing: Supplier shall submit proof of professional license, insurance and business license upon award.
3. Supplier must provide all equipment, materials and labor for both scheduled and as-needed security guard services in various WRESA locations.
4. Supplier must give "priority" service to any call for emergency security guard services. Response times must be stated. Reliable emergency response capabilities are critical. Supplier must commit to emergency response times as responded to here.
5. Safety Measures: Supplier must take all necessary precautions for the safety of employees on the worksite and must erect and properly maintain at all times, as required on job conditions and process of the work, all necessary safeguards for the protection of the workmen and public including traffic control and warning signs.

6. The Supplier must provide the WRESA Senior Executive Director of Operations and IT Infrastructure or designee a pre-approved list of employees assigned to each location outlining their area of responsibility prior to commencement of any contracted work. List will be submitted at the start of the Contract and every month following. List of employees to include photo of employee and contact number. Only employees approved by the WRESA Human Resources Department will be allowed on the list and worksites. Supplier will work with WRESA on employee background checks. The employee list should include additional personnel, approved for either substitution or replacement coverage as required. This electronic list shall be current and updated as employees are hired and or terminated.
7. WRESA will be given a minimum of 48-hour notification of new employees prior to the assignment to this contract. Failure to comply with the requirements may result in termination of the contract.
8. Security personnel assigned to WRESA locations are a combination of full-time and part-time employees of Supplier. Supplier will pay all wages and payroll taxes as well as applicable and mandated insurances to and on behalf of its employees, including but not limited to, workers' compensation insurance. Supplier releases and agrees to hold Client harmless from any liability resulting from claims made by any of the Supplier's employees who are working or have worked at either of the locations to the extent not caused by Client's negligence.
9. Supplier shall be responsible for all matters relative to screening, hiring, training, licensing, discipline, payroll/taxation and unemployment for all of its employees and shall hold the Client harmless thereon. It is acknowledged that all personnel used by the Supplier are employees, whether part-time or full-time, and have no direct or indirect employment relationship with Client.
10. Supplier and its employees, officers and directors shall be solely responsible for the supervision of its security personnel that it employs to provide the services required by the resulting contract.
 - a. Supplier shall, as soon as safely possible, remove from service and replace any of its security personnel that Client reasonably believes to be unqualified to perform his or her duties, is unable to perform their duties in a professional manner and properly interact with the Client's employees, business invitees and guests. In the event any of the Supplier's security personnel are replaced as herein provided, Supplier shall indemnify and hold Client harmless from any claims arising from the removal of any such security personnel employed by the Supplier.
 - b. Security personnel assigned to WRESA must report to their assigned locations and be ready to work by the specified times. In the case of a call-in due to sickness, family emergency, etc., back-up personnel must be provided within two (2) hours of specified start time.
 - c. If Supplier fails to provide the agreed upon Security personnel at any of the WRESA locations by the specified work times three (3) times, with exception to providing back-up personnel within two (2) hours of specified time (Section 1.3.B.10.b.), this

may result in termination of the Contract under Termination for Cause (Section 11.5 of the [CoPro+ Contract Terms and Conditions](#)).

11. The Supplier or its employees shall keep the post workstations at both locations clean and free from rubbish. Supplier shall ensure that its employees do not remove any of the Client’s property from the work site at either of the locations without the Client’s written permission. In the event any of the Client’s property is removed, the Supplier shall ensure that its employee has returned any property taken unless otherwise agreed in writing. In the event the property cannot be returned, the Supplier shall be responsible for reimbursing the Client for the value of the property not returned.
12. Any property, weapons or the like confiscated from any of the Client’s business invitees or guests shall be listed in a written report to the Client and shall be given to the Client or the appropriate law enforcement agency as soon as possible but not later than the end of the business day in which the confiscation occurs. Supplier must perform all services under and must ensure that all of its employees operate under, stringent safety precautions and must provide suitable safety appliances as may be needed to safely provide the security services provided.
13. While on duty at any of the locations, Supplier’s employees must wear uniform polo type shirts with a company logo provided by the Supplier and have proper identification displayed at all times. Employees of the Supplier who are not on duty are not allowed at the locations. If Supplier provides any equipment in connection with Supplier’s services, all such equipment is for Supplier’s use and will always be Supplier property. Supplier is not selling or leasing any of the equipment to Client, and Supplier provides no warranty to Client regarding the equipment. Supplier will be provided with reasonable time and access to remove all its equipment upon termination of this Agreement. Other participating agencies will provide specific details regarding uniform and equipment requirements before Contract activities start at their locations.
14. Security Officer’s with vehicles must be appropriate, functional, and well-maintained to ensure a professional and effective security presence. Vehicles must be reliable and in good working condition, free from excessive noise, mechanical issues, or modifications that could be deemed inappropriate, disruptive, or unprofessional. The use of loud, damaged, or unreliable vehicles is strictly prohibited, as they must support a safe and secure environment without causing unnecessary distractions or disruptions.
15. The Supplier is to notify the client of any concerns in writing if Supplier levels by the client expose either party to undo risk.

Proposer Response:

If you agree with Section 1.3.B, please state, “I agree.” If not, please state your exception(s) and reference specific subsection(s): I agree

C. Training and Continuing Education Requirements

Security personnel provided by the Supplier to the Client are well-trained security guards. Supplier agrees to provide ongoing education and testing. Training will include:

- Customer Service
- First aid, CPR, and AED
- De-escalation Training
- Defensive Tactics

Training is mandated for all employees of the Supplier at all locations. All company training shall be done by qualified instructors. Supplier's employees are tested and are required to pass all company training. Client will be provided with appropriate certification of all training on a semi-annual basis. All of the Supplier's employees shall be cross trained in all positions at each of the locations for which the Supplier is supplying employees.

Proposer Response:

If you agree with Section 1.3.C, please state, "I agree." If not, please state your exception(s): I agree

D. Criminal Background Check

WRESA is committed to providing a safe and secure environment for all staff, students, and clients that conduct business or visit any WRESA operated campus. Prior to any individual servicing WRESA operated campuses, a criminal history records check shall be conducted in accordance with state law. Individuals seeking access to WRESA operated campuses will be held to a similar standard of review as WRESA employees and contractors, including the requirement that any criminal conviction will require the individual to provide requested documentation so that WRESA can conduct a targeted review and individualized assessment. Background checks must be fully completed prior to starting work on any WRESA campus, and only individuals authorized in writing by Wayne RESA utilizing a DETERMINATION FOR ASSIGNMENT form will be accepted as qualified for placement.

Supplier will be responsible for working with WRESA to run proper background checks. WRESA will process background checks for a fee of seventy-five dollars (\$75.00) for each CHRI record initiated by the Supplier. The Supplier is responsible for all processing costs and fees associated with background checks, including WRESA processing fees. Wayne RESA shall issue an invoice to the Supplier detailing the fees owed to Wayne RESA during each month of the Term. The Supplier must remit payment within thirty (30) days of receipt of such invoice. Any invoices unpaid after that thirty (30) day period shall be deducted from amounts due from WRESA to the Supplier.

Proposer Response:

If you agree with Section 1.3.D, please state, "I agree." If not, please state your exception(s): I agree

E. Subcontracting

Any person or vendor undertaking a part of the work under the terms of the contract, by virtue of an agreement with the Supplier, must receive the approval of the designated WRESA staff prior to any such undertaking. The WRESA may terminate the contract if the subcontracting is done without this approval.

Proposer Response:

Please confirm your understanding by checking Yes or No.

<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
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F. Wayne RESA Security Guard Duties

1. Provide a single point of contact (Dedicated Site Supervisor) for all WRESA locations.
2. Act as liaison with security monitoring company, law enforcement and/or fire officials in responding to alarm situations at Burger Baylor (when requested).
3. Guards will assist law enforcement personnel and employees of the client in apprehending an absconder and in assisting with unruly and/or violent business invitees or guests visiting either of the locations to maintain a safe and secure environment, de-escalate a situation, or remove a person from the building at either of the locations.
4. Parking lot surveillance plan and protocol at the facilities shall be negotiated between the client and the Supplier.
5. Have the ability to provide a lead officer as needed for high profile events and issues, both internal and external. A thirty (30) minute response time is requested.
6. Provide assistance to WRESA Human Resources for employee issues.
7. Provide transportation to and from testing locations for WRESA employees/contractors as it relates to WRESA Reasonable Suspicion Policies.
8. All persons assigned must have contact information available to Wayne RESA Building Operations and Events.
9. Supplier must comply with all local, state, and federal laws pertaining to providing private security services, including, but not limited to the provisions of the Michigan Private Security Business and Security Alarm Act, being Public Act No. 330 of 1968.
10. Supplier’s personnel shall use verbal skills to diffuse and/or mediate confrontational situations.
11. Supplier shall provide the client with a daily summary of any incidents as well as specific incident reports, as needed, sent via email to client.
12. Understand and carry out oral and written instructions.
13. Instruct others on necessary rules, duties and function.
14. Recognize dangerous conditions about buildings and grounds and respond as necessary.
15. Meet and deal courteously, diligently, and effectively with employees and visitors.
 - a. Route and/or guide visitors to conference rooms or other buildings as-needed.
16. Have knowledge of safety precautions and of fire prevention methods.
17. Prepare clear, concise, complete, legible and true written reports.

18. If required to operate a motor vehicle, security guard must possess a valid State of Michigan driver's license.
19. Walk, stand, run, and climb over prolonged periods of time so that guard personnel can perform the tasks detailed in the specifications.
20. Remain alert, even tempered, and exercise good judgment.
21. Must show initiative, maturity, integrity and high ethical standards.
22. Must show strong attention to detail, especially under stress
23. Read and understand regulations detailed written orders and training materials.
24. Operate telephone and radio communications equipment as provided by the agency.
25. Determine the identity and business of visitors and employees.
26. Maintain the integrity and confidentiality of the tour of duty.
27. Keep a critical eye to safeguard persons and property.
28. Speak English clearly and distinctly.
29. Must carry a cellular phone at all times that is operational while on duty.
30. Give directions and instructions verbally to the general public, agency personnel, visitors and other tenants.
31. Summon telephonically emergency fire/ambulance/medical assistance when necessary.
32. Use WRESA property including keys entrusted to his/her responsibility, building access control surveillance equipment system as provided by the agency.
33. See with normal color vision to distinguish color-coded entry media and have the ability to hear audible alarms.
34. Complete all necessary forms provided by the entity.
35. Initiate and render first assistance in first aid to members, employees, volunteers and visitors in situations of emergency, injury, or illness.
36. Must be able to solve problems and de-escalate situations in a non-confrontational manner.
37. Must possess the ability to perform basic mathematical calculations, such as addition, subtraction, multiplication, and division as a minimum.
38. Three documented unsatisfactory responses to security requirements by an employee of the Contractor may result in termination of contracted employee.
39. Shall be bound to confidentiality of any information they may become aware of during the course of performance of their contracted tasks.
40. The use of all drugs, alcohol, tobacco products, fireworks and explosives are prohibited.
41. All employees of the Contractor assigned to the locations shall be appropriately attired wearing uniform polo type shirts with a company logo (provided by Contractor) and have proper identification displayed at all times. Any employee whose moral conduct, behavior or appearance is unsatisfactory will be brought to the Contractor's attention for appropriate action up to and including discharge.

Proposer Response:

If you agree with Section 1.3.F, please state, "I agree." If not, please state your exception(s) and reference specific subsection(s): I agree

1.4 Statewide Cooperative Contract

Wayne RESA is working with the Michigan Association of Counties CoPro+ program on this bid solicitation. If your bid meets the minimum qualifications, is responsive and responsible and offers competitive pricing you may be considered and approached to extend a term agreement and pricing to other public entities within the county, the region, and the state, in accordance with Michigan Compiled Laws 124.504. This process is called “piggybacking”; it offers tremendous value to public ordering entities regarding the cost and time to manage an end-to-end purchasing event. This process also offers exceptional value to selected vendors in terms of their company’s resources and time to respond to multiple solicitations from various public entities who have a similar need for their products or services.

All pricing submitted to Wayne RESA and its participating entities shall include a **2% administrative fee** to be remitted to CoPro+ by the contractor on a quarterly basis. Administrative fees will be paid against actual sales volume for each quarter. It is the contractor’s responsibility to keep all pricing up to date and on file with Wayne RESA/CoPro+. All price changes shall be presented to Wayne RESA/CoPro+ for acceptance, using the same format as was accepted in the original contract.

Proposer Response:

Please confirm your understanding by checking Yes or No.

<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
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1.5 RESERVED

1.6 Service Capabilities

1.6.1 Communication Plan/Contract Management

Proposers shall identify their company standards of communication as they relate to contract performance, issue management, and change management. An issue is an identified event that, if not addressed, may affect schedule, scope, service, delivery, quality, or budget. A change is identified as a change in corporate leadership, structure, merger or acquisition.

Proposer Response:

Contract Performance: Describe how your company maintains communication to ensure the project stays on schedule, within scope, and aligned with expectations.

A project management document is created, owned by the account owner with oversight from the General Manager, and where appropriate, executive support for the transition of the contract. Milestones and potential pitfalls are identified, with alternate timelines established should pitfalls occur. Regularly scheduled meetings, in person or virtually with the customer are scheduled and maintained during the project. Ongoing, the account owner will have periodic, scheduled meetings on cadence with the customer, and established site visits to the team will be incorporated into the management of the contract. Quarterly business reviews are offered as well. The General manager has

oversight, and maintains an open line of communication with the customer separate from the account owner, and is an escalation POC at all times.

Issue Management: Outline your process for identifying, addressing and resolving issues that impact the schedule, budget or quality. We begin the contract with a firm schedule, and identify flex personnel who are vetted for the site and trained for non-scheduled call off activity. Policy requires a two week's notice for scheduled time off, and our schedules are prepared for our employees two weeks in advance.

Change Management: Explain your approach to handling significant organizational changes to ensure continuity during the contract. Whether organizational changes occur on Titan's side of the contract, or the customer side, we maintain open communication throughout the announcement to the event. With change, expectations and "hot buttons" may also change, and we realize that we will need to adjust to said changes while maintaining the deliverables of the agreement. Having clear dialogue and normal scheduled meetings prior as a matter of course assists us to prepare for these events, as they mature the business relationship. Should said change require additional resources, we are always prepared to involve additional personnel who will have decision-making authority to discuss and accommodate said requests, within reason.

1.6.2 Primary Account Representative

Proposers must identify by name and location the primary account representatives who will be responsible for the performance of a resulting contract, as well as contact persons for reports and bid documents.

Proposer Response:

Contact person's name, email address, location for Contract Performance:
 Gerald Collins gcollins@titan-security.com, Southfield, MI
 Contact person's name, email address, location for Bid Documents:
 Jason Hartless jhartless@titan-security.com, Southfield, MI
 Contact person's name, email address, location for Reports:
 Gerald Collins gcollins@titan-security.com, Southfield, MI

1.7 Customer Service

It is preferred that the Vendor have an accessible customer service department with an individual specifically assigned to Wayne RESA. Customer inquiries should be responded to with forty-eight (48) hours or two (2) business days unless it is an emergency issue. Describe your company's Customer Service Department (hours of operation, number and location of service centers, regular and emergency response times, etc.).

Proposer Response:

Customer Service Contact: Diane Banks- dibanks@titan-security.com
 Customer Service Phone#: 313-720-5283
 Hours of Operations: Monday-Friday 8am-4pm
 Address: 18000 W Nine Mile Rd Suite 1200 Southfield, MI 48075

Regular Response Times: Within 48 hours
 Emergency Response Times: Same Day- 24/7 Dispatch Center 734-286-6000

1.8 Purchase Orders

Requests for quotes will be initiated by participating agencies as specific needs arise. Participating agencies will issue individual detailed specifications to the pre-qualified vendor pool along with specific response information required, deliverables, and any special terms and conditions. The vendors will respond directly to the requesting agency within the timeframe specified in the request for quote. The participating agency will evaluate the responses and determine the vendor that will be awarded a purchase order (PO). Resulting orders are to be shipped and billed directly to these institutions.

Proposer Response:

Please confirm your understanding by checking Yes or No.

Yes No

1.9 Delivery and Acceptance

Proposer must address the following items and costs in their proposal and other items/costs that they are aware of that may not have been requested in this bid.

1. All pricing must reflect net 30 payment terms.
2. Ordering/customer service capabilities and procedures.
3. Policies and procedures for an organization accepting product/service.

Proposer Response:

1. All pricing must reflect net 30 payment terms. Agree? **Yes** or No

2. Ordering/customer service capabilities and procedures.
 We always strive to provide customer service based solutions for our customers to endure satisfaction and will work locally and regionally to meet WRESA's requests as they arise. Inquiries of this nature should be made through our designated account owner.
3. Policies and procedures for an organization accepting product/service.
 Please see attached Handbook pages 54-68

1.10 Management and Staff

Proposer should address the following items in their proposal:

4. Project Management of the contract. (Point of Contact during the Contract)
 - Staffing and responsibilities of Supplier. Please include an Organizational Chart, if available, include staff names, job titles, years of experience, etc.

Proposer Response:

Project Management of the Contract (Point of Contact):

Staffing and responsibilities of Supplier. Please include an Org Chart, if available, include staff names, job titles, years of experience, etc. – Feel free to include as a separate attachment.

Sr. Ops Manager Gerald Collins, 20 years' experience

Responsibilities include customer service, staffing, emergency response, enforcement of rules and regulations, meeting training requirements

GM Charles Kirby, 31 years' experience- providing support and oversight

1.11 Pricing Schedule

Respondents will provide pricing information on the price sheet (**Attachment A**) that will be utilized when evaluating price competitiveness.

1.11.1 RESERVED

1.11.2 Bid Pricing

Proposers have the option to provide high-volume pricing. Proposers who offer high-volume pricing may be evaluated more favorably than those who do not. Proposers should specify this discount option within their cost proposal and at what level.

1.11.3 Quantity Term

Vendor agrees to supply the complete quantity and products that each customer requires.

1.11.4 Tax Excluded from Price

(a) Sales Tax: Wayne RESA and local units of government are exempt from sales tax for direct purchases. The Proposer's prices must not include sales tax.

(b) Federal Excise Tax: Wayne RESA may be exempt from Federal Excise Tax, or the taxes may be reimbursable, if articles purchased under any resulting Contract are used for Wayne RESA's exclusive use. Certificates showing exclusive use for the purposes of substantiating a tax-free, or tax-reimbursable sale will be sent upon request. If a sale is tax exempt or tax reimbursable under the Internal Revenue Code, the Proposer's prices must not include the Federal Excise Tax.

Proposer Response:

Include any comments regarding pricing, discounts being offered, and information on other cooperative contracts held by respondent.

1.12 Price Assurance

The awarded vendor agrees to provide pricing to Wayne RESA and its participating entities that are the lowest pricing available, and the pricing shall remain so throughout the duration of the contract. The

awarded vendor agrees to promptly lower the cost of any product purchased through Wayne RESA following a reduction in the manufacturer or publisher's direct cost. If respondent has existing cooperative contracts in place, Wayne RESA requests equal or better than pricing to be submitted.

All pricing submitted to Wayne RESA shall include a 2% administrative/remittance fee to be remitted to CoPro+ by the awarded vendor. It is the awarded vendor's responsibility to keep all product listings up to date and on file with Wayne RESA/CoPro+.

Proposer Response:

Please confirm your understanding by checking Yes or No.

<input checked="checked" type="checkbox"/> Yes	<input type="checkbox"/> No
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If "NO" was answered on any item in this RFP, please explain:

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SECTION 2.0 – PROPOSER INFORMATION AND ACCEPTANCE

1. The undersigned declares that the bid documents, including, without limitation, any RFP Addenda and Exhibits have been read.

The undersigned is authorized, offers, and agrees to furnish the articles and/or services specified in accordance with the Specifications, Terms & Conditions of the bid documents of this RFP.

2. The undersigned has reviewed the bid documents and fully understands the requirements in this bid and that each proposer who is awarded a contract shall be, in fact, a prime contractor, not a subcontractor, and agrees that its bid, if accepted by Wayne RESA, will be the basis for the Proposer to enter into a contract with Wayne RESA in accordance with the intent of the bid documents.
3. The undersigned acknowledges receipt and acceptance of all addenda.
4. The undersigned agrees to the following terms, conditions, certifications, and requirements listed in Section 2.3:

- Contractor's Employment Eligibility
- Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion
- Certification Regarding Nondiscrimination Under Federally and State Assisted Programs
- Assurance Regarding Access to Records and Financial Statements
- Iran Economic Sanctions Act
- Certificate of Independent Price Determination
- Certifications/Disclosure Requirements Related to Lobbying
- U.S. Department of Energy Assurance of Compliance Non-Discrimination in Federally Assisted Programs

5. The undersigned acknowledges that proposer will be in good standing in the State of Michigan, with all the necessary licenses, permits, certifications, approvals, and authorizations necessary to perform all obligations in connection with this RFP and associated bid documents.
6. It is the responsibility of each proposer to be familiar with all of the specifications, terms and conditions and, if applicable, the site conditions. By the submission of a bid, the proposer certifies that if awarded a contract they will make no claim against Wayne RESA based upon ignorance of conditions or misunderstanding of the specifications.
7. Patent indemnity: Vendors who do business with the Wayne RESA shall hold Wayne RESA, its officers, agents and employees, harmless from liability of a nature or kind, including cost and expenses, for infringement or use of any patent, copyright or other proprietary right, secret process, patented or unpatented invention, article or appliance furnished or used in connection with the contract or purchase order.
8. Insurance certificates are not required at the time of submission. However, if awarded, the Contractor agrees to meet the minimum insurance requirements posted in the terms and conditions. This documentation must be provided to Wayne RESA, prior to award, and shall include an insurance certificate and additional insured certificate, naming Wayne RESA, which meets the minimum insurance requirements, as stated in the terms and conditions.

2.1 Company Profile

Company Profile	
Official Name of Proposer:	Titan Prudential Security LLC
Street Address:	18000 W Nine Mile Rd Suite 1200
City:	Southfield
State:	MI
Zip Code:	48075
Website:	titan-security.com
Primary Contact Name:	Jason Hartless
Primary Contact Phone Number:	248-707-0778
Primary Contact Email Address:	jhartless@titan-security.com
Dun & Bradstreet (D&B) Number (if applicable):	092419845
Has your company been debarred by the Federal and/or State Government? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes, has it been lifted and if so, when?</i>	
Have you ever been in bankruptcy or in reorganization proceedings?	No
Brief history of your company, including the year it was established: Please see page 2 of the attached Proposal document	
Signature:	
Name and Title of Signer:	DAVID PACK, CEO
Date:	3/6/25

2.2 References

Provide a minimum of three (3) customer references for product and/or services of similar scope dating within the past seven (7) years. Please identify any experience relevant to the services you propose to provide through this RFP within the Description of Services:

Entity Name: SER Metro	
Contact Name: Nancy Hewitt	Title: Facilities Manager
City: Detroit	State: MI
Phone Number: 734-612-7929	Years Served: 10 years
Description of Services: monitor student activity throughout the day, process incoming and outgoing students, monitor hallways, assist administration	
Annual Volume: 9464 Hours	

Entity Name: Loyola High School	
Contact Name: Aletha Williams	Title: Operations Manager
City: Detroit	State: MI
Phone Number: 313-861-2407	Years Served: 3 years
Description of Services: access and crowd control during regular school hours and after school activities	
Annual Volume: 3380 contracted hours- hours may vary based on the addition of after school activities	

Entity Name: U of D Jesuit	
Contact Name: Talitha Green	Title: Assistant Director of Security
City: Detroit	State: MI
Phone Number: 313-862-3299	Years Served: 5 years
Description of Services: monitor after school activities, monitor parking lots, mobile patrol, access control, exterior patrol	
Annual Volume: 13260 contracted hours- hours may vary based on the addition of after school activities	

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion

The prospective contractor certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded for from participating in this transaction by any Federal department of agency. Where the prospective contractor is unable to certify to any of the statements in this certification, such prospective contractor shall attach an explanation to this proposal.

Certification Regarding Nondiscrimination Under Federally and State Assisted Programs

The applicant hereby agrees that it will comply with all federal and Michigan laws and regulations prohibiting discrimination and, in accordance therewith, no person, on the basis of race, color, religion, national origin or ancestry, age, sex, marital status or handicap, shall be discriminated against, excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination in any program or activity for which it is responsible or for which it receives financial assistance from the U.S. Department of Education or the MDE.

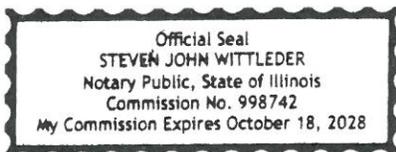
Assurance Regarding Access to Records and Financial Statements

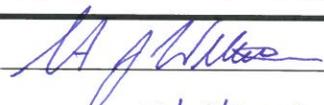
The applicant hereby assures that it will provide the pass-through entity, i.e., the Wayne County Regional Educational Service Agency, and auditors with access to the records and financial statements as necessary for the pass-through entity to comply with 2 CFR, Part 200, Subpart F and Compliance Supplement for the U.S. Department of Education.

Iran Economic Sanctions Act

The prospective contractor certifies that its organization, by submission of this proposal, is not an Iran Linked Business. Please refer to the "Iran Economic Sanction Act" Public Act 517 for clarifications or questions. Wayne RESA as a Michigan public entity is required to follow Public Act 517 of 2012.

Vendor Signature:	
Date:	3/6/25



Notary	
State of	<u>Illinois</u>
County of	<u>Cook</u>
Sworn to and subscribed before me, a notary public in and for the above state and county, on this <u>6</u> day of <u>March</u> , 20 <u>25</u> .	
Notary Public	
My commission expires:	<u>10/18/2028</u>

2.3 Assurances and Certifications

CONTRACTOR'S EMPLOYMENT ELIGIBILITY

By entering the contract, Contractor warrants compliance with ARS subsection 41-4401, ARS subsection 23-214, the Federal Immigration and Nationality Act (FINA), and all other federal immigration laws and regulations. The Contractor further warrants that it is in compliance with the various state statutes of the states it will operate this contract in.

Participating Government Entities including School Districts may request verification of compliance from any Contractor or subcontractor performing work under this Contract. These Entities reserve the right to confirm compliance in accordance with applicable laws. Should the Participating Entities suspect or find that the Contractor or any of its subcontractors are not in compliance, they may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

The vendor complies and maintains compliance with FINA, ARS 41-4401 and 23-214 which requires compliance with federal immigration laws by State employers, State contractors and State subcontractors in accordance with the E-Verify Employee Eligibility Verification Program.

Contractor shall comply with governing board policy of the Wayne RESA Participating entities in which work is being performed.

David Pack
Printed Name of Respondent


Signature of Respondent

Titan Security
Company Name

3/6/25
Date of Signature

CERTIFICATE OF INDEPENDENT PRICE DETERMINATION

- (A) By submission of this offer, the offeror certifies each party thereto certifies as to its own organization, that in connection with this procurement:
 - (1) The prices in this offer have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting completion, as to any matter relating to such prices with any other offeror or with any competitor;
 - (2) Unless otherwise required by law, the prices which have been quoted in this offer have not been knowingly disclosed by the offeror and will not knowingly be disclosed by the offeror prior to bid opening in the case of an advertised procurement or prior to award in the case of a negotiated procurement, directly or indirectly to any other offeror or to any competitor; and
 - (3) No attempt has been made or will be made by the offeror to induce any person or firm to submit or not to submit an offer for the purpose of restricting competition.

- (B) Each person signing this offer on behalf of the manufacturer or processor certifies that:
 - (1) He or she is the person in the offeror's organization responsible within the organization for the decision as to the prices being offered herein and has not participated, and will not participate, in any action contrary to (A)(1) through (A)(3) above; or
 - (2) He or she is not the person in other offeror's organization responsible within the organization for the decision as to the prices being offered herein, but that he or she has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated and will not participate, in any action contrary to (A)(1) through (A)(3) above, and as their agent does hereby so certify; and he or she has not participated, and will not participate, in any action contrary to (A)(1) through (A)(3) above.

To the best of my knowledge, this manufacturer or processor, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last three years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract, except as follows:

David Pack / CEO
Company's Authorized Representative / Position Title


Signature of Company Representation

Titan Security
Company Name

3/16/25
Date of Signature

CERTIFICATIONS/DISCLOSURE REQUIREMENTS RELATED TO LOBBYING

Section 319 of Public Law 101-121 (31 U.S.C.), signed into law on October 23, 1989, and imposes new prohibitions and requirements for disclosure and certification related to lobbying on recipients of Federal contracts, grants, cooperative agreements, and loans. Certain provisions of the law also apply to Federal commitments for loan guarantees and insurance; however, it provides exemptions for Indian tribes and tribal organizations.

Effective December 23, 1989, current and prospective recipients (and their subtier contractors and/or subgrantees) will be prohibited from using Federal funds, other than profits from a Federal contract, for lobbying Congress and any Federal agency in connection with the award of a particular contract, grant, cooperative agreement, or loan. In addition, for each award action in excess of \$100,000 (or \$150,000 for loans) on or after December 23, 1989, the law requires recipients and their subtier contractors and/or subgrantees to: (1) certify that they have neither used nor will use any appropriated funds for payment to lobbyists; (2) disclose the name, address, payment details, and purpose of any agreements with lobbyists whom recipients or their subtier contractors or subgrantees will pay with profits or non-appropriated funds on or after December 23, 1989; and (3) file quarterly updates about the use of lobbyists if material changes occur in their use. The law establishes civil penalties for noncompliance. If you are a current recipient of funding or have an application, proposal, or bid pending as of December 23, 1989, the law will have the following immediate consequences for you:

You are prohibited from using appropriated funds (other than profits from Federal contracts) on or after December 23, 1989, for lobbying Congress and any Federal agency in connection with a particular contract, grant, cooperative agreement or loan; You are required to execute the attached certification at the time of submission of an application or before any action in excess of \$100,000 is awarded; and You will be required to complete the lobbying disclosure form if the disclosure requirements apply to you.

Regulations implementing Section 319 of Public Law 101-121 have been published an Interim Final Rule by the Office of Management and Budget as Part III of the February 26, 1990, Federal Register (pages 6736-6746).

CERTIFICATION REGARDING LOBBYING CONTRACTS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS

The undersigned certifies, to the best of his or her knowledge and belief, that:

No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of any Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement;

If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions;

The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

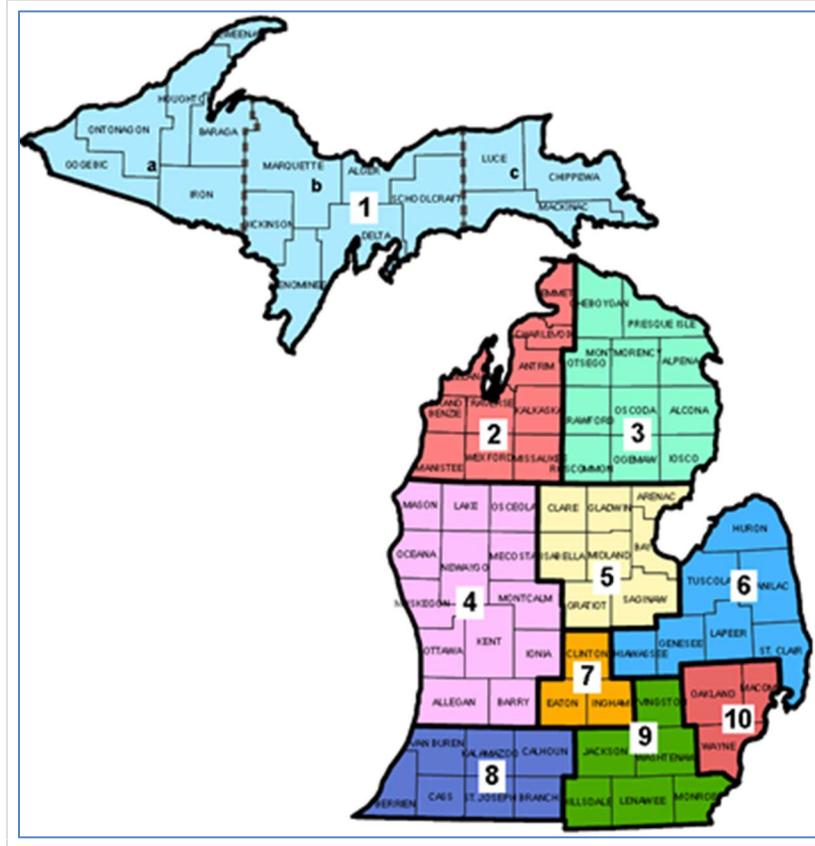
David Pack / CEO
Company's Authorized Representative / Position Title


Signature of Company Representation

Titan Security
Company Name

3/10/25
Date of Signature

APPENDIX A – Regional Map



1. Upper Peninsula
2. Northwest
3. Northeast
4. West
5. East Central
6. East
7. South Central
8. Southwest
9. Southeast
10. Detroit Metro

Proposer Response:
Please list which Regions you will service.

2, 3, 4, 5, 6, 7, 8, 9, 10

Attachment A – Pricing Schedule

1. The Proposer must provide pricing for the deliverables stated in this RFP using the table below. You may add additional rows as needed. Failure to complete the pricing schedule may result in the disqualification of your proposal.
2. Price proposals must include all costs, including but not limited to, any one-time or set-up charges, fees, travel, maintenance, and potential costs that the vendor may charge (e.g., shipping and handling, per piece pricing, and palletizing).
3. Additional pages may be added as needed to propose alternative solutions/pricing.

Line-Item Description	UOM	Year 1	Year 2	Year 3
Dedicated Site Supervisor	Hourly Rate	\$28.28	\$28.28	\$28.28
External Officer with vehicle (Wayne RESA Burger Baylor Building) with capability to enter building as needed	Hourly Rate	\$28.28	\$28.28	\$28.28
Officer for Internal Security (Wayne RESA Education Center)	Hourly Rate	\$28.28	\$28.28	\$28.28
Officer for Internal Security for meetings and events (as needed)	Hourly Rate	\$28.28	\$28.28	\$28.28
Officer for External Security (Wayne RESA Education Center, including Wayne RESA Annex) After hours coverage with vehicle	Hourly Rate	\$28.28	\$28.28	\$28.28
Officer for Internal & External Security for Beacon Building with vehicle	Hourly Rate	\$28.28	\$28.28	\$28.28

the right, however, to notify the client of suspected or confirmed cases of communicable diseases in accordance with federal, state, and/or local guidance.

Titan Security Officers will report for temperature checks, as detailed by the Post Orders for each particular site. If a Titan Security Officer has a temperature at or above 100.4° Fahrenheit the Security Officer must take the following action:

- Security Officer will not work scheduled shift and will leave the facility
- Security Officer is required to inform Titan by calling the Titan Security Operations Center at 312-902-3400, immediately.
- Security Officer will receive an email notification from Titan Human Resources within 24 hours and is required to contact Titan Human Resources
- Security Officer will remain off-duty until communication with Titan Human Resources is established.

To ensure all posts and shifts are covered, Security Officers on duty may be required to follow the holdover policy, for a period of up to 4 hours, at the request of a Titan Supervisor or Dispatch.

Employees are required to follow standard protocol when communicating absences to Titan. Procedures for this can be found in Titan's *Attendance Policy*.

Employees must follow standard protocol when requesting paid sick leave, unpaid time off, or requesting a leave of absence if they must stay home due to an illness. Procedures for this can be found in Titan's Vacation and PTO Policy and FMLA Policy.

Workplace Expectations

Conflicts of Interest

Employees, contractors, or agents should avoid any situation which involves or may involve a conflict between their personal interest and the interest of the Company. As in all other facets of their duties, associates dealing with customers, suppliers, contractors, competitors or any person doing or seeking to do business with the Company are to act in the best interest of the Company.

Each associate shall make prompt and full disclosure in writing to Titan Management of any potential situation which may involve a conflict of interest. Such conflicts include, but are not limited to:

- Ownership by associate or by a member of their family of a significant interest in any outside enterprise which does or seeks to do business with or is a competitor of the Company.
- Serving as a director, officer, partner, consultant, or in a managerial or technical capacity with an outside enterprise which does or is seeking to do business with or is a competitor of the Company. Exceptions to this may only be approved by the CEO of Titan.
- Acting as a broker, finder, go-between or otherwise for the benefit of a third party in transactions involving or potentially involving the Company or its interests.
- Any other arrangements or circumstances, including family or other personal relationships, which might dissuade the associate from acting in the best interest of the company.

Confidential Information

During the course of your employment with Titan, you may be exposed to confidential information of the Company or its clients, which may include: business plans and strategies; pricing and other financial information; client lists and contact information; other client information; employee health information and social security numbers;

business manuals, policies, and procedures; organizational documents; process or technology information; and other proprietary information relating to business operations, marketing, or strategic analysis (collectively "Confidential Information"). Such Confidential Information should not be used by you for your benefit, or for the benefit of anyone outside of the Company or its clients.

Confidential Information should be discussed only with Titan and client employees on a "need-to-know" basis and should be identified as confidential information to such employees.

Employees who leave Titan must return any and all confidential information that is in their possession, custody or control. Employees who leave Titan continue to have an obligation to protect Titan's and its clients' confidential information. Past and present employees, contractors, or agents who violate any part of this policy may be subject to disciplinary action, up to and including termination of employment and/or legal recourse.

Introductory Period

All new employees and present employees transferred or promoted to a new job are subject to an initial introductory period. The introductory period is ninety (90) days, during which time management will observe carefully the performance

of each employee in a new job position. Where appropriate, weaknesses in performance or conduct will be brought to the employee's attention for correction. During the introductory period, Titan may terminate employee's employment without explanation. Titan may extend the introductory period by thirty (30) days or any length of time it deems appropriate. At all times, including after successful completion of the introductory period, employment with Titan is "at-will," and either Titan or you may terminate the employment relationship at any time, for any reason, with or without notice and with or without cause.

Work Schedules

At the time of hire you received a work schedule. That schedule may change at any time. Titan will strive to give you a work schedule as close as possible to the schedule you desire, but please note that many officers will be required to work nights and weekends. If you have any limitations as to the days, shifts or hours that you are available to work, you must notify Titan's Operations Department immediately.

Titan depends on employees to come to work each day, to arrive on time, and to remain at work through the end of the scheduled day. Timely attendance is an expected and essential part of your job.

Work Breaks

All employees are entitled to have a break during their shift. Due to the nature of your position, most employees will be provided a working break which means you are getting paid while on break. If you are paid while on break, you are expected to stay on site, remain awake and alert, and respond to any emergency. You are not authorized to leave the property for any reason other than for work-related job duties such as to conduct a patrol, complete a perimeter check, or respond to an emergency. Failure to remain on site during your break is grounds for disciplinary action up to and including termination. If you are not paid for your break then you are able to leave the site and take an uninterrupted break.

Post Abandonment

You are required to remain at your post until properly relieved. Properly relieved means all scheduled officers arrive to work. Titan will rotate who is required to holdover. If your relief is late, you should immediately notify the Titan Security Operations Center or your direct supervisor. If your relief calls-in sick, is running late, or does not show up to work (No Call/No show), you may be required to holdover for a period of up to four (4) hours at the request of a Titan Supervisor, scheduler, SOC operator, or Titan Management. Leaving your post without proper relief, or failing to

holdover, is considered post abandonment and may result in disciplinary action, up to and including termination of employment.

Overtime

Because of the around the clock, 24/7 nature, of the security business, you may be scheduled to work overtime or extra shifts when necessary, and often on short notice. Management must authorize all overtime before it is worked. Contact your Account Manager if you believe you will be required to work overtime. Compensation for overtime hours will be made in accordance with the Fair Labor Standards Act and any applicable state law.

Employees who work unauthorized overtime may be subject to disciplinary action, up to and including termination of employment.

Shift Switch Policy

In the event that a security team member is aware they will not be able to work a certain date and time, they may switch a shift with a fellow security employee.

Employees must follow these guidelines when submitting a shift switch request:

- Employees may only switch shifts with a fellow employee who is trained to work

and/or assigned to the same location.

- Employees may only switch shifts with a fellow employee of the same classification. For example: a manager may not switch shifts with a direct report.
- The quality of work must not suffer. Employees must treat the exchanged shift as their own with the same level of output.
- The switched shifts must happen within the same payroll week.
- All requests must be submitted on a Shift Switch Request Form or other Titan-approved method at least two (2) business days before the start of the requested shift change, or as otherwise approved by Titan management.

All requests must be approved in writing via email, text message, or electronic schedule notification by Titan Management to be valid. Titan reserves the right to deny a shift switch request for reasons due to (but not limited to):

1. Hardship on the client If the switch would cause any employee to work overtime
2. Requests not being submitted timely

Failure to fill a shift that was agreed upon via this

process is considered an absence under Titan's Attendance policy and will be subject to disciplinary action up to and including termination.

Attendance and Call-Off Procedures

Punctual and regular attendance is an essential responsibility of each employee at Titan. Employees are expected to report to work prepared to start working as scheduled, on time. Employees are also expected to remain at work for their entire work schedule and hold over when necessary.

Due to Titan's commitments to its clients, Titan must have sufficient notification of an employee's absence, late arrival, or early departure. As such, it is important that employees are aware of their notification responsibilities and comply with Titan's notification procedures regarding attendance, as set forth below.

Excessive absenteeism, tardiness or leaving work early, or a suspicious pattern of such conduct (*e.g.*, repeated absences on a particular day of the week) may result in disciplinary action, up to and including termination.

Reporting an Absence or Late Arrival

If, for any reason, an employee will not be able to report to work or will be tardy for their scheduled shift, they are required to follow the approved call-off process at your designated branch. This call should be placed *as soon* as the employee becomes aware of the inability to report to work as scheduled, and *no later* than four (4) hours prior to the start of the scheduled shift. If an employee is unable to provide the required four(4) hours' notice of an absence or late arrival due to an unexpected illness, emergency or other occurrence, the employee must call Titan as soon as practicable.

If an employee calls to report an absence or late arrival during normal business hours, they should ask to speak to their Scheduling Manager, Operations Manager, or Portfolio Manager ("Titan Manager"). If an employee places the call during non-business hours, they will be connected to the Security Operations Center ("SOC") Operator. Employees will need to identify themselves, their post assignment, and the reason for their absence or tardiness, and provide an active telephone number for follow-up purposes.

Voicemails, emails, and other electronic communications (including text messages) are not acceptable methods of providing notification of an absence or tardy arrival. If an employee is unable

to call, the employee should have someone else call on the employee's behalf.

Unexcused Absences and Late Arrivals

Absences and tardy arrivals that were not pre-approved by Titan will be considered unexcused unless (1) the absence or tardy is protected by law or (2) the absence or tardy is excused following the receipt of proper documentation as set forth under Process to Request Infraction be Excused, below.

Disciplinary Action

Any unexcused absences or late arrivals, failure to provide four (4) hours' notice without good cause, or a suspicious pattern of such conduct (e.g., repeated absences on a particular day of the week), may result in disciplinary action, up to and including termination. Four (4) unexcused absences or late arrivals within a 90-day period will lead to disciplinary action up to and including termination absent extenuating circumstances as determined by the Company in its sole discretion.

No Call/No Show: Employees who fail to report to work without calling, or call off after the start of their shift are considered a no-call/no-show and will be subject to disciplinary action, unless the failure to

report to work without notification is protected by law or Titan excuses the absence following the timely receipt of proper documentation as set forth under Process to Request Infraction be Excused, below.

Post Abandonment: Employees who fail to report to work for two (2) consecutive workdays without calling Titan in accordance with this policy shall be considered to have abandoned their job without notice, unless the failure to report to work without notification is protected by law or Titan excuses one or both of the absences following the timely receipt of proper documentation as set forth under Process to Request Infraction be Excused, below. Effective at the end of their normal shift on the second day, an employee who is deemed to have abandoned their job will be separated from Titan without eligibility for rehire.

Post Abandonment by Employee without Set Schedule: Employees who do not have a set schedule and fail to contact their Titan Manager or fail to return calls from their Titan Manager will also be considered to have abandoned their job without notice. A member of Titan's Management will make three (3) documented phone calls, emails, or text messages on three (3) separate days to these employees prior to separation. If an employee does not return correspondence during those three (3) days, the employee will be

separated from Titan without eligibility for rehire.

Early Departures

Employees who must leave work before the end of their scheduled shift must notify a supervisor as soon as possible. If an employee leaves their site early without proper relief, the employee is considered to have abandoned their post and will be subject to disciplinary action, up to and including termination, except in extreme circumstances or where the departure is protected by law. Employees who are separated due to post abandonment are ineligible for rehire.

Hold-Over Period

Security Officers are required to remain at their post until properly relieved. Properly relieved means all scheduled officers arrive to work. Titan will rotate who is required to holdover. If a Security Officer's relief calls in sick, is running late, or does not show up to work, the Security Officer on duty may be required to holdover for a mandatory period of up to four (4) hours at the request of Titan Management, the SOC, or Human Resources (HR). Abandonment of a post and failure to holdover may result in disciplinary action, up to and including termination of employment.

Process to Request Infraction to be Excused

If supporting documentation, including but not limited to a doctor's note, public transit late slip, police report, etc. is presented to an employee's Titan Manager as a request to excuse an attendance infraction, it must be presented within forty eight (48) hours of the infraction. Although supporting documentation is helpful, it does not automatically excuse an attendance violation. Titan will review the supporting documentation, ensure its validity, and determine if it is sufficient to excuse the violation. If an employee was admitted into the hospital or medical facility and violated the attendance policy because of this, the employee will be required to submit discharge papers upon release to their Titan Manager. If it is confirmed that the supporting documentation is not sufficient to excuse the violation, an explanation as to why it was not accepted will be provided. If an employee calls-off for three days in a row, a doctor's note with a release will be required in order to return to work.

Discipline

Every employee has the duty and the responsibility to be aware of and abide by existing rules and policies. Employees also have the responsibility to perform their duties to the best of their ability and to the standards as set forth in their job description or as otherwise established.

Titan supports the use of corrective action to address issues. Our policy is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance issues. Our policy has been designed consistent with our organizational values, HR best practices, and employment laws.

Nothing in this policy provides any contractual rights regarding employee discipline or counseling, nor should anything in this policy be read or construed as modifying or altering the employment- at-will relationship between Titan and its employees.

The following are the corrective actions and discipline that Titan generally uses. Titan reserves the right to combine or skip actions depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered when determining what level of corrective action or discipline to apply are whether the offense is repeated despite coaching, counseling, and/or training; the employee's work record; and the impact the conduct and performance issues have on the Titan organization. All forms of disciplinary action are documented and stored in the employee's personnel file.

Steps that may be taken as part of Titan's general corrective action and disciplinary process include the following:

Verbal warning

Management personnel verbally counsels an employee about an issue of concern, and a written record of the discussion is placed in the employee's file for future reference.

Written warning

Written warnings are used for behavior or violations that management personnel considers serious or in situations when a verbal warning has not helped change unacceptable behavior.

Suspension

A suspension without pay is more serious than a written warning. An employee will be suspended when they engage in conduct that justifies a suspension or the employee engages in unacceptable behavior during the period that a written warning is in effect. This is not a standard step in the discipline process, but may be added as a function to one of the steps depending on special circumstances or the nature of the infraction.