



**STANDARD CONTRACT  
 GMU-SS0906-24-01**

This Contract entered on this 1<sup>st</sup> day of April, 2025 (Effective Date) by Sentry Force Security LLC hereinafter called “Contractor” (located at 3702 Pender Drive Suite 402, Fairfax, VA 22030) and George Mason University hereinafter called “Mason,” or “University”.

**I. WITNESSETH** that the Contractor and Mason, in consideration of the mutual covenants, promises and agreement herein contained, agree as follows:

**II. SCOPE OF CONTRACT:** The Contractor shall provide University Event Security Services for George Mason University as set forth in the Contract documents.

Note. This contract is not a guarantee of work

During the term of this Contract, Contractor may issue Statements of Work (“SOW”) to modify the scope of the engagement or otherwise change the work to be performed under this Contract. All SOW’s must be on a form approved by Mason prior to the start of this Contract. Any SOW that does not conform to the pre-approved SOW form shall be void even if approved by Mason. Additionally, the SOW shall be limited to modifications to the scope of the engagement or other changes to the work to be performed under this Contract; any other terms contained in a SOW shall be void and have no effect even if approved by Mason. Other than changes to the scope of the engagement or the work to be performed under this Contract, Contractor may not change, modify, add, supersede, or remove any term from this Contract through a SOW.

**III. PERIOD OF CONTRACT:** April 1, 2025 – March 31, 2026 with four (4) successive one-year renewal options.

**IV. PRICE SCHEDULE:** The pricing specified in this section represents the complete list of charges from the Contractor. Mason shall not be liable for any additional charges.

**Negotiated Pricing 3.18.2025**

Personnel Services (pricing listed hourly, with four (4) hour minimum):	Hourly Rate	Hourly Rate (OT/Holiday)
<b>Event Staff</b>	\$40.00	\$50.00
<b>Supervisor</b>	\$45.00	\$57.50
<b>Parking Staff</b>	\$40.00	\$50.00
<b>Overnight Staff</b>	\$40.00	\$50.00
<b>Event Manager</b>	\$50.00	\$60.00

**V. CONTRACT ADMINISTRATION:** David Farris, Assistant Vice President, Risk, Safety, & Resilience, shall serve as Contract Administrator for this Contract and shall use all powers under the Contract to enforce its faithful performance. The Contract Administrator shall determine the amount, quality and acceptability of work and shall decide all other questions in connection with the work. All direction and order from Mason shall be transmitted through the Contract Administrator, however, the Contract Administrator shall have no authority to approve changes which shall alter the concept or scope or change the basis for compensation.

**VI. METHOD OF PAYMENT:** 2%-15 Net30. Contractor shall submit invoices directly to [acctpay@gmu.edu](mailto:acctpay@gmu.edu) with a copy to the Contract Administrator. Invoices will be paid Net 15 after goods received, services rendered, or receipt in Mason’s Accounts Payable email box, [acctpay@gmu.edu](mailto:acctpay@gmu.edu), whichever is later. Invoices must reference a Purchase Order number to be considered valid.

**VII. THE CONTRACT DOCUMENTS SHALL CONSIST OF (In order of precedence):**

- A. This signed Contract;
- B. Negotiation Responses dated March 18, 2025 (attached);
- C. RFP No. GMU-SS0906-25, in its entirety (attached);
- D. Contractor’s proposal dated November 22, 2024 (attached).

**VIII. GOVERNING RULES:** This Contract is governed by the provisions of the Restructured Higher Education Financial and Administrative Operations Act, Chapter 10 (§ [23.1-1000](#) et seq.) of Title 23.1 of the Code of Virginia, and the “*Governing Rules*” and the *Purchasing Manual for Institutions of Higher Education and their Vendors*. Documents may be viewed at: <https://vascupp.org>.

**IX. CONTRACT PARTICIPATION:** It is the intent of this Contract to allow for cooperative procurement. Accordingly, any public body, public or private health or educational institutions, or affiliated corporations may access this Contract if authorized by the Contractor.

Participation in this Contract is strictly voluntary. If authorized by the Contractor, the contract will be extended to the entities indicated above to purchase goods and services in accordance with contract terms. As a separate contractual relationship, the participating entity will place its own orders directly with the Contractor(s) and shall fully and independently administer its use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from the University. No modification of this Contract or execution of a separate agreement is required to participate; however, the participating entity and the Contractor may modify the terms and conditions of the contract to accommodate specific governing laws, regulations, policies, and business goals required by the participating entity. Any such modification will apply solely between the participating entity and the Contractor.

The University may request the Contractor provide semi-annual usage reports for all entities accessing the Contract. The University shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the Contract. It is understood and agreed that the University is not responsible for the acts or omissions of any entity and will not be considered in default of the contract no matter the circumstances.

Use of this Contract does not preclude any participating entity from using other contracts or competitive processes as needed.

**X. STANDARD TERMS AND CONDITIONS:**

A. **APPLICABLE LAW AND CHOICE OF FORUM:** This Contract shall be construed, governed, and interpreted pursuant to the laws of the Commonwealth of Virginia. All disputes arising under this Contract shall be brought before an appropriate court in the Commonwealth of Virginia.

B. **ANTI-DISCRIMINATION:** By entering into this Contract Contractor certifies to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians with Disabilities Act, the Americans with Disabilities Act and §§ 9&10 of the *Governing Rules*. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the Contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (*Governing Rules*, § 36).

In every contract over \$10,000 the provisions in 1. and 2. below apply:

1. During the performance of this Contract, the Contractor agrees as follows:
  - a. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. 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, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such Contractor is an equal opportunity employer.
  - c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.

2. The Contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or Contractor.
- C. ANTITRUST: By entering into this Contract, the Contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under this Contract.
  - D. ASSIGNMENT: Neither party will assign or otherwise transfer its rights or obligations under this Contract without both parties' prior written consent. Any attempted assignment, transfer, or delegation without such consent is void.
  - E. AUDIT: The Contractor shall retain all books, records, and other documents relative to this Contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The University, its authorized agents, and/or state auditors shall have full access to and the right to examine any of said materials during said period.
  - F. AVAILABILITY OF FUNDS: It is understood and agreed between the parties herein that the University shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this Contract.
  - G. AUTHORIZED SIGNATURES: The signatory for each Party certifies that he or she is an authorized agent to sign on behalf such Party.
  - H. BACKGROUND CHECKS: Prior to any of Contractors employees, agents, or subcontractors (collectively "Personnel") performing services on any Mason campus, Contractor shall, at its sole expense, obtain comprehensive background checks on all Personnel. Such background checks shall include, at minimum: a review of the Personnel's records to include social security number search, local and federal criminal records (any misdemeanor convictions and/or felony convictions), the Sex Offender Registry, and the SanctionsBase+ Search or equivalent. In addition, for sensitive financial work or when operating a motor vehicle in the performance of duties for Mason, the background investigation shall include a credit report or motor vehicle check, respectively. Contractor warrants that all such Personnel have successfully passed these background checks and are qualified to perform the contracted services. Contractor shall maintain records of all background checks and make them available to Mason upon request. Mason reserves the right to deny access to its premises to any Personnel based on the results of these background checks or for any other reason at Mason's sole discretion. Contractor shall immediately remove any Personnel from Mason's premises upon Mason's request. Signature on this Contract confirms your compliance with this requirement.
  - I. CANCELLATION OF CONTRACT: Mason reserves the right to cancel this Contract, in part or in whole, without penalty, for any reason, upon 60 days written notice to the Contractor. Upon written notice of cancellation from Mason, Mason shall be fully released from any further obligation under the Contract and Contractor agrees to directly refund all payments, for services not already performed, to Mason, including any pre-paid deposits, within 14 days. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
  - J. CHANGES TO THE CONTRACT: Changes can be made to this Contract in any of the following ways:
    1. The parties may agree in writing to modify the scope of this Contract.
    2. Mason may order changes within the general scope of Contract at any time by written notice to Contractor. Changes within the scope of this Contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. Contractor shall comply with the notice upon receipt. Contractor shall be compensated for any additional costs incurred as the result of such order and shall give Mason a credit for any savings. Said compensation shall be determined by one of the following methods:
      - a. By mutual agreement between the parties in writing; or
      - b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the Contractor accounts for the number of units of work performed, subject to the Mason's right to audit Contractor's records and/or to determine the correct number of

units independently; or

- c. By ordering Contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by Contract. The same markup shall be used for determining a decrease in price as the result of savings realized. Contractor shall present Mason with all vouchers and records of expenses incurred and savings realized. Mason shall have the right to audit the records of Contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to Mason within thirty (30) days from the date of receipt of the written order from Mason. If the Parties fail to agree on an amount of adjustment, the question of an increase or decrease in the Contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this Contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and Their Contractors. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this Contract shall excuse the Contractor from promptly complying with the changes ordered by Mason or with the performance of this Contract generally.

K. CLAIMS: Contractual claims, whether for money or other relief, shall be submitted in writing no later than 60 days after final payment. However, written notice of the Contractor's intention to file a claim shall be given at the time of the occurrence or beginning of the work upon which the claim is based. Nothing herein shall preclude a contract from requiring submission of an invoice for final payment within a certain time after completion and acceptance of the work or acceptance of the goods. Pendency of claims shall not delay payment of amounts agreed due in the final payment.

1. The Contractor must submit written claim to:  
Chief Procurement Officer  
George Mason University  
4400 University Drive, MSN 3C5  
Fairfax, VA 22030
2. The Contractor must submit any unresolved claim in writing no later than 60 days after final payment to the Chief Procurement Officer.
3. Upon receiving the written claim, the Chief Procurement Officer will review the written materials relating to the claim and will mail their decision to the Contractor within 60 days after receipt of the claim.
4. The Contractor may appeal the Chief Procurement Officer's decision in accordance with §55 of the *Governing Rules*.

L. COLLECTION AND ATTORNEY'S FEES: The Contractor shall pay to Mason any reasonable attorney's fees or collection fees, at the maximum allowable rate permitted under Virginia law, incurred in enforcing this Contract or pursuing and collecting past-due amounts under this Contract.

M. COMPLIANCE: All goods and services provided to Mason shall be done so in accordance with any and all applicable local, state, federal, and international laws, regulations and/or requirements and any industry standards, including but not limited to: the Family Educational Rights and Privacy Act (FERPA), Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health Act (HITECH), Government Data Collection and Dissemination Practices Act, Gramm-Leach-Bliley Financial Modernization Act (GLB), Payment Card Industry Data Security Standards (PCI-DSS), Americans with Disabilities Act (ADA), and Federal Export Administration Regulations. Any Contractor personnel visiting Mason facilities will comply with all applicable Mason policies regarding access to, use of, and conduct within such facilities. Mason's policies can be found at <https://universitypolicy.gmu.edu/all-policies/> and any facility specific policies can be obtained from the facility manager.

N. CONFIDENTIALITY OF PERSONALLY IDENTIFIABLE INFORMATION: The Contractor shall ensure that personally identifiable information ("PII") which is defined as any information that by itself or when combined with other information can be connected to a specific person and may include but is not limited to personal identifiers such as name, address, phone, date of birth, Social Security number, student or personal identification numbers, driver's license numbers, state or federal identification numbers, biometric information, religious or political affiliation, non-directory information, and any other information protected by state or federal privacy laws, will be collected and held confidential and in accordance with this agreement, during and following the term of this Contract, and will not be

divulged without the individual's and Mason's written consent and only in accordance with federal law or the Code of Virginia.

- O. **CONFLICT OF INTEREST:** Contractor represents to Mason that its entering into this Contract with Mason and its performance through its agents, officers and employees does not and will not involve, contribute to nor create a conflict of interest prohibited by Virginia State and Local Government Conflict of Interests Act (Va. Code 2.2-3100 *et seq*), the Virginia Ethics in Public Contracting Act (§57 of the *Governing Rules*), the Virginia Governmental Frauds Act (Va. Code 18.2 – 498.1 *et seq*) or any other applicable law or regulation.
- P. **CONTINUITY OF SERVICES:**
1. The Contractor recognizes that the services under this Contract are vital to Mason and must be continued without interruption and that, upon contract expiration, a successor, either Mason or another contractor, may continue them. The Contractor agrees:
    - a. To exercise its best efforts and cooperation to affect an orderly and efficient transition to a successor;
    - b. To make all Mason owned facilities, equipment, and data available to any successor at an appropriate time prior to the expiration of the contract to facilitate transition to successor; and
    - c. That the University Procurement Officer shall have final authority to resolve disputes related to the transition of the contract from the Contractor to its successor.
  2. The Contractor shall, upon written notice from the Procurement Officer, furnish phase-in/phase-out services for up to ninety (90) days after this Contract expires and shall negotiate in good faith a plan with the successor to execute the phase-in/phase-out services. This plan shall be subject to the Procurement Officer's approval.
  3. The Contractor shall be reimbursed for all reasonable, pre-approved phase-in/phase-out costs (i.e., costs incurred within the agreed period after contract expiration that result from phase-in, phase-out operations). All phase-in/phase-out work fees must be approved by the Procurement Officer in writing prior to commencement of said work.
- Q. **DEBARMENT STATUS:** As of the Effective Date, the Contractor certifies that it is not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of services covered by this Contract, nor is the Contractor an agent of any person or entity that is currently so debarred.
- R. **DEFAULT:** In the case of failure to deliver goods or services in accordance with Contract terms and conditions, Mason, after due oral or written notice, may procure them from other sources and hold Contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which Mason may have.
- S. **DRUG-FREE WORKPLACE:** Contractor has, and shall have in place during the performance of this Contract, a drug-free workplace policy (DFWP), which it provides in writing to all its employees, vendors, and subcontractors, and which specifically prohibits the following on company premises, during work-related activities, or while conducting company business: the sale, purchase, manufacture, dispensation, distribution possession, or use of any illegal drug under federal law (including marijuana). For purposes of this section, "drug-free workplace" covers all sites at which work is done by Contractor in connection with this Contract.
- T. **ENTIRE CONTRACT:** This Contract constitutes the entire understanding of the Parties with respect to the subject matter herein and supersedes all prior oral or written contracts with respect to the subject matter herein. This Contract can be modified or amended only by a writing signed by all of the Parties.
- U. **EXPORT CONTROL:**
1. **Munitions Items:** If the Contractor is providing any items, data or services under this order that are controlled by the Department of State, Directorate of Defense Trade Controls, International Traffic in Arms Regulations ("ITAR"), or any items, technology or software controlled under the "600 series" classifications of the Bureau of Industry and Security's Commerce Control List ("CCL") (collectively, "Munitions Items"), prior to delivery, Contractor must:
    - a. notify Mason (by sending an email to [export@gmu.edu](mailto:export@gmu.edu)), and
    - b. receive written authorization for shipment from Mason's Director of Export Controls.

The notification provided by the Contractor must include the name of the Mason point of contact, identify and describe each ITAR or CCL-controlled commodity, provide the associated U.S. Munitions List (USML) category number(s) or Export Control Classification Number, and indicate whether or not the determination was reached as a result of a commodity jurisdiction determination, or self-classification process. The Contractor promises that if it fails to obtain the required written pre-authorization approval for shipment to Mason of any Munitions Item, it will reimburse Mason for any fines, legal costs and other fees imposed for any violation of export controls regarding the Munition Item that are reasonably related to the Contractor's failure to provide notice or obtain Mason's written pre-authorization.

2. **Dual-Use Items:** If the Contractor is providing any dual-use items, technology or software under this order that are listed on the CCL in a series other than a "600 series", Contractor must (i) include the Export Control Classification Number (ECCN) on the packing or other transmittal documentation traveling with the item(s) and, (ii) send a description of the item, its ECCN, and the name of the Mason point of contact to: [export@gmu.edu](mailto:export@gmu.edu) .
- V. **FORCE MAJEURE:** Mason shall be excused from any and all liability for failure or delay in performance of any obligation under this Contract resulting from any cause not within the reasonable control of Mason, which includes but is not limited to acts of God, fire, flood, explosion, earthquake, or other natural forces, war, civil unrest, accident, any strike or labor disturbance, travel restrictions, acts of government, disease, pandemic, or contagion, whether such cause is similar or dissimilar to any of the foregoing. Upon written notification from Mason that such cause has occurred, Contractor agrees to directly refund all payments to Mason, for services not yet performed, including any pre-paid deposits within 14 days.
  - W. **FUTURE GOODS AND SERVICES:** Mason reserves the right to have Contractor provide additional goods and/or services that may be required by Mason during the term of this Contract. Any such goods and/or services will be provided by the Contractor under the same pricing, terms and conditions of this Contract. Such additional goods and/or services may include other products, components, accessories, subsystems or related services that are newly introduced during the term of the contract. Such newly introduced additional goods and/or services will be provided to Mason at Favored Customer pricing, terms and conditions.
  - X. **IMMIGRATION REFORM AND CONTROL ACT OF 1986:** By entering into this Contract Contractor certifies that they do not and will not during the performance of this Contract employ illegal alien workers or otherwise violate the provisions of the federal Immigration Reform and Control Act of 1986.
  - Y. **INDEMNIFICATION:** Contractor agrees to indemnify, defend and hold harmless George Mason University, the Commonwealth of Virginia, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods, or equipment of any kind or nature furnished by the Contractor/any services of any kind or nature furnished by the Contractor, provided that such liability is not attributable to the sole negligence of Mason or to the failure of Mason to use the materials, goods, or equipment in the manner already and permanently described by the Contractor on the materials, goods or equipment delivered. Contractor understands and acknowledges that Mason has not agreed to provide any indemnification or save harmless agreements running to Contractor.
  - Z. **INDEPENDENT CONTRACTOR:** The Contractor is not an employee of Mason, but is engaged as an independent contractor. The Contractor shall indemnify and hold harmless the Commonwealth of Virginia, Mason, and its employees and agents, with respect to all withholding, Social Security, unemployment compensation and all other taxes or amounts of any kind relating to the Contractor's performance of this Contract. Nothing in this Contract shall be construed as authority for the Contractor to make commitments which will bind Mason or to otherwise act on behalf of Mason, except as Mason may expressly authorize in writing.
  - AA. **INFORMATION TECHNOLOGY ACCESS ACT:** Computer and network security is of paramount concern at Mason. Mason wants to ensure that computer/network hardware and software does not compromise the security of its IT environment. Contractor agrees to use commercially reasonable measures in connection with any offering your company makes to avoid any known threat to the security of the IT environment at Mason.

All e-learning and information technology developed, purchased, upgraded or renewed by or for the use of Mason shall comply with all applicable University policies, Federal and State laws and regulations including but not limited to Section 508 of the Rehabilitation Act (29 U.S.C. 794d), the Information Technology Access Act, §§2.2-3500 through 2.2-3504 of the Code of Virginia, as amended, and all other regulations promulgated under Title II of The

Americans with Disabilities Act which are applicable to all benefits, services, programs, and activities provided by or on behalf of the University. The Contractor shall also comply with the Web Content Accessibility Guidelines (WCAG) 2.0. For more information, please visit <http://ati.gmu.edu>, under Policies and Procedures.

BB. INSURANCE: The Contractor shall maintain all insurance necessary with respect to the services provided to Mason. The Contractor further certifies that they will maintain the insurance coverage during the entire term of the Contract and that all insurance is to be placed with insurers with a current reasonable A.M. Best's rating authorized to sell insurance in the Commonwealth of Virginia by the Virginia State Corporation Commission. The Commonwealth of Virginia and Mason shall be named as an additional insured. By requiring such minimum insurance, Mason shall not be deemed or construed to have assessed the risk that may be applicable to the Contractor. The Contractor shall assess its own risks and, if it deems appropriate and/or prudent, maintain higher limits and/or broader coverage. The Contractor is not relieved of any liability or other obligations assumed or pursuant to this Contract by reason of its failure to obtain or maintain insurance in sufficient amounts, duration, or types.

1. Commercial General Liability Insurance in an amount not less than one million dollars (\$1,000,000) per occurrence for bodily injury or property damage, personal injury and advertising injury, products and completed operations coverage;
2. Workers Compensation Insurance in an amount not less than that prescribed by statutory limits; and, as applicable;
3. Commercial Automobile Liability Insurance applicable to bodily injury and property damage, covering owned, non-owned, leased, and hired vehicles in an amount not less than one million dollars (\$1,000,000) per occurrence; and
4. An umbrella/excess policy in an amount not less than five million dollars (\$5,000,000) to apply over and above Commercial General Liability, Employer's Liability, and Commercial Automobile Liability Insurance.

CC. INTELLECTUAL PROPERTY: Contractor warrants and represents that it will not violate or infringe any intellectual property right or any other personal or proprietary right and shall indemnify and hold harmless Mason against any claim of infringement of intellectual property rights which may arise under this Contract.

Unless expressly agreed to the contrary in writing, all goods, products, materials, documents, reports, writings, video images, photographs or papers of any nature including software or computer images prepared or provided by Contractor (or its subcontractors) for Mason will not be disclosed to any other person or entity without the written permission of Mason.

Work Made for Hire. Contractor warrants to Mason that Mason will own all rights, title and interest in any and all intellectual property rights created in the performance or otherwise arising from the Contract and will have full ownership and beneficial use thereof, free and clear of claims of any nature by any third party including, without limitation, copyright or patent infringement claims. Contractor agrees to assign and hereby assigns all rights, title, and interest in any and all intellectual property created in the performance or otherwise arising from the Contract, and will execute any future assignments or other documents needed for Mason to document, register, or otherwise perfect such rights. Notwithstanding the foregoing, for research collaboration pursuant to subcontracts under sponsored research Contracts administered by the University's Office of Sponsored Programs, intellectual property rights will be governed by the terms of the grant or contract to Mason to the extent such grant or contract requires intellectual property terms to apply to subcontractors.

DD. NON-DISCRIMINATION: All parties to this Contract agree to not discriminate on the basis of race, color, religion, national origin, sex, pregnancy, childbirth or related medical conditions, age (except where sex or age is a bona fide occupational qualification, marital status or disability).

EE. NON-EXCLUSIVITY: Nothing herein is intended nor shall be construed as creating any exclusive arrangement with Contractor. This Contract will not restrict or prohibit Mason from acquiring the same or similar goods and/or services from other entities or sources.

FF. PAYMENT TO SUBCONTRACTORS: Contractor shall take the following actions upon receiving payment from Mason: (1) pay the subcontractor within seven days for the proportionate share of the total payment received from Mason attributable to the work performed by the subcontractor under that Contract; or (2) notify Mason and subcontractor within seven days, in writing, of its intention to withhold all or a part of the subcontractor's payment

with the reason for non-payment. The Contractor shall collect the appropriate Tax Identification Number (Either SSN# or EIN#) based on the entity type of the subcontractor. The Contractor shall pay interest to subcontractors on all amounts owed by the Contractor that remain unpaid after seven days following receipt by the Contractor of payment from Mason for work performed by the subcontractor under that contract, except for amounts withheld as allowed by prior notification. Unless otherwise provided under the terms of this Contract, interest shall accrue to subcontractors at the rate of one percent per month. The Contractor shall include in each of its subcontracts a provision requiring each subcontractor to include or otherwise be subject to the same payment and interest requirements with respect to each lower-tier subcontractor. A contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of Mason. A contract modification may not be made for the purpose of providing reimbursement for such interest charge. A cost reimbursement claim may not include any amount for reimbursement for such interest charge.

GG. PUBLICITY: Contractor shall not use, in its external advertising, marketing programs, or promotional efforts, any data, name, insignia, trademarks, pictures or other representation of the University or its employees except on the specific written authorization in advance by the University. The University must receive all requests for authorization in writing no later than ten (10) days in advance of the use date.

HH. REMEDIES: If the Contractor breaches this Contract, in addition to any other rights or remedies, Mason may terminate this Contract without prior notice.

II. RENEWAL OF CONTRACT: This Contract may be renewed by Mason for four (4) successive one-year renewal options under the terms and conditions of this Contract except as stated in 1. and 2. below. Price increases may be negotiated only at the time of renewal. Written notice of the University's intention to renew shall be given approximately 90 days prior to the expiration date of each contract period.

1. If the University elects to exercise the option to renew the Contract for an additional one-year period, the Contract price(s) for the additional one year shall not exceed the lesser of the Contract price(s) of the original Contract increased/decreased by more than the percentage increase/decrease of the "other goods and services" category of the CPI-U section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available, or 2%, whichever is lower.
2. If during any subsequent renewal periods, the University elects to exercise the option to renew the Contract, the Contract price(s) for the subsequent renewal period shall not exceed the lesser of the Contract price(s) of the previous renewal period increased/decreased by more than the percentage increase/decrease of the "other goods and services" category of the CPI-U section of the Consumer Price Index of the United States bureau of Labor Statistics for the latest twelve months for which statistics are available, or 2%, whichever is lower.

JJ. REPORTING OF CRIMES, ACCIDENTS, FIRES AND OTHER EMERGENCIES: Any Mason Employee, including contracted service providers, who is not a staff member in Counseling and Psychological Services (CAPS) or a pastoral counselor, functioning within the scope of that recognition, is considered a "Campus Security Authority (CSA)." CSAs must promptly report all crimes and other emergencies occurring on or near property owned or controlled by Mason to the Department of Police & Public Safety or local police and fire authorities by dialing 9-1-1. At the request of a victim or survivor, identifying information may be excluded from a report (e.g., names, initials, contact information, etc.). Please visit the following website for more information and training: <http://police.gmu.edu/clery-act-reporting/campus-security-authority-csa/>."

KK. RESPONSE TO LEGAL ORDERS, DEMANDS, OR REQUESTS FOR DATA: Except as otherwise expressly prohibited by law, Contractor will: i) immediately notify Mason of any subpoenas, warrants, or other legal orders, demands or requests received by Contractor seeking University Data; ii) consult with Mason regarding its response; iii) cooperate with Mason's reasonable requests in connection with efforts by Mason to intervene and quash or modify the legal order, demand or request; and iv) upon Mason's request, provide Mason with a copy of its response.

If Mason receives a subpoena, warrant, or other legal order, demand (including request pursuant to the Virginia Freedom of Information Act) or request seeking University Data maintained by Contractor, Mason will promptly provide a copy to Contractor. Contractor will promptly supply Mason with copies of data required for Mason to respond, and will cooperate with Mason's reasonable requests in connection with its response.

LL. SEVERABILITY: Should any portion of this Contract be declared invalid or unenforceable for any reason, such portion is deemed severable from the Contract and the remainder of this Contract shall remain fully valid and enforceable.

- MM. SOVEREIGN IMMUNITY: Nothing in this Contract shall be deemed a waiver of the sovereign immunity of the Commonwealth of Virginia and of Mason.
- NN. SUBCONTRACTS: No portion of the work shall be subcontracted without prior written consent from Mason. In the event that the Contractor desires to subcontract some part of the work specified herein, the Contractor shall furnish Mason the names, qualifications and experience of their proposed subcontractors. The Contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of this Contract. This paragraph applies to, but is not limited to, subcontractor(s) who process University Data.
- OO. SWaM CERTIFICATION: Contractor agrees to fully support the Commonwealth of Virginia and Mason's efforts related to SWaM goals. Upon contract execution, Contractor, if eligible, shall submit all required documents necessary to achieve SWaM certification to the Department of Small Business and Supplier Diversity within 90 days. If Contractor is currently SWaM certified, Contractor agrees to maintain their certification for the duration of this Contract and shall submit all required renewal documentation at least 30 days prior to existing SWaM expiration at <https://www.sbsd.virginia.gov/>.
- PP. UNIVERSITY DATA: University Data includes all Mason owned, controlled, or collected PII and any other information that is not intentionally made available by Mason on public websites, including but not limited to business, administrative and financial data, intellectual property, and patient, student and personnel data. Contractor agrees to the following regarding University Data it may collect or process as part of this contract:
1. Contractor will use University Data only for the purpose of fulfilling its duties under the Contract and will not share such data with or disclose it to any third party without the prior written consent of Mason, except as required by the Contract or as otherwise required by law. University Data will only be processed by Contractor to the extent necessary to fulfill its responsibilities under the Contract or as otherwise directed by Mason.
  2. University Data, including any back-ups, will not be accessed, stored, or transferred outside the United States without prior written consent from Mason. Contractor will provide access to University Data only to its employees and subcontractors who need to access the data to fulfill Contractor's obligations under the Contract. Contractor will ensure that employees who perform work under the Contract have read, understood, and received appropriate instruction as to how to comply with the data protection provisions of the Contract and to maintain the confidentiality of the University Data.
  3. The parties agree that as between them, all rights including all intellectual property rights in and to University Data shall remain the exclusive property of Mason, and Contractor has a limited, nonexclusive license to use the University Data as provided in the Contract solely for the purpose of performing its obligations under the Contract. The Contract does not give a party any rights, implied or otherwise, to the other party's data, content, or intellectual property, except as expressly stated in the Contract.
  4. Contractor will take reasonable measures, including audit trails, to protect University Data against deterioration or degradation of data quality and authenticity. Contractor shall be responsible for ensuring that University Data, per the Virginia Public Records Act, is preserved, maintained, and accessible throughout their lifecycle, including converting and migrating electronic data as often as necessary so that information is not lost due to hardware, software, or media obsolescence or deterioration.
  5. Contractor shall notify Mason within three business days if it receives a request from an individual under any applicable law regarding PII about the individual, including but not limited to a request to view, access, delete, correct, or amend the information. Contractor shall not take any action regarding such a request except as directed by Mason.
  6. If Contractor will have access to University Data that includes "education records" as defined under the Family Educational Rights and Privacy Act (FERPA), the Contractor acknowledges that for the purposes of the Contract it will be designated as a "school official" with "legitimate educational interests" in the University education records, as those terms have been defined under FERPA and its implementing regulations, and the Contractor agrees to abide by the limitations and requirements imposed on school officials. Contractor will use the education records only for the purpose of fulfilling its duties under the Contract for Mason's and its end user's benefit, and will not share such data with or disclose it to any third

party except as provided for in the Contract, required by law, or authorized in writing by the University.

7. Mason may require that Mason and Contractor complete a Data Processing Addendum (“DPA”). If a DPA is completed, Contractor agrees that the information in the DPA is accurate. Contractor will only collect or process University Data that is identified in the DPA and will only handle that data (e.g., type of processing activities, storage, security, disclosure) as described in the DPA. If Contractor intends to do anything regarding University Data that is not reflected in the DPA, Contractor must request an amendment to the DPA and may not take the intended action until the amendment is approved and documented by Mason.

QQ. UNIVERSITY DATA SECURITY: Data security is of paramount concern to Mason. Contractor will utilize, store and process University Data in a secure environment in accordance with commercial best practices, including appropriate administrative, physical, and technical safeguards, to secure such data from unauthorized access, disclosure, alteration, and use. Such measures will be no less protective than those used to secure Contractor’s own data of a similar type, and in no event less than reasonable in view of the type and nature of the data involved. At a minimum, Contractor shall use industry-standard and up-to-date security tools and technologies such as anti-virus protections and intrusion detection methods to protect University Data.

1. Immediately upon becoming aware of circumstances that could have resulted in unauthorized access to or disclosure or use of University Data, Contractor will notify Mason, fully investigate the incident, and cooperate fully with Mason’s investigation of and response to and remediation of the incident. Except as otherwise required by law, Contractor will not provide notice of the incident directly to individuals who’s PII was involved, regulatory agencies, or other entities, without prior written permission from Mason.
2. Mason reserves the right in its sole discretion to perform audits of Contractor, at Mason’s expense, to ensure compliance with all obligations regarding University Data. Contractor shall reasonably cooperate in the performance of such audits. Contractor will make available to Mason all information necessary to demonstrate compliance with its data processing obligations. Failure to adequately protect University Data or comply with the terms of this Contract with regard to University Data may be grounds to terminate this Contract.

RR. UNIVERSITY DATA UPON TERMINATION OR EXPIRATION: Upon termination or expiration of the Contract, Contractor will ensure that all University Data are securely returned or destroyed as directed by Mason in its sole discretion within 180 days of the request being made. Transfer to Mason or a third party designated by Mason shall occur within a reasonable period of time, and without significant interruption in service. Contractor shall ensure that such transfer/migration uses facilities and methods that are compatible with the relevant systems of Mason or its transferee, and to the extent technologically feasible, that Mason will have reasonable access to University Data during the transition. In the event that Mason requests destruction of its data, Contractor agrees to destroy all data in its possession and in the possession of any subcontractors or agents to which the Contractor might have transferred University Data. Contractor agrees to provide documentation of data destruction to the University.

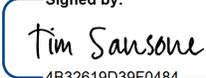
Contractor will notify the University of any impending cessation of its business and any contingency plans. This includes immediate transfer of any previously escrowed assets and University Data and providing Mason access to Contractor’s facilities to remove and destroy Mason-owned assets and University Data. Contractor shall implement its exit plan and take all necessary actions to ensure a smooth transition of service with minimal disruption to Mason. Contractor will also provide a full inventory and configuration of servers, routers, other hardware, and software involved in service delivery along with supporting documentation, indicating which if any of these are owned by or dedicated to Mason. Contractor will work closely with its successor to ensure a successful transition to the new equipment, with minimal downtime and effect on Mason, all such work to be coordinated and performed in advance of the formal, final transition date.

SS. UNIVERSITY REVIEW/APPROVAL: All goods, services, products, design, etc. produced by the Contractor for or on behalf of Mason are subject to Mason’s review and approval.

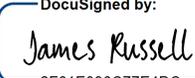
TT. WAIVER: The failure of a party to enforce any provision in this Contract shall not be deemed to be a waiver of such right.

**[Signatures on next page]**

**Sentry Force Security LLC**

Signed by:  
  
4B32619D30F0484...  
Signature  
Name: Tim Sansone  
Title: President  
Date: 3/24/2025

**George Mason University**

DocuSigned by:  
  
2F61E096C77E4DC...  
Signature  
Name: James Russell  
Title: Purchasing Director  
Date: 3/24/2025



Purchasing Department  
4400 University Drive, MS 3C1, Fairfax, VA 22030  
Phone: 703.993.2580; <http://fiscal.gmu.edu/purchasing/>

March 18, 2025

Tim Sansone  
President- [tsansone@sentryforce.com](mailto:tsansone@sentryforce.com)  
Sentry Force Security LLC  
3702 Pender Drive Suite 402  
Fairfax, VA 22030

SUBJECT: RFP GMU-SS0906-25 University Event Security Services

Dear Tim Sansone,

Thank you for your response to the original Negotiations Letter. Below are our responses. Please review Questions 1, and 3 and respond no later than Wednesday March 19, 2025.

1. Mason is an educational institution and entity of the Commonwealth of Virginia. As such, we are obligated to ensure that all pricing and contractual elements meet our institution's needs. Can you provide a reduced hourly rate for services while still maintaining the hourly rate paid to your employees that you told us during presentations?

Response: Yes, we can reduce our proposed hourly rate depending on the estimated utilization for the services and estimated number of total billable hours annually which may be needed. Since GMU did not know how many billable hours might be needed annually, our submitted pricing was calculated based on our own estimate of 1,200 billable hours required annually. If the estimated number of hours needed is more than this, then depending on how many more hours are thought to be needed we can reduce our hourly rate commensurate with the projected total annual hours required under the contract.

We recognize that GMU can't commit to a firm number of hours, however if GMU can provide us with an educated guess on what it believes its total annual billable hours might be this will help us determine what discounted rate we can provide.

GMU Response: GMU cannot provide an estimate on the number of hours annual as this is a new contract and past data is not available.

Understood. We can offer a 2% early payment discount and reevaluate our pricing for additional possible discounts at each renewal period, based on the utilization of hours over the previous 12 months (please see below response to #3).

GMU Response: Accepted

2. Do you have any minimum hourly requirements for jobs? For example, a 4-hour minimum per project

Response: Yes, we require 4-hour minimums for all service requests, regardless of the actual duration of the service request (ie, if an officer is needed from 12pm to 2pm, 4 hours will be billed for this 2-hour service request)

GMU Response: Accepted

3. Can you provide any additional discounts based on total university spend?

Response: Yes, we can provide a discount which correlates with the University's projected annual spend on billable hours. For example, while the current submitted pricing was calculated based on staffing only 1,200 billable hours/year, if the University projects and orders 12,000 hours in a year, **then we can decrease our rate by 14% from \$45.00/hour to \$39.09/hour**. Pricing can be discounted further if the University anticipates it will utilize more than 12,000 hours/year. Additionally, if the University believes it will use

more than 1,200 hours/year but less than 12,000 hours/year, we can still discount our proposed rates depending on the University's best estimate of what its annual utilization of hours might be.

GMU Response: GMU cannot provide an estimate on the number of hours annual as this is a new contract and past data is not available. Would you be willing to offer this tiered discount in the form of a rebate at the end of the contract year if a certain number of hours is used or participate in our early payment discount where you get paid in 15 days at a 2% discount?

Yes, we can agree to the latter option and participate in the University's early payment discount program by offering a 2% discount on our quoted hourly rates. Additionally, since this is 1 year base contract with 4 renewal options, we can review the previous 12 months of utilization at the time of each renewal to determine if any discounts can be applied to the following option year based on the number of hours requested and fulfilled over the previous 12 months.

GMU Response: Accepted

4. If awarded a contract, do you acknowledge, agree and understand George Mason University cannot guarantee a minimum amount of business?

Response: Understood and agreed. The nature of special event staffing is variable. Having performed on other large university campus security and event staffing contracts we understand this and can still adapt to these variations.

GMU Response: Accepted

5. You did not include any redlines to our Standard Contract (RFP Attachment B – Standard Contract) in your proposal, please confirm you do not take any exceptions to Mason's Standard Contract.

Response: Confirmed, we do not take any exception to the Standard Contract.

GMU Response: Accepted

6. Quotes should be used to summarize specific items such as; event dates, requirements, prices – no terms or conditions should be listed. Selected Firms providing Services must provide a Statement of Work or a clear and detailed price quote for Services. Please acknowledge and agree.

Response: Acknowledged and agreed

GMU Response: Accepted

7. As part of Mason's standard procedures, all awarded contracts will be publicly posted. Is there any information included that would be used to identify or harm a person's identity, finances, or personal information? If so, please provide a redacted copy of your proposal.

Response: Please see the attached redacted copy of our proposal.

GMU Response: Accepted

Please advise if you have any questions or need clarification before responding.

Regards,

*Sara Siddall*

Sara Siddall, CUPO  
Strategic Sourcing Manager | Purchasing  
[ssiddall@gmu.edu](mailto:ssiddall@gmu.edu)



Purchasing Department
4400 University Drive, MS 3C1, Fairfax, VA 22030
Phone: 703.993.2580; http://fiscal.gmu.edu/purchasing/



REQUEST FOR PROPOSALS
GMU-SS0906-24

ISSUE DATE: October 31, 2024
TITLE: University Event Security Services
PRIMARY PROCUREMENT OFFICER: Sara Siddall, Strategic Sourcing Manager
SECONDARY PROCUREMENT OFFICER: James F. Russell, Director

QUESTIONS/INQUIRIES: Submit all inquiries through Mason's Bonfire Portal, no later than 4:00 PM Eastern Time (ET) on November 7, 2024. All questions must be submitted through Mason's Bonfire portal. For assistance with technical questions related to Bonfire, contact Support@GoBonfire.com or visit Bonfire's help forum at https://vendorsupport.gobonfire.com/hc/en-us. Responses to questions will be posted to Mason's Bonfire portal and by 5:00 PM ET on November 13, 2024.

PROPOSAL DUE DATE AND TIME: November 22, 2024 @ 2:00 PM ET. ATTENTION: PROPOSALS WILL NOT BE ACCEPTED VIA EMAIL, MAIL, THROUGH eVA OR IN PERSON. SEE SECTION XII.A.1 FOR DETAILS ON ELECTRONIC PROPOSAL SUBMISSION.

IMPORTANT! All communication with Offerors will take place in Bonfire, to include negotiations. Mason can only message individuals at your organization that have interacted in Bonfire for this specific RFP. Please ensure the appropriate person to handle negotiations and other RFP communication has individually logged into the system and either downloaded documents, submitted your proposal or asked a question.

In Compliance With This Request For Proposal And To All The Conditions Imposed Therein And Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Goods/Services In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiations.

Name and Address of Firm:

Legal Name: \_\_\_\_\_

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

DBA: \_\_\_\_\_

Address: \_\_\_\_\_

By: \_\_\_\_\_
Signature

FEI/FIN No. \_\_\_\_\_

Name: \_\_\_\_\_

Fax No. \_\_\_\_\_

Title: \_\_\_\_\_

Email: \_\_\_\_\_

Telephone No. \_\_\_\_\_

SWaM Certified: Yes: \_\_\_\_\_ No: \_\_\_\_\_ (See Section VII. SWaM CERTIFICATION for complete details).

SWaM Certification Number: \_\_\_\_\_

Check box to confirm your proposal contains all terms and conditions or subsequent Statements of Work that could apply over the life of any resulting contract. See section IV. Final Contract for additional information.

This public body does not discriminate against faith-based organizations in accordance with the Governing Rules, § 36 or against a Bidder/Offeror because of race, religion, color, sex, national origin, age, disability, or any other prohibited by state law relating to discrimination in employment.

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I. **PURPOSE:**

The purpose of this Request for Proposal (RFP) is to solicit proposals to establish a contract through competitive negotiations with one or more qualified vendors to provide University Event Security Services for George Mason University. George Mason University (herein after referred to as “Mason,” or “University”) is a public institution of higher education and agency of the Commonwealth of Virginia.

II. **PURCHASING MANUAL/GOVERNING RULES:**

This solicitation and any resulting contract shall be subject to the provisions of the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and their Vendor's, and any revisions thereto, and the Governing Rules, which are hereby incorporated into this contract in their entirety. A copy of both documents is available for review at: <https://vascupp.org>

III. **COMMUNICATION:**

Communications regarding the Request For Proposals shall be formal from the date of issuance until a contract has been awarded. Unless otherwise instructed offerors are to communicate with only the Procurement Officers listed on the cover page. Offerors are not to communicate with any other employees of Mason.

IV. **FINAL CONTRACT:**

ATTACHMENT B to this solicitation is Mason’s standard two-party contract. It is the intent of this solicitation to base the final contractual documents off of Mason’s standard two-party contract and Mason’s General Terms and Conditions as outlined in Attachment B – Standard Contract. Any exceptions to our standard contract and General Terms and Conditions must be denoted in your RFP response. Other documents may be incorporated into the final contract, either by way of attachment or by reference, but in all cases this contract document and Mason’s General Terms and Conditions shall jointly take precedence over all other documents and will govern the terms and conditions of the contract.

As a public institution of higher education and agency of the Commonwealth of Virginia, Mason cannot agree to any of the following terms in any documents:

1. An express or implied waiver of sovereign immunity.
2. An agreement to indemnify, defend or hold harmless any entity.
3. An agreement to maintain insurance.
4. An agreement providing for binding arbitration.
5. An agreement providing for the payment of attorneys' fees, costs of collection, or liquidated damages.
6. Waiver of jury trial.
7. Choice of law or venue other than the Commonwealth of Virginia.

Contracts will only be issued to the FEI/FIN Number and Firm listed on the signed cover page submitted in your RFP response. Joint proposals will not be accepted.

Note: The Offeror must include any and all terms and conditions, additional documents, and/or statements of work that could potentially be incorporated into a final contract or apply during the term of a resulting contract. As outlined in Attachment B – Standard Contract, Statements of Work (“SOW”) for specific engagements may only include the work to be performed during scope of the specific engagement. Additional terms and conditions will not be accepted on any SOW submitted during the course of the contract. All SOW’s must be on a form approved by Mason prior to the start of the contract.

In addition to the above note, the Offeror must submit with their proposal any agreement that Mason would be required to sign with a third party.

V. **ADDITIONAL USERS:**

It is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement. Accordingly, any public body, public or private health or educational institutions, or affiliated corporations may access any resulting contract if authorized by the contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor(s), the resultant contract(s) will be extended to the entities indicated above to purchase goods and services in accordance with contract terms. As a separate contractual relationship, the participating entity will place its own orders directly with the Contractor(s) and shall fully and independently administer its use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from the University. No modification of this contract or execution of a separate agreement is required to participate; however, the participating entity and the Contractor may modify the terms and conditions of the contract to accommodate specific governing laws, regulations, policies, and business goals required by the participating entity. Any such modification will apply solely between the participating entity and the contractor.

The University may require the Contractor provide semi-annual usage reports for all entities accessing the contract. The University shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that the University is not responsible for the acts or omissions of any entity and will not be considered in default of the contract no matter the circumstances.

Use of the resulting contract(s) does not preclude any participating entity from using other contracts or competitive processes as needed.

VI. **eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION:**

The eVA Internet electronic procurement solution, website portal [www.eVA.virginia.gov](http://www.eVA.virginia.gov), streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet eProcurement solution by completing the free eVA Vendor Registration. All bidders or offerors agree to self-register in eVA and pay the Vendor Transaction Fees prior to being awarded a contract. Registration instructions and transaction fees may be viewed at: <https://eva.virginia.gov/>

VII. **SWaM CERTIFICATION:**

Vendor agrees to fully support the Commonwealth of Virginia and Mason's efforts related to SWaM goals. Upon contract execution, eligible vendors (as determined by Mason and the Virginia Department of Small Business and Supplier Diversity) shall submit all required documents necessary to achieve SWaM certification to the Department of Small Business and Supplier Diversity within 90 days. Vendors currently SWaM certified agree to maintain their certification for the duration of the contract and shall submit all required renewal documentation at least 30 days prior to existing SWaM expiration. <https://www.sbsd.virginia.gov/>

VIII. **SMALL BUSINESS SUBCONTRACTING PLAN:**

All potential offerors are required to fill out and submit Attachments A with their proposal.

Note: Invoices shall only be submitted to Mason by the entity awarded a contract. Subcontractors cannot submit invoices to Mason under any resulting contract.

IX. **PERIOD OF PERFORMANCE:**

One (1) year from Effective Date of contract with four (4) successive one-year renewal options (or as negotiated).

X. **BACKGROUND:**

George Mason University's short history is one of an enterprising and innovative pioneer, creating a major teaching and research university from a small, one-room schoolhouse in just 50 years. George Mason University is recognized as an innovative, entrepreneurial institution with global distinction in a range of academic fields. With strong undergraduate and graduate degree programs in engineering and information technology, dance, organizational psychology and health care, Mason students are routinely recognized with national and international scholarships. Enrollment is more than 39,000, with students studying in 198-degree programs at the undergraduate, masters, doctoral, and professional levels. Additionally, Mason has more than 250,000 living alumni with 68% residing in the Washington Metropolitan Area.

Mason has campuses in Fairfax, Arlington, and Prince William counties. In addition to these three campuses, George Mason University operates a site in Woodbridge, VA and has partnered with the Smithsonian Institution to create the Smithsonian-University School of Conservation in Front Royal, Virginia. Approximately 10,000 employees are distributed at these locations. Mason also offers programs online and at the Center for Innovative Technology in Herndon. Each location has a distinctive academic focus that plays a critical role in the economy of its region.

XI. **STATEMENT OF NEEDS:**

Contractor shall be fully responsible for, but not be limited to, providing the following services:

- 1) The University requires unarmed Security Officers to augment security services provided by the George Mason University Police Department. Contract Security Officers and Event Staffing are required to support a variety of events. Contract Security Officers and Event Staffing shall be unarmed and shall not possess any restraint devices, less than lethal weapons, or lethal weapons of any kind. The request for security or event staffing services may come from any University department to include but not limited to; University Events, University Police, University Branding, University Life, Risk Safety & Resilience, Housing, Intercollegiate Athletics, Campus Recreation, Student Centers, EagleBank Arena, College of Visual and Performing Arts, Auxiliary Services and Operations.
- 2) Security Officer services are required to protect both people and property at the following types of events to include but not limited to:

- A. athletic competitions,
- B. performing arts events,
- C. concerts,
- D. large university events,
- E. outdoor tailgates,
- F. university celebrations,
- G. graduation and commencement ceremonies
- H. political campaign events,
- I. events organized by external clients,
- J. student organized events,

Security Officers may also be asked to conduct building and property security and safety functions to include but not limited to

- A. Fire Watch, in accordance with George Mason University's Fire Watch Guide (<https://public.huddle.com/b/KndMpB/index.html>).
- B. Building security during routine operations, construction, or emergency situations
- C. Operation of weapons detection systems, magnetometers, wands, and similar devices used to identify prohibited items in event spaces and venues
- D. Visual checks of bags, backpacks, luggage, purses, and other containers as necessary to identify prohibited items in event spaces and venues.
- E. Secure perimeters for events' to ensure access limitations are enforced and provided for crowd control.

- 3) The Contractor and the University shall mutually agree upon the number of required Security Officers and/or Event Staffing per event. The agreed upon number decided upon shall be provided via quote.
- 4) All non-supervisory Security Officers and Event Staffing shall report to the University. If a contract supervisor is required, non-supervisory staff should report to that Supervisor. The Contract Supervisor should report to the University. In some instances, a member of the George Mason University Police Department may be the University.
- 5) Unplanned events that require Security Officers or Event Staff require an immediate response by the Contractor within the time specified following the initial call from the University. The Contractor should have the ability to provide the following:
  - A. Four Security Officer within 2-4 hours after the initial call.
  - B. Eight Security Officers within 4-6 hours after the initial call.
  - C. 12 Security Officers within 24 hours after the initial call.

6) Event Staffing Requirements:

A. Service Request

- I. Any University Unit may initiate a request for Security Officers
- II. All service requests will be directed to the Representative or request for service process as prescribed by the Contractor.
- III. Upon request; the Contractor shall provide a written estimate consistent with the services, minimums, pricing, and performance outlined in this contract. University Units may not negotiate terms or pricing inconsistent with this contract.
- IV. The University Unit will provide the Contractor with a PO# or P-Card (credit card) for payment in accordance with the terms of this contract.
- V. Contractor concerns, questions, or disputes must be directed to the designated Contract Administrator.

B. Service Requirements:

The Contractor shall furnish all labor, supervision, materials, etc. necessary to provide Security and Event Staffing services, to include, but not limited to:

- I. Equipment;
- II. Incidentals;
- III. Labor;
- IV. Materials;
- V. Supervision if required;
- VI. Radios;
- VII. Supplies;
- VIII. Tools (as applicable);
- IX. Training;
- X. Uniforms (unless otherwise provided for by George Mason University), etc.
- XI. Provide Security and Event Staffing services on the Campuses of the George Mason University and other locations,

as requested by the University.

- XII. Provide Event Staffing services (including but not limited to Parking Attendants, Ticket Takers, Ushers) on the Campuses of George Mason University and other locations, as requested by the University.

C. Security Officer and Event Staffing Requirements:

Event Staffing Services: To be defined as staffing for unique, individual events; such as, but not limited to, athletic competitions, concerts, guest speakers, etc. (Ushers, door access people, etc.)

Uniformed Security Personnel Services: To be defined as a more permanent (or semi-permanent) arrangement whereby Contractors staff are placed on University Grounds for the general security needs of a particular department or location over an extended period of time.

I. Qualifications:

1. The Contractor shall provide Security Officers with personnel who are well-trained and experienced in performing the applicable Security Officer duties.
2. All Contract Security Officers shall have met all requirements of the Department of Criminal Justice Services requirements for Security Officer Certification.
3. It is the responsibility of the Contractor to ensure that all Contract Security Officers meet any new Department of Criminal Justice Services training standards that are required and applicable to Security Officers working on Virginia College campuses.
4. The Contractor shall provide Event Staffing with personnel who are well-trained and experienced in performing the applicable Event Staffing duties.

II. Administration:

1. Employer Responsibilities:

- a. The Contractor shall be responsible for all Security Officers and Event Staffing assigned to George Mason University, to include, but not limited to all:
  1. Insurance;
  2. Payroll; and
  3. State and federal tax obligations. etc.
- b. The Contractor shall obtain criminal background checks through the Virginia State Police (Virginia State Police Central Criminal Records Exchange) on all Security Officers who will be assigned to this contract. In the event the Contractor intends to hire new Security Officers to perform the required services, the criminal background checks shall be initiated at the time of hire. The Contractor may hire Security Officers contingent upon receiving an acceptable background check, only if an acceptable local (defined as the county or city in which the potential hire for the University resides) background check is obtained and on file prior to the Contractor's Officer performing the required services for the University.

2. Obtaining criminal background checks:

- a. The Contractor shall be solely responsible for obtaining all criminal background checks.
- b. The Contractor shall submit background check (National Crime Investigation Center-NCJC) requests to:

**Virginia State Police  
7700 Midlothian Turnpike  
Richmond, Virginia 23235**

- c. Criminal background checks may be accomplished either of three ways, via mail, in person, or online at <https://vsp.virginia.gov/services/criminal-background/>. The turnaround time quoted by the Virginia State Police varies, but typically takes a minimum of several weeks.

3. Guidelines for Criminal Background Checks of Security Officers:

- a. The Contractor shall not assign any Officer to perform services at the University, if the criminal background check indicates conviction for the following, regardless of when the conviction occurred:
  1. Any arrest;
  2. Any felony;
  3. Any crime involving moral turpitude

4. Criminal Background Check Fees:

- a. The Virginia State Police currently imposes a charge per background check;
- b. The Contractor shall be solely responsible for **all fees** associated with the criminal background checks (i.e.,

all criminal background check charges are the sole responsibility of the Contractor).

- c. The Contractor shall be solely responsible for verifying the charge per background check, as necessary, for each contract period.

5. Security Officers:

- a. The Contractor should be responsible for the processing of its Security Officers' criminal background check requirements. The Contractor should inform the potential Security Officer of these conditions at the time of employment.
- b. The University reserves the right to approve or disapprove whether Security Officers perform services at the University. Disapproval shall apply solely to this contract and shall have no bearing on the Contractor's employment of an individual outside of this contract.
- c. If, in the sole opinion of the University, a Security Officer of the Contractor is determined not to be qualified, competent, or acceptable for any other reason, the Contractor shall not assign that individual for further service at the University. Note: Re-assignment shall apply solely to this contract and shall not have any bearing on the Contractor's employment of an individual outside of this contract.

6. Criminal Background Check Reporting:

- a. The Contractor should provide the University's Contract Administrator with a report prior to any engagement if within two hours, or a week prior if scheduled in advance, denoting the status of the criminal background check activity for each employee available to be assigned to Mason. The Contractor should only be required to report if the background check is "Pending" or "Complete" for each individual.
- b. The Contractor shall ensure that all Security Officers perform the services in accordance with all applicable OSHA regulations.

7. Certification and Background Checks:

Regardless of the level of service provided by Contractor (and in addition to any/all other local, county, state and/or federal requirements), Contractor will;

- a. Provide and maintain at their cost the proper and valid certification And licensure provided by the Commonwealth of Virginia's Department of Criminal Justice Services ("DCJS"), Private Security Services Section {"PSS"} is required.
- b. Ensure each of its individual staff member assigned to the University has and maintains the proper certification and licensure provided by the DCJS- PSS as a Campus Security Officer.
- c. Ensure each of its individual staff member assigned to the University for the Uniformed Security Personnel Level of Service has and maintains the proper certification and licensure provided by the Commonwealth of Virginia's Department of Criminal Justice Services ("DCJS"), Private Security Services Section ("PSS") as a Private Security Officer for the Uniformed Security Personnel Level of Service.
- d. Ensure each of its individual staff members are cleared for service at the University by conducting a background investigation (to include an internet search and social media inquiries) and criminal records check in accordance with University policies. As part of his/her contract with the Contractor, each employee, assigned to work on University Grounds, will agree to inform Contractor of any subsequent arrest or legal action. In some instances, an employee may not be able to work until the legal activity is positively resolved.
- e. Ensure none of its employees with felony convictions are assigned to a University facility/location. No Contractor employee with felony convictions is eligible for employment at any University facility/location. Employees with misdemeanor convictions may be considered on a case- by-case basis for suitability for employment at the University.
- f. Screen all potential staff members to ensure they meet the necessary qualifications and are capable of performing all required duties. Furthermore, the University department involved in the procurement of Contractor's services will, individually, approve all proposed staff Contractor intends to assign to the University. The University, in its sole discretion, retains the right to refuse to accept any of Contractor's staff not consider competent or suitable for the position.
- g. Some locations require significant abilities to communicate in a friendly and clear professional manner.
- h. Ensure all of their employees assigned to University facilities/locations comply with directions from University officials during emergency situations declared by the University, and cooperate fully with law enforcement and/or emergency responders when requested.
- i. Take all steps necessary to have their personnel properly trained, certified, and recertified as necessary. No individuals are "grandfathered" into the Campus Security Officer certification.

D. Uniform Requirements:

I. Contractor Supplied Uniforms.

- a. As instructed by the University, all Security Officers shall provide and wear appropriate uniform that is consistent with current Security Officer Standards. Such uniform shall include a Contractor provided

identification (ID) badge with company name/company logo and clothing which shall be appropriate for the event as instructed by the University.

- b. Security Officers/Event Staff, when required by the University and notified in advance of such a uniform requirement, shall provide, and wear professional uniform blazers/suit jackets.
- c. If security vests are required as part of the duty assignment, they will be provided by the Contractor.
- d. It is the responsibility of the Contractor to provide uniforms described, or the responsibility of the Security Officer or Event Staff to obtain, uniforms specified.
- e. The Contractor shall obtain George Mason University prior approval of all uniforms not supplied by George Mason University.
- f. Regardless of the specified uniform required for the event, all Security Officers and Event Staff shall present in a well-groomed and professional manner.

II. Communications and Special Equipment:

- a. The Contractor is responsible for providing radios or other appropriate communications equipment to Security Officers as needed.
- b. In some instances, Security Officers/Event Staff may be issued radios by the University to ensure interoperability during large events. The Contractor is responsible for any damage to the radio(s) and for the replacement cost of a radio if it is lost or stolen while in the possession of the Security Officer/Event Staff. The estimated replacement value of the radio is \$1000-\$10,000/each.

III. Weapons:

Contractor staff will neither be required nor permitted to bear any type of weapon.

7) Event Staffing:

- A. Staffing needs may be determined by the University and Contractor.
- B. For Scheduled events the University may contact the Contractor to request the number of Security Officers and Event Staff required to staff the event. Sufficient time specified is allowed for the Contractor to assign Security Officers and Event Staff to the event. If the size of the event warrants a supervisor that may be stipulated at the time of the request by the Contractor.
- C. For unscheduled events or for emergency situations the University may contact the Contractor, specifying the number of Security Officers and specific Event Staff needed, and the hours of coverage required. A determination may be made by the University or Contractor on the need for a Supervisor.

8) Site Requirements:

In addition to the above-mentioned guidelines/protocols, each unique procurement may have specialized departmental site requirements (such as, but not limited to, hours needed, uniform specifications, training standards, confidentiality, identification, equipment/communication devices, computer system software, ability to operate a computer, language ability, physical motility/ability, etc.).

Contractor and Contractor 's staff assign to the specific University site/department must abide by (and be qualified for) these requirements. Additionally, for each University departmental site, Contractor must designate a primary contact ("Site Supervisor") for the specific University department. The Site Supervisor will be responsible for all aspects (such as, but not limited to, management, training, scheduling, invoice coordination, etc.) regarding this specific site management, and will be the point of contact between the University department and Contractor.

9) Specific Provisions

These line items are for as needed event staffing services for events and activities as required. These events may include, but are not limited to, academic activities and competitions, graduate ceremonies, concerts/shows, family events, collegiate or non-collegiate athletic events, and other events as necessary. In provisioning of these services contractor will provide all goods and materials necessary including, but not limited to, uniforms, training, tools and non-ancillary equipment.

Hours and scheduling of personnel will vary from event to event and requests will be made by buyer and coordinated with contractor in a mutually agreeable nature, in advance of such need.

Potential responsibilities and role descriptions are as follows, not limited to but include:

- Event Staff (Unarmed) – duties shall include, but not be limited to:
  - Access Control: Allowing/Restricting access to/from designated areas within the venue; to include barricades at large concerts and comedy shows or large event crowd control management.
  - Screening: Screen guests/material entering venue and/or designated area for safety and policy compliance to include the use of weapons detection systems, magnetometers, or other similar devices. Screening also includes visual inspection of personal bags, backpacks, purses, etc.

- Ticket Taking: Verifying access via ticket admission system for venue entry (scan/stub)
- Ticket Selling: Performing cashiering operations in ticket office for ticket transactions
- Ushering: Providing directional support to guests / Assist with seating direction and conformance with university policies and venue rules
- Parking Attendant: Provide directional support to guests within parking areas/lots
- Overnight Staff – duties shall include, but not be limited to:
  - Provide oversight and safeguarding of both contractor-owned and client-owned equipment, supplies, and material.
  - Conduct oversight as required, either stationary or patrol based as requested
- Supervisor –shall include, but not be limited to:
  - Coordinate the work of staff assigned to area of control in accordance with overall event goals
  - Supervise performance of assigned staff and ensure quality service level is maintained
  - Ensure coverage and services are delivered as requested in designated area of control
  - Receive and communicate information from Contractor Event Manager to staff as required
  - Provide Contractor Event Manager with pro-active feedback on any/all relevant items as necessary
  - This category/level personnel may also be assigned as Command/Control Room personnel
- Manager – duties shall include, but not be limited to:
  - Serve as liaison to client as primary point of on-site leadership contact
  - Ensure all necessary event information and details is disseminate to staff via Supervisor staff
  - Ensure all required “internal” Contractor Events protocols are adhered to and executed
  - Ensure business related functions (payroll, etc.) are handled in accordance with policy

**Personnel Requirements:**

All contractor personnel providing security related functions shall meet the qualification standards established by the Department of Criminal Justice Services (DCJS) pursuant to the Code of Virginia of 1950, as amended, Sections 9.1-138 et seq. pertaining to the requirements for registered personnel. Buyer reserves the right to request specific employee of contractor not be assigned to their venues/events based upon unsatisfactory performance.

**XII. PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS:**

**A. GENERAL REQUIREMENTS:**

1. **RFP Response:** In order to be considered, Offerors must submit a complete response to Mason's Purchasing Office prior to the due date and time stated in this RFP. Offerors are required to submit one (1) signed copy of the entire proposal including all attachments and proprietary information. If the proposal contains proprietary information, then submit two (2) proposals must be submitted; one (1) with proprietary information included and one (1) with proprietary information removed (see 2.d. below for details on how to submit a redacted proposal). The Offeror shall make no other distribution of the proposals.

At the conclusion of the RFP process proposals with proprietary information removed (redacted versions) shall be provided to requestors in accordance with Virginia’s Freedom of Information Act. Offerors will not be notified of the release of this information.

An Offeror may not request any of the following be proprietary and/or confidential in their proposal:

- a. Pricing or any calculation used to determine pricing;
- b. A notation or footer on the bottom of every page with “proprietary and confidential;”
- c. Entire contents of company history or executive summary;
- d. A case study, social media post, or billboard already available to the public;
- e. Name of company or firm listed as a reference;
- f. Any resulting Statement of Work (SOW), Order Form, or Invoice.

**ELECTRONIC PROPOSAL SUBMISSION: ATTENTION: PROPOSALS WILL NOT BE ACCEPTED VIA EMAIL, MAIL, THROUGH eVA, OR IN PERSON. Mason will only accept electronic proposal submissions via Bonfire for this Request for Proposals.**

**The following shall apply:**

- a. You must register with Bonfire and submit your proposal, and it must be received prior to the submission deadline, by submitting through the online Bonfire portal at <https://gmu.bonfirehub.com>.
- b. The Offeror must ensure the proposals are uploaded and submitted through Bonfire sufficiently in advance of the proposal deadline. **Plan Ahead: It is the Offeror's responsibility to ensure that electronic proposal submissions have sufficient time to make its way through Bonfire's submission portal. Mason recommends you submit your proposal the day prior to the due date.**
- c. Submissions by other methods will not be accepted. Minimum system requirements: Microsoft Edge, Google Chrome, Safari, or Mozilla Firefox. JavaScript and browser cookies must be enabled.
- d. Respondents should contact Bonfire at [support@gobonfire.com](mailto:support@gobonfire.com) for technical questions related to submission or visit Bonfire's help forum at <https://vendorsupport.gobonfire.com/hc/en-us>.
- e. Submission materials should be prepared in the file formats listed under Requested Information for this opportunity in the Bonfire Portal. The maximum upload file size is 1000 MB. Documents should not be embedded within uploaded files, as the embedded files will not be accessible or evaluated.
- f. All solicitation schedules are subject to change.
- g. Go to Mason's Bonfire Portal for all updates and schedule changes. <https://gmu.bonfirehub.com>
- h. All communication with Offerors will take place in Bonfire, to include negotiations. Mason can only message Offerors that have interacted with this specific RFP. Please ensure the appropriate person to handle negotiations and other RFP notifications has submitted the Offerors proposal in Bonfire.

2. Proposal Presentation:

- a. Proposals shall be signed by an authorized representative of the Offeror. All information requested must be submitted. Failure to submit all information requested may result in your proposal being scored low.
- b. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirement of the RFP. Emphasis should be on completeness and clarity of content.
- c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number corresponding section of the RFP. It is also helpful to cite the paragraph number, sub letter and repeat the text of the requirement as it appears in the RFP. The proposal should contain a table of contents which cross references the RFP requirements. Information which the Offeror desires to present that does not fall within any of the requirement of the RFP should be inserted at the appropriate place or be attached at the end of the proposal and designated as additional material.

A WORD version of this RFP will be provided upon request.

- c. Except as provided, once an award is announced, all proposals submitted in response to this RFP will be open to inspection by any citizen, or interested person, firm or corporation, in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by a firm prior to or as part of its proposal will not be subject to public disclosure under the Virginia Freedom of Information Act only under the following circumstances: (1) the appropriate information is clearly identified by some distinct method such as highlighting or underlining; (2) only the specific words, figures, or paragraphs that constitute trade secrets or proprietary information are identified; and (3) a summary page is supplied immediately following the proposal title page that includes (a) the information to be protected, (b) the section(s)/page number(s) where this information is found in the proposal, and (c) a statement why protection is necessary for each section listed. A statement simply noting "trade secret" is not a sufficient reason for redaction. The firm must also provide a separate attachment of the proposal with the trade secrets and/or proprietary information redacted.

*If all of these requirements are not met, then the firm's entire proposal will be available for public inspection.*

**IMPORTANT: A firm may not request that its entire proposal be treated as a trade secret or proprietary information, nor may a firm request that its pricing/fees be treated as a trade secret or proprietary information, or otherwise be deemed confidential. If after given a reasonable time, the Offeror refuses to withdraw the aforementioned designation, the proposal will be rejected.**

3. **Oral Presentation:** Offerors who submit a proposal in response to this RFP **may be** required to give an oral presentation/demonstration of their proposal/product to Mason. This will provide an opportunity for the Offeror to clarify or elaborate on their proposal. Performance during oral presentations may affect the final award decision. If required, oral presentations will be scheduled at the appropriate time.

Mason will expect that the person or persons who will be working on the project to make the presentation so experience of the Offeror's staff can be evaluated prior to making selection. Oral presentations are an option of Mason and may or may not be conducted; therefore, it is imperative all proposals should be complete.

- B. **SPECIFIC REQUIREMENTS:** Proposals should be as thorough and detailed as possible to allow Mason to properly evaluate the Offeror's capabilities and approach toward providing the required services. Offerors should submit the following items as a complete proposal.

1. **Procedural information:**
  - a. Return signed cover page and all addenda, if any, signed and completed as required.
  - b. Return Attachment A - Small Business Subcontracting Plan.
  - c. Exceptions (if any) to Mason's two-party contract, Attachment B.
  - d. Any SOW or supplemental document Mason may be required to sign. See section IV. Final Contract
  - e. State your payment preference as required in Bonfire. (See section XV.) *Choose only one option.*
2. **Executive Summary:** Submit an executive summary at the beginning of the proposal response not to exceed 2 pages.
3. **Qualifications and Experience:** Describe your experience, qualifications and success in providing the services described in the Statement of Needs to include the following:
  - a. Background and brief history of your company.
  - b. Names, qualifications and experience of personnel to be assigned to work with Mason.
  - c. No fewer than three (3) references that demonstrate the Offeror's qualifications, preferably from other comparable higher education institutions your company is/has provided services with and that are similar in size and scope to that which has been described herein. Include a contact name, contact title, phone number, and email for each reference and indicate the length of service.
  - d. A copy or brief explanation on contractors policy on uniform and appearance; i.e., tattoos/body art
4. **Specific Plan (Methodology):** Explain your specific plans for providing the proposed services outlined in the Statement of Needs including:
  - a. Your approach to providing the services described herein.
  - b. What, when and how services will be performed.
5. **Response to Questions:** Provide responses to questions outlined in Attachment C in Bonfire.
6. **Proposed Pricing:** Provide prices as requested on Pricing schedule in Bonfire.

Rates must include travel-related expenses if Offeror is traveling within a 50-mile radius of Mason's Fairfax campus. If Offeror is traveling from outside a 50-mile radius of the Fairfax Campus, travel will only be reimbursed in accordance with Mason's policies, <http://fiscal.gmu.edu/travel/>, and GSA per diem rates.

7. In your proposal response please address the following:
  - a. Are you and/or your subcontractor currently involved in litigation with any party?

- b. Please list any investigation or action from any state, local, federal or other regulatory body (OSHA, IRS, DOL, etc.) related to your firm or any subcontractor in the last three years.
- c. Please list all lawsuits that involved your firm or any subcontractor in the last three years.
- d. In the past ten (10) years has your firm’s name changed? If so, please provide a reason for the change.

**XIII. INITIAL EVALUATION CRITERIA AND SUBSEQUENT AWARD:**

A. INITIAL EVALUATION CRITERIA: Proposals shall be initially evaluated and ranked using the following criteria:

<u>Description of Criteria</u>	<u>Maximum Point Value</u>
1. Quality of products/services offered and suitability for the intended purpose	25
2. Specific plans or methodology to be used to provide the services	25
3. Qualifications and experiences of offeror in providing the goods/services, including references	20
4. Price Offered	20
5. Offeror is certified as a small, minority, or women-owned business (SWaM) with Virginia SBSD at the proposal due date & time.	10
<b>Total Points Available:</b>	<b>100</b>

B. AWARD: **Following the initial scoring by the evaluation committee**, at least two or more top ranked offerors may be contacted for oral presentations/demonstrations or advanced directly to the negotiations stage. ***If oral presentations are conducted Mason will then determine, in its sole discretion, which offerors will advance to the negotiations phase.*** Negotiations shall then be conducted with each of the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, Mason shall select the offeror which, in its sole discretion has made the best proposal, and shall award the contract to that offeror. When the terms and conditions of multiple awards are so provided in the Request for Proposal, awards may be made to more than one offeror. Should Mason determine in writing and in its sole discretion that only one offeror has made the best proposal, a contract may be negotiated and awarded to that offeror. Mason is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous (*Governing Rules §49.D.*).

**XIV. CONTRACT ADMINISTRATION:**

Upon award of the contract, Mason shall designate, in writing, the name of the Contract Administrator who shall work with the contractor in formulating mutually acceptable plans and standards for the operations of this service. The Contract Administrator shall use all powers under the contract to enforce its faithful performance. The Contract Administrator shall determine the amount, quality and acceptability of work and shall decide all other questions in connection with the work. All direction and order from Mason shall be transmitted through the Contract Administrator, or their designee(s) however, the Contract Administrator shall have no authority to approve changes which shall alter the concept or scope of the work or change the basis for compensation to the contractor.

**XV. PAYMENT TERMS / METHOD OF PAYMENT:**

*PLEASE NOTE: THE VENDOR MUST REFERENCE THE PURCHASE ORDER NUMBER ON ALL INVOICES SUBMITTED FOR PAYMENT.*

**Option #1- Payment to be mailed in 10 days-**Mason will make payment to the vendor under 2%/10 Net 30 payment terms. Invoices should be submitted via email to the designated Accounts Payable email address which is [acctpay@gmu.edu](mailto:acctpay@gmu.edu). The 10-day payment period begins the first business day after receipt of proper invoice or receipt of goods, whichever occurs last. A paper check will be mailed on or before the 10<sup>th</sup> day.

**Option #2- To be paid in 20 days.** The vendor may opt to be paid through our Virtual Payables credit card program. The vendor shall submit an invoice and will be paid via credit card on the 20<sup>th</sup> day from receipt of a valid invoice. The vendor will incur standard credit card interchange fees through their processor. All invoices should be sent to:

George Mason University  
Accounts Payable Department  
4400 University Drive, Mailstop 3C1  
Fairfax, VA 22030  
Voice: 703.993.2580 | Fax: 703.993.2589  
e-mail: [AcctPay@gmu.edu](mailto:AcctPay@gmu.edu)

**Option #3-** Net 30 Payment Terms. Vendor will enroll in Paymode-X where all payments will be made electronically to the vendor's bank account. To sign up for electronic payments, please contact the Paymode-X Enrollment Team at 1-800-331-0974 or email [enrollment@paymode-x.com](mailto:enrollment@paymode-x.com). The enrollment team can assist you with any questions about the enrollment process and setting up the membership.

**Please state your payment preference in Bonfire by checking yes to one option only.**

**XVI. SOLICITATION TERMS AND CONDITIONS:**

- A. ANNOUNCEMENT OF AWARD: Upon the award or the announcement of the decision to award a contract over \$200,000, as a result of this solicitation, Mason will publicly post such notice on the DGS/DPS eVA web site (<https://eva.virginia.gov/>) for a minimum of 10 days.
- B. BEST AND FINAL OFFER (BAFO): At the conclusion of negotiations, the offeror(s) may be asked to submit in writing, a best and final offer (BAFO). After the BAFO is submitted, no further negotiations shall be conducted with the offeror(s).
- C. CONFLICT OF INTEREST: By submitting a proposal the contractor warrants that they have fully complied with the Virginia Conflict of Interest Act; furthermore, certifying that they are not currently an employee of the Commonwealth of Virginia.
- D. DEBARMENT STATUS: By submitting a proposal, offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.
- E. ETHICS IN PUBLIC CONTRACTING: By submitting a proposal, offerors certify that their proposal is made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
- F. LATE PROPOSALS: To be considered for selection, proposals must be received in Mason's Bonfire Portal by the designated date and hour. The official time used in the receipt of proposals is the proposal due date and hour in Mason's Bonfire Portal. Proposals submitted after the due date and time has expired will not be accepted nor considered. Mason is not responsible for any delays related to Bonfire's website or vendor registration process. It is the responsibility of the offeror to ensure that their proposal is submitted by the designated date and hour.
- G. MANDATORY USE OF MASON FORM AND TERMS AND CONDITIONS: Failure to submit a proposal on the official Mason form provided for that purpose may be a cause for rejection of the proposal. Modification of or additions to the General Terms and Conditions of this solicitation may be cause for rejection of the proposal; however, Mason reserves the right to decide, on a case-by-case basis, in its sole discretion, whether to reject such a proposal.
- H. OBLIGATION OF OFFEROR: It is the responsibility of each offeror to inquire about and clarify any requirements of this solicitation that are not understood. Mason will not be bound by oral explanations as to the meaning of specifications or language contained in this solicitation. Therefore, all inquiries must be in writing and submitted as instructed on page 1 of this solicitation. By submitting a proposal, the offeror covenants and agrees that they have satisfied themselves, from their own investigation of the conditions to be met, that they fully understand their obligation and that they will not make any claim for, or have right to cancellation or relief from the resulting contact because of any misunderstanding or lack of information.
- I. QUALIFICATIONS OF OFFERORS: Mason may make such reasonable investigations as deemed proper and

necessary to determine the ability of the offeror to perform the services/furnish the goods and the offeror shall furnish to Mason all such information and data for this purpose as may be requested. Mason reserves the right to inspect the offeror's physical facilities prior to award to satisfy questions regarding the offeror's capabilities. Mason further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such offeror fails to satisfy Mason that such offeror is properly qualified to carry out the obligations of the resulting contract and to provide the services and/or furnish the goods contemplated therein.

- J. **RFP DEBRIEFING:** In accordance with §49 of the *Governing Rules* Mason is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous. However, upon request we will provide a scoring/ranking summary and the award justification memo from the evaluation committee. Formal debriefings are generally not offered.
- K. **TESTING AND INSPECTION:** Mason reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to the specifications.

XVII. **RFP SCHEDULE (Subject to Change):**

Go to Mason's Bonfire Portal for all updates and schedule changes. <https://gmubonfirehub.com>

**ATTACHMENT A - SMALL BUSINESS SUBCONTRACTING PLAN**  
**TO BE COMPLETED BY OFFEROR**

Offerors must advise any portion of this contract that will be subcontracted. All potential offerors are required to include this document with their proposal in order to be considered responsive.

**Small Business:** "Small business (including micro)" means a business which holds a certification as such by the Virginia Department of Small Business and Supplier Diversity (DSBSD) on the due date and time for proposals. This shall also include DSBSD certified women- owned and minority-owned businesses and businesses with DSBSD service-disabled veteran owned status when they also hold a DSBSD certification as a small business on the proposal due date. Currently, DSBSD offers small business certification and micro business designation to firms that qualify.

Certification applications are available through DSBSD online at [www.SBSD.virginia.gov](http://www.SBSD.virginia.gov) (Customer Service).

**Offeror Name:** \_\_\_\_\_

**Preparer Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Who will be doing the work:**  I plan to use subcontractors  I plan to complete all work

**Instructions**

- A. If you are certified by the DSBSD as a micro/small business, complete Section A of this form.
- B. If the "I plan to use subcontractors" box is checked, complete Section B of this form. For the proposal to be considered and the offeror to be declared responsive, the offeror shall identify the portions of the contract that will be subcontracted to any subcontractor, to include DSBSD certified small business for the initial contract period in relation to the offeror's total price for the initial contract period in Section B.

**Section A**

If your firm is certified by the DSBSD provide your certification number and the date of certification.

Certification Number: \_\_\_\_\_ Certification Date: \_\_\_\_\_

**Section B**

If the "I plan to use subcontractors" box is checked, populate the requested information below, per subcontractor to show your firm's plans for utilization of any subcontractor, to include DSBSD-certified small businesses, in the performance of this contract for the initial contract period in relation to the offeror's total price for the initial contract period. Certified small businesses include but are not limited to DSBSD-certified women-owned and minority-owned businesses and businesses with DSBSD service-disabled veteran-owned status that have also received the DSBSD small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc. It is important to note that this proposed participation will be incorporated into the subsequent contract and will be a requirement of the contract. Failure to obtain the proposed participation dollar value or percentages may result in breach of the contract.

**Plans for Utilization of Any subcontractor, to include DSBSD-Certified Small Businesses, for this Procurement**

**Subcontract #1**

Company Name: \_\_\_\_\_ SBSB Cert #: \_\_\_\_\_  
 Contact Name: \_\_\_\_\_ SBSB Certification: \_\_\_\_\_  
 Contact Phone: \_\_\_\_\_ Contact Email: \_\_\_\_\_  
 Value % or \$ (Initial Term): \_\_\_\_\_ Contact Address: \_\_\_\_\_  
 Description of Work: \_\_\_\_\_

**Subcontract #2**

Company Name: \_\_\_\_\_ SBSB Cert #: \_\_\_\_\_  
 Contact Name: \_\_\_\_\_ SBSB Certification: \_\_\_\_\_  
 Contact Phone: \_\_\_\_\_ Contact Email: \_\_\_\_\_  
 Value % or \$ (Initial Term): \_\_\_\_\_ Contact Address: \_\_\_\_\_  
 Description of Work: \_\_\_\_\_

**Subcontract #3**

Company Name: \_\_\_\_\_ SBSB Cert #: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ SBSB Certification: \_\_\_\_\_  
Contact Phone: \_\_\_\_\_ Contact Email: \_\_\_\_\_  
Value % or \$ (Initial Term): \_\_\_\_\_ Contact Address: \_\_\_\_\_  
Description of Work: \_\_\_\_\_

**Subcontract #4**

Company Name: \_\_\_\_\_ SBSB Cert #: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ SBSB Certification: \_\_\_\_\_  
Contact Phone: \_\_\_\_\_ Contact Email: \_\_\_\_\_  
Value % or \$ (Initial Term): \_\_\_\_\_ Contact Address: \_\_\_\_\_  
Description of Work: \_\_\_\_\_

**Subcontract #5**

Company Name: \_\_\_\_\_ SBSB Cert #: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ SBSB Certification: \_\_\_\_\_  
Contact Phone: \_\_\_\_\_ Contact Email: \_\_\_\_\_  
Value % or \$ (Initial Term): \_\_\_\_\_ Contact Address: \_\_\_\_\_  
Description of Work: \_\_\_\_\_



Purchasing Department  
4400 University Drive, MS 3C1, Fairfax, VA 22030  
Phone: 703.993.2580; http://fiscal.gmu.edu/purchasing/

**ATTACHMENT B – STANDARD CONTRACT**

**Note: Other documents may be incorporated into this document, either by way of attachment or by reference, but in all cases this contract document shall take precedence over all other documents and will govern the terms and conditions of the contract.**

This Contract entered on this \_\_\_\_ day of \_\_\_\_\_, 2024 (Effective Date) by \_\_\_\_\_ hereinafter called “Contractor” (located at \_\_\_\_\_) and George Mason University hereinafter called “Mason,” “University”.

**I. WITNESSETH** that the Contractor and Mason, in consideration of the mutual covenants, promises and agreement herein contained, agree as follows:

**II. SCOPE OF CONTRACT:** The Contractor shall provide \_\_\_\_\_ for the \_\_\_\_\_ of George Mason University as set forth in the Contract documents.

During the term of this Contract, Contractor may issue Statements of Work (“SOW”) to modify the scope of the engagement or otherwise change the work to be performed under this Contract. All SOW’s must be on a form approved by Mason prior to the start of this Contract. Any SOW that does not conform to the pre-approved SOW form shall be void even if approved by Mason. Additionally, the SOW shall be limited to modifications to the scope of the engagement or other changes to the work to be performed under this Contract; any other terms contained in a SOW shall be void and have no effect even if approved by Mason. Other than changes to the scope of the engagement or the work to be performed under this Contract, Contractor may not change, modify, add, supersede, or remove any term from this Contract through a SOW.

**III. PERIOD OF CONTRACT:** One year from the Effective Date with four (4) successive one-year renewal options. (or as negotiated)

**IV. PRICE SCHEDULE:** The pricing specified in this section represents the complete list of charges from the Contractor. Mason shall not be liable for any additional charges.

*Negotiated price schedule will be inserted here.*

**V. CONTRACT ADMINISTRATION:** \_\_\_\_\_ shall serve as Contract Administrator for this Contract and shall use all powers under the Contract to enforce its faithful performance. The Contract Administrator shall determine the amount, quality and acceptability of work and shall decide all other questions in connection with the work. All direction and order from Mason shall be transmitted through the Contract Administrator, however, the Contract Administrator shall have no authority to approve changes which shall alter the concept or scope or change the basis for compensation.

**VI. METHOD OF PAYMENT:** *As selected from RFP Payment Term Options / Method of Payment.* Contractor shall submit invoices directly to [acctpay@gmu.edu](mailto:acctpay@gmu.edu) and copy the Contract Administrator. Invoices must reference a Mason Purchase Order number to be considered valid. Invoices will only be accepted if submitted after services rendered or goods received. All invoice will be paid Net 30 (*or as selected in Payment Terms / Method of Payment*), after receipt of invoice in the accounts payable email inbox.

**VII. THE CONTRACT DOCUMENTS SHALL CONSIST OF (In order of precedence):**

- A. This signed form;
- B. Negotiation Response(s) dated XXXXX (attached);
- C. RFP No. GMU-XXXX-XX, in its entirety (attached);
- D. Contractor’s proposal dated XXXXXX (attached);
- E. Contractor’s Statement of Work template (attached).

**VIII. GOVERNING RULES:** This Contract is governed by the provisions of the Restructured Higher Education Financial and Administrative Operations Act, Chapter 10 (§ [23.1-1000](#) et seq.) of Title 23.1 of the Code of Virginia, and the “*Governing Rules*” and the *Purchasing Manual for Institutions of Higher Education and their Vendors*. Documents may be viewed at:

<https://vascupp.org>.

- IX. CONTRACT PARTICIPATION:** It is the intent of this Contract to allow for cooperative procurement. Accordingly, any public body, public or private health or educational institutions, or affiliated corporations may access this Contract if authorized by the Contractor.

Participation in this Contract is strictly voluntary. If authorized by the Contractor, the contract will be extended to the entities indicated above to purchase goods and services in accordance with contract terms. As a separate contractual relationship, the participating entity will place its own orders directly with the Contractor and shall fully and independently administer its use of the contract to include contractual disputes, invoicing and payments without direct administration from the University. No modification of this Contract or execution of a separate agreement is required to participate; however, the participating entity and the Contractor may modify the terms and conditions of the contract to accommodate specific governing laws, regulations, policies, and business goals required by the participating entity. Any such modification will apply solely between the participating entity and the Contractor.

The University may request the Contractor provide semi-annual usage reports for all entities accessing the Contract. The University shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the Contract. It is understood and agreed that the University is not responsible for the acts or omissions of any entity and will not be considered in default of the contract no matter the circumstances.

Use of this Contract does not preclude any participating entity from using other contracts or competitive processes as needed.

**X. STANDARD TERMS AND CONDITIONS:**

- A. **APPLICABLE LAW AND CHOICE OF FORUM:** This Contract shall be construed, governed, and interpreted pursuant to the laws of the Commonwealth of Virginia. All disputes arising under this Contract shall be brought before an appropriate court in the Commonwealth of Virginia.
- B. **ANTI-DISCRIMINATION:** By entering into this Contract, Contractor certifies to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians with Disabilities Act, the Americans with Disabilities Act and §§ 9&10 of the *Governing Rules*. If Contractor is a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the Contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (*Governing Rules*, § 36).

In every contract over \$10,000 the provisions in 1. and 2. below apply:

1. During the performance of this Contract, the Contractor agrees as follows:
    - a. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. 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, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such Contractor is an equal opportunity employer.
    - c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.
  2. The Contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or Contractor.
- C. **ANTITRUST:** By entering into this Contract, the Contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter

acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under this Contract.

- D. ASSIGNMENT: Neither party will assign or otherwise transfer its rights or obligations under this Contract without both parties' prior written consent. Any attempted assignment, transfer, or delegation without such consent is void.
- E. AUDIT: The Contractor shall retain all books, records, and other documents relative to this Contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. Mason, its authorized agents, and/or state auditors shall have full access to and the right to examine any of said materials during said period.
- F. AVAILABILITY OF FUNDS: It is understood and agreed between the parties herein that Mason shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this Contract.
- G. AUTHORIZED SIGNATURES: The signatory for each Party certifies that he or she is an authorized agent to sign on behalf such Party.
- H. BACKGROUND CHECKS: Contractor's employees (including subcontractors) performing services on any Mason campus must have successfully completed a criminal background check prior to the start of their work assignment/service. As stated in [University Policy Number 2221 – Background Investigations](#), the criminal background investigation will normally include a review of the individual's records to include Social Security Number Search, Credit Report (if related to potential job duties), Criminal Records Search (any misdemeanor convictions and/or felony convictions are reported) in all states in which the employee has lived or worked over the past seven years, and the National Sex Offender Registry. In addition, the Global Watch list (maintained by the Office of Foreign Assets Control of The US Department of Treasury) should be reviewed. Signature on this Contract confirms your compliance with this requirement.
- I. CANCELLATION OF CONTRACT: Mason reserves the right to cancel this Contract, in part or in whole, without penalty, for any reason, upon 60 days written notice to the Contractor. Upon written notice of cancellation from Mason, Mason shall be fully released from any further obligation under the Contract and Contractor agrees to directly refund all payments, for services not already performed, to Mason, including any pre-paid deposits, within 14 days. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
- J. CHANGES TO THE CONTRACT: Changes can be made to this Contract in any of the following ways:
  - 1. The parties may agree in writing to modify the scope of this Contract.
  - 2. Mason may order changes within the general scope of Contract at any time by written notice to Contractor. Changes within the scope of this Contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. Contractor shall comply with the notice upon receipt. Contractor shall be compensated for any additional costs incurred as the result of such order and shall give Mason a credit for any savings. Said compensation shall be determined by one of the following methods:
    - a. By mutual agreement between the parties in writing; or
    - b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the Mason's right to audit Contractor's records and/or to determine the correct number of units independently; or
    - c. By ordering Contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the Contract. The same markup shall be used for determining a decrease in price as the result of savings realized. Contractor shall present Mason with all vouchers and records of expenses incurred and savings realized. Mason shall have the right to audit the records of Contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to Mason within thirty (30) days from the date of receipt of the written order from Mason. If the Parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this Contract or, if there is none, in accordance

with the disputes provisions of the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and Their Contractors. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this Contract shall excuse the Contractor from promptly complying with the changes ordered by Mason or with the performance of the contract generally.

- K. CLAIMS: Contractual claims, whether for money or other relief, shall be submitted in writing no later than 60 days after final payment. However, written notice of the Contractor's intention to file a claim shall be given at the time of the occurrence or beginning of the work upon which the claim is based. Nothing herein shall preclude a contract from requiring submission of an invoice for final payment within a certain time after completion and acceptance of the work or acceptance of the goods. Pendency of claims shall not delay payment of amounts agreed due in the final payment.
  - 1. The Contractor must submit written claim to:  
 Chief Procurement Officer  
 George Mason University  
 4400 University Drive, MSN 3C5  
 Fairfax, VA 22030
  - 2. The Contractor must submit any unresolved claim in writing no later than 60 days after final payment to the Chief Procurement Officer.
  - 3. Upon receiving the written claim, the Chief Procurement Officer will review the written materials relating to the claim and will mail their decision to the Contractor within 60 days after receipt of the claim.
  - 4. The Contractor may appeal the Chief Procurement Officer's decision in accordance with §55 of the *Governing Rules*.
  
- L. COLLECTION AND ATTORNEY'S FEES: The Contractor shall pay to Mason any reasonable attorney's fees or collection fees, at the maximum allowable rate permitted under Virginia law, incurred in enforcing this Contract or pursuing and collecting past-due amounts under this Contract.
  
- M. COMPLIANCE: All goods and services provided to Mason shall be done so in accordance with any and all applicable local, state, federal, and international laws, regulations and/or requirements and any industry standards, including but not limited to: the Family Educational Rights and Privacy Act (FERPA), Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health Act (HITECH), Government Data Collection and Dissemination Practices Act, Gramm-Leach-Bliley Financial Modernization Act (GLB), Payment Card Industry Data Security Standards (PCI-DSS), Americans with Disabilities Act (ADA), and Federal Export Administration Regulations. Any Contractor personnel visiting Mason facilities will comply with all applicable Mason policies regarding access to, use of, and conduct within such facilities. Mason's policies can be found at <https://universitypolicy.gmu.edu/all-policies/> and any facility specific policies can be obtained from the facility manager.
  
- N. CONFIDENTIALITY OF PERSONALLY IDENTIFIABLE INFORMATION: The Contractor shall ensure that personally identifiable information ("PII") which is defined as any information that by itself or when combined with other information can be connected to a specific person and may include but is not limited to personal identifiers such as name, address, phone, date of birth, Social Security number, student or personal identification numbers, driver's license numbers, state or federal identification numbers, biometric information, religious or political affiliation, non-directory information, and any other information protected by state or federal privacy laws, will be collected and held confidential and in accordance with this Contract, during and following the term of this Contract, and will not be divulged without the individual's and Mason's written consent and only in accordance with federal law or the Code of Virginia.
  
- O. CONFLICT OF INTEREST: Contractor represents to Mason that its entering into this Contract with Mason and its performance through its agents, officers and employees does not and will not involve, contribute to nor create a conflict of interest prohibited by Virginia State and Local Government Conflict of Interests Act (Va. Code 2.2-3100 *et seq*), the Virginia Ethics in Public Contracting Act (§57 of the *Governing Rules*), the Virginia Governmental Frauds Act (Va. Code 18.2 – 498.1 *et seq*) or any other applicable law or regulation.
  
- P. CONTINUITY OF SERVICES:
  - 1. The Contractor recognizes that the services under this Contract are vital to Mason and must be continued without interruption and that, upon Contract expiration, a successor, either Mason or another contractor, may continue them. The Contractor agrees:

- a. To exercise its best efforts and cooperation to affect an orderly and efficient transition to a successor;
  - b. To make all Mason owned facilities, equipment, and data available to any successor at an appropriate time prior to the expiration of the Contract to facilitate transition to successor; and
  - c. That the University Procurement Officer shall have final authority to resolve disputes related to the transition of the Contract from the Contractor to its successor.
2. The Contractor shall, upon written notice from the Procurement Officer, furnish phase-in/phase-out services for up to ninety (90) days after this Contract expires and shall negotiate in good faith a plan with the successor to execute the phase-in/phase-out services. This plan shall be subject to the Procurement Officer's approval.
  3. The Contractor shall be reimbursed for all reasonable, pre-approved phase-in/phase-out costs (i.e., costs incurred within the agreed period after Contract expiration that result from phase-in, phase-out operations). All phase-in/phase-out work fees must be approved by the Procurement Officer in writing prior to commencement of said work.
- Q. **DEBARMENT STATUS:** As of the Effective Date, the Contractor certifies that it is not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of services covered by this Contract, nor is the Contractor an agent of any person or entity that is currently so debarred.
- R. **DEFAULT:** In the case of failure to deliver goods or services in accordance with this Contract, Mason, after due oral or written notice, may procure them from other sources and hold Contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which Mason may have.
- S. **DRUG-FREE WORKPLACE:** Contractor has, and shall have in place during the performance of this Contract, a drug-free workplace policy (DFWP), which it provides in writing to all its employees, vendors, and subcontractors, and which specifically prohibits the following on company premises, during work-related activities, or while conducting company business: the sale, purchase, manufacture, dispensation, distribution possession, or use of any illegal drug under federal law (including marijuana). For purposes of this section, "drug-free workplace" covers all sites at which work is done by Contractor in connection with this Contract.
- T. **ENTIRE CONTRACT:** This Contract constitutes the entire understanding of the Parties with respect to the subject matter herein and supersedes all prior oral or written contracts with respect to the subject matter herein. This Contract can be modified or amended only by a writing signed by all of the Parties.
- U. **EXPORT CONTROL:**
1. **Munitions Items:** If the Contractor is providing any items, data or services under this order that are controlled by the Department of State, Directorate of Defense Trade Controls, International Traffic in Arms Regulations ("ITAR"), or any items, technology or software controlled under the "600 series" classifications of the Bureau of Industry and Security's Commerce Control List ("CCL") (collectively, "Munitions Items"), prior to delivery, Contractor must:
    - a. notify Mason (by sending an email to [export@gmu.edu](mailto:export@gmu.edu)), and
    - b. receive written authorization for shipment from Mason's Director of Export Controls.
- The notification provided by the Contractor must include the name of the Mason point of contact, identify and describe each ITAR or CCL-controlled commodity, provide the associated U.S. Munitions List (USML) category number(s) or Export Control Classification Number, and indicate whether or not the determination was reached as a result of a commodity jurisdiction determination, or self-classification process. The Contractor promises that if it fails to obtain the required written pre-authorization approval for shipment to Mason of any Munitions Item, it will reimburse Mason for any fines, legal costs and other fees imposed for any violation of export controls regarding the Munition Item that are reasonably related to the Contractor's failure to provide notice or obtain Mason's written pre-authorization.
2. **Dual-Use Items:** If the Contractor is providing any dual-use items, technology or software under this order that are listed on the CCL in a series other than a "600 series", Contractor must (i) include the Export Control Classification Number (ECCN) on the packing or other transmittal documentation traveling with the item(s) and, (ii) send a description of the item, its ECCN, and the name of the Mason point of contact to: [export@gmu.edu](mailto:export@gmu.edu).
- V. **FORCE MAJEURE:** Mason shall be excused from any and all liability for failure or delay in performance of any

obligation under this Contract resulting from any cause not within the reasonable control of Mason, which includes but is not limited to acts of God, fire, flood, explosion, earthquake, or other natural forces, war, civil unrest, accident, any strike or labor disturbance, travel restrictions, acts of government, disease, pandemic, or contagion, whether such cause is similar or dissimilar to any of the foregoing. Upon written notification from Mason that such cause has occurred, Contractor agrees to directly refund all payments to Mason, for services not yet performed, including any pre-paid deposits within 14 days.

- W. FUTURE GOODS AND SERVICES: Mason reserves the right to have Contractor provide additional goods and/or services that may be required by Mason during the term of this Contract. Any such goods and/or services will be provided by the Contractor under the same pricing, terms and conditions of this Contract. Such additional goods and/or services may include other products, components, accessories, subsystems or related services that are newly introduced during the term of the Contract. Such newly introduced additional goods and/or services will be provided to Mason at Favored Customer pricing, terms and conditions.
- X. IMMIGRATION REFORM AND CONTROL ACT OF 1986: By entering into this Contract Contractor certifies that they do not and will not during the performance of this Contract employ illegal alien workers or otherwise violate the provisions of the federal Immigration Reform and Control Act of 1986.
- Y. INDEMNIFICATION: Contractor agrees to indemnify, defend and hold harmless Mason, the Commonwealth of Virginia, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods, or equipment of any kind or nature furnished by the Contractor/any services of any kind or nature furnished by the Contractor, provided that such liability is not attributable to the sole negligence of Mason or to the failure of Mason to use the materials, goods, or equipment in the manner already and permanently described by the Contractor on the materials, goods or equipment delivered. Contractor understands and acknowledges that Mason has not agreed to provide any indemnification or save harmless agreements running to Contractor.
- Z. INDEPENDENT CONTRACTOR: The Contractor is not an employee of Mason, but is engaged as an independent contractor. The Contractor shall indemnify and hold harmless the Commonwealth of Virginia, Mason, and its employees and agents, with respect to all withholding, Social Security, unemployment compensation and all other taxes or amounts of any kind relating to the Contractor's performance of this Contract. Nothing in this Contract shall be construed as authority for the Contractor to make commitments which will bind Mason or to otherwise act on behalf of Mason, except as Mason may expressly authorize in writing.
- AA. INFORMATION TECHNOLOGY ACCESS ACT: Computer and network security is of paramount concern at Mason. Mason wants to ensure that computer/network hardware and software does not compromise the security of its IT environment. Contractor agrees to use commercially reasonable measures in connection with any offering your company makes to avoid any known threat to the security of the IT environment at Mason.

All e-learning and information technology developed, purchased, upgraded or renewed by or for the use of Mason shall comply with all applicable University policies, Federal and State laws and regulations including but not limited to Section 508 of the Rehabilitation Act (29 U.S.C. 794d), the Information Technology Access Act, §§2.2-3500 through 2.2-3504 of the Code of Virginia, as amended, and all other regulations promulgated under Title II of the Americans with Disabilities Act which are applicable to all benefits, services, programs, and activities provided by or on behalf of the University. The Contractor shall also comply with the Web Content Accessibility Guidelines (WCAG) 2.0. For more information, please visit <http://ati.gmu.edu>, under Policies and Procedures.

- BB. INSURANCE: The Contractor shall maintain all insurance necessary with respect to the services provided to Mason. The Contractor further certifies that they will maintain the insurance coverage during the entire term of the Contract and that all insurance is to be placed with insurers with a current reasonable A.M. Best's rating authorized to sell insurance in the Commonwealth of Virginia by the Virginia State Corporation Commission. The Commonwealth of Virginia and Mason shall be named as an additional insured. By requiring such minimum insurance, Mason shall not be deemed or construed to have assessed the risk that may be applicable to the Contractor. The Contractor shall assess its own risks and, if it deems appropriate and/or prudent, maintain higher limits and/or broader coverage. The Contractor is not relieved of any liability or other obligations assumed or pursuant to this Contract by reason of its failure to obtain or maintain insurance in sufficient amounts, duration, or types.
  1. Commercial General Liability Insurance in an amount not less than one million dollars (\$1,000,000) per occurrence for bodily injury or property damage, personal injury and advertising injury, products and completed operations coverage;
  2. Workers Compensation Insurance in an amount not less than that prescribed by statutory limits; and, as

applicable;

3. Commercial Automobile Liability Insurance applicable to bodily injury and property damage, covering owned, non-owned, leased, and hired vehicles in an amount not less than one million dollars (\$1,000,000) per occurrence; and
4. An umbrella/excess policy in an amount not less than five million dollars (\$5,000,000) to apply over and above Commercial General Liability, Employer's Liability, and Commercial Automobile Liability Insurance.

CC. INTELLECTUAL PROPERTY: Contractor warrants and represents that it will not violate or infringe any intellectual property right or any other personal or proprietary right and shall indemnify and hold harmless Mason against any claim of infringement of intellectual property rights which may arise under this Contract.

1. Unless expressly agreed to the contrary in writing, all goods, products, materials, documents, reports, writings, video images, photographs or papers of any nature including software or computer images prepared or provided by Contractor (or its subcontractors) for Mason will not be disclosed to any other person or entity without the written permission of Mason.
2. Work Made for Hire. Contractor warrants to Mason that Mason will own all rights, title and interest in any and all intellectual property rights created in the performance or otherwise arising from the Contract and will have full ownership and beneficial use thereof, free and clear of claims of any nature by any third party including, without limitation, copyright or patent infringement claims. Contractor agrees to assign and hereby assigns all rights, title, and interest in any and all intellectual property created in the performance or otherwise arising from the Contract, and will execute any future assignments or other documents needed for Mason to document, register, or otherwise perfect such rights. Notwithstanding the foregoing, for research collaboration pursuant to subcontracts under sponsored research contracts administered by the University's Office of Sponsored Programs, intellectual property rights will be governed by the terms of the grant or contract to Mason to the extent such grant or contract requires intellectual property terms to apply to subcontractors.

DD. NON-DISCRIMINATION: All parties to this Contract agree to not discriminate on the basis of race, color, religion, national origin, sex, pregnancy, childbirth or related medical conditions, age (except where sex or age is a bona fide occupational qualification, marital status or disability).

EE. NON-EXCLUSIVITY: Nothing herein is intended nor shall be construed as creating any exclusive arrangement with Contractor. This Contract will not restrict or prohibit Mason from acquiring the same or similar goods and/or services from other entities or sources.

FF. PAYMENT TO SUBCONTRACTORS: The Contractor shall take the following actions upon receiving payment from Mason: (1) pay the subcontractor within seven days for the proportionate share of the total payment received from Mason attributable to the work performed by the subcontractor under that Contract; or (2) notify Mason and subcontractor within seven days, in writing, of its intention to withhold all or a part of the subcontractor's payment with the reason for nonpayment. b. If an individual contractor, provide social security number in order to receive payment. c. If a proprietorship, partnership or corporation provide Federal employer identification number. d. Pay interest to subcontractors on all amounts owed by the Contractor that remain unpaid after seven days following receipt by the Contractor of payment from the Institution for work performed by the subcontractor under that Contract, except for amounts withheld as allowed by prior notification. e. Accrue interest at no more than the rate of one percent per month. f. Include in each of its subcontracts a provision requiring each subcontractor to include or otherwise be subject to the same payment and interest requirements with respect to each lower-tier subcontractor.

GG. PUBLICITY: The Contractor shall not use, in its external advertising, marketing programs or promotional efforts, any data, pictures, trademarks or other representation of Mason except on the specific written authorization in advance by Mason's designated representative.

HH. REMEDIES: If the Contractor breaches this Contract, in addition to any other rights or remedies, Mason may terminate this Contract without prior notice.

II. RENEWAL OF CONTRACT: This Contract may be renewed by Mason for four (4) successive one-year renewal options under the terms and conditions of this Contract except as stated in 1. and 2. below. Price increases may be negotiated only at the time of renewal. Written notice of the University's intention to renew shall be given approximately 90 days prior to the expiration date of each contract period.

1. If the University elects to exercise the option to renew the Contract for an additional one-year period, the Contract price(s) for the additional one year shall not exceed the Contract price(s) of the original Contract increased/decreased by more than the percentage increase/decrease of the "other goods and services" category of the CPI-U section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available or 2%, whichever is lower.
2. If during any subsequent renewal periods, the University elects to exercise the option to renew the Contract, the Contract price(s) for the subsequent renewal period shall not exceed the Contract price(s) of the previous renewal period increased/decreased by more than the percentage increase/decrease of the "other goods and services" category of the CPI-U section of the Consumer Price Index of the United States bureau of Labor Statistics for the latest twelve months for which statistics are available, or 2%, whichever is lower.

JJ. REPORTING OF CRIMES, ACCIDENTS, FIRES AND OTHER EMERGENCIES: Any Mason Employee, including contracted service providers, who is not a staff member in Counseling and Psychological Services (CAPS) or a pastoral counselor, functioning within the scope of that recognition, is considered a "Campus Security Authority (CSA)." CSAs must promptly report all crimes and other emergencies occurring on or near property owned or controlled by Mason to the Department of Police & Public Safety or local police and fire authorities by dialing 9-1-1. At the request of a victim or survivor, identifying information may be excluded from a report (e.g., names, initials, contact information, etc.). Please visit the following website for more information and training: <http://police.gmu.edu/clery-act-reporting/campus-security-authority-csa/>."

KK. RESPONSE TO LEGAL ORDERS, DEMANDS, OR REQUESTS FOR DATA: Except as otherwise expressly prohibited by law, Contractor will: i) immediately notify Mason of any subpoenas, warrants, or other legal orders, demands or requests received by Contractor seeking University Data; ii) consult with Mason regarding its response; iii) cooperate with Mason's reasonable requests in connection with efforts by Mason to intervene and quash or modify the legal order, demand or request; and iv) upon Mason's request, provide Mason with a copy of its response.

If Mason receives a subpoena, warrant, or other legal order, demand (including request pursuant to the Virginia Freedom of Information Act) or request seeking University Data maintained by Contractor, Mason will promptly provide a copy to Contractor. Contractor will promptly supply Mason with copies of data required for Mason to respond, and will cooperate with Mason's reasonable requests in connection with its response.

LL. SEVERABILITY: Should any portion of this Contract be declared invalid or unenforceable for any reason, such portion is deemed severable from the Contract and the remainder of this Contract shall remain fully valid and enforceable.

MM. SOVEREIGN IMMUNITY: Nothing in this Contract shall be deemed a waiver of the sovereign immunity of the Commonwealth of Virginia and of Mason.

NN. SUBCONTRACTS: No portion of the work shall be subcontracted without prior written consent from Mason. In the event that the Contractor desires to subcontract some part of the work specified herein, the Contractor shall furnish Mason the names, qualifications and experience of their proposed subcontractors. The Contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of this Contract. This paragraph applies to, but is not limited to, subcontractor(s) who process University Data.

OO. SWaM CERTIFICATION: Contractor agrees to fully support the Commonwealth of Virginia and Mason's efforts related to SWaM goals. Upon contract execution, Contractor (as determined by Mason and the Virginia Department of Small Business and Supplier Diversity) shall submit all required documents necessary to achieve SWaM certification to the Department of Small Business and Supplier Diversity within 90 days. If Contractor is currently SWaM certified, Contractor agrees to maintain their certification for the duration of the Contract and shall submit all required renewal documentation at least 30 days prior to existing SWaM expiration at <https://www.sbsd.virginia.gov/>.

PP. UNIVERSITY DATA: University Data includes all Mason owned, controlled, or collected PII and any other information that is not intentionally made available by Mason on public websites, including but not limited to business, administrative and financial data, intellectual property, and patient, student and personnel data. Contractor agrees to the following regarding University Data it may collect or process as part of this Contract:

1. Contractor will use University Data only for the purpose of fulfilling its duties under the Contract and will not share such data with or disclose it to any third party without the prior written consent of Mason, except as required by the Contract or as otherwise required by law. University Data will only be processed by

Contractor to the extent necessary to fulfill its responsibilities under the Contract or as otherwise directed by Mason.

2. University Data, including any back-ups, will not be accessed, stored, or transferred outside the United States without prior written consent from Mason. Contractor will provide access to University Data only to its employees and subcontractors who need to access the data to fulfill Contractor's obligations under the Contract. Contractor will ensure that employees who perform work under the Contract have read, understood, and received appropriate instruction as to how to comply with the data protection provisions of the Contract and to maintain the confidentiality of the University Data.
3. The parties agree that as between them, all rights including all intellectual property rights in and to University Data shall remain the exclusive property of Mason, and Contractor has a limited, nonexclusive license to use the University Data as provided in the Contract solely for the purpose of performing its obligations under the Contract. The Contract does not give a party any rights, implied or otherwise, to the other party's data, content, or intellectual property, except as expressly stated in the Contract.
4. Contractor will take reasonable measures, including audit trails, to protect University Data against deterioration or degradation of data quality and authenticity. Contractor shall be responsible for ensuring that University Data, per the Virginia Public Records Act, is preserved, maintained, and accessible throughout their lifecycle, including converting and migrating electronic data as often as necessary so that information is not lost due to hardware, software, or media obsolescence or deterioration.
5. Contractor shall notify Mason within three business days if it receives a request from an individual under any applicable law regarding PII about the individual, including but not limited to a request to view, access, delete, correct, or amend the information. Contractor shall not take any action regarding such a request except as directed by Mason.
6. If Contractor will have access to University Data that includes "education records" as defined under the Family Educational Rights and Privacy Act (FERPA), the Contractor acknowledges that for the purposes of the Contract it will be designated as a "school official" with "legitimate educational interests" in the University education records, as those terms have been defined under FERPA and its implementing regulations, and the Contractor agrees to abide by the limitations and requirements imposed on school officials. Contractor will use the education records only for the purpose of fulfilling its duties under the Contract for Mason's and its end user's benefit, and will not share such data with or disclose it to any third party except as provided for in the Contract, required by law, or authorized in writing by the University.

QQ. UNIVERSITY DATA SECURITY: Data security is of paramount concern to Mason. Contractor will utilize, store and process University Data in a secure environment in accordance with commercial best practices, including appropriate administrative, physical, and technical safeguards, to secure such data from unauthorized access, disclosure, alteration, and use. Such measures will be no less protective than those used to secure Contractor's own data of a similar type, and in no event less than reasonable in view of the type and nature of the data involved. At a minimum, Contractor shall use industry-standard and up-to-date security tools and technologies such as anti-virus protections and intrusion detection methods to protect University Data.

1. Immediately upon becoming aware of circumstances that could have resulted in unauthorized access to or disclosure or use of University Data, Contractor will notify Mason, fully investigate the incident, and cooperate fully with Mason's investigation of and response to and remediation of the incident. Except as otherwise required by law, Contractor will not provide notice of the incident directly to individuals who's PII was involved, regulatory agencies, or other entities, without prior written permission from Mason.
2. Mason reserves the right in its sole discretion to perform audits of Contractor, at Mason's expense, to ensure compliance with all obligations regarding University Data. Contractor shall reasonably cooperate in the performance of such audits. Contractor will make available to Mason all information necessary to demonstrate compliance with its data processing obligations. Failure to adequately protect University Data or comply with the terms of this Contract with regard to University Data may be grounds to terminate this Contract.

RR. UNIVERSITY DATA UPON TERMINATION OR EXPIRATION: Upon termination or expiration of the Contract, Contractor will ensure that all University Data are securely returned or destroyed as directed by Mason in its sole discretion within 180 days of the request being made. Transfer to Mason or a third party designated by Mason shall occur within a reasonable period of time, and without significant interruption in service. Contractor shall ensure that such transfer/migration uses facilities and methods that are compatible with the relevant systems of Mason or its

transferee, and to the extent technologically feasible, that Mason will have reasonable access to University Data during the transition. In the event that Mason requests destruction of its data, Contractor agrees to destroy all data in its possession and in the possession of any subcontractors or agents to which the Contractor might have transferred University Data. Contractor agrees to provide documentation of data destruction to the University.

Contractor will notify the University of any impending cessation of its business and any contingency plans. This includes immediate transfer of any previously escrowed assets and University Data and providing Mason access to Contractor’s facilities to remove and destroy Mason-owned assets and University Data. Contractor shall implement its exit plan and take all necessary actions to ensure a smooth transition of service with minimal disruption to Mason. Contractor will also provide a full inventory and configuration of servers, routers, other hardware, and software involved in service delivery along with supporting documentation, indicating which if any of these are owned by or dedicated to Mason. Contractor will work closely with its successor to ensure a successful transition to the new equipment, with minimal downtime and effect on Mason, all such work to be coordinated and performed in advance of the formal, final transition date.

- SS. UNIVERSITY REVIEW/APPROVAL: All goods, services, products, design, etc. produced by the Contractor for or on behalf of Mason are subject to Mason’s review and approval.
- TT. WAIVER: The failure of a party to enforce any provision in this Contract shall not be deemed to be a waiver of such right.

**Contractor Name**

**George Mason University**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

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

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

**ATTACHMENT C – REQUIRED QUESTIONS**

<b>George Mason University</b>					
<b>Request for Proposal GMU-SS0906-24</b>					
<b>#</b>	<b>Question</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>	<b>Explanation if Necessary</b>
1	Does your company provide security services				
2	How many security personnel does your company currently employ? - Provide current number in Explanation				
3	Does your company subcontract security services? - If yes, provide name of subcontractor(s) in Explanation				
4	Does your company have experience staffing the following events?				
4.A	Athletic Competitions - Provide example in Explanation				
4.B	Performing Arts Events - Provide example in Explanation				
4.C	Concerts - Provide example in Explanation				
4.D	Large public events - Provide example in Explanation				
4.E	Tailgates or outdoor festivals - Provide example in Explanation				
4.F	Political/campaign events - Provide example in Explanation				
4.G	Highschool or University events - Provide example in Explanation				
5	Do your security services perform Fire Watch in accordance with NFPA 101?				
6	Does your company provide building security services (e.g., unoccupied building security)?				
7	With training or current training, are your security services capable operate magnetometers and weapons detection systems?				
8	With training or current training, security services able to calibrate magnetometers and weapons detection systems				
9	Can your security services conduct visual inspections of patrons bags, purses, etc.?				
10	Do you have staff that are bi-lingual? Please indicate languages spoken				

11	Are background investigations conducted on security service staff? Explain background investigation process and scope				
12	Are background investigations conducted routinely? Provide frequency in Explanation				
13	Are security services subject to drug testing? Provide frequency and process in Explanation				
14	Are security services subject to check against Sex Offender Registry? Provide frequency and process in Explanation				
15	Are security services permitted to work if they have a record/history of:				
15. A	Domestic Violence				
15. B	Sex Offense				
15. C	Theft				
15. D	Assault				
15. E	Criminal Record				
15. F	Other - Please provide explanation				
16	Do you have minimum staffing level (e.g., Security services work in teams of two or more)?				
17	Will a supervisor always be present on site?				
18	Does your company require a supervisor to Security Officer ratio (e.g., one supervisor for every eight officers)? Provide ratio(s) in Explanation				
19	Does your company provide emergency security services upon request?				
20	Can your company provide emergency security services within two hours?				
21	Is your company able to produce separate invoices for multiple entities under one customer?				
22	Do all Security Service personnel meet the Department of Criminal Justice Services requirements for Security Officer Certification: <a href="https://www.dcjs.virginia.gov/licensure-and-regulatory-affairs/unarmed-security-officercourier">https://www.dcjs.virginia.gov/licensure-and-regulatory-affairs/unarmed-security-officercourier</a>				
23	Does your Security Service staff receive additional training? Provide list of trainings in Explanation				
24	Does your company provide Uniforms to all Security Services?				

25	Does your company require a dress code for all Security Services?				
26	Does your company provide tents or other supplies to support Security Services during inclement weather? Provide list of supplies in Explanation				
27	Does your company provide "dress" uniforms for high profile/formal events (e.g., suit jackets, ties, dresses)?				
28	Can your Security Services provide traffic control (e.g., parking attendant, traffic control)				
29	Does your company provide Security Services with the following equipment if necessary				
29.A	Radio				
29.B	High visibility vest				
29.C	Flashlight				
29.D	Flashlight traffic wand				
30	Does your company have restrictions on overnight, weekend, or holiday staffing? - If Yes please explain in Explanation				
31	Does your company have experience managing crowd control at large scale events of over 5000 participants?				
32	What does your turnover rate look like with employee retention/attrition?				

# George Mason University Event Security Services



**Original**

Tim Sansone

3702 Pender Drive Suite 402

Fairfax, VA 22030

Phone: (703) 463-2558

Email: [tsansone@sentryforce.com](mailto:tsansone@sentryforce.com)

SCC: S5915253

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## TAB 1: PROCEDURAL INFORMATION

Submitted via Bonfire. Sentry Force takes no exception to the terms and conditions listed in the RFP, nor do we take exception to Attachment B.

**George Mason University**  
**Event Security Services**

George Mason University

Attn: Sara Siddall, Strategic Sourcing Manager  
4400 University Drive  
Fairfax, Va 22030

Dear Ms. Siddall,

Sentry Force Security LLC (“Sentry Force”) is pleased to present our proposal in response to the George Mason RFP for Security Guard Services.

Sentry Force provides custom security solutions to clients throughout many different industries, including government, diplomatic, **educational**, transportation, healthcare, commercial, and industrial security. We evaluate your needs and specific situation to provide you with the best security solutions possible. We understand that each industry we serve is unique and presents different security challenges, which is why we recognize these differences to incorporate them into our custom security solutions for clients.

With more than half a century of experience on our leadership team alone, Sentry Force has experienced nearly every type of security situation and has responded appropriately, displaying our professionalism, skill and compassionate yet authoritative approach every step of the way. Our local teams are made up of professionals that know the area, the industry, and have the training to perform accordingly.

As you will see in our proposal, our capabilities allow us to compete with larger international firms to serve the diverse needs of the George Mason campus, staff, and facilities, while at the same time by having our ownership and executive management involved in daily operations and client interactions, this will allow us to familiarize ourselves with each stakeholder, staff member, and customer under this contract. Simply put, ***we are large enough to serve you, but small enough to know you.***

Tim Sansone is the company officer responsible for ascertaining the correctness of the proposal, and can be reached at 703-463-2558 (Office), 703-344-5995 (Cell), and email at [tsansone@sentryforce.com](mailto:tsansone@sentryforce.com).

We look forward to the opportunity to work with George Mason in the coming years. Thank you for your consideration and attention to our proposal.

Sincerely,



Tim Sansone, President  
Sentry Force Security LLC

## TAB 2: EXECUTIVE SUMMARY

Sentry Force Security LLC is a regional security firm which employs a guard force of over 550 full and part time security officers across Virginia, Maryland, DC, and Texas. With a regional presence and force this large, Sentry Force invests many of its resources into building a strong management and leadership team both out in the field and centrally in our Corporate and various regional offices. Founded by President Tim Sansone in 2015, Sentry Force has grown significantly to include three office locations across Virginia:

- 1. Fairfax Corporate Office (Servicing Northern Virginia, DC, and Maryland):**  
3702 Pender Drive, Suite 402, Fairfax, VA 22030 (*less than 3.9 miles from GMU campus*)
- 2. Richmond Branch Office (Servicing Central Virginia, Charlottesville, Blue Ridge region, and Southwestern Virginia):**  
1806 Summit Ave Suite 300, Richmond, VA 23230
- 3. Virginia Beach Branch Office (Servicing Tidewater, Eastern Shore, and Southern Virginia):**  
900 Commonwealth Place, Suite 200, Virginia Beach, VA 23464

Sentry Force's growth over the years has also translated into grossing over \$5 million in revenue during FY 2021, \$7.5 million in FY 2022, \$13.2 million in FY 2023, and \$16.4 million in FY 2024. With the acquisition of several large government contracts during 2024, Sentry Force projects its gross revenue to be approximately \$29.2 million in FY 2025. We attribute this growth and success to the hard work of our management team and hiring and selection practices to ensure only the most qualified personnel are recruited and retained.

Sentry Force's growth and success in the private sector has also attributed to its growth in the public sector. Sentry Force has been awarded several large government contracts in the last several years too, including but not limited to Virginia Commonwealth University (VCU), Fairfax City Police Department, Arlington County Department of Human Services, the Redevelopment and Housing Authorities for the cities of: Richmond, Norfolk, Alexandria, Suffolk, and Charlottesville, the City of Alexandria, the Embassy of the Republic of Indonesia, and several others.

In 2022, Sentry Force was awarded a very large statewide contract for Level II Armed Security services for the Virginia Department of Motor Vehicles (DMV), where we staff armed security officers to every DMV Customer Service Center throughout the state of Virginia. Sentry Force was also awarded a second, subsequent contract by the DMV to provide the same armed security services to safeguard its headquarters in Richmond. In addition to the award of this large, prestigious contract, Sentry Force was also awarded a contract for both armed and unarmed security services with both the City of Alexandria and the City of Alexandria Police Department to provide city-wide security services at all of the City's government buildings and facilities.

These buildings include, but are not limited to: Alexandria City Hall, Alexandria Police Department Headquarters, several social services facilities, and more.

In 2023, Sentry Force was awarded a large regional security contract with Hampton Roads Transit (HRT). This contract, which is valued at over \$10 million, provides HRT with both armed and unarmed security officers to patrol and protect critical transportation infrastructure and transit facilities throughout the City of Norfolk and the greater Hampton Roads region. This contract requires over 1,246 billable hours/week and includes a dynamic staffing plan of Quality Assurance Supervisors, Field Supervisors, a Project Manager, and an Account Manager. This level of increased site supervision was not required by HRT in its RFP, however our robust and successful Project Management and Work Plan, coupled with our tried and proven Quality Control Program convinced HRT that our approach to their project would be the most advantageous to serve its needs as a large transit operator and regional transit authority.

Most recently, Sentry Force Security was awarded a substantial government contract with Virginia Commonwealth University (VCU), to provide comprehensive campus security services across the university's campus and affiliated health system. As part of the contract, Sentry Force staffs Level II Campus Security Officers (CSOs) throughout the university campus, ensuring a safe environment for students, faculty, and staff. The scope of work under this contract includes the deployment of security personnel to operate advanced weapons detection systems to screen for weapons entering both the university campus and the VCU hospital system, thereby enhancing safety for all who enter these facilities. The contract also requires frequent and high-volume event security staffing for special events across the campus. This large-scale contract requires over 9,000 billable hours per week to ensure all staffing requirements are met, underscoring the critical role that Sentry Force Security plays in safeguarding VCU's campus community.

Upon thoroughly evaluating the needs of George Mason's facilities under this RFP, we believe our proven ability will prove to be the most advantageous for *George Mason*. **Our service to support George Mason will come from our Fairfax branch.** Our approach to managing the security personnel required under this contract and ensuring compliance with all elements of the RFP as well as ensuring the utmost quality service is delivered can be outlined as follows:

- Implementation of a solid Recruitment and Retention Plan
- A campus-based safety and security strategy
- Providing quality basic training as well as unique, enhanced specialized security training towards a university environment
- Technology integration to ensure key performance indicators (KPI's) are met and that George Mason expectations are continually achieved
- Constant, dedicated on-site field supervision over all operations of this contract
- Implementation of an experienced and diverse project management team to oversee and administer the overall security operations under this contract

## TAB 3: QUALIFICATIONS AND EXPERIENCE

### UNPARALLELED AWARD-WINNING SERVICE

Sentry Force Security is paving the way through innovation in the private security industry. In today's world, security is becoming a dire need within both the private and public sectors. While public law enforcement services are available to the public, often times emergency services are unable to respond to crises in a timely manner, and during times of disaster, not at all. This is where we are of the most service.

Due to our innovative approach to ensuring clients' safety and satisfaction, and due to our focused emphasis on customer service training, Sentry Force has received several awards and accolades for its first-class service which clients receive. In fact, Sentry Force was awarded as the Top Patrol Service Provider in 2023 by Business Management Review magazine, where it was also featured in the publication's May Patrol Services edition.

While Sentry Force is honored to be recognized by various publications and trade journals, we are most honored to retain the faith and trust of our wonderful clientele.

Link to full article: <https://www.businessmanagementreview.com/sentry-force-security>



Sentry Force Security was named as the Top Patrol Service Provider for 2023 by Business Management Review magazine



Left: President Tim Sansone signing a historic cooperative procurement agreement with Virginia Commonwealth University (VCU) valued at over \$68 million.

Above (from left to right): Director of Operations Parry Swafford, President Tim Sansone, Director of Training Michael Bates, and Lt. Pryor during a private VCU 9 contract signing ceremony.



Sentry Force Security is on the forefront of private security and leading the way in providing effective security solutions for government agencies across Virginia. Sentry Force Security was named the Top Patrol Service Provider for 2023 by Business Management Review magazine and was featured in its special Patrol Services Edition.

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## SENTRY FORCE SECURITY IN THE NEWS

With Sentry Force Security's growth and great success in ensuring our clients' safety, Sentry Force has garnered significant media attention over the years, including recently with the announcement of one of our highly publicized and anticipated armed security projects to provide security for Richmond Redevelopment and Housing Authority – Virginia's largest public housing authority in the state. As cited in multiple news articles about this anticipated service to Richmond's housing authority, the Richmond Redevelopment and Housing Authority awarded our company a sole-source contract based on the evaluated successes with other regional housing authorities in the state, primarily Norfolk Redevelopment and Housing Authority.

Richmond City Police Chief, Rick Edwards, recently gave thanks and recognition to Sentry Force Security during an RRHA press conference on September 14<sup>th</sup>, 2023. During the press conference, he also told the press that prior to supporting RRHA's decision to award its sole-source contract to Sentry Force, he reached out to his colleague in Norfolk – the Chief of Police of the Norfolk Police Department – to gather feedback on our services in the City of Norfolk for the Norfolk Redevelopment and Housing Authority. Per Chief Edwards' conversation with the Norfolk Police Chief, he reported to the media present during the September 14<sup>th</sup> press conference that our services came highly recommended by the Chief of Police of the City of Norfolk.

You can read about this news story and watch the local media news coverage in the Central Virginia region here:

- <https://www.nbc12.com/2023/08/08/new-security-force-recruited-patrol-rrha-public-housing/>
- <https://www.wric.com/news/local-news/richmond/you-got-to-give-the-people-hope-rrha-community-partners-hope-security-jobs-will-decrease-violent-crime/>
- <https://police.vcu.edu/about/security-sentry-force/>



# New security force recruited to patrol RRHA public housing



A private security force will now work with Richmond police to get a handle on crime after RRHA residents requested more protection.

RRHA says it brought Sentry Force on board after hearing about the progress it made in Norfolk's public housing authority.

VIRGINIA COMMONWEALTH UNIVERSITY WE ARE THE UNCOMMON. Give

SECTIONS VCU news Search...

AUG. 12, 2024

## New security provider begins VCU operations on the Monroe Park and MCV campuses

Unarmed officers from Sentry Force will be a common presence and will work with VCU Police to enhance safety.



---

## COMMUNITY ENGAGEMENT

Sentry Force Security is heavily involved in the communities it serves. We recognize the critical role our company plays in providing security to both public and private organizations alike, and whether our clients are a private organization or a public institution or government agency, we strive to foster positive relationships with the members and stakeholders of the communities in which we serve.

Sentry Force’s commitment in this regard is evident through communities across the Commonwealth of Virginia. In coordination with our clients and public organizations, Sentry Force and its officers often participate in community events where our officers, residents, police officers, firefighters, EMT’s, local officials, and more come together to celebrate the cooperation of all of these organizations and to promote public safety, as well as to build trust. Sentry Force often participates in “pop-up” community events with clients such as the Richmond Redevelopment and Housing Authority.



Sentry Force K-9 Officer Brandon Bowe meeting a resident and her young child at Spring Garden Apartments, and showing the child his canine partner



A Sentry Force supervisor speaking with Richmond Chief of Police Rick Edwards during a community pop-up event hosted by RRHA

---

## GIVING BACK

In addition to fostering trust and cooperation between our firm and the communities we serve, Sentry Force also strongly believes in maintaining strong alliances with local law enforcement and emergency services departments in order to best fulfill our clients’ security needs. Our commitment to fostering these professional working relationships with local law enforcement and emergency departments is evident through our firm’s and President Tim Sansone’s philanthropy to these local agencies. Some of Sentry Force’s most recent philanthropic activities include:

- \$15,000 sponsorship of the New Bridge Fire and Rescue Station's apparatus bays
- \$7,000 contribution to the Foundation for Lake Anna's Emergency Services' ambulance fundraiser to purchase a new ambulance for Louisa County
- \$5,000 donation to fund two scholarships for the Lake Anna Business Partnership to benefit local students' post-high school education
- \$2,250 in event sponsorships to the Louisa County Chamber of Commerce as a Partner in Progress
- \$1,927 donation to the 1927 Legacy Campaign for the Louisa County Chamber of Commerce



A Sentry Force supervisor speaking with RRHA representatives during an RRHA community pop-up event in Richmond, VA



Sentry Force Captain Morganna Leon speaking with a resident and her child during a Richmond Redevelopment and Housing Authority press conference and community event. Link to full news story: <https://www.wtvr.com/news/local-news/rrha-security-patrol-sept-14-2023>

RICHMOND REDEVELOPMENT AND HOUSING AUTHORITY  
**CREIGHTON COURT RESIDENTS**  
**RRHA's Security Force is Here!**

Sentry Force Security representatives will be on site to meet & greet Creighton residents at the **Richmond Police Department POP-UP** at Creighton on **Thursday, August 31<sup>st</sup> @ 5 pm**  
Boys & Girls Club Teen & Community Center 1830 Creighton Road | Richmond VA 23223



Creighton Court community residents are encouraged to come and meet members of RRHA's new community security force, Sentry Force Security, who will be providing security services for RRHA's public housing family and senior communities. Residents will be able to ask questions and provide feedback about this COMMUNITY LED INITIATIVE. This partnership between RRHA, the Richmond Police Department and Sentry Force Security is designed to restore safe communities throughout Richmond's public housing localities.

rrha.com

Sentry Force Security

For More Information: (804) 780-3499  
Email: public.safety@rrha.com





Sentry Force Security has sponsored the Louisa County's New Bridge Fire and Rescue Station's flagpoles and apparatus bays during the initial construction of the new station, as commemorated on these plaques.



## SENTRY FORCE SECURITY TEAM

Our **Director of Business Development and Quality Assurance, John Cake**, will ensure George Mason's expectations of our firm and our officers are met and that George Mason's continued satisfaction is achieved. Mr. Cake has 35 years of experience in private security management and is a retired veteran of the Virginia Beach Police Department where he served honorably as a Police Officer. During his tenure serving in the Virginia Beach Police Department, he was trained and qualified in many specialized and tactical areas of law enforcement expertise. Mr. Cake is also a graduate of Old Dominion University where he received his Bachelor of Science in Criminal Justice. With Sentry Force since 2017 Mr. Cake was a **Director of Security at Washington Adventist University** and worked in Security at George Washington University.

Overseeing all Security Operations, **Director of Operations William "Parry" Swafford** is tasked with ensuring the utmost quality of service our officers provide to clients. Mr. Swafford's responsibility will be to ensure the firm's full compliance with all contractual matters and providing Sentry Force's Account Manager and all of his subordinate Field Supervisors whatever corporate support and resources is needed to ensure the success of this contract. He is also responsible for ensuring that our superior training standards are continually met. Any security needs our clients have can be addressed and resolved by Mr. Swafford.

Sentry Force Security's **Director of Training, Michael Bates**, is responsible for the creation and execution of all security training programs, course outlines, and lesson plans for new officers and current officers alike. Mr. Bates is an industry expert, with over 20 years of federal law enforcement experience as a DHS Federal Police Officer holding top secret clearances. During his 20 years as a federal police officer, Mr. Bates was promoted to Captain where he was tasked with supervising over 100 other police officers and supervised Incident Command Rooms. Throughout multiple times in his federal career Mr. Bates has been deputized as a federal US Deputy Marshall for special operations. In addition to Mr. Bates' long law enforcement service in the federal government, he has also worked as a Sheriff Deputy for the Warren County Sheriff's Office and was a machine gunner with the rank of Sergeant in the United States Marine Corps.

Prior to joining Sentry Force as our Director of Training, Mr. Bates worked for the Capitol Police Department in DC where he was responsible for overseeing all firearms



Sentry Force Security's Director of Training, Michael Bates, standing with US Capitol Police Chief J. Thomas Manger. Mr. Bates worked as the lead instructor for the US Capitol Police Department for many years prior to joining Sentry Force.

and tactics training for the 1,879 sworn officers the Capitol Police Department employs, including coordinating the requalification training for all its officers. With his extensive law enforcement and tactical weapons training background, Mr. Bates is a key member of Sentry Force's management team in operating the Sentry Force Training Academy.

**Lorenzo Reed** will be the designated **Account Manager for George Mason** under this contract. Mr. Reed currently serves as Sentry Force's Project Manager over our firm's contract with Virginia Commonwealth University, where he oversees an extensive management team, who in turn manages a guard force of over 250 officers specifically assigned to VCU. Mr. Reed is both a retired Marine Corp veteran and private security expert. Prior to joining Sentry Force Security to oversee our VCU project, Mr. Reed worked for Inova as the Director of Public Safety and Security for Alexandria Hospital – which is also one of Sentry Force's serviced client accounts. Mr. Reed also has extensive background in managing campus security operations, having served as the **Director of Security and Emergency Management for University of Maryland**. Mr. Reed brings a wealth of security management expertise as well as college campus experience which will directly benefit this project with George Mason.



## RESUMES AND BIOGRAPHICAL INFORMATION OF KEY PERSONNEL

### JOHN CAKE

Fairfax, VA ● (571) 225-8845 ● [JCake@sentryforce.com](mailto:JCake@sentryforce.com)

#### SUMMARY

Seasoned **Multi-Site Security Operations Manager and BDM** with **25+ years of experience** within Government, Data Centers, Retail, Commercial, and a wide array of private business sectors. Proven expertise in team management, shift scheduling, disciplinary reviews/actions, Security Officer training, recruitment, HR, payroll, and client relations management. Exceptional verbal, written, and presentation skills in conducting Security Operations and Training Courses for internal and external stakeholders. A strong leader with experience mentoring reliable security teams, reducing overtime percentages, and creative recruitment strategies to ensure client satisfaction. Willing and able to be in the trenches to man posts and attend to on-call needs.

#### CAREER EXPERIENCE

**Sept 2017 to Present**

##### **Sentry Force Security**

##### **Director Of Business Development and Quality Assurance**

###### *Overview of Duties:*

- Managed day-to-day security quality assurance program
- Compliance for 3 state jurisdictions
- Client meeting, Client Satisfaction, Inspections, Site Surveys, proposal writing.
- Start Up transition plans. Training development specific to new contracts.
- Contract Service review and satisfaction surveys

##### **Allied Universal**

**Dec 2014 – Sept 2017**

###### *Overview of Duties:*

- Managed day-to-day security operations for multiple sites for armed and unarmed security officers across the DMV area.
- Oversaw and personally handled payroll, recruitment, employee training, officer arming/uniforming, and on-call duties.
- Developed presentations and analysis for upper management and client meetings.
- Managed client relations across all facilities/accounts under purview.
- Collaborated with the Recruitment team, Customer Service teams, and other departments to identify and mitigate gaps.
- Key in reduction of over-time from 15% to 3% consistently across multiple facilities.

*Positions Held:*

Regional Area Manager – Amazon H2Q Corporate Security

*Dec 2019 – Jan 2023*

- 15 Amazon facilities around the DMV area; Developed security operations for multiple facility launches.
- Oversaw 275+ Officers, averaging 15,200 man-hours per week.

Regional Area Manager – Digital Realty Data Centers

*Mar 2014 – Dec 2019*

- 13 Data facilities in VA and NC, overseeing 150 – 200 officers averaging 12,250 man-hours per week.
- Led process improvement efforts to analyze, identify, and mitigate physical security gaps and risks.

Operations Manager – Under Allied-Barton

*Mar 2010 – Mar 2014*

- Started position as a single-facility site manager (Data Center), then promoted to multi-site regional operations manager.
- Oversaw 22 facilities with around 200 officers (non-union, unarmed).

**IPC International**

**Feb 2008 – Oct 2011**

Director of Public Safety & Security

- Single-site security manager for Landmark Mall (Alexandria, VA) overseeing 15 security officers.

**Lerner Corporation**

**Jul 2005 – Feb 2008**

Director of Security

- Single-site security manager for Dulles Town Center Mall (Dulles, VA) overseeing 23 security officers.

**American Security Programs**

**Nov 2001 – Jul 2005**

Managing Director of Operations

- Head of Operations, reporting directly to ownership, managing security operations for 35 facilities in Government, Class A, Residential, Commercial, and other sectors of business.
- Oversaw 250+ officers (armed and unarmed), with an average of 13,000 man-hours per week.
- Oversaw and was personally involved in recruiting, shift scheduling, client relations, payroll, employee training, and HR.
- Implemented a bonus structure to incentivize single-site facility manager direct reports to reduce overtime, then provided mentorship and created a collaborative culture to solve single facility problems as a team. This resulted in a reduction of overtime to below 5% across all 35 facilities for 6 consecutive months or more.

## EARLY CAREER

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<b>Barton Protective Services</b>   Operations Manager	1999 – 2001
<b>Allied Security</b>   Operations Manager   Client Manager   HR Manager	1995 – 1999
<b>Melvin Simon</b>   Assistant Director of Security (Pentagon City Mall)	1993 – 1995
<b>George Washington University</b>   Special Police Officer	1990 – 1993
<b>City of Virginia Beach</b>   Police Officer	1985 – 1990

## CONSULTING EXPERIENCE

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<b>First Coast Security</b>	Sep 2023 – May 2024
<u>Data Center Physical Security Account Manager</u>	
<ul style="list-style-type: none"><li>Responsible for all aspects of contract security and access control in a data center environment.</li><li>Oversaw security operations for 12 Data Center facilities (Amazon) and handled security officer recruiting efforts.</li></ul>	
<b>Washington Adventist University</b>	Sep 2017 – May 2024
<u>Director Safety and Security Title IX Coordinator</u>	
<ul style="list-style-type: none"><li>Oversaw all Title IX investigations and developed programs and procedures for all administrative and operational activities.</li><li>Responsible for year-round campus safety and security, including oversight of all security staff.</li></ul>	
<b>Blackstone Security Consultants</b>	Apr 2015 – Apr 2019
<u>Regional Security Manager Kaiser Permanente</u>	
<ul style="list-style-type: none"><li>Oversaw, developed and executed training curriculum for security officers and support staff (doctors, medical staff, etc.)</li><li>Courses cover a wide range of topics such as behavior analysis and approaches to handling active shooter scenarios.</li></ul>	

## EDUCATION & CERTIFICATIONS

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<b>Old Dominion University</b>	Norfolk, VA
<u>Bachelor of Science – Criminal Justice</u>	1995
<b>ASIS Member</b>	

**First Aid CPR AED Evaluator | 2009**

**Virginia Compliance Agent DCJS | 2009**

**Maryland Armed Guard License | 2004**

**Virginia State Certified Firearms Instructor | 2004**

**DCJS Instructor 01E Core and 05E Arrest Authority | 2003**

**First Aid CPR AED Certified | 2003**

**Virginia State Certified Advance Handguns | 1998**

**Virginia State Certified Personal Protection Specialist | 1998**

**Virginia State Certified Private Investigator | 1997**

**Certified Virginia State Law Enforcement Officer | 1985**

## **William P. Swafford**

### **Summary**

Security Professional with over 30 years of experience in both the private sector and Department of Defense; focusing on strategic planning, managing projects, improving efficiency of operations, team building, and detailing project information to determine effective processes for operations. Major strengths include self-starter with strong project management and interpersonal skills, who is very effective working in diverse, multi-cultural settings with all levels of personnel. Reputation as a high-energy manager and team player who gets results.

### **Experience**

#### **Sentry Force Security**

**09/2021 to Present**

#### **Director of Operations – (Fairfax, VA)**

#### **Responsibilities:**

As the Director of Operations for Sentry Force Security, I oversee and manage the daily security operations of Sentry Force's diverse client portfolio and allocate resources, as necessary. I am responsible for the overall protection and security of Sentry Force's clients' assets and personnel.

It is also my responsibility to serve on selection and recruitment committees when selecting new officers for hire. I assist in the overall training process for new recruits to become fully trained Sentry Force Security Officers. I also coordinate resident safety programs and seminars for all of Sentry Force's residential client properties.

My other duties include, but are not limited to:

Performs account audits and off-hour visits, completing required documentation. Manages uniforms, equipment, supplies, and vehicles utilized for each client account, maintaining appropriate inventories and maintenance checklists

Ensure excellent client relations and quality assurance by routinely supervising and meeting with Sentry Force Account Managers.

Supervise, motivate, mentor and lead by example, using experience-backed judgment, strong work ethic, and irreproachable integrity, derived from tenure as a retired military veteran and as the Director of Operations for Sentry Force.

Serve as a liaison between Sentry Force, its clients, and local area law enforcement and police agencies to grow communication between the police and Sentry Force and its clients and foster strong working relationships with key police personnel for the benefit of our client properties.

#### **G4S Secure Solutions, USA**

**05/2019 to 9/2021**

#### **District Manager – (FFX Hub, Arlington, VA)**

The District Manager is the primary contact for the G4S officer in the field and the G4S Client and has responsibility for day-to day client site operations, including overseeing customer service relations functions and prospecting.

**Responsibilities**

Employee relations: contracted staffing and training needs, as well as providing assigned district supervision to ensure that contractual obligations are met across their portfolio/vertical/market, while maintaining compliance to the applicable G4S Way of Operating tools and methodologies.

**G4S Secure Solutions, USA**

**02/2017 to 05/2019**

**Sr. Operations Manager – (FFX Branch, Arlington, VA)** - Providing operational oversight over 20,000 hours per week of security service for Northern Virginia, Southern Maryland and Washington, DC.

**Responsibilities**

Responsible for ensuring and improving the performance, productivity, efficiency, and profitability of departmental and organizational operations through the provision of effective methods and strategies. Directly supervised 3 Area Supervisors and 10 Project/Account managers in support of over 800 security officers within the FFX Branch. Additional duties include but not limited to:

- Financial/Profitability management through financial analysis of weekly payroll and operational budget items
- Improve processes and policies in support of organizational goals. Formulate and implement departmental and organizational policies and procedures to maximize output. Monitor adherence to rules, regulations, and procedures.
- Monitor, manage and improve the efficiency of support services such as IT, HR, Accounts and Finance. Facilitate coordination and communication between support functions.
- Liaison with management team. Assist in the development of strategic plans for operational activity. Implement and manage operational plans.

**G4S Secure Solutions, USA**

**06/2015 to 02/2017**

**Office Manager – (FFX Branch, Arlington, VA)** – Maintain office services by organizing office operations and procedures; preparing payroll; managing accounts payable and receivable and assigning and monitoring clerical functions.

**Responsibilities**

Responsible for supervising and monitoring branch administrative staff through implementing processes to improve productivity, accuracy, and consistency of all administrative duties. Manage and maintain employee and contract files through implementation of and adherence to established corporate policy compliance. Ensure payroll processes are achieved by managing and monitoring weekly payroll with special emphasis on daily payroll entry and regional and branch goals for accuracy. Additional duties include but not limited to:

- Financial/Profitability management through financial analysis of weekly payroll and monthly P&L review with the General Manager.

- Assisting the operations staff through process improvement based on G4S and industry accepted models.
- Management and oversight of all collection activities for the branch. Monitored weekly invoicing and DSO for all long term and short term local clients.

**G4S Secure Solutions, USA**

**09/2014 to 06/2015**

**Operations Manager – (AWS Branch, Sterling VA)** – Providing scheduling oversight over 15,000 hours per week of security service for AWS Data Centers in Virginia

**Responsibilities**

Responsible for developing and maintaining schedules for all data center activities in Virginia with an emphasis on developing strategies to minimize overtime and maximize profit for the branch. Assisted the Senior Operations Manager in supervising 3 Account Managers and approximately 15 Site Supervisors at the various data centers. Additional duties include but not limited to:

- Financial/Profitability management through financial analysis of weekly scheduling.
- Improve processes and policies in support of ever changing scheduling needs at the data centers in keeping with organizational goals
- Liaison with management team. Assisted in the development of strategic plans to augment current staffing with personnel from other G4S branches in support of customer needs.

**G4S Secure Solutions, USA**

**01/2013 to 09/2014**

**Operations Manager – (MIN Branch, St. Paul, MN)** – Providing operational oversight over 20,000 hours per week of security service for Minnesota and North and South Dakota

**Responsibilities**

Responsible for ensuring and improving the performance, productivity, efficiency, and profitability of departmental and organizational operations through the provision of effective methods and strategies. Directly supervised 3 Area Supervisors and 10 Project/Account managers in support of over 600 security officers within the MIN Branch. Additional duties include but not limited to:

- Financial/Profitability management through financial analysis of weekly payroll and operational budget items
- Improve processes and policies in support of organizational goals. Formulated and implemented departmental and organizational policies and procedures to maximize output. Monitor adherence to rules, regulations, and procedures.
- Monitor, manage and improve the efficiency of support services such as IT, HR, Accounts and Finance. Facilitate coordination and communication between support functions.
- Liaison with management team. Assist in the development of strategic plans for operational activity. Implement and manage operational plans.

**G4S Secure Solutions, USA**

**07/2012 to 01/2013**

**Area Supervisor - (Tulsa, OK Branch)** - Provided supervision, guidance, training, and support of over 60 employees

**Responsibilities**

- Accountable for the pro-active development, operation, administration, and profitability of all G4S Security services within the accounts assigned to me through application of sound business, financial, training, and human resources management practices.

**G4S Secure Solutions, USA**

**04/2003 to 07/2012**

**Account Manager - (Tulsa, OK Branch)** - Provided supervision, training, and support for 20 officers at a high rise, corporate headquarters facility.

**Responsibilities**

- Provided operational support to the site itself. Duties included scheduling, payroll, and training of security staff. In addition, I was assigned with interfacing with the Property Manager and Security Director and assisted with analyzing strategies that meet the security needs of the facility with the available resources of G4S.

**United States Army National Guard (Retired)(Bentonville, AR)**

**05/1998 to 05/2019**

**MLRS Section Chief** – Responsible for the safe operation of an M-270 A1 Multiple Launch Rocket System launcher with direct supervision over the Gunner and Driver of the vehicle. The launcher section chief is responsible for the operation of the crew from the reload point through rocket launch. Ensures that all procedures in the launcher are conducted in accordance with applicable technical manuals and that all reports and checks are verified in accordance with Department of the Army and unit SOP's. Ultimately responsible for ensuring munitions are neither armed nor fired until firing data is properly verified as safe.

**Education and Certifications**

Associates Degree – Journalism – Tulsa Jr. College

Training Center Faculty Member – American Heart Association

US Army Basic Instructor Course – National Guard Professional Education Center

US Army Warrior Leadership Course – 209<sup>th</sup> RTI, Ashland, Nebraska

**Michael Bates****SUMMARY:**

Proven successful leader with superior training of police and security operations at the command level to include managing over 400 employees, scheduling, writing post orders and SOPs, instructing police and security core subjects. Expert in responding to large scale events to include incident command management. Knowledge of Continuity of Operations Plan (COOP), classified activities and developing exercises and training for large scale training events.

**SUCSESSES AND EXPERIENCE:****SENTRY FORCE SECURITY; Fairfax, Virginia****Director of Training****2022 to Present**

Responsible for ensuring compliance with all training requirements both with the Virginia Department of Criminal Justice Services and with each of the company's individual client contracts. Each of the company's contracts with its clients require different specialized training criteria customized for each client, and I am responsible for reviewing these requirements and drafting specialized training curricula for officers assigned under each of these contracts to be instructed on. Further, I must monitor all officers' renewal statuses for their licenses and coordinate with them, our Director of Operations, and our clients whenever an officers' license or other credential is due to expire, to ensure their in-service training requirements are met so their licenses do not expire.

**Prosecur/Command Security Corporation****2017 - 2020****Operations Manager (AWS Data Centers)**

- Charged with evaluation, selection, testing and implementation of numerous successful security programs, systems, and policies.
- Responsible for supervising account managers (2) training managers and (7) seven Field inspectors on all contract requirements to include training, scheduling/time sheets, counseling, corrective action for 500 employees at 26 locations.
- Support all security post and missions by updating post orders and SOPs as required by contract.
- Evaluate and counsel managers, supervisors, and security officers in their performance of official duties and maintain training records for all contracted employees.
- Support/Supervise new contract start-ups with-in the United States to include hiring and training new personnel and support the Account Managers for compliance, report monthly KPIs and monitor contract SLAs to avoid contract fines.
- Oversee training requirements for the security force in connection with the work order.
- Complete weekly and monthly reports to senior management.
- Attend meetings with senior staff to review and establish security plans and procedures
- Complete all action items from the client and assist in evaluating best business practices to improve on the overall contract performance level to include recommending technology enhancements.
- Weekly/Monthly client meetings to resolve any issues on the contract. Respond to and oversee Large Scale Incidents and Emergencies.

**Pure Training Techniques**

**2012 - 2017**

**Owner /Operator**

- Certified Instructor in weapons, defensive tactics, use of force and VA law for companies and individuals
- Assess client and assist in client training for security management and overall security training.
- Classes taught include Defensive tactics” class/combative conditioning class, personal weapons management and self-defense, civilian active incident/active shooter response course, review and counsel companies on emergency procedures and planning

**G4S/ Secure Solutions**

**2016 - 2017**

**Account Manager – Data Centers**

- Support all security post and missions by reviewing post orders and SOPs as required by contract. Evaluate and counsel security officers in their performance of official duties and maintain their records.
- Oversee training requirements for the security force and completed weekly and monthly reports.
- Responsible for supervising (12) Twelve Supervisors on all contract requirements to include scheduling, corrective action and leave request.
- Attended meetings with senior staff to review and establish security plans and procedures.
- Review and certify all contract hours to include all special guard request from the client.

**Dynamic Security**

**2015 - 2016**

**District Manager**

- Recruit screen and hire branch personnel. Train and assist office and operation staff
- Keep accounts receivable current and manage profit and loss for assigned district
- Director of Training and compliance for three (3) military bases.

**American Security Programs**

**2012 - 2014**

**Senior Instructor**

- Senior Firearms Instructor Handgun Shot gun and General Instructor for contract personnel.
- Lead Tactics Instructor, ASP/OC / handcuffing/ Active Shooter Instructor.
- Site penetration tester for contracted sites.
- Virginia Department of Criminal Justice certified instructor.

**FEMA Police Department/DHS/Special Operations Group**

**2002-2012**

**Captain-Federal Police Officer**

- Held Top Secret Clearance for over 20 years in the Military and Government Service-Expired 2015 (Not Active) Sworn “Special Deputy US Marshal” in connection with government duties and responsibilities
- Rank Captain-supervised a unit of police officers. Planned and designed training for 100 officers.
- Apprehend, arrest, or direct the arrest of individuals who have violated Federal or state criminal codes and laws
- Supervised Incident command room, Alarm response, CCTC video, access procedures and 911 calls.
- Reviewed and corrected reports on incidents for command staff. Additional Task: Range Master: Master Instructor in Pistol/revolver/Glock/M-4 Carbine/AR-10 Carbine/Shotgun/M-60 Machinegun. Law enforcement Training Network Manager and LMS courses

**Warren County Sherriff Department**

**2006-2007**

**Reserve Deputy**

- Patrol the boundaries of Warren County, Apprehend, and Arrested individuals who have violated State or County laws or codes. Assist all full time Deputies on emergency calls. Assisted with training and Firearm certification for sworn personnel.

**United States Marines**

**1990-1994**

**Reserve/Sergeant (Honorable Discharge)**

**1994 - 1997**

**0331-Machine Gunner**

**Honor Guard Team - Washington DC**

**EDUCATION, TRAINING, AWARDS AND CERTIFICATIONS:**

**Instructor/Professional Certifications**

- Texas DPS Level 3 Security Commission (2022)
- Virginia DCJS Security Reg/Former DCJS Instructor
- Investigator-Former Certified in Texas/Virginia and Maryland
- Training Master DHS/FEMA-Taught at the academy level
- Firearms Instructor
- Active Shooter Response Instructor
- Driving Instructor
- Defensive Tactics Instructor
- Protective Service Operations Instructor
- The National Emergency Response & Rescue Training Center-Threat and risk Assessment
- Master Firearms Training Certification

## **Additional Training**

- Firearms Instructor Training Program/FLETC: 2004
- Firearms Instructor Multiple Weapons Training Program/FLETC: 2004
- United States Department of Transportation/Trucks and Terrorism Course: 2004
- New Mexico Tech/Incident Response to Terrorist Bombing: 2004
- Defensive Tactics Instructor Training Program/FLETC: 2005
- Oleoresin Capsicum Instructor Training Program/CBP: 2005
- Collapsible Straight Baton Instructor Training program/CBP: 2005
- Driving Instructor Training Program/FLETC: 2005
- Pentagon Police Department/Suicide/Homicide Bomber Course: 2006
- Rappahannock Regional Criminal Justice Academy: Legal/Law and Use Of force: 2006
- NLTA Instructor Training Program/FLETC: 2006
- Use of Force Instructor: FLETC: 2006
- Glock Armor School: 2007
- Infectious Diseases, Blood borne Pathogens courses: 2007-2008-2009-2011
- Tactical Patrol response course 2007 (40 hours)
- Police Use of Force advanced course/:2007
- Advanced Supervisor School/12 step program: FLETC/2009 (80 hours)
- First Aid, AED and CPR Instructor course: 2010-2011-2012
- Reactive Shooter Instructor Training Program FLETC/2010
- Protective Service Operations Training Program FLETC/2012-Instructor MWPD
- Department of Criminal Justice Instructor Cert. Personal Protection Specialist/Firearms Instructor
- Hand Gun-Shotgun/General Instructor/Private Investigator-2013.
- Tennessee Certified Armed Security Instructor-Core Subjects/Fire arms instructor/OC 2015

## **Education**

- C.E. King High School
- Barkley Academy/Law Enforcement Career School (Investigator/Special Police Training/Security Management)
- NOVA Community College and George Manson University
- Phoenix University-Certification/Instructor
- New Mexico Tech: Incident Response to Bombs Certificate

## **Law Enforcement/Security Awards**

- Prosecur Manager Performance/Superior Rating Operations Manager
- Directors Award-Mixed Basic Police Program
- Driver Training Award-Mixed Basic Police
- Most Wanted Award-Firearms Instructor Program
- Distinguished Weapons Expert Award-Firearms Instructor
- Pistol Expert Award-Firearms Instructor
- Mount Weather "Blue Team Award" James Looney
- United States Postal Service:" Letter of Appreciation
- United States Department of Education:" Letter of Appreciation
- Clarke County Sheriff Dept. "Letter of Appreciation"
- Mount Weather Police:" Letter of Appreciation"
- Northwestern Jail/Superintendent:" Letter of Appreciation"

- Certificate of Appreciation and Award” Exceptional Service/Clarke County-“Police Officer of the year”
- Certificate of Appreciation/Warren County: For stopping a break-in Warren County

### **Military Awards**

- Meritorious Unit Citation
- Navy Unit Citation
- Good Conduct Medal
- National Defense Medal
- Navy Achievement Medal,
- Expert Rifle Award
- Four letters of commendation for good service
- Five letters of appreciation for service with the Marine Honor Guard Team in Washington D.C.

# Lorenzo L. Reed

Quantico, VA | 210-636-2833 | Lreed@Militumgroup.com

 **Seasoned Director of Security, Public Safety & Emergency Management | Executive Security & Healthcare Security Leadership with a Proven Track Record**

Strategic and results-driven Director of Security and Public Safety with a distinguished career overseeing safety and security initiatives within premier healthcare institutions. Proven success in implementing robust security programs and emergency management strategies. Notably, served as the Director of Security at esteemed institutions such as Allied Universal, The University of Maryland Health System and Inova Health System. Recognized for visionary leadership, risk mitigation, and fostering a culture of safety by developing and implementing hospital-wide Emergency Management policies, procedures, and plans, contributing to enhanced overall preparedness and compliance with industry standards. Successfully collaborated with internal and external stakeholders, including law enforcement agencies, risk management, and auditors, ensuring strict compliance with legislative, regulatory, and accreditation requirements.

### Key Attributes & Career Highlights

- ✓ **Strategic Security Enhancement:** Spearheaded a 30% reduction in security incidents at the University of Maryland Health System and Inova Health System by implementing cutting-edge technologies, including advanced video surveillance systems and access control measures, ensuring a secure environment for 50,000+ patients, staff, and visitors.
- ✓ **Crisis Management Expertise:** Successfully managed multiple crisis situations, achieving a 25% improvement in overall emergency response time and ensuring the safety of 10,000+ individuals during active shooter drills and natural disasters.
- ✓ **Collaborative Stakeholder Engagement:** Collaborated with law enforcement agencies, resulting in a 15% increase in joint training exercises and a 20% improvement in community safety initiatives. Established strategic partnerships with risk management and auditors, ensuring 100% compliance with legislative, regulatory, and accreditation requirements, fostering a secure healthcare environment.
- ✓ **Emergency Management Proficiency:** Developed and implemented comprehensive hospital-wide Emergency Management policies, achieving a 30% reduction in response time during critical events. Enhanced organizational readiness through the creation of Emergency Operations Plans (EOPs), Response Plans, and SOPs, ensuring compliance with industry standards and preparing the institution for various crisis scenarios.
- ✓ **Operational Efficiency and Data-Driven Decision-Making:** Implemented operational processes, resulting in a 20% increase in efficiency for security teams within the healthcare and public safety settings. Provided live data analytics, contributing to informed decision-making at the executive level. This data-driven approach led to a 15% improvement in resource allocation, optimizing security operations for 350+ personnel.

### Core Executive Value

- ✓ Security Program Development
- ✓ Crisis Management
- ✓ Emergency Management
- ✓ Workplace Violence Prevention
- ✓ Strategic Planning
- ✓ Security Technology Integration
- ✓ Risk Assessment
- ✓ Policy and Procedure Development
- ✓ Collaborative Stakeholder Engagement
- ✓ Compliance Management
- ✓ Training and Development
- ✓ Operational Efficiency
- ✓ Community Safety Initiatives
- ✓ Emergency Response Planning
- ✓ Public Safety Oversight
- ✓ Security Operations Management
- ✓ Regulatory Compliance
- ✓ Accreditation Management
- ✓ Bi-lingual (English & Spanish)

## Professional Career History

**Director of Public Safety, Security, Environment of Care, & Emergency Management**  
**Inova Health System |**

*As the Director of Security and Public Safety at Inova Health System, I lead strategic security initiatives, reducing incidents through cutting-edge enhancements. My role involves seamless collaboration between departments, crisis management, regulatory compliance, and crafting Emergency Management policies. In my tenure, I've demonstrated proactive and effective leadership in healthcare security.*

- Orchestrates seamless coordination for Inova Health Systems' security, safety, and emergency management programs, reducing incidents by 25% through innovative strategies.
- Provides visionary leadership and sets the highest standards in Environment of Care, Life Safety, and Emergency Management, earning accolades for transformative initiatives in the eastern region.
- Executes a comprehensive security enhancement strategy, resulting in a remarkable 30% reduction in security incidents within Inova Health System facilities.
- Implements cutting-edge technologies, fortifying safety measures, and positioning Inova at the forefront of healthcare security innovation. Demonstrates effective crisis management leadership during unforeseen events, implementing swift measures that safeguard the health and safety of patients and staff, ensuring uninterrupted operations.

Lonnie L. Reed      Quantico, VA | 210-636-2833 | Lreed@milutumgroup.com

- Analyzes safety and emergency management activities, providing expert recommendations that ensure 100% compliance with regulatory bodies.
- Crafts Emergency Operations Plans (EOPs), Response Plans, Standing Operating Procedures (SOPs), and critical documents, enhancing overall preparedness and drawing on experience from prestigious institutions like the University of Maryland Health System.

**Director of Security & Emergency Management Carried Firearm while on Duty**  
**The University of Maryland (Baltimore Washington Medical Center) (360 Bed Capacity) |**

*As the Director of Security & Emergency Management, I spearheaded transformative security enhancements, developed robust emergency preparedness plans, and forged strategic partnerships, contributing to a secure and resilient healthcare environment.*

- Led a transformative security overhaul, introducing advanced measures and technologies that significantly elevated the safety and well-being of patients, staff, and visitors within the medical center.
- Developed and executed robust emergency preparedness plans, ensuring the medical center's readiness for various crises. Conducted regular drills and simulations to enhance staff responsiveness during critical situations.
- Partnered and served under the shock trauma site of UMD Downtown campus (1300 Beds), contributing to a seamless and integrated approach to security and emergency management across both campuses.
- Conducted continual assessments and reporting on new or improved security technologies, providing valuable recommendations for security products/services to enhance the organization's overall security infrastructure.
- Interacted with risk management, auditors, and hospital representatives to ensure strict compliance with legislative, regulatory, and accreditation requirements related to the security of the medical center's infrastructure.
- Collaborated with local law enforcement (LEO) departments and partner hospitals, actively participating in initiatives to proactively enhance community safety both externally and internally. Strengthened collaborative efforts for a more secure healthcare environment.

**Assistant Director of Security and Public Safety | Carried a Firearm while on Duty**  
**Allied Universal Security (INOVA Health Systems) | Northern VA (2400 Bed Capacity) | 2015 – 2017**

- Implemented and championed streamlined operational processes at Inova Hospital Health Systems, resulting in a remarkable increase in efficiency across security teams. Introduced process improvements that optimized workflow and resource allocation.
- Oversee Field-Security Operations for assigned Hospital Executives and Directors, providing strategic guidance and leadership. Managed and supervised a team of 350+ Officers across various hospital sites, ensuring cohesive and effective security operations.
- Prepared comprehensive security surveys, post orders, and site procedures to standardize security protocols. Monitored the performance of security personnel during operations, recommending process solutions to troubleshoot safety issues in support of Account Managers.
- Provided Superiors and Hospital leadership with raw live data tailored to the hospital's needs. Presented information derived from safety, security operations, and threat assessments, contributing to informed decision-making and proactive risk management within the healthcare setting.

**Director of Security Operations (Per Contract)**  
The Militum Group | Washington, DC

**2015 – 2020**

**United States Marine Corps**  
Active/ Reserve Duty  
0311 Infantry Assault Man-  
Camp Lejuene, NC

**2008- 2019**

**Director of Safety and Security (contract)**  
KKR Inc. | San Mateo, CA

**August 2015 – July 2016**

**Manager-Safety and Security (contract)**  
The House of Borel | San Francisco, CA

**May 2015 – September 2015**

Lonnie L. Reed      Quantico, VA | 210-636-2833 | Lreed@millitumgroup.com

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## **Education & Certification**

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**Bachelor of Science (B.S.) – Global Security Operations & Security Management**  
University of Phoenix | Phoenix, AZ

**Certificate** – Critical Incident Response and Emergency Management

**FEMA Certificates:**

RCOP AWR-915-W

ICS 100-110

ICS 200,230, 235

IS- 0700, 907, 909

**DCJS** – Former Instructor and certified SCOP, Armed Security Officer, & K9 Handler

**PAST PERFORMANCE**

<b>1. Virginia Commonwealth University (VCU) (Proprietary under VA FOIA)</b>		
<b>Business Type:</b> Higher Education and Health System Contract <b>(Government Contract)</b>	<b>Address:</b> 907 Floyd Ave Richmond, VA 23284	<b>Approximate Contract Value:</b> \$63,800,000.00
<b>Period of Performance:</b> 2024 – Present		
<p><b>Description of the Facility and Services Provided:</b> On March 25<sup>th</sup>, 2024 Virginia Commonwealth University awarded a historic security contract to Sentry Force Security for both its college campus in Richmond, VA as well as a second contract for the separate VCU Health System.</p> <p>With concerns over campus safety, especially in light of evolving security threats and the need for a more visible security presence on-campus, VCU sought out a partner capable of upholding their commitment to safety while fostering a welcoming and inclusive learning environment.</p> <p>Sentry Force Security, with our proposal consisting of advanced MOAB and Crisis Intervention Training (CIT) as well as Campus Security Officer (CSO) training for our officers, coupled with our heavily invested management approach, emerged as the ideal candidate to serve VCU’s security needs. Our track record in providing high quality security services to educational institutions, coupled with our emphasis on community engagement and proactive security measures, set us apart from a very competitive field of bidding companies.</p> <p>As part of our duties, Sentry Force Security officers undergo specialized training to handle various scenarios commonly encountered on a college campus. Our responsibilities encompass patrolling campus grounds, monitoring access points, and conducting regular security checks of facilities and dormitories. We are also responsible for staffing all security positions and managing the security operations for VCU Health System and hospital, including staffing security officers to operate VCU’s advanced weapons detection systems (known as “Open Gate” systems) as part of officers’ required access control duties. Additionally, officers are trained to respond swiftly and effectively to emergencies, including medical incidents, disturbances, and potential security threats. Under this contract with VCU, Sentry Force Security staffs over 9,000 billable hours per week to VCU and VCUHS, which consists of a guard force of approximately 250 officers.</p> <p>Sentry Force’s contract also requires the frequent staffing of security officers for special events across campus, often on short notice. Sentry Force’s officers augment the staffing of VCU Campus Police to ensure public safety throughout every special event held on campus. Under this contract, Sentry Force is tasked with staffing multiple special event security</p>		

officers on short notice for events such as: art exhibitions and performing arts shows, VCU basketball games, political rallies and campus protests, tailgates and outdoor social events, conferences and seminars, concerts, and more. During these events, officers’ duties include, but are not limited to: crowd control, access control, weapons screening, ticket taking, ushering, parking lot patrols, and more.

Sentry Force Security officers embrace their role as ambassadors of VCU within the community. Our officers engage with students, faculty, and visitors in a friendly and approachable manner, fostering positive relationships and creating a sense of trust and belonging.

**2. Carnegie Mellon University - Software Engineering Institute (Proprietary under VA FOIA)**

<b>Business Type:</b> Educational Institution	<b>Address:</b> 4301 Wilson Blvd # 200, Arlington, VA 22203	<b>Approximate Contract Value:</b> \$640,000.00
<b>Period of Performance:</b> 2020 – Present		

**Description of the Facility and Services Provided:** Sentry Force Security currently holds a contract with Carnegie Mellon University. Under our contract with Carnegie Mellon University, Sentry Force is responsible for managing and staffing unarmed security officers to Carnegie Mellon University’s Software Engineering Institute located in Arlington, VA.

Sentry Force currently provides unarmed security officers to patrol and protect SEI’s facilities after business hours, which includes 24 hours on weekends plus overnight weekday patrol coverage. SEI’s facilities include highly sensitive and classified information located in SCIFs (Sensitive Compartmented Information Facility) throughout the building, which our officers are responsible for patrolling and ensuring are not accessed by anyone without authorization. In addition, our on-site officers are required to respond to any alarms that are triggered in the facility within 5 minutes of the alarm going off. This is a contractual requirement for our officers to meet, and SEI routinely conducts alarm tests unannounced to ensure our officers are on guard and responsive when these events occur. Thus far, our officers have successfully responded to all alarm tests within the allotted 5-minute response window.

Given the federal contracts and research projects SEI holds, there is considerable sensitive and classified information contained in this facility. All of our officers assigned to this educational client account must be thoroughly vetted by our background investigators as well as undergo a separate background investigation performed by SEI.

**3. Regent University – Campus Police (Proprietary under VA FOIA)**

<b>Business Type:</b> Educational Institution	<b>Address:</b> 977 Centerville Turnpike Virginia Beach, VA 23463	<b>Approximate Contract Value:</b> \$150,000.00/year
<b>Period of Performance:</b> 2021 – Present		

**Description of the Facility and Services Provided:** Sentry Force Security is contracted through the Regent University Campus Police Department to provide full-time armed security protection for the Chancellor of the University’s on-campus Residence. The previous Chancellor of Regent University, the late Pat Robertson, was the founder of Regent University and the Christian Broadcasting Network (CBN) and a former candidate for the President of the United States in 1988. Prior to his passing in 2023, Sentry Force Security was tasked with protecting his residence both while Mr. Robertson was home and while he was away. Currently, Sentry Force is contracted to provide this same service for Mr. Robertson’s successor, Gordon Robertson – son of Pat Robertson.

Historically, Campus Police guarded the Chancellor’s Residence 24 hours/day, 7 days/week using sworn Campus Police Officers, however, to reallocate limited law enforcement resources on campus, the Regent Campus Police Department decided to outsource this responsibility to Sentry Force to free-up additional police officers. Sentry Force’s services augment Campus Police resources through this partnership.

Sentry Force Security officers assigned to this detail are tasked with conducting perimeter patrols of the Chancellor’s Residence throughout the day, and strictly controlling access onto the grounds of the residence. Our armed officers use marked Campus Police cruisers to conduct vehicle patrols around the residence as well. They are also provided with police radios and receive specialized law enforcement training to operate and access this encrypted communication network.

Additionally, Regent University also contracts for a second full time officer for the Christian Broadcasting Network (CBN) television studio which also shares the same building as the Campus Police Headquarters. Our second armed security officer is responsible for controlling access into this building by verifying every visitor’s ID and escorting visitors throughout the building if they are not an employee or police officer.

Due to the very sensitive nature of the protection work our officers perform here, there is a very stringent and comprehensive police background investigation performed on each of our officers by campus police prior to an officer even being considered for a position. These police background investigations are the same law enforcement investigations performed on new police recruits, and each of our candidates must personally be approved by Chief Chris Mitchell Sr., the Chief of Police of Regent University.

4. Norfolk Redevelopment and Housing Authority (NRHA)		
<b>Business Type:</b> Public Housing (Government Contract)	<b>Address:</b> 555 E. Main St. Norfolk, VA 23501	<b>Approximate Contract Value:</b> \$1,013,741.00/year
<b>Period of Performance:</b> 2021 – Present		
<p><b>Description of the Facility and Services Provided:</b> Since July 2021, Sentry Force was awarded two separate contracts resulting from two different competitive solicitations for security services for the Norfolk Redevelopment and Housing Authority’s (NRHA’s) family and senior public housing properties. The first contract Sentry Force was awarded was a very large service contract for unarmed security services for NRHA’s senior living midrise buildings throughout the City of Norfolk. Under this contract, Sentry Force is required to staff all eight (8) of NRHA’s senior housing midrise buildings with unarmed security personnel. Under this contract, Sentry Force provides NRHA with 748 billable hours/week. Officers are responsible for controlling access into each building to prevent unauthorized or non-resident entry. Officers also conduct foot patrols of the entire complexes including exterior perimeter patrols too. Under this contract, Sentry Force has over 30 unarmed security officers assigned to these properties.</p> <p>The second contract Sentry Force was awarded by NRHA is an armed security services contract. Under this contract, Sentry Force is required to staff 2 armed Roving Patrol Officers to conduct mobile patrols of NRHA’s 8 other family public housing properties throughout the City of Norfolk. These properties, which have a much higher crime rate and are considered more dangerous than the senior living buildings, experience high levels of gang activity, narcotic sales and use, and violent crime in and around these communities. Sentry Force is contracted to provide advanced, experienced armed security personnel to assist Norfolk Police with deterring and detecting this crime to provide for a safer environment on these properties. Armed officers assigned to these positions have full arrest powers and work in tandem with the Norfolk Police Department to patrol these public housing properties. A total of 4 tactical security officers are assigned to this project, for a total of 112 extra billable hours/week provided to these properties.</p>		

5. Richmond Redevelopment and Housing Authority (RRHA) (Proprietary under VA FOIA)		
<b>Business Type:</b> Public Housing (Government Contract)	<b>Address:</b> 600 E Broad St Floors 4 & 5, Richmond, VA 23219	<b>Approximate Contract Value:</b> \$1,067,000.00/year

<p><b>Period of Performance:</b>                  2023 – Present</p>	<p><b>Contact:</b>                  Theo Reynolds, Assistant                  Vice President/Deputy                  Director for Public Safety                  theodore.reynolds@rrha.com                  (804) 780-4153</p>	
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**Description of the Facility and Services Provided:** Sentry Force Security currently holds a contract with the Richmond Redevelopment and Housing Authority to provide up to 10 armed security officers to provide patrol services for 12 of the housing authority’s low-income housing properties.

In late 2022 RRHA began exploring new options to bring a patrol force back to their properties to supplement the work the Richmond Police Department was doing. RRHA specifically reached out to the Norfolk Redevelopment and Housing Authority to seek recommendations from them, as NRHA has their own patrol service with Sentry Force in place to secure their public housing properties too. RRHA conducted extensive due diligence to evaluate our services and our performance in Norfolk for NRHA, including collecting testimonials from NRHA stakeholders and conducting on-site tours and nightly audits of our officers in-action patrolling NRHA’s properties.

Once RRHA completed its evaluation of Sentry Force’s services, negotiations for a contract began in late 2022 to early 2023 to begin a patrol force for RRHA. Through months of planning, coordination, and negotiation, RRHA and Sentry Force (through its subsidiary Sentricom Security) entered into a contract for high level armed security patrol services which began in August 2023. Prior to the implementation of services, RRHA launched a highly publicized initiative of “Hope, Jobs, and Security” for its residents, featuring significant investment from state and private organizations to provide job training, conflict resolution services, and of course – security services through Sentry Force Security. As part of this highly publicized initiative, RRHA required all Sentry Force officers and management to attend a series of resident “townhall” meetings, where the package of “Hope, Jobs, and Security” was discussed and how the security services provided by our firm would be implemented, relying heavily on resident input and cooperation to make the security program successful.

With Richmond Police being approximately 22% understaffed, over the years RRHA’s public housing properties unfortunately did not receive the necessary patrol and safety resources to adequately deter violent crime, which led to the permeation of dangerous criminal gangs taking root in these communities. With the proliferation of gangs and other criminals frequenting or residing in some of RRHA’s properties, it is not an uncommon sight to see droves of young men and even children openly carrying firearms, including long guns such as rifles and even automatic weapons. During our team’s first deployment, our officers were targeted by these criminal elements through the use of intimidation; our officers were frequently followed, harassed, and filmed by these brazen criminals, who would often brandish their firearms (but not point them at our officers) in a display of intimidation. With Sentry Force’s extensive experience in performing security and patrol enforcement in

environments such as this, our officers were fortunately prepared to operate effectively in spite of the rampant crime and intimidation occurring around them due to I) the proper staffing of Level II and some Level III officers (officers who possess former law enforcement or combat experience in the military), and II) the proper training of our officers in the fields of advanced handgun tactics, shotgun training, patrol rifle training, tactical movement, and MOAB (Management of Aggressive Behavior).

While our officers encounter plenty of criminal activity during their patrols, they also encounter exceptionally grateful residents too. During our patrols, our officers receive feedback from many residents expressing their gratitude for our officers’ work, saying that they now feel comfortable enough to allow their children to play outside while our team is there. Our officers have also achieved success in other areas too, such as disrupting active narcotic sales on the property, and clearing public housing buildings of vagrant drug addicts. Our officers have even apprehended several drug users on the property, and their work is having an impact on the local drug trade in these communities – much to the resentment of the criminal gangs which operate in RRHA neighborhoods, and is most likely the cause of these gangs’ increased targeting and intimidation of our officers. In fact, our officers have made such an impact and disruption in local drug trafficking, that a confirmed “hit” was placed on our team’s manager at the time, Anthony Swartz. This hit was brought to our attention by the Richmond Police Department who verified its legitimacy through intelligence it gathered through its Gang Unit, and they confirmed the value placed on the hit for Mr. Swartz was \$15,000. While the safety of our staff is paramount, the progress made by our officers and Mr. Swartz has no doubt led to this hit being placed on Mr. Swartz’s life. In light of this threat, Sentry Force increased the randomization of the officers’ schedules so that no distinguishable pattern could be observed, nor could anyone anticipate Mr. Swartz’s or any of the other officers’ movements when on duty.

**6. Inova Hospital System (Proprietary under VA FOIA)**

<b>Business Type:</b> Hospital System	<b>Address:</b> 8095 Innovation Park Dr. Fairfax, Virginia 22031	<b>Approximate Contract Value:</b> \$2,638,272.00/year
<b>Period of Performance:</b> 2018 – Present		

**Description of the Facility and Services Provided:** Sentry Force Security is Inova Hospital System’s first and only armed security services contractor for their entire hospital network. Inova Hospital System operates five local hospitals throughout Northern Virginia and is the largest hospital network in the entire DC metro area. Inova is also the single largest employer in Northern Virginia, employing over 18,500 people in the region. It’s flagship hospital, Fairfax Hospital, is a Level I trauma center that serves the DC metro area.

Sentry Force's partnership with Inova began in 2018 when Inova contracted with Sentry Force for a short-term service need for one of their emergency rooms in Reston, VA. At the time, police were investigating an incident that occurred at this Inova emergency room where a botched illegal narcotic drop took place. In 2018, Inova staff discovered a suspicious package that was left unattended in front of the emergency room building. After calling police, Fairfax County Police discovered that the suspicious package contained illicit fentanyl with a street value of over \$10,000. During the investigation, police determined that this package was inadvertently left at the wrong location as part of a botched drug sale.

Fearing whoever left the package behind would come back in search of their narcotics, Inova scrambled to search for safety alternatives to safeguard their patients and staff from any potential risk this incident could cause. Inova's primary security contractor at the time was Allied Universal, where they provided Inova with basic unarmed security personnel. However, Inova did not feel Allied Universal was capable of providing the more advanced and sophisticated level of armed security services it required.

Looking for a more effective safety alternative than their unarmed guard force from Allied Universal, Inova turned to Sentry Force to request our armed Special Response Team (SRT) tactical services. By partnering with Sentry Force, Inova sought to protect their staff at the Reston Emergency Room center for several weeks following this incident, and to ensure that the person who had left these narcotics behind would not come back to the property and endanger the safety of their staff and patients. Sentry Force performed approximately 3 weeks of armed security officer services on a 24/7 schedule utilizing officers from our SRT team which deployed within a matter of hours from when Inova first contacted us.

Shortly after this incident, Inova utilized Sentry Force's armed security officer services for various special assignments, including high-risk terminations of staff at two of their area hospitals.

However, since these short term special and tactical assignments, Inova has engaged Sentry Force on a long-term basis to provide specialized armed security services to all 5 of its area hospital campuses. Starting with its flagship hospital, Fairfax Hospital, Sentry Force has contracted with Inova to provide armed security officers on a 24/7 basis to augment the unarmed security guards separately staffed by Allied Universal. In addition to this, Sentry Force staffs advanced, Level III armed security officers across Inova's 4 other hospitals too as well as staffs 4 additional roving patrol officers to patrol Inova's satellite clinics and standalone Emergency rooms across the entire Northern Virginia region. In total, Sentry Force staffs 9 Level III armed security officers 24/7 across all Inova facilities for a total of **1,512 billable hours/week**.

Sentry Force's role in providing services for Inova Hospital System is to provide armed intervention for active shooter situations. Under our contract with Inova, Sentry Force develops and implements Active Shooter Response plans which are then reenacted in joint training operations with local law enforcement and our security personnel. With mass shootings occurring more frequently, including recent hospital shootings in Oklahoma, Alabama, and even in Virginia at VCU Medical Center, Inova has identified the need for advanced, tactical on-site Level III armed security officers to protect each of its hospitals' patients and staff. While our services run concurrently with the unarmed day-to-day services provided by Allied Universal, our armed officers provide an armed overwatch presence

throughout the Emergency Departments inside each hospital and patrol alongside Allied officers and alongside hospital nurses and therapists.

Since the inception of our armed services, **Inova has reported a 60% reduction in workplace violence reports.**

In addition to providing armed Level III security officers to all of Inova Health System’s campuses and satellite facilities, Sentry Force Security also assists Inova with operating its state of the art weapons detection systems at several of its hospitals. During the month of July 2023 alone, these systems our officers operate have detected over 100 firearms, knives and other illicit weapons which our officers have prevented from entering Inova’s campus. This vital detection system – in conjunction with the patrols and services provided by our own armed officers – have significantly enhanced Inova’s security program and contributed to the increased safety patients and staff have felt on campus – as evidenced by the drastic decrease in workplace violence and other incident reports.

Due to the sheer size and complexity of the Inova hospital system with a multitude of state of the art hospital campuses and satellite facilities, Inova has recognized that its needs pertaining to advanced armed security services is beyond the capability of its unarmed security services contractor, Allied Universal, which is why Inova has turned to Sentry Force to fulfill these specialized and evolving security needs.

**7. City of Alexandria (Proprietary under VA FOIA)**

<b>Business Type:</b> Government Contract	<b>Address:</b> Multiple public buildings and facilities throughout the City	<b>Approximate Contract Value:</b> \$1,804,836.00/year
<b>Period of Performance:</b> 2022 – Present		

**Description of the Facility and Services Provided:** Sentry Force Security currently holds a contract with the City of Alexandria to provide Level II Armed and Unarmed Security Officers to various City agencies and public buildings throughout the City of Alexandria. The City agencies we are contracted to protect include: the Alexandria Police Department Headquarters, City Hall, four Department of Community and Human Services buildings, and a central government center building known as the Mark Center which houses the majority of the City’s agencies and personnel. The total number of weekly service hours under this contract is 1,074 hours/week (including overhead Account Manager and supervisory positions).

For the Alexandria Police Department, Sentry Force staffs two Level II armed security officers 24 hours per day, 7 days per week to protect the police headquarters building. Our officers are stationed in the atrium lobby where they strictly control access into and out of the building. Our officers are required to screen visitors coming to the building to ensure they do not have any weapons or other contraband on their persons, as well as operate an xray machine prior to

granting visitors entry. One of our two officers is also assigned to a roving patrol post where they conduct foot patrols of the entire headquarters, to include patrols of the police evidence locker room, administrative offices, police vehicle lot, interview rooms, and more. The total hours provided to Police Headquarters per week is 336 billable hours/week.

For the Alexandria City Hall, Sentry Force staffs two Level II armed security officers between the hours of 7am to 12am Monday – Friday to patrol the building, control visitor access to City administrative offices upstairs, and to offer friendly assistance to the public. The total hours provided to City Hall per week is 170 billable hours/week.

For the Mark Center Government Building, Sentry Force staffs two – three Level II armed security officers 24 hours per day, 7 days per week. The Mark Center is the primary seat of government for the City of Alexandria, as the historic City Hall building is very old and limited in space. The Mark Center is a new building which completed construction this year, and the City is in the process of moving the majority of its various agencies to this brand new, centralized location. Per the City's Department of General Services, this building will house 500 – 900 City personnel on a daily basis. Because of the large number of staff working in this building, coupled with the even larger number of citizens visiting this new building for services, Sentry Force must ensure the Level II officers it staffs at this location possess the utmost customer service skills, as they serve as the "face" of the building and therefore the City. For many visitors, security is the first interaction they have when they enter the building. As professional security officers, our staff understand the importance of representing both our company and our client (the City) with integrity and professionally when interacting with members of the public. The total hours provided to the Mark Center is 248 billable hours/week.

In addition to staffing these armed officers to City buildings, Sentry Force also provides the City with Level II unarmed security officers for four of their DCHS social services offices throughout the City. Specifically, the four DCHS buildings Sentry Force provides services to are as follows: the Alexandria Mental Health Clinic, the Alexandria Workforce Development Center, the Alexandria Methadone Clinic, and the Alexandria Department of Human Services office. As with our armed officers assigned to other City buildings, these unarmed officers must also be exceptionally skilled in providing customer service, because the stakeholders and customers that visit these social services offices are often in crisis or experiencing severe hardship in their life, so it is imperative that our officers take these hardships and/or mental disabilities into account to effectuate an appropriate and customer service-oriented approach when interacting with these unique and underserved populations. To that end, our unarmed officers assigned to DCHS facilities are required to undergo both enhanced customer service training as well as MOAB training to enable them to efficiently deescalate volatile situations. The total hours provided to these four buildings is 200 hours/week.

Prior to this contract being awarded to Sentry Force, the City had contracted these services through Allied Universal. However, due to significant deficiencies in our predecessor's performance and due to the City's unresolved discontent with service quality, the City decided to non-renew Allied Universal's contract and – by using emergency procurement measures to bypass the traditional RFP and competitive bidding process – instead entered into a contract with Sentry Force using a cooperative procurement program allocated under one of our other government contracts (in essence, the City became a "rider" of one of our other government contracts). This allowed the City to quickly cut ties with their previous security contractor and

instead switch services to Sentry Force in order to significantly improve the quality of service they receive.

**8. Arlington County Department of Human Services (Proprietary under VA FOIA)**

<p><b>Business Type:</b> Government Contract</p>	<p><b>Address:</b> 2120 Washington Boulevard 1st Floor, Arlington, VA 22204</p>	<p><b>Approximate Contract Value:</b> \$961,134.00/year</p>
<p><b>Period of Performance:</b> 2022 – Present</p>		

**Description of the Facility and Services Provided:** One of Sentry Force’s other government contracts is with Arlington County. Under this contract, Sentry Force staffs unarmed Special Conservators of the Peace to the County to perform patient transport services from the County’s Crisis Center for patients suffering from mental illness and who require mental health evaluations or civil commitments to psychiatric institutions. Due to the unique custodial aspect under this contract – where patients receiving transport service are often not participating voluntarily – our personnel cannot simply be registered as armed or unarmed security officers since regular security officers lack the legal authority to hold someone in custody for this reason. Rather, only court-appointed, certified Special Conservators of the Peace (SCOPs) have the legal authority to hold these patients in their custody for the purposes of patient transport so patients in their custody can receive mental health evaluations or be committed to psychiatric facilities.

The process to certify an officer as a Special Conservator of the Peace is very complex and requires the cooperation and coordination of multiple government and law enforcement entities, including but not limited to local law enforcement (in the case of this contract, the Chief of Police of Arlington County Police Department), the Commonwealth Attorney’s Office of Arlington County, and the Arlington County Circuit Court.

Once these officers complete all mandatory and extensive training requirements, each officer must undergo an independent comprehensive background investigation performed by Arlington County’s Police Department. Once approved by the Chief of Police, our personnel are then referred to the Commonwealth Attorney’s office for approval. Once approved, our firm prepares a petition for each proposed SCOP candidate to apply for appointment as a Special Conservator of the Peace before the Arlington County Circuit Court. Once a Circuit Court judge reviews each application for appointment to this position, the judge will enter an order appointing the candidate to this position, where they are then authorized to serve in this capacity for up to 4 years. This process is markedly different than the licensing process for an armed or unarmed security officer, as there is much more scrutiny and training invested into each officer than that of regular armed or unarmed security officers.

In addition to the extensive mandatory training to become a SCOP, our officers under this contract further undergo additional de-escalation and crisis prevention training through MOAB

(Management of Aggressive Behavior training). Due to the clientele our officers are transporting under this contract, they must be fully prepared and qualified to handle patients who become erratic, unstable, or violent during transport. This specialized de-escalation and intervention training prepares officers for these types of encounters and situations.

Under this contract, we provide Arlington County with 2 court-appointed Special Conservators of the Peace on a 24/7 basis, with each officer assigned their own transport vehicle. Officers transport patients in specially outfitted SUVs designed for involuntary patient transport and meet both law enforcement grade and healthcare grade safety standards, including plexiglass partitions, interior-facing audio and video cameras, special patient restraints, onboard safety and first aid equipment, and GPS tracking tools. Officers are tasked with transporting patients throughout the state of Virginia and sometimes even across state lines. Patients are transported to destinations that Arlington County designates based on available facility space, available magistrates, and other criteria as well. These destinations are not always local to the Northern Virginia region.

**9. Virginia Department of Motor Vehicles (DMV) (Proprietary under VA FOIA)**

<p><b>Business Type:</b>                  Statewide Government Contract</p>	<p><b>Address:</b>                  Multiple Locations – Over 44 Customer Service Centers across the state of Virginia</p>	<p><b>Approximate Contract Value:</b>                  \$5,031,713.96/year</p>
<p><b>Period of Performance:</b>                  2022 – Present</p>		

**Description of the Facility and Services Provided:** Sentry Force Security currently holds a very large statewide armed security contract to provide specialized, Level II – Level III Armed Security Officers to 44 DMV Customer Service Centers across the state of Virginia, as well as the DMV’s central headquarters building in Richmond, VA. Under this contract, these 44 DMV Customer Service locations are significantly spread out geographically across the state. The DMV categorizes these locations across 7 different districts: the Richmond District, the Hampton District, the Portsmouth District, the Roanoke District, the Staunton District, the North Fairfax District, and the South Fairfax District. Each of these districts comprise of multiple, serviceable DMV Customer Service Centers which require our services under the contract.

Under the contract requirements of this contract, the DMV only specified and requires 1 full time Project Manager and 1 full time Field Supervisor to administer these services. Given the

massive manpower and administrative resources required to undertake a project of this size, Sentry Force proposed to the DMV that it would exceed the contract and RFP requirements regarding management personnel by staffing (in addition to the required Project Manager and Field Supervisor) 1 District Manager for each of the 7 DMV districts, plus 1-2 Field Supervisors per district to assist each District Manager in the administration of this contract. This management approach allowed us to shift away from using a weak, centralized management model called for under the RFP and instead enable each of the 7 DMV districts to operate autonomously (with central oversight by the contractually required Project Manager), thus significantly increasing the efficiency in the management and oversight of this contract.

Prior to this contract being awarded by the DMV to Sentry Force, the contract was divided between two companies: Top Guard Security – who serviced the Portsmouth and Hampton districts, and Allied Universal which serviced the rest of the state. Due to Sentry Force’s impressive capabilities and proven successful management strategies, the DMV decided to award the entire undivided contract solely to Sentry Force for all of Virginia’s required services.

Under this contract, each of the 44 DMV Customer Service Centers across the 7 districts in the state require an armed security officer to be present in the customer areas of each building to maintain order and civility at all times. The DMV is very focused on customer service, as this is a very high priority for them. Sentry Force’s responsibilities include not only sourcing and staffing Level II-III officers who possess exemplary customer service skills, but to also maintain these customer service skill levels by providing continuous customer service training for our officers.

Additionally, given the propensity for volatile or emotional customer interactions with DMV staff, under our proposal to the DMV Sentry Force administers MOAB (Management of Aggressive Behavior) training to all officers assigned to this contract. This training enables the officers to peacefully deescalate confrontational situations without or with minimal force and is a valuable training tool for this scope of work.

10. University Mall (Proprietary under VA FOIA)		
<b>Business Type:</b> Commercial Contract	<b>Address:</b> 10653 Braddock Rd Fairfax, VA 22032	<b>Approximate Contract Value:</b> \$104,875.00/year
<b>Period of Performance:</b> 2017 – Present		
<p><b>Description of the Facility and Services Provided:</b> Sentry Force Security provides unarmed security officer patrols to University Mall Shopping Center for 12 hours/day, 7 days/week. University Mall is located directly across the street on Braddock Road from George Mason University, which is the namesake of the property. Managed by Van Metre Companies, Sentry Force has been servicing and protecting this property since 2017 under a long-term contract and very close working relationship with Van Metre Companies.</p> <p>Specifically, our officers patrol the property both on foot and from a marked patrol vehicle to deter criminal trespassing, theft, vandalism, vagrancy, loitering, and more. Our officers submit daily activity reports via our TrackTik system to our client every day so that our client can receive real time updates as to the status of the property and if there are any incidents or issues occurring on the property. Our officers frequently interact with Fairfax County Police at this location and even with George Mason Police on occasion due to the close proximity to George Mason University. Many of George Mason’s student population frequents this property, which gives our officers an opportunity to get to know students in a friendly and professional manner whenever they see our officers patrolling the property. Our contract with University Mall is definitely an asset to assist George Mason with any last minute surge requests for event staffing, due to the close proximity of the property to the George Mason campus.</p>		

## ACCOLADES AND RECOGNITION

### Commendation letter

Reynolds, Theodore <theodore.reynolds@rrha.com>

Tue, Apr 23, 2024 at 3:06 PM

To: Christopher Neal <cneal@sentryforce.com>, Tim Sansone <tsansone@sentryforce.com>, William Swafford <wswafford@sentryforce.com>

Cc: "Harrison IV, Martin" <martin.harrison@rrha.com>

Good Afternoon All,

I want to give a huge shout out to the officers that were on duty on the evening of April 11, 2024 during a multiple Homicide incident in Mosby Court. In the Sentricom report, it mentioned Sentry force officers on scene to assist with crowd control until RPD stated that Sentry force officers were no longer needed. A day later, in a conversation with RPD Chief Edwards, it was noted that Sentry Force Officers didn't just assist with crowd control, they assisted with keeping various witnesses secured for RPD detectives and provided car seat assistance for minor children that were involved in the incident. Chief Edwards stated that the officers played a great role that day and we at RRHA are proud and happy that we have partners that interact with each other and that our partners go above and beyond the call of duty.

Thank you and continue with your best,

Theo Reynolds, M.Ed, CIGI,  
FBI-LEEDA,  
Assistant Vice President /  
Deputy Director for Public Safety

O: (804) 780-4153

E: theodore.reynolds@rrha.com

600 E. Broad Street

Richmond, VA 23219



iACT – Integrity,  
Accountability,  
Customer Focus,  
Teamwork  
Defining who we  
are and how we do  
business!

The above commendation letter (email) was sent to Sentry Force by our client, the Richmond Redevelopment and Housing Authority, in recognition of exemplary service and community dedication our officers displayed in April 2024 during a homicide investigation within one of RHA's public housing communities.



## HAMPTON ROADS TRANSIT

June 18, 2024

Mr. Tim Sansone  
President & Founder  
Sentry Force Security, LLC  
3702 Pender Drive  
Fairfax, VA 22030

Dear Mr. Sansone:

I write to commend the outstanding efforts and exemplary service of Captain James Morris and the Sentry Force Security team for their prompt response and professional conduct during a recent emergency at Hampton Roads Transit (HRT).

On May 20, 2024, at approximately 12 noon, HRT received a suspicious package at our 18th Street facility. As a precaution, the building was evacuated while the package and its contents were investigated by law enforcement. The investigation concluded around 5:00pm, when authorities gave the all-clear. During the emergency, Captain Morris responded to the scene with staff and helped local first responders with establishing a perimeter and checked-in with various HRT staff to see what assistance his team could provide.

The Sentry Force Security team's ability to remain calm under pressure and dedication to teamwork were truly commendable. Captain Morris and his staff went above and beyond the call of duty, and their presence made a significant difference in the outcome of the incident.

HRT is grateful for Captain Morris' service and would like to express sincere appreciation for his hard work and commitment to our community. His actions reflect great credit upon himself, Sentry Force Security, and the entire profession.

Please convey our heartfelt thanks to Captain Morris and the entire Sentry Force Security team for their responsive and professional efforts to assist HRT during this emergency.

Respectfully,

William E. Harrell  
President and CEO

## EXPERTISE IN CAMPUS SECURITY AND WEAPONS SCREENING

Due largely in part to Sentry Force's contract with Virginia Commonwealth University but also with our other contracts such as with Regent University, Sentry Force Security has emerged in the Virginia region as a leader in campus security operations and fulfilling special event staffing needs in academic environments such as on college campuses. Sentry Force's contract with VCU specifically is one of the largest public university campus security contracts in the entire state, and due to our firm's expertise in the arena of campus safety and security, VCU recognized the decades of combined experience our management team has in serving many other prestigious universities (such as Washington Adventist University, University of Maryland, and Virginia State University) when it awarded our firm this multi-million dollar contract.

Under our contract with VCU, weapons screening, access control, and crowd control are all major responsibilities our 250+ officers assigned to this account are tasked with carrying out on a daily basis. Part of this contract requires us to staff weapons screening officers 24/7 to various points of entry on the University campus to prevent any weapons from being introduced onto the campus or inside the affiliated hospitals. Our officers are trained on operating advanced weapon detection systems called "Open Gate" systems which can intuitively detect objects that likely could be a weapon; not necessarily just metal. These systems are more than a metal detector, since individuals can walk through with keys, phones, and other metal objects without the system flagging those items, but even a small pocket knife will be flagged on the system. With their advanced training operating this system, our officers are trained to wand any individuals who may trigger the system, or any individuals who cannot walk through the scanners (due to medical conditions).



Our officers frequently detect weapons being brought onto campus every single day, including guns, knives, brass knuckles, scissors, tasers, and more. Thanks to our close working relationship with VCU Campus Police, our officers are trained to immediately contact campus police anytime these types of weapons are detected.

Sentry Force staffs over 4,290 hours/week of security officers to man these weapons screening stations *alone* (not counting the other thousands of weekly hours we staff for campus events and roving patrol officers), and thanks to the diligence of our officers and the rigorous weapons screening

training they receive, we have made a significant, tangible difference in maintaining a secure and safe environment on campus. In the past month alone, **our officers have blocked 370 guns, knives, tasers, and other weapons from entering the secure VCU campus.** Every 2 weeks we submit a summary report of this weapons screening data to Chief Venuti, Chief of Police for VCU, to present our progress in maintaining a safe environment on campus. **Since the beginning of 2024, officers have detected and blocked over 4,899 weapons from entering VCU campus grounds,** of which 199 were firearms, 3,283 were knives, 150 were tasers, and 1,267 were deemed “other weapons” (ie, scissors, brass knuckles, etc.). Our officers have been a direct source and front line defense in keeping VCU safe.



Below is the latest weapons screening report we have submitted to VCU’s Chief of Police:

**George Mason University**  
**Event Security Services**



**SENTRY FORCE SECURITY**  
3702 PENDER DRIVE SUITE 402  
FAIRFAX, VA 22030  
(703) 463-2558

November 18th, 2024

Virginia Commonwealth University  
Attn: Chief John Venuti, Chief of Police  
224 East Broad Street  
Richmond, Virginia 23219

Re: November 18<sup>th</sup> Weapons Screening Report

Dear Chief Venuti,

Please see the below final report for the period of November 1<sup>st</sup> – November 15th, 2024, of detected weapons our officers have reported as having been blocked from entering the premises of VCU and VCU Health. Also included are total inbound count summaries for each weapon screening unit per location. Should you have any questions or concerns regarding this report please don't hesitate to contact us.

Sincerely,



Tim Sansone  
President  
Sentry Force Security, LLC

**SENTRY FORCE SECURITY**

3702 PENDER DRIVE SUITE 402  
 FAIRFAX, VA 22030  
 (703) 463-2558

**Weapon Station Counts**  
**11/1/24 – 11/15/24**

**Weapons Detection Inbound Count Summary**

Totals	Guns	Knives	Tasers	Others
<b><u>11/1/24 – 11/15/24</u></b>	2	121	4	79
Totals since January 1, 2024	199	3283	150	1267

**Weapons Detection Station Counts**

(\*\*Ea. Unit Was Reset on November 15, 2024, At 1600hrs)

	Gateway		Critical Care Hospital (CCH)	
	Unit 250202	Unit 250211	Unit 250195	Unit 250843
<b>Unit Inbound Count <u>11/1/24 – 11/15/24</u></b>	26064	26351	11377	28228
Unit Inbound Count since January 1, 2024	659,355	650,505	474,431	567,054

	ACC 1 <sup>st</sup> Floor	North Ground	CHoR Gift Shop	CHoR Sky Lobby
	Unit 250142	Unit 250171	Unit 250156	Unit 250186
<b>Unit Inbound Count <u>11/1/24 – 11/15/24</u></b>	13,452	5,587	6,591	32,905
Unit Inbound Count since January 1, 2024	351,643	142,609	160,946	555,308

	Chor ED	Chor Brook Rd	VTCC	D-Deck
	Unit 250198	Unit 250191	Unit 250210	Unit 250141
<b>Unit Inbound Count <u>11/1/24 – 11/15/24</u></b>	3,933	6,227	4,451	24,822
Unit Inbound Count since January 1, 2024	90,071	144,703	99,178	637,077

**SENTRY FORCE SECURITY**  
 3702 PENDER DRIVE SUITE 402  
 FAIRFAX, VA 22030  
 (703) 463-2558

AOP				
	Unit 250170	Unit 250206	Unit 250209	Unit 250155
<b>Unit Inbound Count <u>11/1/24 - 11/15/24</u></b>	17,910	9,843	3,758	7,519
Unit Inbound Count since January 1, 2024	376,088	262,960	105,906	209,208

	Sanger Hall			West Hospital
	Unit 250185	Unit 250851	Unit 250850	Unit 250188
<b>Unit Inbound Count <u>11/1/24 - 11/15/24</u></b>	4,564	3,381	2,940	3,956
Unit Inbound Count since January 1, 2024	120,110	103,281	79,193	119,813

	McGlothlin	Extra
	Unit 250192	Unit 250201
<b>Unit Inbound Count <u>11/1/24 - 11/15/24</u></b>	7,541	0
Unit Inbound Count since January 1, 2024	176,314	127,839

**Total count for this period: 249,929**  
**Total Inbound Counts since January 1, 2024: 6,213,594**

**Total Pat Down Count** \*\*\*Sentry Force started pat down searches 9/1/24

<b>Unit Inbound Count <u>11/1/24 - 11/15/24</u></b>	2
Total Calls for Pat-Downs Since January 1, 2024	275

## EXPERTISE IN UNIVERSITY EVENT STAFFING

Under our contract with VCU, Sentry Force is also tasked with staffing hundreds and even thousands of hours every month for special events across the campus. Some of the events we staff under our contract with VCU include, but are not limited to:

- Art exhibitions
- Conferences
- Basketball games
- Award ceremonies and graduation
- Political rallies and protests
- Concerts
- Tailgates and social events
- Surge staffing for student move-in day
- Fire watch requests

Due to the fluctuating demand for event staffing on-campus, Sentry Force is prepared for any and all event staffing requests it receives from VCU. Many times requests may come at the last minute, and so Sentry Force is always prepared to accommodate these last minute requests thanks in part to our established Emergency Staffing Management Plan, as described later in our proposal.

Some event staffing requests we receive comes at some risk, especially politically-oriented events on campus. For example, in coordination with VCU Police, our firm and VCU Police braced for multiple demonstrations throughout campus around the one year anniversary of the October 7<sup>th</sup> Hamas attack on Israel. During this time we received a flood of requests for increased security staffing and monitoring during these events, and while there were some demonstrations on campus, all were peaceful and public safety was maintained thanks to our officers and the coordination of VCU Police.

Due to our extensive experience and capabilities in providing not only event security services, but event security services to other public universities, Sentry Force **can provide 4 officers in 2-4 hours notice, 8 officers within 6 hours notice, and 12 officers within 24 hours notice as required in the RFP.**

## REFERENCES

1. Name of Organization: Virginia Commonwealth University and VCU Health System  
Contact Name: Levin White  
Contact Title: VCU Police Campus Event Coordinator  
Phone Number: (804) 629-5861  
Email: whitelj3@vcu.edu  
Length of Service: 2024 – Present
2. Name of Organization: Carnegie Mellon University – Software Engineering Institute (SEI)  
Contact Name: David Scott  
Contact Title: Physical Security Specialist  
Phone Number: 412-780-3005  
Email: dmScott@sei.cmu.edu  
Length of Service: 2020 – Present
3. Name of Organization: Fairfax City Police Department  
Contact Name: Cpt. Natalie Hinesley  
Contact Title: Commander, Patrol Operations Division  
Phone Number: 703-385-7925  
Email: Natalie.Minnich@fairfaxva.gov  
Length of Service: 2023 – Present
4. Name of Organization: Norfolk Redevelopment and Housing Authority (NRHA)  
Contact Name: Karen Rose  
Contact Title: Security Program Manager  
Phone Number: (757) 214-5956  
Email: kroser@nrha.us  
Length of Service: 2021 – Present
5. Name of Organization: Hampton Roads Transit (HRT)  
Contact Name: Van Lawson  
Contact Title: Security Manager  
Phone Number: (757) 561-8064  
Email: vlawson@hrtransit.org  
Length of Service: 2023 – Present

## UNIFORM POLICY

Sentry Force maintains a strict uniform and appearance policy which it enforces with all of its officers. We require and enforce all of our officers to be clean, well-groomed, and present professionally while they are on duty and in uniform. This includes: all officers must wear clean, unwrinkled clothes (uniform shirt, pants, etc.) to work, must wear black shoes or boots, no visible body art or tattoos on their person (or covered over with sleeves if so), hair must be tied up if longer than shoulder-length, no long or obstructive fingernails or jewelry/accessories, and must maintain proper hygiene and grooming.

For most of our campus security contracts we service, Sentry Force typically outfits our Campus Security Officers in distinguishable and highly noticeable two-tone polo shirts, which is a common uniform for event security officers. For our contract with VCU, for example, our Campus Security officers wear a two-tone neon and black polo shirt which says “SECURITY” in all capital letters on the back, a security officer badge on the front, and our company logo on the sleeves and front chest (see below). While this is a common campus-style uniform we use for our university contracts, we also have other styles available for George Mason to consider, including one-tone polo shirts, Class-A uniforms (button up security shirts with or without neck ties), formal attire (blazers, dress shirts, slacks, etc.), and more.

No matter the client’s preferred uniform style, through the deployment of our ample team of supervisors and managers, coupled with the integration of our TrackTik security management system (details in proceeding section), Sentry Force is well equipped to enforce these professional standards to ensure our officers positively represent the client they are serving.

A detailed description of our policy and our method in enforcing it can be found in the proceeding section under Tab 4: Specific Plan and Methodology, “Uniform and Appearance.”



## TAB 4: SPECIFIC PLAN (METHODOLOGY)

Through strategic planning and proven expertise in serving higher education universities, Sentry Force has a tailored understanding of local, state, and federal laws, that apply to this campus environment. Sentry Force has successful experience and demonstrated ability in developing and fostering a cooperative partnerships.

Our **project management strategy** can best be categorized as follows:

1. **Strategic Planning:** We understand the importance of meticulous planning in achieving timely and cost-effective results. Our team employs a strategic approach to every project, carefully analyzing requirements, identifying potential challenges, and devising comprehensive plans to ensure smooth execution from start to finish.
2. **Efficient Resource Management:** Sentry Force Security prides itself on its efficient resource allocation practices. We leverage our extensive network of industry connections, law enforcement and public safety partnerships, cutting-edge technology, and skilled workforce to optimize resource utilization, thereby minimizing unnecessary expenses and ensuring timely project completion.
3. **Flexibility and Adaptability:** We recognize that every client and project is unique, presenting its own set of challenges and requirements. Our team excels in adapting to evolving circumstances, swiftly adjusting strategies and resource allocations as needed to maintain project timelines and budgets without compromising on quality or security standards.
4. **Continuous Improvement:** Sentry Force Security is committed to ongoing improvement and innovation. We regularly and proactively evaluate our processes, procedures, and technologies to identify areas for enhancement and implement best practices that enable us to deliver even more efficient and cost-effective solutions to our clients.
5. **Transparent Communication:** Effective communication is paramount to successful project management. Sentry Force Security maintains open lines of communication with our clients throughout the entire lifetime of the contract, providing regular updates on progress, addressing any concerns or issues promptly, and ensuring that expectations are always aligned.
6. **Client Satisfaction:** Ultimately, our success is measured by the satisfaction of our clients. Sentry Force Security is dedicated to delivering services that not only meet but exceed our clients' expectations, earning their trust and confidence through our reliable performance, integrity, and unwavering commitment to excellence. Client and resident satisfaction is captured and measured through surveys to ensure **KPI's** are being met.

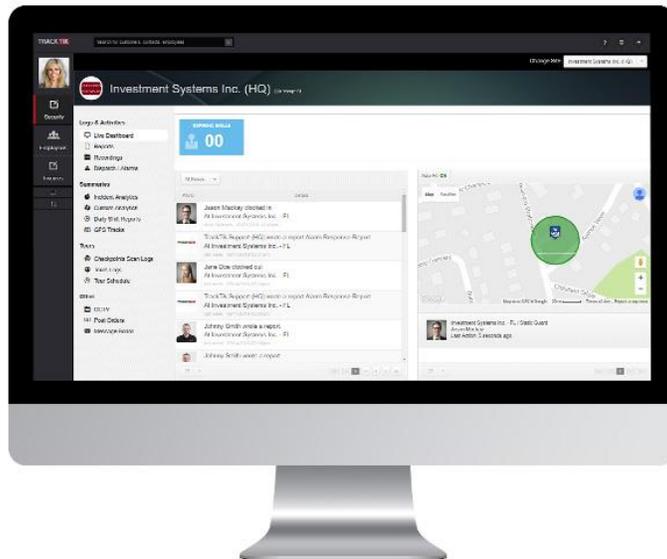
Sentry Force Security's approach to providing superior services to George Mason is based on staff experience in higher education security and demonstrated ability in contracts that require customer service while enhancing the perception of safety and security.

## APPROACH TO MANAGING GEORGE MASON'S SERVICES

### TRACKTIK & TECHNOLOGY INTEGRATION

A critical element in our technical approach is communication and technology. Sentry Force utilizes an advanced system known as TrackTik for risk management, patrol monitoring, report management, and performance transparency.

TrackTik is a web-based patrol tour and officer monitoring system which provides clients 24/7 access to officers' activities, facility status, and account information online. Using this system, officers routinely submit electronic reports based on their observations and actions while on duty. Some of the most common report types officers submit through the system include **Daily Activity Reports**, **Visitor Reports**, and **Incident Reports**. These reports are stored and organized automatically in clients' accounts, and each time a report is submitted an automatic email and/or text message is sent to clients with information on the officer's report (client email and text notification settings can be changed inside the Client Portal). Anytime an incident is reported on the property, clients immediately and automatically receive the officer's Incident Report by email.



**TrackTik will give George Mason real time visibility into the security operations and events at your facilities.**

Using TrackTik, clients can view where an officer is on the property in real-time using GPS tracking and view his actions and observations too. Sentry Force's TrackTik system provides clients with significant insight into the overall security operations being managed on their sites. One such accountability tool is **Inactive User Alerts**. Officers are required to continuously

patrol the facilities in which they are assigned, or if they are assigned to a fixed/stationary post, they must still be active in the system by submitting routine reports or checking in periodically. Anytime an officer remains idle in one position or stops sending reports through the system, TrackTik will send out Inactive User Alerts to both Sentry Force and the client point of contact. This is a very useful feature within the TrackTik system since it will prompt officers to continuously remain active within the system and productive while on duty while simultaneously alerting management and client representatives anytime an officer is not performing his duties frequently enough while on duty.

The screenshot displays the Virginia Port Authority TrackTik interface. At the top, the Virginia Port Authority logo and name are visible, along with the user name 'Meg Mergenmeier'. The navigation menu includes 'Overview', 'Operation Reports', 'Notifications', 'Security & Patrol', 'Message Board', 'Schedules', 'Contracts', 'Billing', and 'Settings'. The 'Security & Patrol' section is active, showing sub-options for 'Settings', 'Live Dashboard', and 'History Tracks'. A sidebar on the left lists various settings: Patrol Menu, Checkpoints, Tour Routes, Site Locations & Sections, Emergency Contacts, Devices & Licenses, Privacy Policy, On Site Features, Incident Category Settings, Geo-Fencing (highlighted), IP Whitelist, and Mobile App Restrictions. The main area features a Google Map of a port facility with a green polygon labeled 'Allowed' and a red polygon labeled 'Restricted'. A legend at the bottom of the map shows a green square for 'Allowed' and a red square for 'Restricted', with a note: 'Click on a corresponding color on this pallet to switch between permitted or forbidden geofence types.' On the right side, there are tabs for 'Zones', 'Events', 'Logs', and 'Trigger', and a 'Fence' section with a 'Restricted Area' entry. A pagination control shows '1/2 of 2' and '25' items per page.

Geofencing can be an incredibly useful tool for clients to control or monitor guards' movement. Clients can login and create geofence boundaries from within their Client Portal to designate permissible and restricted areas. Any time an officer exits a permissible area or enters a restricted area, both Sentry Force and the client is notified immediately of a perimeter breach. In the above example, we have designated the North Gates of the Norfolk International Terminals as an "Allowable Area" colored in green, while the NIT Port Police building is designated as a "Restricted Area" colored in red. Clients can customize these settings directly within the Client Portal.

TrackTik also provides insight into incident trends through statistic reports and measurables. These reports can be generated at any time by clients inside their Client Portal online. Incident Analytic Reports provide a wealth of information into the types of incidents occurring on clients' property and the frequency in which they occur. These reports help clients form decisions on

how to best allocate security resources and measure the performance of officers assigned to their properties, and the effectiveness of each officer assigned to the contract.

In addition to real time GPS tracking of officers while on duty, using Sentry Force's TrackTik system George Mason will be alerted anytime an officer exits an allowable geographic area of any of George Mason's facilities they are assigned to. Using a process called "geofencing," Sentry Force can define geographic parameters within the TrackTik system which will trigger automated email and text alerts to both George Mason and Sentry Force anytime an officer leaves the geofenced area as defined in the TrackTik system. Using these geofencing features in TrackTik can allow us to also designate areas as "restricted areas." Anytime an officer crosses a geofenced boundary or enters a restricted area as defined in the TrackTik system, Sentry Force and George Mason will be notified immediately. Should an officer leave the property (or exit an allowable geofenced area) or enter into a designated restricted area on the property, the alerts the TrackTik system would provide allows us to swiftly respond accordingly and quickly prevent a post from being unmanned.

Another feature that TrackTik offers is the ability for officers to livestream video of their patrols or specific incidents as they occur directly to clients' secure TrackTik account online. If clients are already logged into their account, they can view live stream video that officers take, or if they are not online then officers' videos will be automatically saved to clients' accounts and emailed to clients as a video file immediately after filming. This feature, called "Watch Mode," acts as a bodycam feature directly within the TrackTik system that allows clients to see everything going on while an officer responds to incidents, unlike a traditional body camera which only records footage locally to that specific device. TrackTik's Watch Mode feature helps tremendously in incident verification and vetting claims made against the company or our clients, as well as corroborating officers' reports and testimony in court. Note: this TrackTik feature is optional and can be disabled at clients' request.



*Technology is an integral part of our technical approach for all security contracts, and this contract is no different. While George Mason may not require officers to carry a tour device at the moment, Sentry Force proposes to provide tour devices and our TrackTik system to George Mason at no cost to enable all of the advanced patrol monitoring and report management features the system has to offer. Of course, should George Mason prefer a conventional paper and pen method or Word document process for submitting reports and documenting patrols as an alternative to TrackTik we can certainly accommodate that too, however Sentry Force offers its TrackTik system to George Mason at no cost. Sentry Force will not increase our rates now or in the future for TrackTik - it is included.*

Sentry Force's TrackTik system can prove essential to George Mason and its established security objectives as outlined in the RFP. **Many of George Mason's expectations of security personnel can be monitored and verified directly through Sentry Force's TrackTik system, and the success and effectiveness can be measured through several of TrackTik's internal reporting features and analytical summaries.**

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## EQUIPMENT CHECKLIST REPORTS

With all of its features, Sentry Force's TrackTik system provides peace of mind and ensures accountability of all of its users, from security guards to security management and everyone in between. One such accountability feature is the TrackTik "**Equipment Checklist Report**" form within the system. This specialized custom report form requires officers to conduct a full inventory at the beginning and end of every shift and catalog all equipment (including keys, radios, firearms (if applicable), electronic devices, etc.) that are passed down or acquired by each officer every shift. This report form contains a full checklist of all items at each site and requires an officer to take a photo of each specific item before the system will allow an officer to submit the report. This TrackTik feature is considerably more reliable and provides significantly more accountability of officers versus more dated methods of inventory logs, such as paper sign in/out logs for equipment since staff can simply write down an item was returned or signed out when in reality it was not.

TrackTik's Equipment Checklist Reports require each item in the inventory list (keys, radios, etc.) to be properly documented with a photo of each item before the system will let officers submit the report. By doing this, George Mason and Sentry Force can see from each officers'



*Page 8, Uniform Requirements: 11.b of the RFP states, "In some instances, Security Officers/Event Staff may be issued radios by the University to ensure interoperability during large events. The Contractor is responsible for any damage to the radios and for the replacement cost of a radio if it is lost or stolen while in the possession of the Security Officer/Event Staff. The estimated replacement value of the radio is \$1,000 - \$10,000 each."*

*With critical equipment such as these radios being entrusted in our care, it is imperative that accountability is maintained while these expensive items are in our possession. Sentry Force's TrackTik system will allow our officers to submit Equipment Checklist Reports as described in this section to document receipt of these radios and to document the return of the radios at the conclusion of any given event. These electronic reports (which include picture fields of the radios and a signature space for the officers to sign) serve as a "chain of custody" to document the movement and condition of each piece of equipment (like these radios) that is entrusted into our officers' care. These Equipment Checklist Reports will be an invaluable tool for both George Mason and Sentry Force in our efforts to ensure all equipment is secure and accounted for.*

report that an item was not only reported as present, but that the pictures of each item the officer sends is photographic evidence verifying each items' whereabouts. In addition to this, the TrackTik system requires each officer to personally sign each Equipment Checklist Report prior to submission using their fingertip and signing the form electronically. This process is an integral part of Sentry Force's Quality Control Program and meets the requirements as outlined in the RFP.

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## TRACKING TRAINING REQUIREMENTS

Sentry Force's TrackTik system also supports training initiatives and documents evidence of training completion by new or requalifying officers going through in-service training. Whether an officer is new to the company or an existing officer is transferred to a new site, TrackTik will track an officer's training progress at any and all sites/facilities he is assigned to. As described in our training and orientation process within this proposal, anytime new or existing officers are assigned to a new site they have not worked at before, there are several training standards which must be met prior to an officer being allowed to work independently on that site. These standards and steps are described elsewhere in this proposal; however, the benefit clients have to verifying training standards are met satisfactorily is through the features offered by Sentry Force's TrackTik system.

When an officer is scheduled for training at a new site he has not worked at before, Field Supervisors will submit several reports through the TrackTik system known as "**Training Checklist Reports**" and "**Performance Evaluation Reports.**" **Training Checklist Reports** are submitted by Field Supervisors upon completion of each section of training at that particular site. For example, once an officer satisfactorily completes an area of the prescribed training program for a site, such as learning and comprehending the access control procedures for a particular location, that officer's Supervisor will submit a Training Verification Report for that section of training. In this example, the Training Verification Report submitted includes a checklist of topics covered and electronic signatures from both the Supervisor and the officer documenting which lessons were taught.

Below is an example of a Training Checklist Report for one of our Campus Security Officers assigned to weapons screening duties at Virginia Commonwealth University:

**George Mason University**  
**Event Security Services**

**Sentry Force Security**  
 3702 Pender Drive  
 Suite 402  
 Fairfax Virginia 22030  
 United States of America (the)



Training Checklist	
Report #	2305746
Report Date	09/20/2024
Report Time	11:11am
Created By	Kourtney Daugherty #010660
Position	Field Supervisor (Sergeant)

Information	
Client	<b>Virginia Commonwealth University Health System</b> 912 W. Grace Street 5th Floor Richmond Virginia 23298 United States of America (the)
Officer being trained	<b>Javeed Thomas #010311</b>
Were the site's Post Orders reviewed in-depth with the officer?	✓
Was the officer given a comprehensive tour of the site?	✓
Was the officer provided all access codes, lockbox codes, passwords, etc. needed to access the site (if applicable)?	✓
Was the officer provided a uniform and all necessary equipment?	✓
Was the officer provided with all relevant company and client contact information (if applicable)?	✓
Description of topics trained on	Post Orders Weapons Screening Personal Cell Phone Use Tardiness
Uniform Inspection Picture of Officer	
Signature of Supervisor	
Signature of Officer Trainee	<i>The undersigned officer hereby certifies that he or she has been provided comprehensive training by a supervisor. I understand if I have any questions that must call my on-duty supervisor for assistance.</i> 

Once training is completed, the Field Supervisor will submit a **Performance Evaluation Report** to document the end of an officer's training and include his or her opinion on how the officer performed during training, as well as a section to describe any areas for improvement. Both these reports and the **Training Checklist Reports** are submitted to clients' online accounts in their Client Portals for viewing to track and verify the required training of officers. George Mason would have complete access to all of these training records on-demand by logging into its TrackTik Client Portal to track compliance with all required training measures. This process allows both Sentry Force and George Mason to ascertain each individual officer's fitness for duty and level of competency required for each post.

TrackTik can provide access to George Mason for all relevant training records and certifications on file for each officer assigned to its facilities.

Using the TrackTik system, Sentry Force can also enter an employee's license, registration, certification, or any other credential they acquire. Once a training credential or license is added to an employee's HR profile in TrackTik, the system will keep track of when the license is set to expire and will alert both Sentry Force and clients when a license is about to expire. Typically, an alert will appear on Sentry Force's Dashboard when a license is about to expire within 30-60 days. When this alert appears, our HR Department coordinates with our Director of Training to schedule each officer with licenses due for renewal to ensure they renew their licenses timely by taking the required in-service training.

This system is an incredibly valuable tool in tracking key credentials, licenses, and mandatory training under this contract, such as DCJS certifications, customer service training, MOAB certification, CPR and First Aid certifications, etc. Using this feature of our TrackTik system will ensure we meet George Mason's training requirements set forth in the RFP.

In addition, our TrackTik system allows clients – including George Mason – to view all officers' licenses and other training credentials and records on-demand for each officer assigned to their accounts. For example, if a client has 50 officers staffed to its account, that client can view all 50 officers' HR profiles which include training records, current licenses, awards or accolades, and other certifications as well. While Sentry Force's back office is responsible for managing all employees' licenses, training, etc., George Mason will be able to directly oversee all officers' compliance with these licensing requirements as stated in the contract. Sentry Force's TrackTik system provides considerable insight and transparency to our clients which fosters both trust and accountability.

An example of what an individual officer's training record would look like from within the TrackTik Client Portal is as follows:

**George Mason University**  
**Event Security Services**

The dashboard includes a navigation bar with options: Live Dashboard, Operation Reports, Settings Overview, Schedules & Attendance, HR & Payroll, Billing, and LoneWorker. The main area features several summary cards: LATE LONE WORKER (00), CLOCKED-IN VIA MOBILE (20), INACTIVE MOBILE USER (04), EXPIRING SKILLS (11), REPORTS TO APPROVE (344), REPORTS TO RELINK (00), MESSAGE BOARD (00), SCHEDULED SHIFTS (00), and LATE SHIFTS (00). Below these is an Activity Feed with entries for Giovanni Godsey and Nicolai Rothacker. A map of the Washington DC area is also visible.

Employee	Expiration Date	Expires	Description	Category		
Robert Rivera	03/30/2021	In 23 days	Unarmed License (VA)	Licenses & Permits	Edit	Delete
Michael McCutchan	03/31/2021	In 24 days	Unarmed License (VA)	Licenses & Permits	Edit	Delete
Charles Stimmell	03/31/2021	In 24 days	Armed License (VA)	Licenses & Permits	Edit	Delete
Charles Stimmell	03/31/2021	In 24 days	Unarmed License (VA)	Licenses & Permits	Edit	Delete

**Clients can view officers' individual credentials one by one from within the TrackTik system and even access copies of each officer's licenses and records themselves, allowing for maximum transparency and accountability.**

**George Mason University**  
**Event Security Services**

**Sentry Force Security**  
 3915 Old Lee Highway  
 Suite 22A  
 Fairfax Virginia 22030  
 United States



**Virginia Department of General Services**  
 1100 Bank Street  
 Suite 724  
 Richmond Virginia 23219  
 United States

Training Verification Form	
Report #	667356
Report Date	11/23/2020
Report Time	01:46am
Created By	Tim Sansone #1000
Client	Virginia Department of General Services

Information	
Employee Name	Manhal Sous
Copy of License	
Issue Date	04/17/2020
Expiration Date	04/17/2022

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## FIELD SUPERVISION

Field Supervisors will be tasked with the duty of overseeing all daily operations in the field during all of George Mason's special events under this contract.

To accomplish these oversight duties, Field Supervisors will be required to conduct frequent and randomized post inspections of each George Mason officer under this contract to ensure officers are optimally performing their duties and are adhering to all written and oral directives from George Mason stakeholders and from Sentry Force management. In addition, Field Supervisors' post inspections ensure that officers are present, alert, and presentable by ensuring officers are neatly groomed.

Supervisors' inspections also include a uniform inspection. Uniform inspections entail a checklist of factors that each Field Supervisor looks for when examining officers' overall appearance and uniform. These factors include completion of uniform, cleanliness of uniform, personal hygiene, and overall appearance. Field Supervisors also ensure when they are on post that all officers on duty have their DCJS security licenses on them, as required by law.

Upon conclusion of their post inspection, Field Supervisors submit a TrackTik report known as a "**Supervisory Report.**" This report encompasses all of the aforementioned checks and inspections, and it requires the supervisor to submit full-body pictures of each officer in their uniform so Sentry Force management and George Mason can monitor compliance of uniform requirements. This also allows George Mason to remotely see what each officer looks like when on-duty without having to actually be at each site.

The Supervisory Report form in TrackTik also requires supervisors to submit a photocopy of each officers' DCJS license, which reinforces DCJS regulations that requires officers to carry their DCJS license on their person at all times. Finally, each Supervisory Report also includes a section for inventory and equipment checklists so that the Field Supervisor can independently



Field Supervisors stand ready to support and oversee officers under this contract and ensure compliance with George Mason's Scope of Work.

account for all keys, radios, etc. on the site. Field Supervisors electronically sign their Supervisory Report before submittal.

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### ON-JOB TRAINING (OJT)

Upon successful completion of all required George Mason -specific training material, Supervisors are responsible for administering on-the-job training (OJT) for each officer. Sentry Force's Project Management and Work Plan requires all security officers who have not worked at a particular client site before to first undergo OJT training.

OJT training consists of hands-on training at the specific site an officer will be assigned to which is administered by a Field Supervisor. This hands-on training includes a full review of the site's Post Orders followed by an evaluation of the officer's comprehension of the duties and expectations within the Post Orders. Once a Field Supervisor feels confident the officer understands this information, OJT training then moves on to a tour of the site with detailed explanations of each job function along the way.



**Field Supervisors are more than just supervisors to security staff. Through team building, coaching, and progressive discipline, our Field Supervisors also act as mentors to their subordinate officers.**

Upon completion of a comprehensive site tour, the officer will then shadow a senior officer on the post (if applicable), or for sites with only a one-guard post, the officer will shadow the Field Supervisor while the Field Supervisor performs the duties required of that post. Upon completing the full OJT program and job shadowing, the Field Supervisor will release the officer to conduct his own independent work, however the Field Supervisor will remain on the site to ensure the officer is thoroughly capable of handling the responsibilities of his or her new post.

If, in the discretion of a Field Supervisor and/or George Mason, an officer is not well suited for the post he was assigned to even after the prerequisite OJT training, the training Field Supervisor will dismiss the officer from the post and relieve the officer personally so that the supervisor will carry out the duties of the post for that day.

This protocol within our Project Management and Work Plan ensures that service quality does not suffer or even temporarily decline due to "learning curves" or the assignment of new personnel on a site. Under our Project Management and Work Plan, George Mason can be

assured that even new security officers will perform in the same capacity and be held to the same standards as a more experienced veteran officer on the same post, no matter what.

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## PERFORMANCE EVALUATIONS

In addition to daily Post Inspections, Field Supervisors will perform monthly performance evaluations of all officers assigned under this contract. The performance evaluations look at several areas of performance, including an officer's ability to meet George Mason and company expectations, officers' ability to comprehend and carryout new orders or directives issued by George Mason and/or Sentry Force, ability to work well with others, and several other factors as well.

Sentry Force also evaluates officers' technological capabilities to ensure they remain informed on latest technologies and the application of such technologies, especially their ability to proficiently operate the TrackTik system.

Because Sentry Force's TrackTik system is so integral to the success of our services and a major component of our Quality Control Program, officers are expected to be – and remain – technologically literate and proficient. For evaluation purposes, Sentry Force looks at all submitted report data each officer has submitted over a period of a month and compares it to reports submitted by other officers.

Areas that managers look for to test proficiency in an officer's technological skills is the frequency of their TrackTik report submissions, the number of Incident Reports submitted over a period of a month, the correct classification of incident categories for each Incident Report submitted, etc. Based on an officer's final score of this evaluation criteria, an officer will either pass or be referred for in-service TrackTik training to refresh their technological and computer skills to improve their performance using the TrackTik system.



**A Field Supervisor reviewing an officer's reports during a random Post Inspection. Field Supervisors can access TrackTik in the field from their patrol cruisers to track all officers' whereabouts and activities, making Post Inspections very efficient.**

## QUALITY CONTROL PROGRAM

Sentry Force Security takes the utmost care to ensure the best overall quality of service our clients receive. We implement stringent quality assurance programs and analyze key performance indicators (KPI's) to ensure continuous client satisfaction and to ensure maximum performance standards of our officers. The task at hand is providing effective and professional security services while simultaneously delivering these services with a tactful, customer service-oriented approach. *Sentry Force's primary goal will be to provide these effective security services while at the same time ensuring that the utmost customer service is delivered in the process.*



One of George Mason's most valuable assets is its reputation. Sentry Force will ensure that George Mason's reputation is safeguarded and professionally represented throughout the performance of the work we provide by performing our work in the most diplomatic, tactful, and customer service-orientated manner.

The below sections are efforts we intend to undertake to deliver the utmost quality service and client satisfaction on this contract.



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### MEASURING KPI'S WITH TECHNOLOGY

For all of our accounts, Sentry Force utilizes stakeholder **Feedback Survey Reports** which our Account Managers and Site Supervisors are tasked with completing on a weekly basis. Under this program, our managers and supervisors are required to walk around clients' facilities and interact with stakeholders at each location and ask stakeholders their opinions on security at the site. The stakeholders which are approached include individuals such as property or facility managers, building engineers, office managers, receptionists, directors, janitorial staff, and others. These conversations are friendly and informal, yet substantive and important. Account Managers or Site Supervisors may ask questions such as:

- How have the security officers been performing lately?
- Do you have any concerns with any particular officer?
- Is there anything you notice that we can maybe do differently?

Account Managers and Site Supervisors will log any and all feedback they receive into a customized report form in our TrackTik system. Using our TrackTik system, these Feedback Survey Reports are compiled in the system and the data is then aggregated and analyzed by Sentry Force management and the President himself every week during weekly staff meetings to ensure that any identified concerns are promptly addressed and mitigated, and that any compliments or kudos given is emphasized and shared with officers. With the power of TrackTik, these custom reports can be exported into analytical summaries which contain helpful pie charts, line graphs, and other visuals to analyze feedback in depth and identify trends or areas for improvement.

This proactive approach in directly approaching stakeholders has yielded great success with our other clients, such as the Virginia DMV, Inova Hospital System, Virginia Commonwealth University, and others, because it requires Site Supervisors and Account Managers to consistently walk through clients' property and greet customers to build professional relationships with different stakeholders. Client stakeholders feel valued, appreciated, and heard when our managers and supervisors approach them to listen to what they have to say, and every stakeholder's opinion is valuable to us – everyone from directors and vice presidents all the way down to receptionists and clerical staff, and everyone in between. We believe that listening to all of our customers' stakeholders collectively will provide the greatest insight into our own strengths and weaknesses, and provide us the opportunity to be proactive in identifying and mitigating any concerns a client may have.

Under our contract with VCU, these custom Feedback Survey Reports are presented to the key stakeholders of our VCU account on a monthly basis, including but not limited to the VCU Chief of Police for review. What's more, with the power of our TrackTik system, VCU stakeholders can login directly through our Client Portal online and access these Feedback Survey Reports and all other reports and data on demand. This empowers VCU and all of our clients to assess the overall sentiment, satisfaction, and performance of our services and to gauge our success working on these contracts in real time.

A sample of this Feedback Survey Report for VCU is below, as well as a sample monthly report of this aggregated data:

**George Mason University**  
**Event Security Services**

**Sentry Force Security**  
 3702 Pender Drive  
 Suite 402  
 Fairfax Virginia 22030  
 United States of America (the)



**Engineering West**  
 601 W Main St  
 Richmond Virginia 23220  
 United States of America  
 (the)

VCU Feedback Report	
Report #	2375307
Report Date	11/20/2024
Report Time	01:12pm
Created By	Alicia Brown #001089
Client	Engineering West

Information	
Name of Stakeholder	Cindy Lovelace
Job Title of Stakeholder	Operation Manager
Feedback Location	<b>Engineering West</b> 601 W Main St Richmond Virginia 23220 United States of America (the)
Feedback	"The officer is the best one we've ever had, She is punctual and opens and closes our building as requested. thank you!"
Overall Feedback Summary	Positive
Date	11/20/2024

The screenshot shows the Virginia Commonwealth University Client Portal interface. The main content area displays a 'VCU Feedback Report' for the period 11/8/2024 - 11/30/2024. A pie chart titled 'Count vs Overall Feedback Summary' shows the following data:

Sentiment	Percentage
Negative	9.1%
Positive	90.9%

The interface includes a navigation menu on the left with categories like 'Logs & Activities', 'Summaries', and 'Exceptions & Audits'. The top navigation bar includes 'Overview', 'Operation Reports', 'Notifications', 'Security & Patrol', 'Message Board', 'Billing', 'Settings', 'Schedules', and 'Contracts'.

Clients can access all available Stakeholder Feedback Surveys directly within the Client Portal on-demand using our TrackTik System. Here, Virginia Commonwealth University can login anytime and view in real time what the overall sentiment and feedback is from various stakeholders across the entire campus. Similar to public opinion surveys or political polls, this data is frequently updated and available for clients to continuously measure Sentry Force’s performance on each contract we service. These performance metrics help us just as much as they help our clients to understand what we are doing well and areas that may still need improvement in.

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## 24/7 LIVE DISPATCH AND COMMUNICATION

As a critical and complimentary value-added service for *all* of our clients, Sentry Force staffs and manages a 24-hour Security Operations Center (SOC) to remotely monitor all 500 of our officers in the field and provide live support to both our officers and our clients alike. With this 24-hour SOC, our dispatchers monitor officer attendance through our electronic reporting system, TrackTik, to ensure all officers are clocked in and on-site. While all of our accounts have built-in Account Managers and Field Supervisors (including for GMU), an Account Manager cannot monitor every officer's whereabouts 24 hours/day, 7 days/week. However, with our fully staffed and highly trained Security Operations Center, our dispatchers can.



Leveraging our TrackTik technology, our dispatchers not only can live-monitor when an officer clocks in, but *where* they clock in at too. After clocking in, our dispatchers also can track precise GPS coordinates of our officers (much like a police dispatcher tracking police units in the field) while they are signed in to the TrackTik system and patrolling clients' properties. If an officer is late to clock in, or an officer clocks out before their scheduled end shift time, our dispatchers receive an alert in real time which prompts them to call the officer who is late or seemingly left early. If they cannot contact the officer, our dispatchers will notify their Account Manager and dispatch the nearest available Field Supervisor to the site.

One of Sentry Force's on-duty dispatchers inside our Security Operations Center (SOC). Sentry Force leverages all available technology to maximize the efficiency and effectiveness of our dispatchers and our overall dispatch program.

As an added quality assurance and preventative measure, our dispatchers are required to conduct shift confirmations every single day for major shift change times (5am, 6am, 2pm, 3pm, 10pm, and 11pm) 2 hours before these shift change times. These shift confirmations are vital because it serves as an "early warning system" to detect and mitigate potential scheduling issues such as a "no call/no show" to work. By calling every single scheduled officer each day 2 hours before their scheduled shift time, our dispatchers help mitigate attendance issues proactively. Sometimes officers oversleep or forget they are scheduled to work on any given day, and with a staff of over 500 officers, we fully utilize the manpower and capabilities of our SOC to conduct these proactive shift confirmations so our Account Managers are not overwhelmed and to ensure all of our clients' posts are properly staffed on time. Officers who do not respond to a shift confirmation 2 hours before their shift time gives our Account Managers a 2 hour window to

preemptively arrange alternative coverage for a security post in case the scheduled officer does not arrive on time.

This meticulous involvement of our SOC in day-to-day operations serves as a vital element of our Quality Control Program.

## MANAGING ON DUTY BEHAVIOR

A critical element of Sentry Force's Quality Control Program is prevention. To proactively address reasons why George Mason may request an officer to be removed for-cause from any assignment, Sentry Force's Quality Control Program targets potential reasons why a client may request an officer to be removed and implements safeguards for preventing those causes in the first place.

Below are some common industry challenges when managing security staff:

- Personnel reporting to work unprepared and/or late
- Unprofessional or unkempt appearance, including improper or poorly maintained uniform and/or a lack of personal hygiene
- Poor communication or interpersonal skills (i.e., poor customer service skills)
- Personnel leaving an assigned area without proper relief and/or being found in an unauthorized area
- Personnel engaging in personal entertainment, including using personal cellphones while on duty
- Appearing to be under the influence of drugs or alcohol
- Personnel failing to report any damage or breakage immediately upon discovery

Under Sentry Force's Quality Control Program, we have identified the above challenges and taken steps to proactively deter them from happening by implementing stringent quality assurance policies and procedures. Such policies and procedures are listed in the following sections below:

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## ATTENDANCE AND PUNCTUALITY

Late arrivals or absences from officers scheduled to work can cause many issues beyond just a staffing challenge. Tardiness or absences can be a strain on resources, morale, and daily operations for both the security contractor and George Mason. Many things can happen which lead to an officer being late or absent. However, due to the importance of every post needing to

be filled, Sentry Force has developed and implemented key quality assurance measures and controls to ensure all officers report to work on time and that all posts are covered, no matter what.

Two of the key principles in our strategy of ensuring personnel report on time and are prepared to work is *detection and preparedness*. As detailed later in our proposal under our **Emergency Staffing Management Plan**, in order to mitigate even the possibility of an unanticipated absence or late arrival, Sentry Force will staff backup “floater” officers to be available to report at a moment’s notice in the event of an unanticipated absence. Sentry Force manages a team of approximately 22 Flex Officers who assist our Account Managers in filling open posts, often on short notice.

**Our Flex Officer team** is made up of full and part time officers who hold an array of licenses and training backgrounds which allow them to deploy to varying assignments. Sentry Force’s Flex Officers are all licensed as armed *and* unarmed officers, making them adaptable to operate under almost any assignment they may be needed for. What’s more, Flex Officers are multidisciplined officers who receive cross-training at all of our client sites, allowing them to possess the prerequisite knowledge and familiarity of each client’s facilities, procedures, and needs as detailed in each client’s Post Orders.

As an added benefit, Sentry Force’s TrackTik system also improves our ability to proactively detect and respond to late arrivals. As described in the previous section of our proposal, not only does our 24-hour Security Operations Center live-monitor officers in real time around the clock and conduct proactive shift confirmations, we also leverage our TrackTik technology to monitor for Missed Clock-In Alerts. Should an officer miss a clock-in time for a scheduled shift, our TrackTik system will send Sentry Force and George Mason an alert known as a “Missed Clock-In Alert” in the form of a text message and dashboard notification within the TrackTik system. While this feature is a helpful and transparent tool, under this contract tardiness or absences of our personnel will not be an issue due to the extensive contingency measures we plan to implement using a combination of technology and ample management oversight to mitigate these occurrences.

With our cross-trained team of Flex Officers already available, Sentry Force is well prepared to quickly respond to any unexpected open post due to absences or late arrivals.

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## UNIFORM AND APPEARANCE

Sentry Force's plan to enforce professional appearance and uniform standards is two-fold. The first component of this plan involves self-reporting and self-compliance. All officers regardless of which post they are assigned to are required to submit what is called a "**Uniform Compliance Report**" via TrackTik (see enclosed sample report).

This report, as the name suggests, is a self-verifying compliance report which includes a checklist of what consists of the minimum uniform requirements for each officer. A Uniform Compliance Report asks officers to check each applicable box for the articles that make up their uniform, including asking if they have on their uniform shirt, security badge and name badge, appropriate footwear (black shoes or boots), and appropriate pants. Furthermore, at the bottom of this report officers are required to submit two pictures of themselves, one featuring the upper half of their uniform and another picture featuring the bottom half of their uniform (legs and feet). These reports are instantly submitted to Sentry Force upon completion for the Sentry Force Account Manager to review on a daily basis. These reports will also be available for viewing by George Mason remotely 24/7 via the online Client Portal in TrackTik. The benefit of these reports is that it allows both Sentry Force and George Mason to check the appearance of every officer across our entire operation remotely without having a supervisor there at each post or shift change.

The second component of our plan to ensure professional appearance is our previously described Post Inspections performed by Supervisors. If an officer's appearance is anything less than satisfactory, the Field Supervisor will not only document this in his Supervisory Report but also counsel or discipline the officer and correct the deficiency in the officer's uniform by either issuing the officer a new uniform to change in to or supplying him or her with other required equipment or attire (Field Supervisors keep a stocked inventory of uniforms, gadgets, and other safety equipment in their company patrol vehicles). A Field Supervisor's review of an officer he is supervising during a Post Inspection is detailed in the supervisor's **Supervisory Report** which is submitted via TrackTik to both Sentry Force and George Mason .



Sentry Force will go beyond to preserve the professional image of George Mason in everything we do

This two-fold strategy for monitoring uniform and personal appearances both remotely and in-person will ensure the utmost professional presentation of our officers and promote and preserve the image of George Mason .

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## LANGUAGE AND COMMUNICATION

Communication is essential to the successful performance and management of this contract. Communication – both in the written and verbal sense – must be streamlined, comprehensive, and frequent by Sentry Force and all of our managers, supervisors, and employees. To ensure the necessary fundamental language and comprehension skills of all our staff, as a condition of assignment to George Mason, Sentry Force will impose written literacy assessments for all officers that are slated to be assigned to George Mason . These written exams will test for language and reading proficiency to ensure all officers meet ILR Level 4 standards, which includes:

- The ability to use the English language fluently and accurately on all levels and as normally pertinent to professional needs
- Comprehension and participation in any conversations within the range of own personal and professional experience with a high degree of fluency and precision of vocabulary
- Seldom minor errors of pronunciation and grammar
- Ability to manage informal interpretation of the English language

If an officer cannot effectively communicate or understand basic instructions or commands, George Mason and/or Sentry Force may decide to remove an officer who fails to meet this criteria.

As a matter of standard procedure Sentry Force already tests officers' technology skills and proficiency during routine performance evaluations. Officers are tested monthly during performance evaluations for basic understanding of TrackTik operations and other computer functions. Because our business plan and technical approach for this contract largely incorporates TrackTik and many of its unique features, it is imperative that officers fully understand the basic functions of the TrackTik system and other related computer programs, as well as effectively communicate with George Mason staff and stakeholders.

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## POST ABANDONMENT AND UNAUTHORIZED ACCESS

Common client concerns of officers leaving their assigned areas after assuming watch or being found in an unauthorized area is also mitigated through several procedures within Sentry Force's Quality Control Program. Should an officer leave or abandon a post before being properly relieved, Sentry Force and George Mason will be instantly notified via Sentry Force's TrackTik system.

As described elsewhere in our proposal, Sentry Force's TrackTik system will send both the company and client text and email alerts if an officer wanders off his post or leaves a geographic area which is predefined by Sentry Force using what's called a "geofence." A geofence is an imaginary line drawn within the TrackTik system that sets geographic boundaries, so that if an officer passes this boundary and exits this "zone," an alert is triggered, and notifications are sent to Sentry Force and George Mason .

In this instance, should an officer go beyond the geofence (i.e., if an officer leaves a building which is outside the defined geofence), once Sentry Force receives an alert of this breach our Quality Control Program requires us to dispatch the closest supervisor to personally check on the site and on the officer. This protocol quickly eliminates the potential for a post becoming abandoned or an officer being in an unauthorized area through the coordination of Sentry Force's TrackTik system alerts as well as through the effective deployment and dispatch of our network of supervisors.

Similarly, if an officer attempts to leave a George Mason site while on duty but leaves the site phone inside the building to prevent us from receiving a geofence breach alert from TrackTik, the system will instead send Sentry Force and George Mason an Inactive User Alert once the device becomes idle for too long. In this scenario, Sentry Force's response under its Quality Control Program is the same as if this were a geofence perimeter breach; Sentry Force would dispatch a supervisor to physically visit the site and check on the building and officer(s). Due to the innovative and early-warning features of Sentry Force's TrackTik system, many of these concerns are effectively mitigated.

Sentry Force's geofencing capabilities within its TrackTik system also apply to setting up "restricted zones" inside of any building. Just as a geofence can be created outside of a building to prevent officers from leaving a site without proper relief, a geofence can be set up so that Sentry Force and the Client are alerted if an officer enters a restricted area of a building. This is especially helpful for sensitive client facilities, if there are areas of these facilities that are off-limits to security personnel.

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## PERSONAL ELECTRONIC DEVICES

Sentry Force does not permit officers to use personal electronic devices while at work, so officers are required to either lock their personal electronic devices such as phones, tablets, laptops, etc. in their vehicle or company-provided lockers if applicable.

All of Sentry Force's company mobile devices have restrictive settings configured on each device, limiting any employee's use of the device. Similar to "parental control" settings, these safety configurations prohibit web browsing on work phones, require administrative passwords to download apps, and alert us if excessive calls or texts are being sent or received by any device. These restrictive settings on company devices ensure productivity from our staff without risk of unnecessary distractions.

Field Supervisors during their regular and random Post Inspections enforce compliance with this stringent policy and verify that officers do not have any personal electronic devices on them and ensure officers have secured their devices away, so they do not have access to them while on duty.

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## INCLEMENT WEATHER POLICY

In times of inclement weather, Sentry Force will ensure all posts are properly manned by our security personnel while also ensuring each officer's individual safety as well. Sentry Force's motto which our employees and managers live by is, "*We go in the snow.*" Under our Emergency Staffing and Management Plan, when severe and inclement weather is predicted by the National Weather Service, Sentry Force first prepares our backup personnel (Flex Officers, part time officers, etc.) to ensure we have more than the minimum number of officers required to adequately staff each of our contracts.

In addition to bringing in additional Flex Officers to assist during inclement weather, Sentry Force operates a fleet of over 36 marked patrol vehicles, many of which are equipped with four-wheel drive for all terrain environments. When inclement weather impacts roadways and normal means of transportation, every year Sentry Force tasks its Field Supervisors to shuttle officers to and from work by providing them rides in our company SUVs which are equipped with four-wheel drive. Since many of our officers do not have these types of vehicles and/or they do not feel comfortable driving themselves in inclement weather, we provide this free service to our officers to ensure they safely make it to work and to ensure our clients' sites are properly staffed.

By calling in these Flex Officers in reserve and placing them on standby, Sentry Force is prepared for any delays or disruptions in regular transportation so that our clients' receive uninterrupted, consistent service.

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## EMERGENCY STAFFING MANAGEMENT PLAN

Through the implementation of each element in Sentry Force's Quality Control Program, Sentry Force is prepared to address any operational challenges that occur and ensure the utmost quality service is being performed across the board. Our Quality Control Program will continuously be followed even in times of crisis or natural disaster, as the security services we provide are considered essential public safety services. An example of our commitment to uninterrupted quality service could be observed during the global pandemic caused by COVID-19. Despite worldwide disruptions in almost every facet of life and business throughout the pandemic, Sentry Force endured those challenges and continued to perform all of its essential services at the level of quality our clients came to expect, regardless of the previous states of emergency declared across the country.

In response to the pandemic, Sentry Force activated its Emergency Staffing Management Plan in March of 2020 to ensure all critical services provided to clients which required them were

continuously provided without disruption. By activating our Emergency Staffing Management Plan, this mobilized an additional reserve force of over 30 full time officers and authorized the allocation of overtime hours to designated staff deemed to be essential personnel.

Our reserve force of armed and unarmed officers consists of officers who are employed by Sentry Force usually part time and work for the company as Flex-Officers, meaning they are assigned part time assignments on a weekly basis to fill in posts held by officers who are out sick, on leave, etc. These officers were called into service in a full-time capacity to prepare for anticipated staffing shortages due to potential sickness of staff from COVID-19. Part of Sentry Force's protocol under this plan also consists of an increase in normal recruitment efforts to create a reliable stream of qualified candidates to fill any future permanent or temporary security positions vacated by officers who contracted COVID-19 or had to take leave to care for a family member affected by COVID-19.

While our Emergency Staffing Management Plan was activated and heavily relied on during the pandemic, Sentry Force still utilizes the benefits of this plan for its clients in a post-COVID world. Thanks to this management strategy, Sentry Force is able to maintain a regular team of full and part time Flex-Officers to respond to and mitigate open shifts due to unexpected call-offs. Because of these available Flex Officers Sentry Force employs, we are able to quickly scale our staffing levels to suit clients' needs **as well as furnish additional officers within 1-2 hours notice.**

With over 500 officers working for our company across the state of Virginia alone, Sentry Force has the capability to draw resources and personnel from other regions of the state and redeploy them to clients who critically need additional resources. Sentry Force has successfully done this previously for both our contract with the Virginia DMV and with Virginia Commonwealth University. In early 2023, the DMV requested Sentry Force to quickly surge its manpower by scaling up its staff for the DMV's headquarters building in Richmond, VA for approximately 3 months. To accommodate this request on such short notice, Sentry Force quickly deployed surplus Flex Officers from Northern Virginia and assigned them to the DMV's headquarters in Richmond. We deployed approximately 20 additional officers from the Fairfax region for a 3 month period, where these officers (in combination with our other Richmond area officers already assigned to the DMV HQ) provided the increased service levels required by the DMV during that period. At our own expense, Sentry Force paid for our Fairfax officers' lodging in Richmond as well as their meals and provided them a per diem – at no cost to our client. On officers' days off, they were permitted to return to Northern Virginia for personal leave, but they were then required to return to Richmond for their short term deployment and stay in company-provided hotel lodging.

Over 3 months Sentry Force cycled different officers through this deployment so that the same group of Flex Officers were not deployed for 3 consecutive months. Due to Sentry Force's size, stability, and regional capabilities, we were able to successfully deploy and cycle through our

available Flex Officers from other regions to support our client's request. These same capabilities will be essential for George Mason if and when a similar surge request in manpower may be needed for special events on-campus, at which time Sentry Force will be prepared to meet George Mason's evolving needs.

Many of our government clients - especially Virginia Commonwealth University, the City of Alexandria, Fairfax City Police Department, the Virginia Department of Motor Vehicles, the Alexandria and Richmond Redevelopment and Housing Authorities, Inova Hospital System, and the Embassy of Indonesia - all rely on our contracted services now more than ever since these government agencies and facilities cannot and do not suspend their operations during times of emergency, and neither do we. By relying on our contingency protocols such as this Emergency Staffing Management Plan, Sentry Force has a clear and navigable approach to continuing all security operations for our clients and their facilities, especially our critical government facilities and accounts. These same proven and effective emergency contingency plans, as well as our specialized Quality Control Program, will help ensure adequate staffing levels and the continuous operation of George Mason's essential security services are met in accordance with the Scope of Work.

#### ADDITIONAL CAPABILITIES AND SERVICES

Sentry Force's corporate and service capabilities extend beyond the unarmed guard services called for under this contract. Sentry Force is one of only a few agencies in the state which also provide specialized and advance security services including K9 Patrol and Detection services, Tactical and Riot Response services, Diplomatic Security Agents, Personal Protection Specialists, Special Conservators of the Peace (special court appointed law enforcement officers), and other services as well.



Armed Sentry Force security officers accompany a K9 Officer on a random K9 patrol.



Sentry Force K9 Unit conducting a sweep of a low-income residential building. K9 Officer patrols can be an extremely effective narcotic interdiction program for properties plagued with drug crime, as these proactive patrols cause significant disruption to drug sales on any property.

These services are not common in the private security field since only a small niche of clients require these types of services. While some firms are *licensed* to provide these services, many do not have the actual capability to do so, which leads to a lack of resources and preparedness to accommodate these specialized service needs. Many firms are only licensed to provide regular security guard services.

*Sentry Force, on the other hand, is not only licensed to provide these basic services, but we are also licensed by DCJS to provide the more advanced and specialized services as previously described such as K9 Patrol and Detection services.*

Sentry Force also has routine clients who require these specialized services which improves our readiness to respond to their unique service needs. Having other clientele who require these services on a regular basis enhance our capabilities by providing us an infrastructure of resources and personnel to easily meet the specialized security needs of

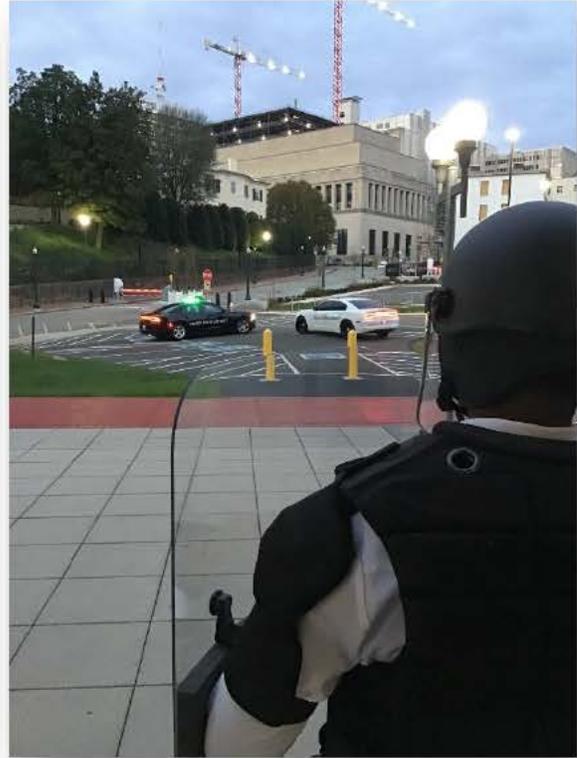
any other client requiring these services too.

Our K9 Officers possess valuable experience and necessary training to effectively detect and prevent the introduction of contraband or other harmful materials onto state property, including substances such as explosives, narcotics, and other illicit substances.

Implementing K9 Patrol and Detection services could significantly improve the efficiency of George Mason's overall security program and safeguard George Mason property from more advanced and sophisticated threats that may be beyond the scope and capabilities of regular contracted unarmed security officers to deter.

Additionally, Sentry Force also provides specialized crowd management and riot response services to clients who urgently require protection of their assets during times of civil unrest. This unique service we provide, known as a **Special Response Team (SRT)**, is made possible by maintaining an advanced team of specialized officers – many of whom are full time supervisors with the company – to be on-call during times of civil unrest and prepared to respond to clients' requests for these services.

Sentry Force's SRT Officers provide rapid-response tactical and riot control services for some of our most vulnerable and high risk clients. The SRT Officers that make up this specialized team come from an array of professional backgrounds, including some who are former special forces, retired law enforcement, and officers who actively work with the Department of Defense and the US State Department. The officers that makeup this tactical response team often undergo monthly drills and rigorous training to ensure maximum preparedness in the event of a real emergency response need. Such training exercises that enhance preparedness include scenario-based simulations that activate each SRT Officer as if responding to a real emergency. These frequent and random drills improve the response time and preparedness of our SRT Officers.



SRT Officers can deploy quickly in times of crisis to safeguard client assets and personnel from harm.

In the wake of civil unrest in the summer of 2020, our SRT Officers were activated and deployed multiple times throughout DC, Maryland, and Virginia. During mass protests and riots in DC and Maryland, several of our commercial clients utilized our SRT services to protect their assets in these “hot-zones.” One of our clients that utilized our services was the Greenhill Realty Company based in Bethesda, MD that requested our services to protect several of their office and retail buildings throughout downtown Bethesda in June 2020, at the outset of mass demonstrations and rioting.

In addition to several of our commercial clients utilizing our SRT services, even some of our government clients requested these services too. The Alexandria Housing and Redevelopment



SRT Officers are equipped with specialized protective equipment suited to meet the needs of their deployment. This SRT Officer is equipped with protective gear suited for crowd control and riot suppression. SRT Officers' gear and equipment can be outfitted to accommodate any deployment need.

Authority (ARHA) requested SRT Officers to safeguard one of their other developed properties ahead of a scheduled mass demonstration in Old Town Alexandria. Sentry Force deployed multiple SRT Officers on June 4th, 2020, to protect one of ARHA's residential buildings in conjunction with the Alexandria City Police Department who deployed several of their own SWAT Officers too. The Alexandria Police Department's SWAT Officers – which included several marksmen – were stationed on top of the ARHA building, while our SRT Officers were stationed on the ground level of the building to prevent access into the property or damage of the property.

When deployed for crowd management or riot control purposes, our SRT Officers are equipped with blunt-force trauma protection body armor, durable plastic riot shields, riot helmets with hard plastic face shields, and intermediary non-lethal weaponry such as OC spray and expandable batons.

**While George Mason may not currently require these specialized services, it is important to identify these risks when the George Mason considers which security contractor is best suited and qualified for not only fulfilling its current needs, but which company is best capable to adapt to its evolving staffing needs and fulfilling its long-term objectives.**

Customer service training and community engagement are part of the training all officers receive as part of our training program. To be effective in community relations, officers are trained in developing relationships on many levels to build trust and confidence. By providing friendly and professional customer service, we build trust and confidence throughout the communities we serve. This trust is crucial in gaining cooperation and timely reporting of any security concerns. This interaction and communication enhances public confidence in the security team and George Mason's ability to provide a safe environment. As security professionals, we are representatives of the community we serve. Our conduct and demeanor reflect on the overall image of our

clients being served. Providing excellent customer service demonstrates our commitment to residents' well-being and reinforces their sense of belonging and safety.



## SENTRY FORCE TRAINING ACADEMY

To support our high retention rate and continually improve the quality of service our officers provide, Sentry Force operates an in-house training academy to train all of our recruits as well as to provide continuing education and in-service training (including renewal training for licenses) to our personnel. By operating our own security training academy in-house, we are able to incentivize officers to join and stay with our team since officers do not have to pay out of pocket for training, including training to renew their various credentials and licenses.

On top of this, operating our own academy allows us to better manage the direction and curriculum of what officers are learning and the skillsets they acquire. Not all training schools teach using the same material or curriculum, and some schools do not provide the same quality of instruction as our academy provides. By operating our own academy, we are able to control the quality of instruction being taught to officers as well as to ensure officers are comprehending lesson material and can apply their knowledge in their career using practical exercises. Many for-profit training schools will unfortunately accept students upon payment and have very low standards to pass or fail a student. Sentry Force's training academy is free for our employees, and we hold our students to higher standards to ensure comprehension and that lesson material is being retained. If an officer is struggling in one area or course, our instructors will coach that officer and assist them in their training to ensure the best possible result. If our Training Director feels that a student is not ready to pass the course, the officer will be required to undergo the same course again until he or she succeeds. With a lack of quality control, many schools in the industry will simply pass a paying student even if that student is not qualified to obtain a security license or other credential.



Operating our own security training academy makes Sentry Force highly marketable in the job market. Often time, entry level security officers must find a training school and pay out of pocket for the required courses to receive a security license, and only then can they become eligible for employment in the security field. By offering new recruits no-cost training *and* employment, job seekers are eager to apply to join our ranks. With more applicants applying to join our team, we are able to be more selective in choosing officers we hire, resulting in only the best quality candidates being assigned to clients' facilities and property. In addition, operating our own in-house training academy allows us to efficiently manage and track the progress of officers' timely license renewals. Security firms are responsible for tracking this information regardless, however by operating our own training academy we are able to not only provide more options and

flexibility to staff when it comes time to renew their licenses, we also have the ability to control when, where, and how our officers take their required in-service training to eliminate the possibility of procrastination or lapse of a license by leaving the matter in their hands.

The following sections describe some of the training we invest in many of our officers, depending on each client's unique needs, scope of work, and situation:

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## MOAB TRAINING



*With Sentry Force's in-house DCJS-certified training academy, we have the ability to tailor specific training programs which are unique to each of our clients. While our standard training programs outlined herein **meet and exceed the training requirements listed in George Mason's RFP**, Sentry Force can still tailor certain training programs or incorporate specific training elements into our overall curriculum.*

Due to the diverse nature of the services and clientele Sentry Force serves, many of our officers who fill advanced security positions have received specialized law enforcement training specifically designed for their advanced roles. Some of Sentry Force's clientele - including Inova Hospital System, the Department of Motor Vehicles, the Norfolk Housing and Redevelopment Authority, the City of Alexandria Police Department, and the Arlington County Department of Human Services – have unique security challenges which requires a specialized approach by Sentry Force to address. Some such challenges for Inova Hospital System is the large population of behavioral health patients that frequent Inova's various hospitals. Our officers for these facilities are specifically trained in Management of Aggressive Behavior (MOAB) to effectively communicate, assist, and interact with individuals with mental or emotional disabilities. Similarly, our officers assigned to Inova Hospital System also utilize this training when de-escalating volatile situations or encounters with agitated, belligerent, or frantic patients and visitors throughout each Emergency Department.

This unique training is essential to our clients' environments such as Inova Hospital System, and other clients too such as the Arlington County Department of Human Services, the City of Alexandria's Department of Community and Human Services, the Norfolk Redevelopment and Housing Authority, the Alexandria Redevelopment and Housing Authority, and the DC Department of Housing and Community Development. In the case of our officers assigned to Alexandria's Department of Community and Human Services (DCHS), DCHS administers multiple social services programs which cater to a uniquely challenging population, many of whom suffer from drug addiction and/or mental illnesses. Some of the DCHS facilities our officers service include the DCHS Methadone Clinic and the DCHS Mental Health Clinic. Many of the customers who receive services at these facilities often pose a serious safety and security

challenge to our staff due to frequent and volatile outbursts caused by mental illness or drug addiction/withdrawals. The specialized MOAB training our officers receive is vital for safely and effectively serving the needs of these unique clients and populations.

Below is a training outline our MOAB-trained officers are trained on:



## MOAB 2-Day Course Outline

### MOAB Day 1 Course Outline

#### *Strategies for Preventing and Diffusing Aggressive Behavior (Part I)*

##### Strategies for Preventing and Diffusing Aggressive Behavior (Part I)

###### **Introduction**

What is Management of Aggressive Behavior (MOAB)?  
MOAB Objectives

###### **Statistics**

Violence in Society, Healthcare Facilities, Law Enforcement and Security

###### **Strategies for Preventing and Diffusing Aggressive Behavior**

Behavior and Intervention

Mental Conditioning

1. Purpose
2. Conflict
3. Exercise

Plan, Identify and Act

###### *Methods and Communication*

Non-Verbal Communications

Personal Space

The Reactionary Distance

Eye Communications

Gestures, Postures and Facial Expressions

Signals to look for and understand

###### *Stages of Conflict & Management*

1. Conflict
2. Stage I: Anxiety
  - a. Recognizing Anxiety
  - b. Anxiety Triggers
  - c. Managing the Individual's Anxiety
  - d. Listening
  - e. Five Levels of Listening
  - f. Empathetic Listening
  - g. Eliminating External and Internal Distractions
  - h. Supportive Verbal Communications
  - i. Supportive Verbal Communication Skills
  - j. Understanding your fear and panic
  - k. Fear and Panic Create Dysfunction
  - l. Mind and Body Stress Feedback Loop
  - m. How to break the Stress Feedback Loop
3. Stage II: Emotional Confrontation
  - a. Recognizing Emotional Confrontation
  - b. Managing Emotional Confrontation
4. Stage III: Physical Aggression



## MOAB 2-Day Course Outline

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- a. Recognizing Physical Aggression
- b. Managing Physical Aggression
- c. Cornering
  - i. Three Options
  - ii. Five Common Mistakes
- d. Diversions
  - i. Diversions that can be used
  - ii. Regaining Control
  - iii. Redirect Activity
  - iv. Approaching
- e. Multiple Individuals
  - i. Positioning

### Review

Mental Conditioning  
Non-Verbal Communications  
Stage I – Anxiety  
Stage II – Emotional Confrontation  
Stage III – Physical Aggression  
Signals of Regaining Control  
Cornering  
Multiple Individuals

### Testing and Evaluation



**MOAB 2-Day Course Outline**

**MOAB Day 2\* Course Outline**

*Strategies for Controlling and Restraining Aggressive Individuals (Part II)*  
*Strategies for Managing Physical Confrontations (Part III)*

**Strategies for Controlling and Restraining Aggressive Individuals (Part II)**

**Introduction to Physical Control Skills**  
 What will you gain from this course?

**Safety Rules**

Wearing of Jewelry, Pat Out, Practice, Etc.

**Principles of Balance**

Positioning your body

**Principle of Movement**

Forward shuffle  
 Rear shuffle  
 Lateral shuffle

**Principle of Center**

Strength of your Center Line

**Non-Contact Escort**

**The Desensitizing Touch / Escort**

Applying the desensitizing touch / Escort

**Entering the Personal Zone**

Passive Individuals

**The Basic Escort**

From Desensitizing Touch / Escort

**Resistive Escort (supplemental)\*\***

Bent Elbow Technique (supplemental)\*\*  
 Defense from Escort Position or Desensitizing Touch  
 Escape from Escort Position or Desensitizing Touch

**Direct to Prone Skills (supplemental)\*\***

Straight Arm Technique / Bent Elbow Technique (supplemental)\*  
 Lateral Thigh Technique (supplemental)\*\*

**Prone Position Control Skills (supplemental)\*\***

Horizontal Straight Arm Control  
 Standing A Controlled Prone Individual

**Disengaging from Prone Control Skills**

How to Disengage

**Approaching and Separating Two Individuals (supplemental)\***

Verbal Aggression (supplemental)\*\*  
 Physical Aggression (supplemental)\*\*

**Special Situations**

From Escort Position (supplemental)\*\*  
 From Chair Position (supplemental)\*\*  
 From Prone Position (supplemental)\*\*

**Testing and Evaluation**

\* Students must complete MOAB Day 1/Part I training to participate in Day 2

\*\*Supplemental techniques are based on agency needs and not mandatory.



## MOAB 2-Day Course Outline

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### **Strategies for Managing Physical Confrontations (Part III)**

#### **Introduction to Personal Defense and Safety Skills**

Two Basic Types of Assaults on People  
Two Methods of Assaults

#### **Use of Control Management in Self Defense**

Two Categories of Physical Force

#### **Types of Assaults**

Most Common Types  
Other Common Types

#### **Personal Defense Weapons**

Head, Thumbs, Palms, Heel of Hand, etc.  
Vulnerable Areas of the Body

#### **Levels of Control Management**

Personnel/Individual factors

#### **Acceleration through the Levels of Control Management**

Clinical predictions of dangers  
Important considerations

#### **Levels of Control Management Diagram**

#### **Defense from Holds**

Front Choke response options  
Rear Choke response options  
Bear Hold response options  
Wrist Grab release options  
Arm Twist response options  
Bite response options  
Hair Pull response option  
Grab/Pull response options (clothing or body part)

#### **Defense from Stationary (Static) Strikes**

Punch (head) response options  
Kick (groin) response options  
Armed Threat response options (supplemental)\*\*  
Rear Weapon response options (supplemental)\*\*  
Edged Weapon response options  
Thrown Objects response options

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## MOAB 2-Day Course Outline

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### Defense from Moving (Dynamic) Attacks

Response options

Defense from Ground Attacks (supplemental)\*\*

### Testing and Evaluation

\*\*Supplemental techniques are based on agency needs and are not mandatory.

Sentry Force officers who operate within healthcare settings or buildings administering social services such as officers assigned to our Inova Hospital System contract or to our Arlington County Department of Human Services contract are required to undergo this advanced MOAB training.

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## CUSTOMER SERVICE TRAINING

In addition to all of the above training requirements our officers will undergo, Sentry Force will also administer our own internal customer service training program for *all* officers assigned under this contract. Currently, Sentry Force already administers an in-depth customer service training curriculum for officers assigned to our statewide contract with the Virginia Department of Motor Vehicles (DMV). The DMV shares George Mason's prioritization of customer service in the services it provides. Under our contract with the DMV, Sentry Force is responsible for developing, maintaining, and administering a comprehensive customer service training program which meets the approval of the DMV Contract Administrator for every single security officer deployed throughout the state of Virginia. The implementation of this standardized customer service training ensures uniformity throughout the state of Virginia, and ensures that no matter which DMV Service Location a customer may walk into, their experience interacting with our security officers will be the same professional experience anywhere else in the state. The custom, comprehensive customer service training program we developed was one of the leading reasons the DMV awarded its \$5 million/year contract to Sentry Force.

Sentry Force prides itself in the superior customer service skills our officers possess, and the continuous in-service training we provide our staff to continuously develop and enhance these essential skills.

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## DCJS UNARMED SECURITY OFFICER TRAINING

In addition to MOAB training, Sentry Force’s security officers undergo basic comprehensive training too. All officers also receive the following basic unarmed training (01E):



### Sentry Force Security Officer Basic Training

#### Course Outline

Orientation (6 Hours)

Applicable sections of the Code of Virginia and Regulations Relating to Private Security Services

Code of Ethics

General Duties and Responsibilities

Signs of Terrorism

Security Patrol, Access Control, and Communications (2 Hours)

Documentation (2 Hours)

Emergency Procedures (2 Hours)

Confrontation Management (2 Hours)

Use of Force (2 Hours)

Written Comprehensive Examination (2 Hours)

#### **Orientation**

- Our Mission
- Course Objectives
- Required Materials
- Class Rules

#### **Code of Virginia**

- DCJS
- Definitions
- Virginia Administrative Code
- Code of Virginia 9.1-138/150
- Crime Classifications
- Virginia Legislative Information Website

#### **U.S. Constitution**

- Branches of government
- The amendments

#### **U.S. Court System**

- Supreme Court
- Courts of Appeals
- District Courts

#### **Virginia Court System**

- Magistrates
- Juvenile & Domestic Relations Court
- General District Court
- Circuit Courts
- Court of Appeals
- Supreme Court of Virginia

#### **General Roles & Responsibilities**

- Observe and Report
- Dealing with Law Enforcement
- Witness Subpoenas & Testimony

#### **Security Patrol**



- Standard Operating Procedures
- Post Orders
- Being Prepared for Patrol
  
- **Access Control**
- Types of Access Control and Technology
- Alarm Monitoring and Response Procedures
- Traffic Control and Flagging
  
- **Communications**
- Radios (FRS, GMRS, MURS, DMR, VHF, UHF)
- Smartphone Alternatives
- Radio Codes
- 10 Codes
  
- **Documentation**
- Report Writing
- Note Taking
- Practical Exercise
  
- **Emergency Procedures**
- Fire Detection and Prevention
- Fire Extinguisher Handling and Use
- Alarm Response
- Medical Emergency
  
- Other Types of Emergencies
- Emergency Contacts
- HAZMAT
- Suspicious Packages
- Bomb Threats
- 7 Signs of Terrorism
  
- **Confrontation Management**
- Rules for Confrontations
- Additional Training (MOAB)
  
- **Use of Force**
- Definitions
- Active and Passive Resistance
- Use of Force Continuum
- Use of Force Model
- Crowd Control Techniques
  
- **Search and Seizure**
- Probable Cause
- Relevant Virginia Codes
  
- **Resources**
- Open-Source Information
- Sentry Force Media

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## CSA & CSO TRAINING

Our officers who are currently assigned to permanent Campus Security positions are required to participate in our Campus Security Officer and Campus Security Authority training courses.

In order to create a culture of reporting on campus, it is important for individuals with reporting responsibilities under the Clery Act to be aware of their obligations and know how to compassionately respond to reports. All of our officers assigned to client sites such as VCU undergo Campus Security Authority (CSA) and Campus Security Officer (CSO) training. Sentry Force's CSO training is divided into four learning modules which are taught over a two-day course. An outline of Sentry Force's CSO training is as follows:

# CAMPUS SECURITY OFFICER PROGRAM

## MODULE I. INTRODUCTION TO CAMPUS SECURITY

### Module I. Student Guide

#### Module I. Goal

The goal of Module I is to introduce Campus Security Officers (CSOs) to the field of campus security including its history, the national and Virginia-specific contexts in which campus security has developed, recent Virginia legislative action that has resulted in CSO training and certification requirements and current models of campus policing/security.

#### Module I. Topics

- A. History of Campus Policing/Security in America**  
*Required Reading: Brief History of Campus Policing in America*
  
- B. History of Campus Policing/Security in Virginia**  
*Required Reading: History of Campus Policing/Security in Virginia (Timeline)*
  
- C. Current Models of Campus Police and Security**  
*Required Reading: Models of Campus Police and Security*
  
- D. Emergence of Federal Legislation on Campus Security**  
*Required Reading: Emergence of Federal Legislation on Campus Security*
  
- E. Emergence of State Legislation on Campus Security**  
*Required Reading: Virginia Study on Campus Safety: Highlights and Updates*



#### Required Assignment

*History and Organization of Security on My Campus*  
CSO will trace the history the campus security department at his institution of higher learning, placing it within broader history of campus police/security and identifying the model(s) of campus security operating on his campus.

#### Self Test

*Review of Module I*

CSO will test himself or herself on information presented in Module I. This will provide preparation and review for the final test, which is required for certification.



## CAMPUS SECURITY OFFICER PROGRAM

### MODULE II. LEGAL AND LIABILITY ISSUES

#### Module II. Student Guide

##### Module II. Goal

The goal of Module II is to introduce Campus Security Officer (CSO) to legal and liability issues related to campus security including CSO authority; search and seizure; use of force; legal rights, relationships, and responsibilities in a campus environment; and key state and federal laws with which institutions of higher learning must comply.



**NOTE: It is critically important for CSOs to understand the policies and procedures established by their colleges or universities related to authority, detention, search and seizure, use of force. Your department's policy takes precedence over the general guidelines given in this course.**

##### Module II. Topics

###### A. Basis and Parameters of CSO Authority

*Required Readings: Authorities, Arrest, Search, and Use of Force*  
*SAMPLE Guidelines on Pursuit, Use of Force, and Efforts to Detain*

###### B. Rights, Relationships, and Responsibilities on Campus

*Required Readings: Rights, Relationships, and Responsibilities on Campus*  
*SAMPLE Policy: Student Rights and Responsibilities*

###### C. Key Federal Laws

*Required Readings: Summary of the Clery Act and Campus Sexual Assault Victims' Bill of Rights*  
*NEWS ARTICLE- Eastern Michigan University Clery Act Fine*  
*FERPA and Other Privacy-Related Laws*  
*Additional Reading: Family Educational Rights and Privacy Act (FERPA) Brochure*

##### Required Assignments

###### *Understanding Your Authority*

CSO will identify the basis of his authority and parameters of authority related to arrest, search, and use of force by examining related policies and procedures of his employing/contracting institution.

###### *Rights and Responsibilities in the Campus Environment: Identifying CSO Roles*

CSO will identify the roles he or she plays in a) helping his employing/contracting institution exercise "reasonable care" to keep students (and others) safe by identifying and responding to risks and b) implementing college/university disciplinary policy.

###### *Implementing the Clery Act, Campus Sexual Assault Victims' Bill of Rights, and FERPA*

CSO will examine how his or her employing/contracting institution implements the Clery Act, the Campus Sexual Assault Victims' Bill of Rights, and FERPA and identifies appropriate CSO roles and responsibilities.



##### Self Test

###### *Review of Module II*

CSO will test himself or herself on information presented in Module II. This will provide preparation and review for the final test, which is required for certification.

# CAMPUS SECURITY OFFICER PROGRAM

## MODULE III. Roles and Responsibilities of Campus Security Officers

### Module III. Student Guide

#### Module III. Goal

The goal of Module III is to introduce Campus Security Officer (CSO) to requirements for certification, standards of professionalism and ethics, the basic duties and responsibilities of CSO's, the typical functions of campus security departments, and key campus security officer functions.



**NOTE:** It is critically important for CSOs to understand his or her responsibilities, duties, and standards of professionalism.

#### Module III. Topics

**A. Certification Requirements**

*Required Readings: CSO Certification Requirements*

**B. Professionalism and Ethics**

*Required Readings: CSO Professionalism and Ethics*

**C. Duties and Responsibilities**

*Required Readings: CSO Duties and Responsibilities*

**D. Key Functions**

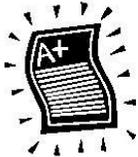
*Required Readings: Overview of Key CSO Functions  
Documentation and Report Writing  
Basic Crime Scene Preservation*

*Additional Readings: Methods of Patrol  
SAMPLE GWU Key Control Policy  
SAMPLE Drake University CCTV Policy*

#### Required Assignments

*Understanding CSO Duties and Responsibilities on my Campus*

CSO will examine his or her own job description and compare and contrast it with descriptions of typical CSO functions and sample job descriptions.



#### Self Test

*Review of Module III*

CSO will test himself or herself on information presented in Module III. This will provide preparation and review for the final test, which is required for certification.

# CAMPUS SECURITY OFFICER PROGRAM

## MODULE IV. Response Basics

### Module IV. Student Guide

#### Module IV. Goal

The goal of Module IV is to introduce CSO's to specific types of situations which are most likely to respond. This Module will also highlight response techniques to the given situations.



**NOTE:** It is critically important for CSOs to understand the policies and procedures established by their colleges or universities related to responding to different situations. Discussions may involve criminal activity and it is important to always get law enforcement involved as soon as possible.

#### Module IV Topics:

- A. Safety and Security Foundations**  
*Required Reading:* Basic Disturbance Response
- B. Threats to Safety and Security**  
*Required Reading:* Campus Crime in Virginia  
Homeland and Campus Security  
Threat Assessment
- C. Alcohol Use on Campus**  
*Required Reading:* Substance Abuse
- D. Sexual Violence at College**  
*Required Reading:* Sexual Violence at College  
Checklist for Sexual Misconduct
- E. Gangs at College**
- F. Responding to Critical Incidents**
- G. Property Crimes**  
*Required Reading:* Property Crimes



#### Required Assignments

- Assignment IV.1. Responding to Disturbances on My Campus
- Assignment IV.2. My Campus and Homeland Security
- Assignment IV.3. Worksheet: Alcohol Abuse and Sexual Violence Issues
- Assignment IV.4. Worksheet: Keeping Persons Safe: Fire and Injury Prevention and Threat Detection

#### Self Test

##### *Review of Module IV*

CSO will test himself or herself on information presented in Module IV. This will provide preparation and review for the final test, which is required for certification.





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## ACTIVE SHOOTER PREPAREDNESS AND RESPONSE TRAINING

Sentry Force provides dynamic and advanced active shooter simulation training for many of its officers. Due to our contracts with high risk, high exposure agencies and organizations, this level of training is critical to prepare our officers and to mitigate mass casualty events. Contracts we hold with clients such as Inova Hospital System where we provide Level III Armed Security Officers (Level III = tactical officers tasked with overwatch responsibilities throughout the hospital system), or clients such as many of the public housing authorities throughout Virginia we service – such as Richmond Redevelopment and Housing Authority where we provide both Level II and Level III Armed Security Officers to patrol Richmond’s dangerous public housing units – all require this advanced training. Especially for our public housing contracts with the Cities of Richmond, Norfolk, Alexandria, and Suffolk Redevelopment and Housing Authorities, gun violence and homicides are frequent risks occurring within these communities we operate in, and it is imperative that our officers know how to respond to and mitigate these types of threats. In Richmond and DC particularly, firearm discharges occur almost every night within these communities, so the training our officers receive from our expert instructors not only prepare them for these environments, but can quite literally save their lives and the lives of others.

Many of our officers undergo our custom, specialized Active Shooter Preparedness and Response training, and as an option we can extend this training to our officers who will be assigned to George Mason too. Below is a brief synopsis of what this course entails:

### **Active Shooter Preparedness and Response Training**

This active shooter course is a hands-on training program designed to equip Security Officers with the knowledge and skills required to successfully end an active threat event. The Sentry Force Security Training Academy will prepare students to employ Active Shooter Threat Tactics through dynamic, interactive drills and scenario based training. This intensive and challenging program covers a variety of tactical subjects for responding officers including:

- Single Officer Response Tactics
- Limited Penetration Tactics
- Tactical Medical Training and Evacuation
- Multiple Officer Response
- Rendezvous Procedures with Law Enforcement

The student will be evaluated on their ability to perform skills and tactics in the role of a responding officer during a practical exercise.

Participation is in-person with opportunities with expert instructors on how to prevent violence, respond to emergencies, and provide support during mental health crises. The training also helps the officer develop active shooter response plans for the client, build their emergency operations

plans, and conduct expert briefings to help clients identify individuals who may be moving towards violence.



*With Sentry Force Security's advanced training capabilities administered by our veteran instructors with decades of law enforcement and special military operations experience, coupled with our diverse clientele with unique security needs (Richmond Housing Authority, DC Housing, City of Fairfax Police Department, City of Alexandria Police Department, Inova Hospital System, etc.), our officers and services are the most viable solution to address George Mason's evolving security needs and safety concerns for George Mason. Sentry Force Security's expertise, background, and service offerings are unmatched by any of the other contractors bidding on this contract.*

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#### FIREARMS TRAINING SYSTEM (FATS) – 100P VIRTUAL SCENERIO TRAINING

An example of Sentry Force's commitment to training excellence and significant emphasis we place on providing quality training to our officers, Sentry Force has invested over \$60,000 in purchasing a state of the art active shooter response training simulator known as the "FATS 100p" system. Created and sold by InVeris Training Solutions, this immersive law enforcement-grade training simulator recreates real-world scenarios which delves trainees into perilous yet realistic situations where swift decisions and accurate precision by the officers makes the difference between ending armed conflicts or resulting in a fatal conclusion within the simulation.

The FATS 100p system is programmed with hundreds of real-world video simulations which emulate common security and law enforcement encounters with the public, including but not limited to:

- Active school shooters
- Active hospital shooters
- Hostage situations
- Abductions and human trafficking
- People in crisis

The FATS 100p system tests officers' skills in areas such as use of force (shoot/don't shoot scenarios), deployment of intermediary weapons (OC spray, tasers, etc.), crisis intervention and verbal de-escalation, and more. In each programmed scenario, the system displays real video on

a movie-sized screen where the officer trainee must interact with suspects, victims, and bystanders in the simulation.

For example, in many of the FATS active school shooter scenarios, officers must give verbal commands to innocent bystanders inside the building, such as “Take cover!” or “Evacuate the building!” while the simulation guides the officer to sweep and clear each room of the building. When the simulation brings the officer to the suspect/armed intruder, the officer must quickly assess the situation, and depending on the many different scenarios, either give the suspect verbal commands to surrender, fire at the suspect, or retreat and take cover. There are many different outcomes with each scenario, and our instructor has full control over each possible scenario. For example, when the system brings the officer to confront the active shooter, our instructor can program the system to make the suspect surrender and drop his weapon, or our instructor can program the system to shoot at the officer or shoot a bystander. The officer trainee receives no warning as to what the instructor will program the simulation to do, so the officer must rely on their previous training, instinct, and overall assessment of the situation to make the quickest and most efficient judgment call of whether to shoot or don’t shoot. Furthermore, even if an instructor programs the system to have the suspect surrender to the officer, the instructor can program the simulation again to have the suspect stand back up and shoot at the officer, thereby requiring the officer to remain vigilant at all times.

Anytime the officer fires their weapon during the simulation, the system will record where each round was fired at and it will provide a detailed after-action assessment of officers’ accuracy, response time, and even certain biometric data such as the officer’s breathing and heart rate during the encounter. If the officer misses their target, the system will identify any nearby bystanders who may have been hit as a result of the officer’s missed shot. Similarly, during the simulation, if the officer fires their weapon and the suspect isn’t hit, the suspect will continue to fire at the officer and/or bystanders, thus ending the simulation.

One of the most valuable assets with this state-of-the-art law enforcement training simulator is that it places officers into high-stress, life-and-death situations which they may very likely encounter as security officers in the field. Most importantly, the statistics and after-action reviews the system generates after each simulation allow instructors to identify each officer’s strengths and weaknesses, and which areas to focus more training on with each individual officer.

During the simulations, mistakes by the officers will be made. Whether if it was the officer did not clear the entire building, the officer did not request backup, the officer fired at an unarmed individual or innocent bystander, or if the officer was too slow to respond and was shot himself, the point of the FATS 100p system is to prepare officers for these types of situations, so that the same mistakes during training do not happen during a real incident. DCJS only requires 24 hours of firearms training, and 8 hours of arrest authority training to become an armed security officer in Virginia (32 hours total). This is not nearly sufficient to prepare anyone – let alone non-law

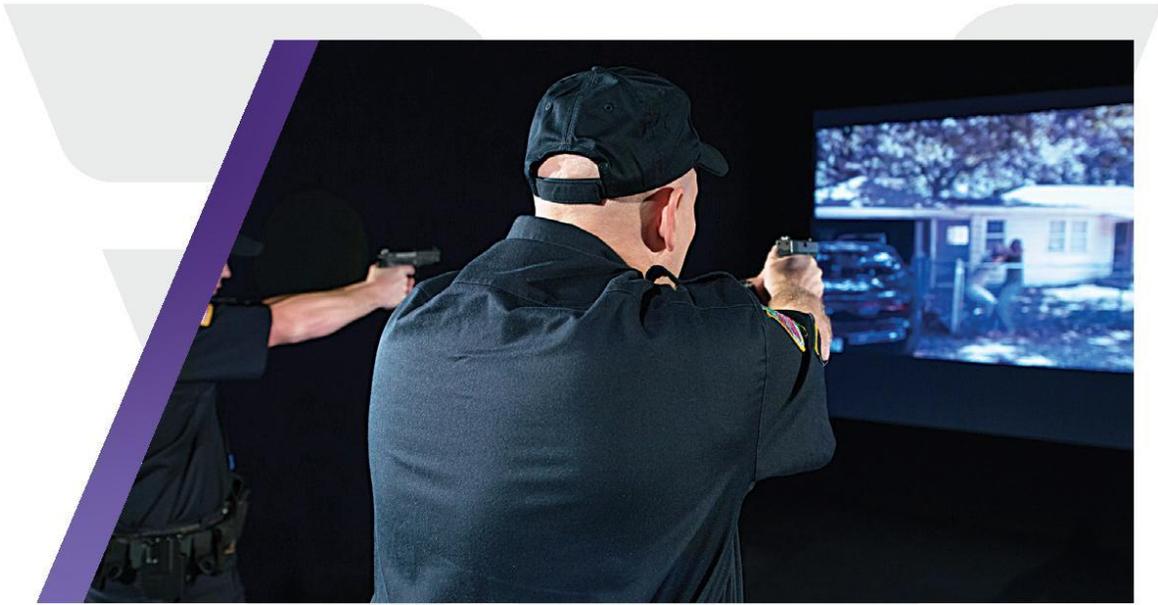
enforcement officers – to operate under the conditions that many of these simulations put officers through. Fortunately, thanks to Sentry Force’s investment in the FATS 100p system, our officers can be fully prepared to respond efficiently to these situations in real life, should they ever occur.

While this contract with George Mason may be an unarmed security contract and our unarmed officers will not undergo firearms simulation training, it’s important for George Mason to identify and partner with a security firm like Sentry Force who prioritizes high-quality training in all of its staff – both armed and unarmed personnel – as this investment in training translates to a higher-performing workforce with officers exhibiting professional standards.

More information on this advanced law enforcement-grade training simulator can be found in the Appendix section at the end of our proposal and here:

<https://www.youtube.com/watch?v=w6EfdrlgB1Y>

Below are some sample simulations which our FATS 100p system comes with:



## Real World Scenarios

Law enforcement officers may encounter any number of unpredictable, potentially explosive situations during their shifts.

To prepare them to respond effectively, while adhering to departmental protocol, InVeris Training Solutions has designed a comprehensive set of video courseware. These immersive, real-world simulations train law enforcement personnel to react decisively when the unexpected inevitably occurs.

### **Active Shooter**

As you enter a building, gunshots and screams are heard coming from around the corner. With little time to think and assess the situation the trainee has to rely on survival skills and split second decision making to neutralize a volatile situation. This is a fast developing, dynamic scenario that is designed to test a trainee's ability to react to an instantaneous, life threatening encounter.

### **Classroom Hostage**

You are investigating shouting coming from across the hall and find an irate female wielding a large knife and threatening to stab two other students. This scenario demands that trainees use solid negotiation skills and remain focused as the situation can quickly escalate. The scenario is excellent training for use of less than lethal weapons.

### **Homeless Man**

While performing routine security you find that a homeless man and his dog have gained access to a restricted area. When confronted, trainees will discover that this person is an EDP (Emotionally Disabled Person). Trainees will be challenged when dealing with the subject's roller coaster of emotions. The dog will attack if it feels its master is being threatened.

### **Abduction**

As you prepare to leave a building you observe a kidnapping in progress. Weapons have been displayed and a young woman is fighting for her life. Trainees must think and react quickly to defuse the situation while ensuring the safety of the victim.



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**Drunken Woman Dancing on Bar**

You and a partner respond to a call from a local club owner involving a drunken woman doing a strip tease on his bar. The owner is afraid he will lose his licence if this activity is not stopped. When confronted, the woman will react in a variety of ways ranging from compliance to extreme hostility. Trainees will also encounter aggressive reactions from the other bar patrons. This scenario offers the trainee excellent training in assertiveness and use of less than lethal weapons.

**Suicidal Neighbor**

You respond to a call involving a man who exposed himself to a neighbor. The neighbor informs you that the man had a mental disorder and is on medication. Trainee's will be exposed to an unknown situation and will need to apply caution at every turn.

**Neighbor Hurt**

While working in your yard the next door neighbor's young child runs up to you and says that her mother is in trouble. When entering the neighbor's house you hear a male voice screaming and your neighbor crying. Excellent training exercise for off duty situations and CCW.

**Biker Bar**

You respond to a call regarding two known outlaw bikers with a history of violence, refusing to leave the bar after closing. The owner has repeatedly asked them to leave only to be threatened by the bikers. There are possibilities of an explosive situation occurring. This scenario will test the trainee's ability to handle multiple aggressive subjects at one time.

**Domestic Call: Man with a Gun**

You have been dispatched to a residence where a distraught male is threatening to kill himself and his wife. When you arrive you find a highly agitated man armed with a handgun. Trainees will have to use extreme caution and good negotiation skills to defuse the situation.

**Dispute Over a Dog**

You hear an exchange of shouting and threats coming from your next door neighbor's house. You investigate and find one of your neighbors threatening to shoot the other neighbor's dog. Intervention is needed to defuse the situation. The trainee will need to use extreme caution as the situation has the potential to become volatile and life threatening.

**Vehicle Stop**

You observe a vehicle being driven in an erratic manner. You initiate a traffic stop. The occupants of the vehicle are not cooperative. The scenario will present trainees with a host of situations ranging from open hand assault to lethal confrontation. This is a fast, dynamic, scenario full of unexpected turns that will offer a challenge even for seasoned veterans.

**Hostage Rescue Drill**

This scenario is designed to test a trainee's ability to rapidly assess a hostage situation and quickly deliver the level of force needed to neutralize a knife wielding suspect. Improper use of force, slow reaction time, and/or poor marksmanship can result in the two hostages being harmed or killed. The scenario is an effective training tool for developing quick reaction skills.

**Cheating Spouse**

As you enter your workplace you observe what appears to be a fight in progress between a jealous husband and his wife's new lover. The enraged husband attacks the boyfriend and tries to kill him. Trainees are compelled to intervene in this awkward and heated situation in order to stop a murder from taking place. This scenario significantly test a trainee's judgment skills.

**Bath Salts**

While on patrol a homeless person flags you down and informs you of an assault in progress. You and your partner find a man under the influence of a new street drug called "Bath Salts". The suspect is displaying bizarre behavior and appears to be chewing on his victim's face. Trainees will have to use extreme caution while confronting this subject.

**Domestic Call: Family Dispute**

You have been dispatched to a residence where a family dispute is in progress. Upon entry you are met by the mother who immediately puts herself between you and her daughter, who is brandishing a knife. Trainees will have to act accordingly with all three subjects in the scenario to bring it to a peaceful close. Trainees must remain alert at all times as this situation can turn deadly for the officer without warning.



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## Use of Force Scenarios

### Berserk Husband

A high-school employee feels unjustly terminated and confronts the administration. The situation goes from bad to worse, and he starts shooting. As a first responder, your priority is finding the shooter. This immerses students in a highly stressful situation and will test their skills to the limit.



### DUI Rural Area

You and your partner stop a driver who appears to be under the influence. Your partner walks up to the vehicle when the driver suddenly backs up, knocking him to the ground. Situations range from an accidental slip of the foot -- causing the driver to hit your partner -- to a deadly shootout.



### Felony Warrant

You and your partner are serving a warrant on a subject inside a residence. You are met at the door by his huge brother, who refuses to let you in. A great exercise in dealing with multiple assailants. Full-spectrum training in the use of lethal and less-than-lethal force.



### Car Chase

After a lengthy chase, you stop an individual who was just involved in the shooting death of a fellow officer. Once out of the vehicle, situations range from "suicide by cop" to a shootout. A very intense, stressful training scenario.



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**InVeris**  
Training Solutions™



## Crisis Intervention Vol. 1

### For FATS 100 Systems

Law enforcement officers may encounter any number of unpredictable, potentially explosive situations both on and off the job.

InVeris Training Solutions has designed this set of video courseware to prepare officers for effective responses to individuals in crisis, including situations involving mental illness, drug use, PTSD, or suicidal thoughts.

#### **PTSD: Suicidal**

A veteran near a public parking lot attempts suicide by cop, claiming he has a gun behind his back. Presents options for subject pulling a gun, pulling out a phone, or verbals to de-escalate.



#### **Stranded Motorist**

Trainee responds to a stranded driver call along with a second officer. The driver is paranoid and speaking nonsense, afraid to get out of the car. Second officer is aggressive towards driver; if trainee does not address the officer, he will attack the driver.



#### **Schizophrenic Domestic**

Trainee responds to a call about a man in violation of a restraining order who refuses to leave his ex's apartment. The man is schizophrenic, talking nonsense, refusing to leave. He retreats further into residence and picks up a chair, then a knife. Presents options for subject attacking or de-escalation.



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### Female with Knife

Woman attempts suicide by cop in her apartment in presence of her boyfriend. She is holding a knife. Presents options for de-escalation, subject cutting her wrists, and subject attacking her boyfriend.



### Mentally Ill Male

Young man is holding a crowbar in his front yard, speaking incoherently. His sister is present and begs trainee to help but not to hurt him. Presents options for de-escalation, subject attacking trainee, or subject attacking sister.



### PTSD: Paranoid

A veteran is in his home, convinced someone is outside to hurt him. He picks up a screwdriver to "defend himself." Presents options for subject attacking his girlfriend, making suspicious movements, or de-escalation.



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## GEORGE MASON TRAINING OPPORTUNITIES

Sentry Force strongly believes that ample training will provide the most effective, rounded, and prepared workforce. Sentry Force also takes pride in the strategic partnerships it has formed with its clients to work together to help our clients meet their desired security objectives. To that end, we believe that training opportunities and resources should not only be limited to our own staff, rather we believe that opening these opportunities to our clients' personnel will help all parties involved.

As with all of our government clients, under our proposal Sentry Force will accommodate any George Mason staff who wishes to participate in any of the training programs our officers undergo, including but not limited to:

- DCJS Unarmed Security Training
- CPR/AED/First Aid Training
- MOAB Training
- Active Shooter Preparedness and Response Training
- Customer Service Training

Under our proposal, George Mason staff will be afforded these training opportunities **at no cost to George Mason or its participating staff**. We believe that opening these opportunities to George Mason's staff will promote cooperation between George Mason and Sentry Force as

well as help further our goal of providing excellent quality service to fulfill George Mason 's security needs.



*A major advantage for clients contracting with Sentry Force Security is the value-added benefit of extending our company's training opportunities to clients and their stakeholders. As described in this section, all of the training programs we require our officers to undergo are open to our clients and their stakeholders and residents **at no cost.***



## RECRUITMENT AND ONBOARDING

Sentry Force prides itself in the professionalism and experience of our staff, and we strive to expand our workforce through strategic sourcing of high-caliber industry professionals, while continuously rallying and looking after our current personnel. Through maximizing the potential of our current team of officers and incentivizing both new and current staff alike with competitive wages, unmatched benefits, and industry-leading training programs, Sentry Force is a highly sought-after firm for enthusiastic and professional officers to join.

With recruitment and retention metrics in mind, Sentry Force has carefully budgeted a compelling and competitive compensation package to offer its personnel assigned under this contract in order to maximize the quality of service provided and to guarantee high retention rates. Sentry Force seeks to reward and retain exemplary and highly qualified officers as we see it as an investment for optimum job performance which will benefit George Mason and the company's daily security operation. We believe that an officer who feels that he or she is treated and compensated fairly and with respect will deliver the best quality service. Our budget for officers' wages and benefits reflects this philosophy.

In comparison, from conducting market research of industry and regional wage averages and through data collected from competing security firms such as Allied Universal, the wages offered by Sentry Force is approximately 10% – 22% higher than that offered by other regional security firms. Sentry Force is known throughout the region as a security firm which compensates its officers fairly, which has led to increased interest and increased applications for employment with our company by officers seeking employment opportunities. With an influx of officers competing for positions for which we actively recruit, this provides Sentry Force with the advantage of sourcing only the best quality candidates to assign to clients' facilities.

In addition to competitive wages, Sentry Force offers its employees access to free health insurance plans and other discounted group insurance plans. On top of this, Sentry Force sponsors a 401K retirement savings plan with employer-matching contributions. These benefits in particular are often highly sought after by security officers, and we take pride that we can afford our staff the opportunity and access to these fantastic benefits.

Aside from the wages and benefits offered to our security officers, part of Sentry Force's Recruitment and Retention Plan is focused on strategic retention of highly experienced and qualified key personnel under this contract. To retain the most qualified key personnel and senior management, Sentry Force compensates its supervisory and management teams with a higher-than-average annual compensation too, ranging from \$45,000 - \$52,000/year for Field Supervisors (Sergeants and Lieutenants, ~\$20 - \$25/hour), and \$70,000 - \$145,000/year for Account Managers and Directors (not counting other benefits). We believe it is essential to care for and fairly compensate our staff, from the site-level security officers all the way up to senior managers. Our belief is that everybody deserves to be treated and compensated fairly.

Sentry Force's most valuable asset is its officers, for without them, our clients' needs could not be met. Sentry Force sees our officers and staff as our "internal clients," and just as with our actual clientele, Sentry Force strives to ensure every basic need our officers have is cared for to deliver the best quality work performance to our clients. A satisfied workforce with fulfilled basic needs leads to significant increases in productivity, improved performance quality, higher morale, and increased retention, all of which directly benefit our clients and their security objectives.



*Under Sentry Force's Recruitment and Retention Plan, retention is at the core of our objective when recruiting staff. Higher retention rates of course mean lower turnover rates, however, to address retention there are several different variables and factors which must also be addressed.*

*Some of the most common reasons employees resign from their employment include a lack of leadership or management presence, poor communication, low wages and benefits and lack of upward mobility. Any one of these factors, if left unaddressed, can lead to poor morale even if all other factors and employee needs are met. As described in this section, it is these factors that our Recruitment and Retention Plan aims to address in order to promote a culture of caring, which will lead to higher morale and better productivity and retention of our staff.*

Because Sentry Force operates its own in-house training academy, we receive *hundreds* of applications per month from individuals seeking employment – and to attend our training academy to become certified in the field they want to join. The market average to enroll in a basic training course is a minimum of \$99. For more advanced courses to become armed security officers, private investigators, or personal protection specialists can range anywhere from \$275 – \$900. These costs are often a barrier to entry for many otherwise capable and aspiring students who wish to join this rapidly growing field. Sentry Force on the other hand provides all DCJS training to new officers at no charge to maximize our recruitment efforts. By waiving these fees for new and current employees, we have driven demand and interest in the job market for students and prospective recruits to seek employment with our firm.

Because of this, students seeking a career as a private security officer flock to our academy which provides us the ability to be more selective in our hiring decisions. With a surplus of qualified candidates coupled with our multi-tiered hiring process, we can be sure that only the most qualified and capable officers join our ranks to serve our clients and their security needs.

While we are fortunate that many qualified job seekers and security students seek our firm out to gain employment, Sentry Force is still proactive in its recruitment efforts. Aside from the steady

and reliable stream of candidates coming from our training academy, Sentry Force also utilizes online hiring sites including Indeed, Zip Recruiter, and CareerPlug. Sentry Force has a fully staffed Recruiting Department with several full time recruiters on staff whose sole mission is to seek out and retain highly qualified security officers to join our ranks. Our Recruiting Department works diligently in analyzing candidates that come through, and they are tasked with selecting only the most promising, highest performing candidate to move forward in our selection and hiring process.

In addition to online recruitment and hiring campaigns, our Recruiting Department also proactively utilizes professional and community networks to recruit candidates as well. Some of these “offline” grassroots recruiting efforts include coordination and partnerships with local veteran support groups and local charities too. Some such partnerships include Sentry Force’s collaboration with the Wounded Warriors Project. Part of the Wounded Warrior’s Project is to help military veterans transition into civilian life, including assistance in civilian job placement across the country. Sentry Force is proud to partner with this non-profit organization to assist our nation’s veterans, while simultaneously utilizing this opportunity to source highly qualified and often decorated military veterans to serve our clients’ needs.

Our partnership with Wounded Warriors Project is unique because as part of our arrangement, many of the veterans they refer to our firm are not DCJS licensed to work in the industry. However, due to the benefit of our own in-house training academy we can take these otherwise highly qualified veteran candidates and train them so they can receive their DCJS licenses and credentials to work in this industry. As part of our partnership with Wounded Warriors Project, none of the veterans we select to train and to come work for us pay for this DCJS-required training.

Due to many of these collaborative outreach and recruitment programs our Recruiting Department participates in, we have been fortunate to pull many qualified, stable, and long-term candidates from these different sources. These proactive recruitment and outreach strategies have also attributed to the success we have had with staffing several of our large client contracts, including our contract with Inova Hospital System, the City of Alexandria, the Virginia Department of Motor Vehicles, Hampton Roads Transit, and Virginia Railway Express (VRE).

Originally, when Sentry Force was awarded a government contract to provide 24/7 armed security officer services to 3 of VRE’s rail depots across Northern Virginia and DC (one in Fredericksburg, one in Manassas, and a third passenger station in DC), we were tasked with recruiting, training, and staffing dozens of armed security positions. What’s more, due to the timing of this newly awarded contract in 2018, unlike most contract awards we’ve received where we are given at least 30 days to startup new contracts, VRE was experiencing a time crunch where it required full staffing and operations within 16 days of award. In addition, this contract with VRE was scheduled to begin December 17<sup>th</sup>, 2018, right in between the Thanksgiving and Christmas holidays. The timing of this transition in and of itself posed unique

staffing and recruiting challenges due to a traditional slowdown in the job market around the holiday season anyway, but nonetheless Sentry Force persevered to meet VRE's requirements.

Despite this challenge, Sentry Force swiftly drafted and implemented its expedited transition plan to recruit and install its full force of officers at all three area transit stations using VRE's requested expedited timeline. We attribute this expedited staffing accomplishment and high retention rate due to these proven recruitment and outreach strategies.

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## HIRING AND ONBOARDING PROCESS

Our hiring process includes the following steps:

- Personal interview
- Reference check
- Prior employment verification
- License and credential verification
- Comprehensive background investigation
- Client Interview/Selection (if applicable)

Upon successful completion of the aforementioned steps, a candidate is extended a conditional offer of employment. In order for a candidate's conditional employment offer to become final, the remaining below steps must be successfully completed:

- A. Orientation training
- B. Writing exam (to test for reading and language comprehension, essential for report writing)
- C. Technology skills assessment (to test for technology proficiency when using company systems such as TrackTik)
- D. Physical Abilities Test (PAT)
- E. On Job Training (OJT)

Sentry Force's comprehensive background investigations on each candidate consists of a vigorous search into each candidate's criminal, financial, personal, and work histories. Many of **our background investigations are not simply background "checks,"** but actual **full investigations** similar to that of a police or federal background investigation for law enforcement positions or government clearances.

When investigating criminal histories, we search for numerous records across several databases, including records such as arrest records nationwide, incarceration records, criminal charges, criminal convictions, and sex offender registry searches. We also conduct alias and associate searches, meaning any similarly named individuals as the candidate is also investigated to ensure a legal or illegal name change was not used to alter the investigation. In addition to criminal history record searches, we also conduct OFAC (Office of Foreign Assets Control) compliance checks and counterterror investigations by accessing data provided by Interpol, the FBI, and

other financial regulators and similar agencies. This level of background screening can help detect and prevent fraud, assess risk, and prevent OFAC violations and penalties for both the company and our clients. **Specifically, these more advanced background screenings pool records and reports sourced from:**

- VCIN – Virginia Crime Information Network
- NSO – US Dept. of Justice National Sex Offender Database
- United Nations Named Terrorists
- NCIC – National Crime Information Center
- OSFI - Canadian Entities
- Commodity Futures Trading Commission
- Defense Trade Controls Debarred Parties
- European Union Designated Terrorist Groups
- European Union Designated Terrorist Individuals
- FBI Fugitives 10 Most Wanted
- Financial Crimes Enforcement Network Special Alert List
- Foreign Agents Registration Act
- Interpol Most Wanted
- Interpol Most Wanted - Red Notice
- OFAC - Palestinian Legislative Council
- OFAC NON-SDN Entities
- OFAC Sanctioned Countries
- OSFI - Canadian Individuals
- OSFI Consolidated List
- Office of Foreign Asset Control
- Office of the Comptroller of the Currency Alerts
- Politically Exposed Persons
- State Department Foreign Terrorist Organizations
- US State Department Terrorist Exclusions
- US Bureau of Industry and Security - Denied Entity List
- US Bureau of Industry and Security - Denied Person List
- US Bureau of Industry and Security Unverified Entity List
- Bank of England Sanctions
- World Bank Ineligible Firms



**TAB 5: RESPONSE TO QUESTIONS**

**ATTACHMENT C – REQUIRED QUESTIONS**

<b>George Mason University</b>					
<b>Request for Proposal GMU-SS0906-24</b>					
<b>#</b>	<b>Question</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>	<b>Explanation if Necessary</b>
1	Does your company provide security services	X			
2	How many security personnel does your company currently employ? - Provide current number in Explanation				500
3	Does your company subcontract security services? - If yes, provide name of subcontractor(s) in Explanation	X			**Please see response below
4	Does your company have experience staffing the following events?				VCU basketball games and VSU
4.A	Athletic Competitions - Provide example in Explanation	X			basketball and football games
4.B	Performing Arts Events - Provide example in Explanation	X			Institute for Contemporary Art (VCU)
4.C	Concerts - Provide example in Explanation	X			VCU
4.D	Large public events - Provide example in Explanation	X		VCU &	American Dental Education Association
4.E	Tailgates or outdoor festivals - Provide example in Explanation	X			VCU and other private client events
4.F	Political/campaign events - Provide example in Explanation	X		VCU –	Israel/Hamas campus demonstrations
4.G	Highschool or University events - Provide example in Explanation	X			VCU
5	Do your security services perform Fire Watch in accordance with NFPA 101?	X			
6	Does your company provide building security services (e.g., unoccupied building security)?	X			
7	With training or current training, are your security services capable operate magnetometers and weapons detection systems?	X			This is a large scope of our work for VCU.
8	With training or current training, security services able to calibrate magnetometers and weapons detection systems	X			This is a large scope of our work for VCU.
9	Can your security services conduct visual inspections of patrons bags, purses, etc.?	X			This is a large scope of our work for VCU.
10	Do you have staff that are bi-lingual? Please indicate languages spoken	X			English, Spanish, Farsi, Arabic, French, Korean, and more.

\*\*Sentry Force rarely subcontracts work, but when it does it only subcontracts to Sentricom Security LLC, which is a wholly owned subsidiary of Sentry Force Security LLC. Sentry Force does not subcontract to companies not owned by Sentry Force.

**George Mason University**  
**Event Security Services**

					Please see our “Hiring and Onboarding” section of our proposal under Tab 4 above
11	Are background investigations conducted on security service staff? Explain background investigation process and scope	X			
12	Are background investigations conducted routinely? Provide frequency in Explanation	X			**Please see response below
13	Are security services subject to drug testing? Provide frequency and process in Explanation	X			Please see our “Hiring and Onboarding” section of our proposal under Tab 4 above
14	Are security services subject to check against Sex Offender Registry? Provide frequency and process in Explanation	X			***Please see response below
15	Are security services permitted to work if they have a record/history of:				
15. A	Domestic Violence		X		
15. B	Sex Offense		X		
15. C	Theft		X		
15. D	Assault		X		
15. E	Criminal Record		X		Officers with minor traffic infractions
15. F	Other - Please provide explanation				are considered on a case-by-case basis
16	Do you have minimum staffing level (e.g., Security services work in teams of two or more)?	X			We bill for 4 hour shift minimums
17	Will a supervisor always be present on site?	X		Depending on size of event, supervision may be billed	
18	Does your company require a supervisor to Security Officer ratio (e.g., one supervisor for every eight officers)? Provide ratio(s) in Explanation	X			Typically, for any events that require 16 hours or more of service per day, at least 1 supervisor is needed on-site
19	Does your company provide emergency security services upon request?	X			
20	Can your company provide emergency security services within two hours?	X			We perform this regularly for VCU
21	Is your company able to produce separate invoices for multiple entities under one customer?	X			We perform this regularly for VCU
22	Do all Security Service personnel meet the Department of Criminal Justice Services requirements for Security Officer Certification: <a href="https://www.dcjs.virginia.gov/licensure-and-regulatory-affairs/unarmed-security-officer/courier">https://www.dcjs.virginia.gov/licensure-and-regulatory-affairs/unarmed-security-officer/courier</a>	X			
23	Does your Security Service staff receive additional training? Provide list of trainings in Explanation	X			Please see our “Sentry Force Training Academy” section of our proposal
24	Does your company provide Uniforms to all Security Services?	X			under Tab 4 above for all listed training options and capabilities

\*\*Please see our “Hiring and Onboarding” section of our proposal under Tab 4 above. Background checks are performed annually

\*\*\*Please see our “Hiring and Onboarding” section of our proposal under Tab 4 above. Sex offender registry checks are performed annually

**George Mason University**  
**Event Security Services**

25	Does your company require a dress code for all Security Services?	X			
26	Does your company provide tents or other supplies to support Security Services during inclement weather? Provide list of supplies in Explanation		X		We do provide inclement weather gear for our officers
27	Does your company provide "dress" uniforms for high profile/formal events (e.g., suit jackets, ties, dresses)?	X			Extra cost applies
28	Can your Security Services provide traffic control (e.g., parking attendant, traffic control)	X			
29	Does your company provide Security Services with the following equipment if necessary				
29.A	Radio	X			Extra may cost apply
29.B	High visibility vest	X			
29.C	Flashlight	X			
29.D	Flashlight traffic wand	X			
30	Does your company have restrictions on overnight, weekend, or holiday staffing? - If Yes please explain in Explanation		X		Holiday rates apply for holiday staffing
31	Does your company have experience managing crowd control at large scale events of over 5000 participants?	X			VCU and VSU
32	What does your turnover rate look like with employee retention/attrition?				**Please see response below

\*\*Approximately 40%. The average turnover rate for the security industry is 44%. Security is a high turnover industry due to contract turnover and other factors. In the Northern Virginia market, the largest turnover factor is due to wage competition. Highly compensated federal contract security jobs with federal contractors such as Constellis or data center jobs with Amazon in this area are driving factors which cause turnover

## TAB 6: PROPOSED PRICING

Submitted via Bonfire

**TAB 7: MISCELLANEOUS**

Per Section B: Specific Requirements, #7 on page 11 of the RFP, please see the below responses to the following questions from the RFP:

**a) Are you and/or your subcontractor currently involved in litigation with any party?**

There are two separate civil actions Sentry Force has initiated in which Sentry Force is the plaintiff. One suit is against a company called Ironwatch Security (previously “New District Security” before changing their name), with the basis of the action being the misappropriation of Sentry Force’s trade secrets and copyrighted data. A second suit is against an individual by the name of Anthony Swartz which stems from a vehicle accident in which the defendant was found to be at-fault for causing, which resulted in a total loss of our company vehicle. The defendant’s insurance would not cover the loss of our vehicle.

Aside from these two cases, there are approximately 5 other pending small claims cases Sentry Force has filed against students who attended our training academy but did not pay for training services, or their payment bounced. Each small claims case is approximately a few hundred dollars in value.

**b) Please list any investigation or action from any state, local, federal, or other regulatory body (OSHA, IRS, DOL, etc.) related to your firm or any subcontractor in the last three years.**

Sentry Force Security is not under any investigation or subject to any action from any local, state, or federal agency.

**c) Please list all lawsuits that involved your firm or any subcontractor in the last three years.**

Aside from the current actions listed in letter A above, Sentry Force was sued in July 2023 in small claims court by an auto mechanic shop called “Auto Stop Elite.” The basis of their claim was that Sentry Force did not pay for services rendered, however that was not the case. The Court entered judgment in Sentry Force’s favor and dismissed the case with prejudice.

Additionally, in February 2023 a former employee filed a small claims case against Sentry Force claiming unpaid wages. However this was not the case, as the employee had been paid already. The Court similarly entered judgment in Sentry Force’s favor and dismissed the case with prejudice.

Similarly, in February 2024 a different former employee filed a small claims case against

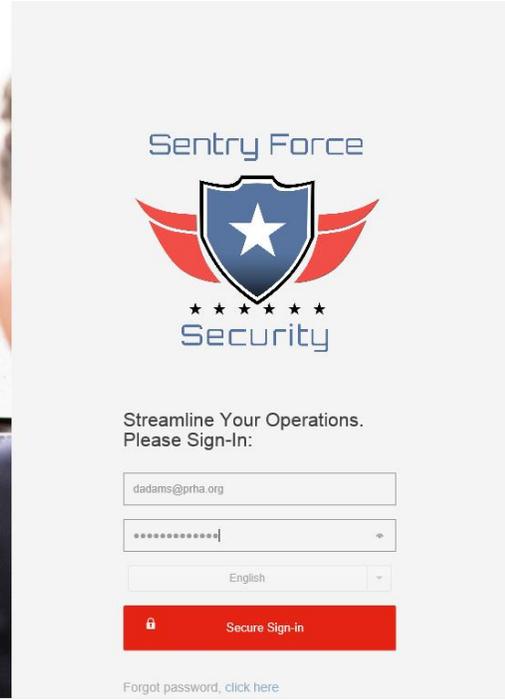
Sentry Force claiming unpaid wages. However, that was not the case. The Court dismissed this case with prejudice too.

- d) In the past 10 years has your firm's name changed? If so, please provide a reason for the change.

No name change has occurred.

## APPENDIX - SAMPLE TRACKTIK REPORTS

### TRACKTIK CLIENT PORTAL LOGIN PAGE



## CLIENT ACCOUNT LANDING PAGE

**TRACK TIK** ? □ ↻

**TS**  **Virginia Commonwealth University** Site: Search...

**Security Operation**

Logs & Activities All Templates ▾  With Incident Flags Only 06/26/2023 - 09/26/2023 Filter by Incident Type Options ▾

Reports Search  Filter

Summaries

- Incident Analytics
- Custom Analytics
- Daily Shift Reports

Tours

- Checkpoints Scan Logs
- Tours Logs
- Tour Schedule

	ID	Type	Flags	Date	Reported by	Account		
+	#2008293	Daily Activity Log		09/25/2023 12:28am	Tim Sansone	Virginia Commonwealth University		<a href="#">View</a>
+	#2008292	Incident Report		09/25/2023 12:28am	Tim Sansone	Virginia Commonwealth University		<a href="#">View</a>
+	#2008290	Daily Activity Log		09/25/2023 12:27am	Tim Sansone	Virginia Commonwealth University		<a href="#">View</a>
+	#2008288	Incident Report		09/25/2023 12:26am	Tim Sansone	Virginia Commonwealth University Health System		<a href="#">View</a>
+	#2008285	Visitor Report		09/25/2023 12:26am	Tim Sansone	Virginia Commonwealth University Health System		<a href="#">View</a>
+	#2008282	Daily Activity Log		09/25/2023 12:24am	Tim Sansone	Virginia Commonwealth University Health System		<a href="#">View</a>
+	#2008280	Daily Activity Log		09/25/2023 12:24am	Tim Sansone	Virginia Commonwealth University Health System		<a href="#">View</a>

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## SITE SELECTION INTERFACE

The screenshot displays the TRACK TIK interface for Virginia Commonwealth University. The main header shows the university name and logo. A dropdown menu is open, listing various sites. The 'Virginia Commonwealth University Health System' entry is circled in red. A red arrow points to the 'View' button next to this entry. Another red arrow points to the university name in the main header.

**Site Selection Interface Data:**

ID	Type	Flags	Date	Reported by	Site	View
#2008293	Daily Activity Log		09/25/2023 12:28am	Tim Sansone	Virginia Commonwealth University	View
#2008292	Incident Report	🚩	09/25/2023 12:28am	Tim Sansone	Virginia Commonwealth University	View
#2008290	Daily Activity Log		09/25/2023 12:27am	Tim Sansone	Virginia Commonwealth University	View
#2008288	Incident Report	🚩	09/25/2023 12:26am	Tim Sansone	Virginia Commonwealth University Health System	View
#2008285	Visitor Report		09/25/2023 12:26am	Tim Sansone	Virginia Commonwealth University Health System	View
#2008282	Daily Activity Log		09/25/2023 12:24am	Tim Sansone	Virginia Commonwealth University Health System	View
#2008280	Daily Activity Log		09/25/2023 12:24am	Tim Sansone	Virginia Commonwealth University Health System	View

**Site Selection Dropdown:**

- View All Sites
- Virginia Commonwealth University Health System
- VCU Residential Housing
- Institute for Contemporary Art
- Virginia Commonwealth University

SITE REPORT DETAILS

**TRACK TIK**

TS

VCUHealth Virginia Commonwealth University Health System

Site: Virginia Commonwealth University Health System

Security Operation

Logs & Activities

Reports

Search Filter

Summaries

- Incident Analytics
- Custom Analytics
- Daily Shift Reports

Tours

- Checkpoints Scan Logs
- Tours Logs
- Tour Schedule

ID	Type	Flags	Date	Reported by	Account		
#2008288	Incident Report		09/25/2023 12:26am	Tim Sansone	Virginia Commonwealth University Health System		<a href="#">View</a>
#2008285	Visitor Report		09/25/2023 12:26am	Tim Sansone	Virginia Commonwealth University Health System		<a href="#">View</a>
#2008282	Daily Activity Log		09/25/2023 12:24am	Tim Sansone	Virginia Commonwealth University Health System		<a href="#">View</a>
#2008280	Daily Activity Log		09/25/2023 12:24am	Tim Sansone	Virginia Commonwealth University Health System		<a href="#">View</a>

1/4 of 4 25

# INCIDENT ANALYTICS SAMPLE – BY INCIDENT CATEGORY

The screenshot displays the TRACK TIK interface for Virginia Commonwealth University. The dashboard includes a navigation sidebar on the left with options like 'Security Operation', 'Incident Analytics', and 'Daily Shift Reports'. The main content area features a header with filters for 'Incident Category', 'Year / Month', 'Count', and 'All Levels'. Below the filters, there are four colored boxes representing incident levels: LEVEL 1 (5), LEVEL 2 (1), LEVEL 3 (2), and LEVEL 4 (1). The 'Incident Category' pie chart shows the following data:

Incident Category	Count
Emergency / Medical	1
Maintenance / Floods	1
Assault / Weapons	2
Disturbance / Drunkenness	1
Disturbance / Fighting	1
Disturbance / Forced Entr ...	1
Disturbance / Vandalism	1
Elevator / Malfunction	1

The 'Year / Month' line chart shows a single data point for '2023-09: 9'. A red arrow points to this data point.

# INCIDENT ANALYTICS SAMPLE – BY SITE

**TRACK TIK** TS Virginia Commonwealth University Site: Search...

Account vs Year / Month Count All Levels 08/25/2023 - 09/25/2023 Search Filter Print Print Current View

**LEVEL 1: 5** **LEVEL 2: 1** **LEVEL 3: 2** **LEVEL 4: 1**

**Account**

Account	Count
Institute for Contemporar ...	1
Virginia Commonwealth Uni ...	1
VCU Residential Housing	2
Virginia Commonwealth Uni ...	5

**Year / Month**

Year / Month	Count
2023-09	9

Values 9 2023-09: 9 2023-09

# INCIDENT ANALYTICS SAMPLE – BY INCIDENT SEVERITY

The screenshot displays the TRACK TIK interface for Virginia Commonwealth University. The left sidebar contains navigation options: Security Operation, Incident Analytics (highlighted with a red box), Custom Analytics, Daily Shift Reports, Checkpoints Scan Logs, Tours Logs, and Tour Schedule. The main dashboard shows a summary bar with four incident severity level buttons: Level 1 (5), Level 2 (1), Level 3 (2), and Level 4 (1). A red arrow points to the Level 4 button. Below the summary bar is a pie chart titled 'Incident Severity Level (1-5)' showing the distribution of incidents by severity level. The pie chart data is as follows:

Severity Level	Count
Level 1	5
Level 2	1
Level 3	2
Level 4	1

To the right of the pie chart is a line chart titled 'Year / Month' showing incident counts over time. The chart shows a single data point for 2023-09 with a value of 9.

---

## DMV INCIDENT ANALYSIS REPORT SAMPLE



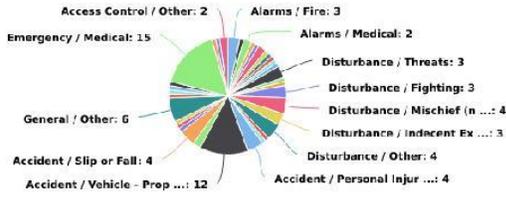
Virginia Department of Motor Vehicles Incident Analysis  
01/01/2023 - 09/25/2023

# Multi-dimension Overview

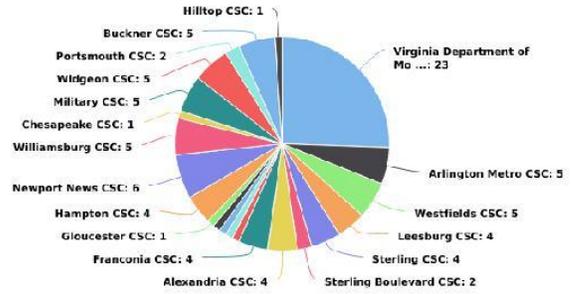
01/01/2023 - 09/25/2023



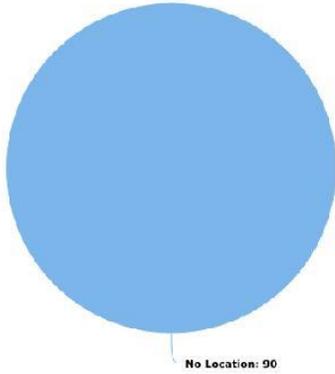
## Incident Category



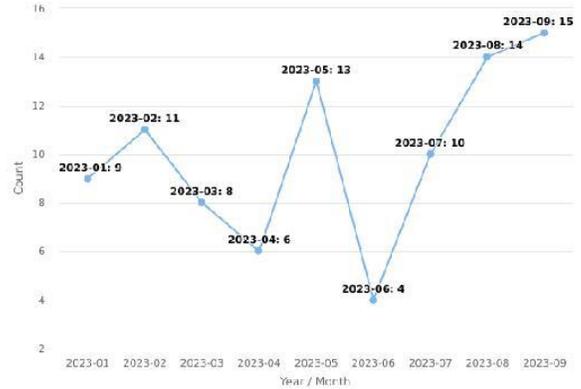
## Account



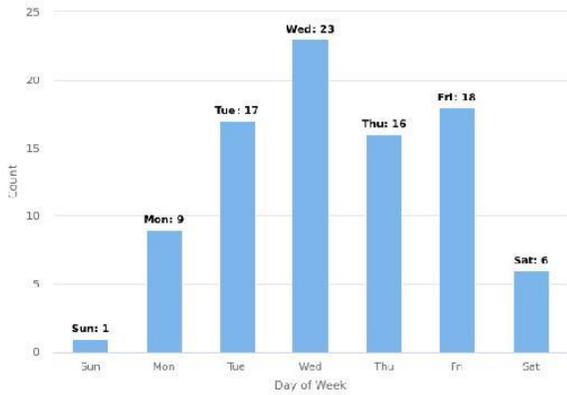
## On-Premise Site Location



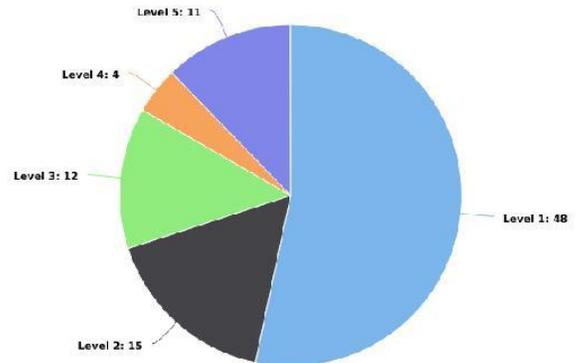
## Year / Month



## Day of Week



## Incident Severity Level (1-5)

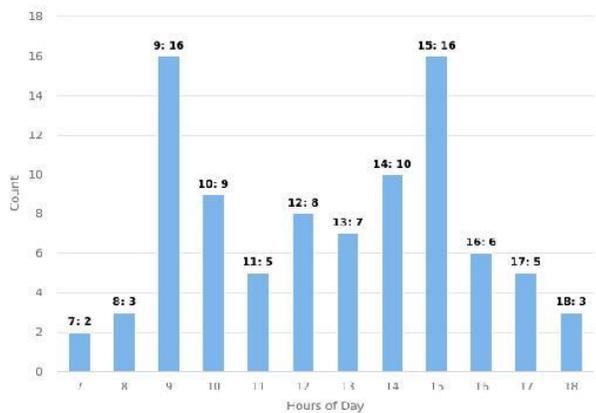


## Multi-dimension Overview

01/01/2023 - 09/25/2023



Hours of Day

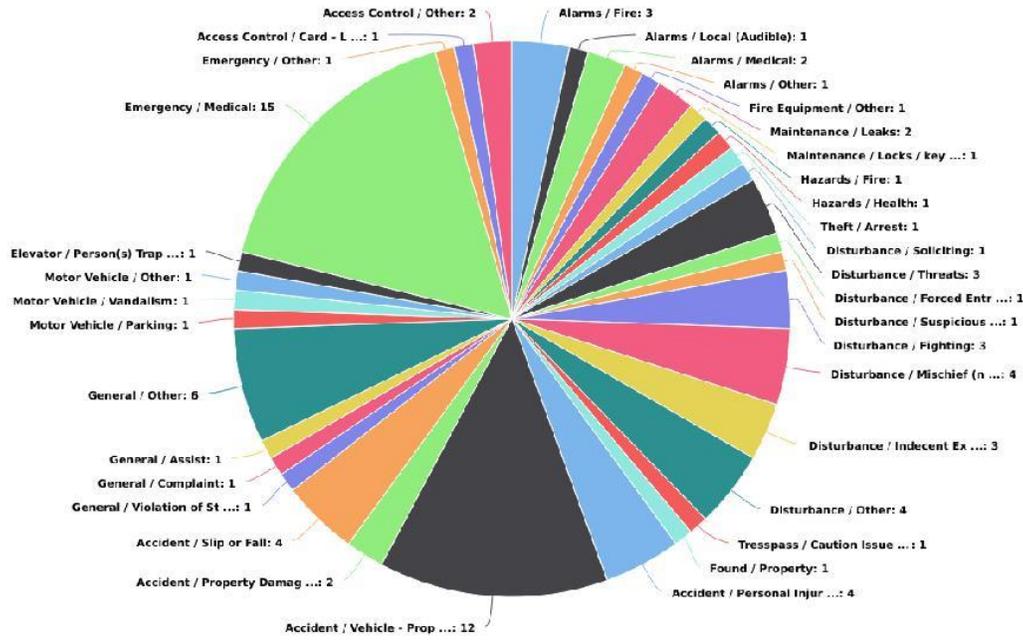


### DMV INCIDENT ANALYSIS REPORT SAMPLE (CONTD.)

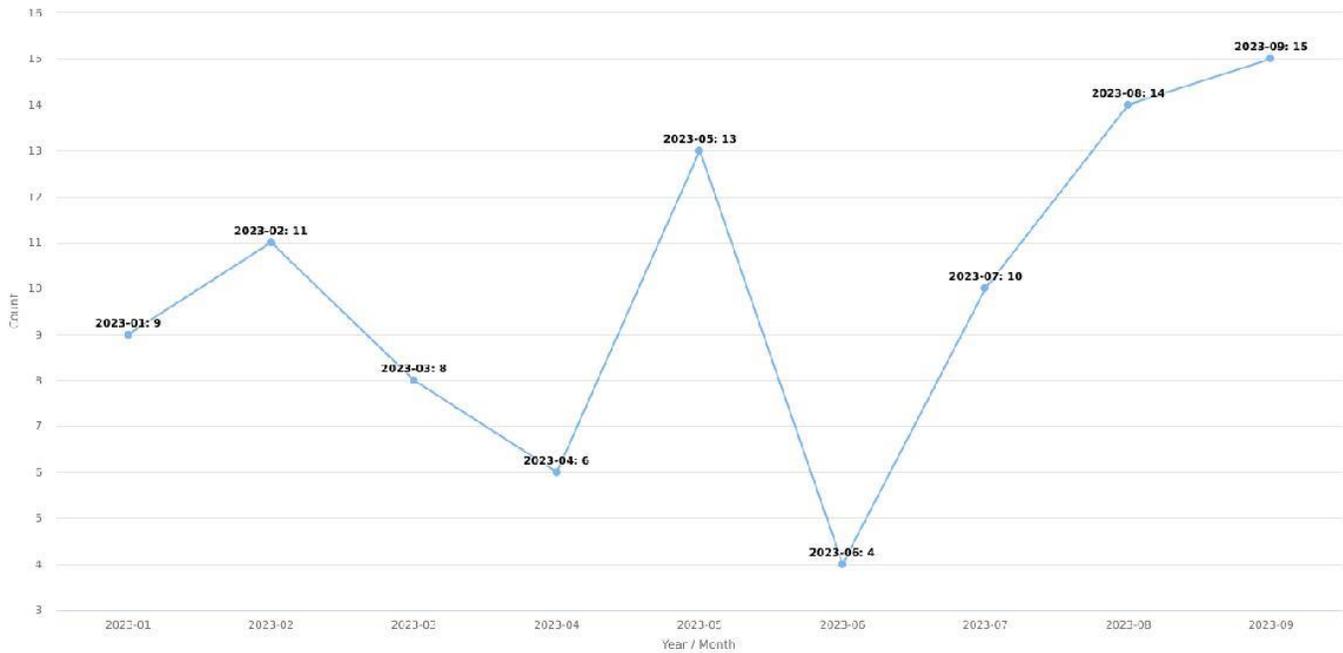
Virginia Department of Motor Vehicles Incident  
01/01/2023 - 09/25/2023



#### Incident Category



#### Year / Month



**Incident Category vs Year / Month**  
 01/01/2023 - 09/25/2023



Incident Category	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	Total
Alarms / Fire							2	1		3
Alarms / Local (Audible)	1									1
Alarms / Medical			1					1		2
Alarms / Other								1		1
Fire Equipment / Other								1		1
Maintenance / Leaks									2	2
Maintenance / Locks / keys							1			1
Hazards / Fire							1			1
Hazards / Health								1		1
Theft / Arrest						1				1
Disturbance / Soliciting		1								1
Disturbance / Threats						1			2	3
Disturbance / Forced Entry				1						1
Disturbance / Suspicious Activity				1						1
Disturbance / Fighting		1			1				1	3
Disturbance / Mischief (nuisance)	2		1					1		4
Disturbance / Indecent Exposure / Behavior	1	1	1							3
Disturbance / Other						1	2		1	4
Trespass / Caution Issued									1	1
Found / Property									1	1
Accident / Personal Injury					2			1	1	4
Accident / Vehicle - Property Damage	3	1	1	1	3			1	2	12
Accident / Property Damage		1			1					2
Accident / Slip or Fall			2					1	1	4
General / Violation of Staff / Complex Rules								1		1
General / Complaint									1	1
General / Assist		1								1
General / Other		1	1	1	2				1	6
Motor Vehicle / Parking		1								1
Motor Vehicle / Vandalism								1		1
Motor Vehicle / Other									1	1
Elevator / Person(s) Trapped								1		1
Emergency / Medical	2	3	1		4	1	2	2		15
Emergency / Other							1			1
Access Control / Card - Lost / Stolen / Damaged				1						1

## Incident Category vs Year / Month

01/01/2023 - 09/25/2023



Incident Category	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	Total
Access Control / Other				1			1			2
Total	9	11	8	6	13	4	10	14	15	90

---

## KEY CHECKLIST REPORT SAMPLE

**Sentry Force Security**  
3915 Old Lee Highway  
Suite 22A  
Fairfax VA 22030  
United States



**Spring Garden Apartments**  
7959 Richmond Highway  
Alexandria VA 703-760-6700  
United States

Spring Gardens Key Report Checklist	
Report #	443975
Report Date	04/08/2020
Report Time	03:08am
Create By	Anthony Wilson #1378
Position	Security Officer
Client	Spring Garden Apartments

Information	
Are ALL keys present?	Yes
What keys are missing (if any)	one of shift
Picture of ALL sets of keys	

**UNIFORM COMPLIANCE CHECKLIST REPORT SAMPLE**

**Sentry Force Security**  
 3915 Old Lee Highway  
 Suite 22A  
 Fairfax VA 22030  
 United States



Uniform Compliance Checklist	
Report #	514021
Report Date	08/26/2020
Report Time	02:10pm
Create By	Kevin Hellmuth #1511
Position	Supervisor

Information	
Uniform Shirt	✓
Metal Badge/Shield	✓
BLACK Shoes or Boots	✓
Black pants	✓
Picture of Self in Uniform ("Selfie")	
Picture of Footwear (Feet)	

## EQUIPMENT CHECKLIST REPORT SAMPLE

**Sentry Force Security**  
3915 Old Lee Highway  
Suite 22A  
Fairfax VA 22030  
United States



**Sequoyah Condos**  
6010 Seven Woods Drive  
Alexandria VA 22309  
United States

Sequoyah Equipment Checklist Report	
Report #	444272
Report Date	04/08/2020
Report Time	02:55pm
Create By	Desmond Coursey #1228
Position	Rover
Client	Sequoyah Condos

Information	
How many phone chargers are present?	2
Picture of Phone Chargers	
How many firearms are present?	1
Picture of Firearms	
Firearms comments:	
How many ammo magazines are present?	2

Picture of Magazines	 A photograph showing two magazines, likely for a handgun, lying side-by-side on a wooden surface. The magazines are dark-colored with several brass-colored rounds visible in the top portion.
How many expandable batons are present?	2
Picture of Expandable Batons	 A photograph showing two expandable batons, one fully extended and one partially extended, lying on a wooden surface.
How many handcuffs are present?	1
Picture of Handcuffs	 A photograph showing a pair of metal handcuffs inside a black carrying case, which is open and lying on a wooden surface.
How many OC sprays are present?	1

**George Mason University**  
**Event Security Services**

Picture of OC Sprays	
How many security rain jackets are present?	2
Picture of Rain Jackets	
Is the security bicycle present in the security office (please do NOT park bicycle outside or leave unattended)?	Yes
Is the bicycle present helmet present?	Yes
Picture of bicycle and helmet	
Comments or requests regarding equipment?	

**PPE CHECKLIST REPORT SAMPLE (CUSTOM VRE REPORT FORM)**

**Sentry Force Security**  
 3915 Old Lee Highway  
 Suite 22A  
 Fairfax Virginia 22030  
 United States of America (the)



**Broad Run MASF**  
 10637 Piper Lane  
 Bristow VA 20136

PPE Checklist Report (Broad Run)	
Report #	1803275
Report Date	12/31/2022
Report Time	06:26pm
Created By	Larry McCarthy #1532
Position	Armed Security Officer
Client	Broad Run MASF

Information	
Yellow reflective vest	✓
Safety glasses	✓
Officer's work boots	✓
Face Mask	✓
Full body picture of officer wearing ALL required PPE equipment	
CLEAR Picture of Officer's Work BOOTS (no other footwear other than boots are acceptable)	

**George Mason University**  
**Event Security Services**

<p>Picture of personal phone inside gun safe (PERSONAL PHONES MUST BE SECURED THROUGHOUT ENTIRE SHIFT)</p>	
<p>Signature</p>	<p><i>By signing, I acknowledge that I am aware of all VRE required safety protocol expected of me at this site. I am aware that I am NOT permitted to work unless I am wearing all of the above safety equipment at ALL times while on duty. I understand that failure to adhere to these safety requirements will result in my immediate dismissal from this post.</i></p> <p><i>em</i></p>

## DAILY ACTIVITY LOG SAMPLE #1

**Sentry Force Security**

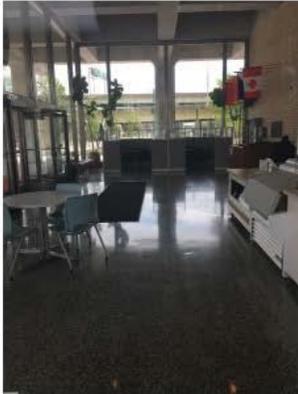
3915 Old Lee Highway  
 Suite 22A  
 Fairfax VA 22030  
 United States



**City Hall**

810 Union St.  
 Norfolk VA  
 United States

Daily Activity Log	
Report #	444724
Report Date	04/08/2020
Report Time	08:21am
Create By	Stuart Davis #1438
Client	City Hall

Information	
Complete all tasks / duties	<input checked="" type="checkbox"/>
Notes	Officer Davis conducts an exterior patrol of City Hall. Front entrance and lobby areas secure. Area clear at this time.
Picture 1	
Picture 2	
Signature	<p><i>I hereby declare that all information provided is accurate and true to the best of my knowledge</i></p> 

**DAILY ACTIVITY LOG SAMPLE #2**

**Sentry Force Security**  
 3702 Pender Drive  
 Suite 402  
 Fairfax Virginia 22030  
 United States of America (the)

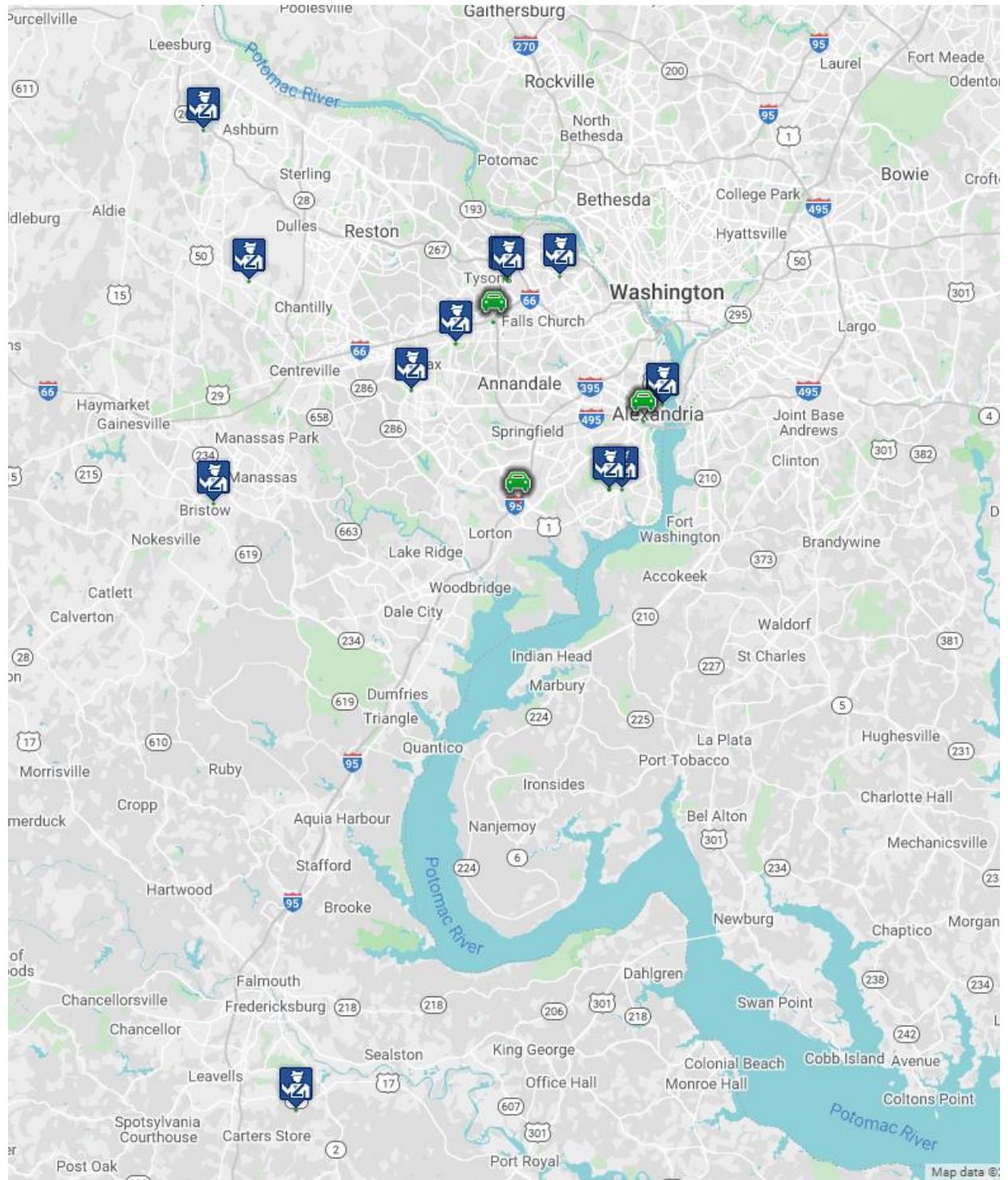


**Gilpin Court**  
 1000 St. John St  
 Richmond Virginia 23220  
 United States of America  
 (the)

Daily Activity Log	
Report #	1989783
Report Date	09/06/2023
Report Time	08:27pm
Created By	Willie Winbush #2959
Position	Security Officer
Client	Gilpin Court

Information	
Completed all tasks / duties	
Notes	Security Task Force Agents safely ensured the arrival & departure of kids & family. Agents will now conduct foot patrols to determine full temperament of property.
Picture 1	
Picture 2	
Signature	<i>I hereby declare that all information provided is accurate and true to the best of my knowledge</i>  

## GPS TRACKING SCREENSHOTS



**INCIDENT REPORT SAMPLE #1**

**Sentry Force Security**  
 3915 Old Lee Highway  
 Suite 22A  
 Fairfax VA 22030  
 United States

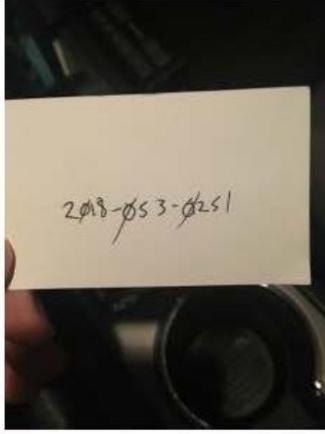


**University Mall**  
 10659 Braddock  
 Rd  
 Fairfax, VA 22032  
 United States

Incident Report	
Report #	33983
Report Date	02/22/2018
Report Time	10:33pm
Create By	Sentry Force 6 #Sentry Force 6 (UMall)
Client	University Mall

Information	
Shift	Night
Reporting Officer's last name	Broxton
Date	02/22/2018
Time	09:39pm
Incident Type	<b>Assault / Common</b>
Other Incident Type:	
Incident Location (area, apt number, et cetera)	Fat Tuesey's
Which Supervisor was Notified	Tim Sansone
Police Involve	✓
EMS Involve	✓
Fire Involve	✓
Arrest Made	✓
Maintenance Issue	
Hazard	
Description of Incident	<p>Fat Tuesey's bar had a crowd of people and several fights broke out. The crowd was large and the patrons were in the street with alcohol, extending as far down as the movie theater. The police were called. The police arrived on scene at approx 2139.</p> <p>Sentry Force K9 division also called and response, one K9 Officer on scene. Sgt. White arrived on site at approximately 2130. Three Sentry Force security cars arrived on scene (See picture); several arrests were made. Police case number: 2018 053 0251</p>
Photo 1	

**George Mason University**  
**Event Security Services**

<p>Photo 2</p>	
<p>Photo 3</p>	
<p>Officer's Signature:</p>	<p><i>I hereby declare that all information provided is accurate and true to the best of my knowledge.</i></p> 

**INCIDENT REPORT SAMPLE #2**

**Sentry Force Security**  
 3702 Pender Drive  
 Suite 402  
 Fairfax Virginia 22030  
 United States of America (the)



**Gilpin Court**  
**1000 St. John St**  
**Richmond Virginia 23220**  
**United States of America**  
**(the)**

Incident Report	
Report #	1989939
Report Date	09/06/2023
Report Time	11:20pm
Created By	Willie Winbush #2959
Position	Security Officer
Client	Gilpin Court

Information	
Shift	6-2
Reporting Officer's last name	Marshall
Date	09/06/2023
Time	10:00pm
Incident Type	<b>Assault / Weapons</b>
Other Incident Type:	Unlawful discharge of firearm
Incident Location (area, apt number, et cetera)	1301
Which Supervisor was Notified?	Anthony Swartz
Police Involved	✓
EMS Involved	
Fire Involved	
Arrest Made	
Maintenance Issue	
Hazard	
Responding Police Officer's name and/or Police Case Number, OR Unit/Engine Number (for Fire Dept. calls) (REMINDER: If police are called you MUST ask for the police officer's name, badge number, and/or case number)	Officer Saunders
Description of Incident	While on vehicle patrol agents were approached by a tenant asking agents where they were when the shooting happened 30mins prior to them arriving agent Marshall along with leutenant W.Winbush talked to the group apologizing and reassuring them on them actively increasing there presence, agents asked where the shooting took place and caliber of rifle but tenants explained when it started they went inside agents continue to show a strong presence of Authority while on site and commence multiple patrols to detur any remaining threat of lurking.
Photo 1	

<p>Photo 2</p>	
<p>Officer's Signature</p>	<p><i>I hereby declare that all information provided is accurate and true to the best of my knowledge.</i></p> 

**SUPERVISOR POST INSPECTION REPORT SAMPLE**

**Sentry Force Security**  
 3915 Old Lee Highway  
 Suite 22A  
 Fairfax VA 22030  
 United States



Supervisor	
Report #	514299
Report Date	08/26/2020
Report Time	08:50pm
Create By	Kevin Hellmuth #1511
Position	Supervisor

Information	
Site	laercys high rise
Does officer have their security license license with them?	Yes
Picture of Security License (DCJS, DC, etc)	
Is Officer/Officers on site?	Yes
Name(s) of Officer(s) on site:	Kyle hochth
Who is not present/absent (if applicable)?	
Does This Site have A Patrol Vehicle ?	No
Did an officer submit a separate Vehicle Inspection Report in TrackTik?	Not Applicable
Is Guard in Full Uniform?	Yes
If not, what part of uniform is missing/not in compliance?	
If other, please explain:	
Is the officer well groomed and presentable?	Yes
If not, what needs to be improve?	

Uniform Inspection (Full body photo)	
Is all equipment on site secure and accounted for?	Yes
Comments	
Signature:	

**TRAINING VERIFICATION FORMS**

**Sentry Force Security**  
 3915 Old Lee Highway  
 Suite 22A  
 Fairfax Virginia 22030  
 United States



**Virginia Department of General Services**  
 1100 Bank Street  
 Suite 724  
 Richmond Virginia 23219  
 United States

Training Verification Form	
Report #	667351
Report Date	11/23/2020
Report Time	01:42am
Created By	Tim Sansone #1000
Client	Virginia Department of General Services

Information	
Employee Name	Manhal Sous
Copy of License	
Issue Date	06/13/2017
Expiration Date	06/30/2021

**George Mason University**  
**Event Security Services**

**Sentry Force Security**  
 3915 Old Lee Highway  
 Suite 22A  
 Fairfax Virginia 22030  
 United States



**Virginia Department of General Services**  
 1100 Bank Street  
 Suite 724  
 Richmond Virginia 23219  
 United States

Training Verification Form	
Report #	667356
Report Date	11/23/2020
Report Time	01:46am
Created By	Tim Sansone #1000
Client	Virginia Department of General Services

Information	
Employee Name	Manhal Sous
Copy of License	<p><b>American AED/CPR Association</b>                  CPR/AED Adult/Child/Infant                  MANHAL SOUS                  Has successfully passed the cognitive and skills assessment of the CPR &amp; AED class (Adult, Child and Infant) given by the American AED/CPR Association. This class was taught in accordance with current AHA/ECC Guidelines                  4/17/2020      4/17/2022                  Class Completion Date      CPR/AED      Renewal Date</p>
Issue Date	04/17/2020
Expiration Date	04/17/2022

**VISITOR LOG REPORT SAMPLE**

**Sentry Force Security**

10627 Jones Street  
 Suite 101-A  
 Fairfax VA 22030  
 United States



**Fairfax Square Professional Center**  
 9900 Main Street  
 Fairfax VA 22031  
 United States

Visitor Report	
Report #	37528
Report Date	03/01/2018
Report Time	09:23am
Created By	Sentry Force Rover #Sentry Force Rover (11)
Client	#Fairfax Sq.

Information	
Action	Check In
Date	03/01/2018
Time	09:21am
Visitor Name	Marsha King
Visitor Address	4625 S Land Ave 104 Alexandra , VA 22312
Visitor Phone No.	703-981-1956
Purpose	Doctor's appointment with INOVA Health Clinic
Appointment	Yes
Picture of Visitor	

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## FATS 100P ACTIVE SHOOTER RESPONSE TRAINING SIMULATOR



### FATS® 100P Portable Virtual Training System

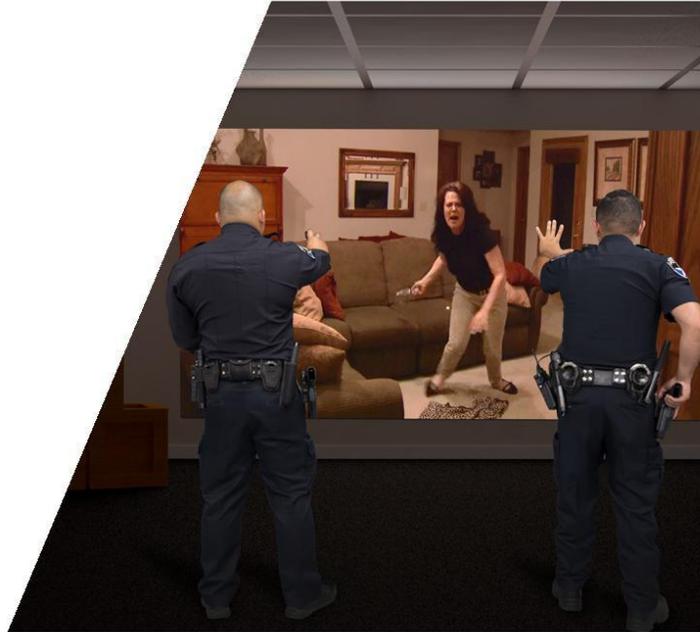
[inveristraining.com](http://inveristraining.com)



# The FATS® 100P

brings portable  
training to the  
field.

The FATS® 100P virtual training system delivers advanced functionality for both instructor and trainee, providing solid weapon handling and shot placement analytics, marksmanship automatic coaching tools and enhanced graphic capabilities for an all-encompassing immersive training platform.



Portable and light, the FATS 100P is a ruggedized hand carry case the size of a large range bag, allowing one person the ease of transportation, set up and operation.

Judgmental Training employs high definition video scenarios to produce dynamic escalation and de-escalation or use of force training. This requires the user to survey and react to verbal cues, facial expressions and overall body language to quickly assess a situation and interact with individuals using proper verbal commands and perishable skills training. The scenarios incorporate whole-task training that facilitates the transfer of skills learned during simulation into real-world situations. The FATS 100P allows up to 6 weapon simulators used simultaneously, and comes with 250+ video scenarios and over 1,250 branching options. In conjunction with the scenarios, integrated Video Authoring allows the instructor to create, edit, score, load and run customer videos locally filmed in familiar locations.

During After Action Review (AAR), the instructor and the trainee can analyze the trainee's actions and discuss

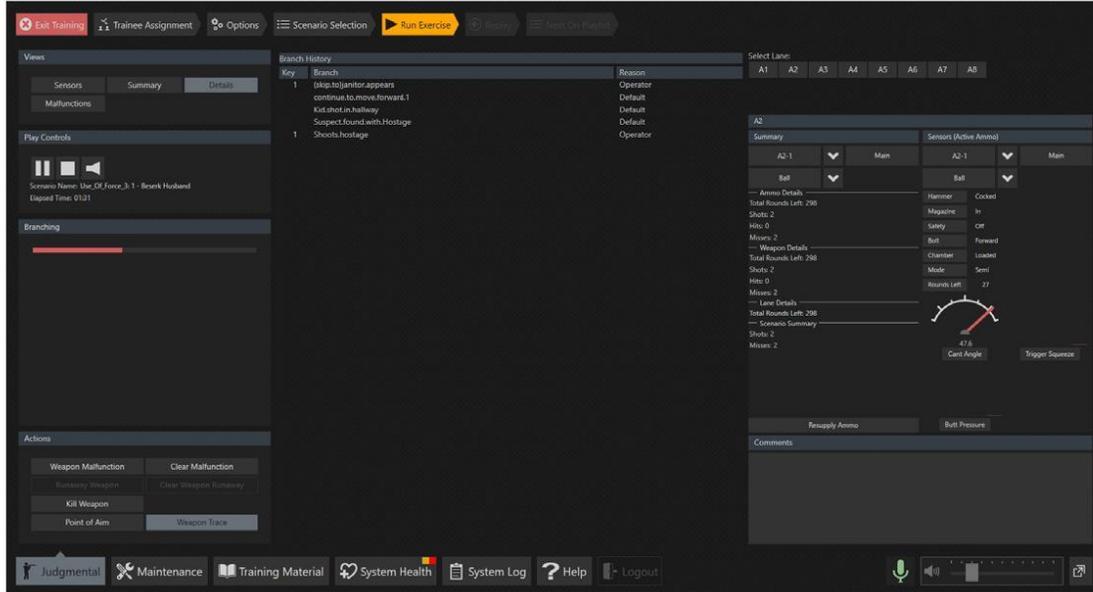
proper technique and procedure. Using the feedback, the instructor can identify problematic areas and develop a personalized training plan for each student. Combining feedback with customized training solidifies real world responses and provides the flexibility to change virtual content as training needs evolve.

Innovative 3D Marksmanship graphics provide weapons training in a simulated range environment — from basic skills to advanced proficiency — all the while preparing trainees to qualify on a live fire range using real weapons. Courses support basic and advanced marksmanship training with the instructor selecting a pre-authored course or creating custom courses of fire to meet the current training needs.

In addition to the standard firing ranges, the instructor can create custom drills reaching over 800 meters using the robust 3D target library, providing the most ballistically accurate training on any simulator available to law enforcement.

[inveristraining.com](http://inveristraining.com)





**Judgmental training highlights shoot/don't shoot situations and effective decision making processes**

The FATS 100P offers multiple environments and the ability to fire in both day and night settings. The flashlight option allows the user to turn any daytime course of fire into a low-light course, providing advanced weapons training not easily available on a live fire range.

The 3D Marksmanship software supports display of courses, processing and storage of course data, real-time instructor monitoring of course/weapon feedback data, display of course results, replay of shots, and the ability to store trainee results in the student database. Up to 5 users can train simultaneously, or 1-5 lanes can be used for individualized and customized exercises. Multiple weapons can be assigned to each trainee, allowing advanced training such as malfunction and transition drills in a controlled environment.

The Instructor can control and monitor Marksmanship Training using InVeris's patented Automatic Coaching, combining weapon sensor and shot results data to highlight trainee errors on the laptop. Errors are immediately displayed, with links to corrective video clips and customer-integrated training manuals to demonstrate the proper firing techniques. The FATS 100P engages in the realistic practice of required weapon skills in a safe environment that allows repetitious and customized training.

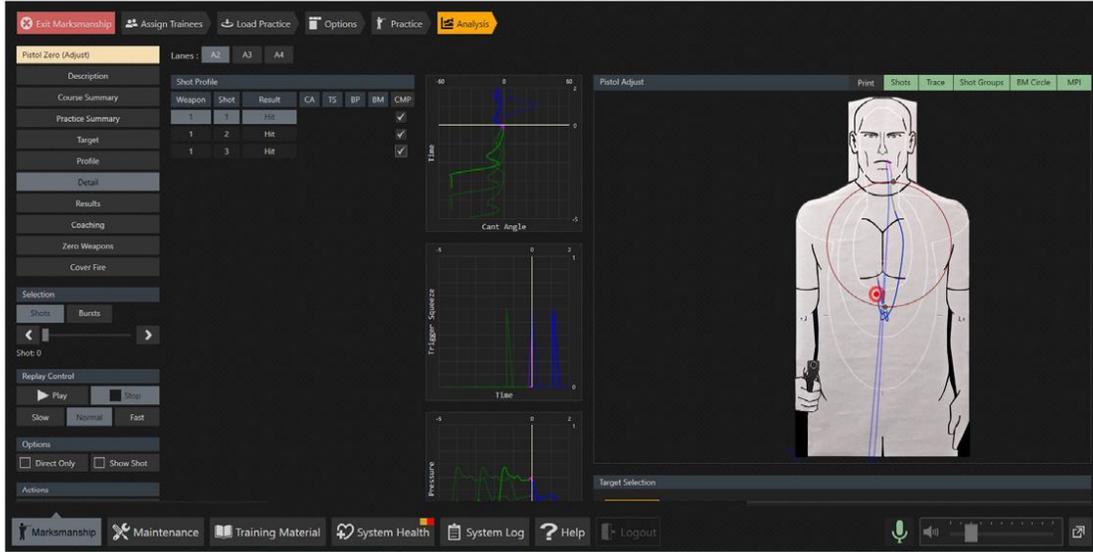
The system's Judgmental Training and Marksmanship courses feature video authoring, enhanced UUI, automatic coaching and 360° sound board—all on an easily transportable laptop. The lightweight FATS 100P can support up to 5 weapons, including InVeris BlueFire® weapons, Dvorak or laser insert weapons, Tasers® and chemical spray. Simple for one person to set up and easy to operate, the FATS 100P can be thrown in the back of a squad car and brought to your location. Just pack and go. It's that easy.

### General Capabilities

- Integrated Marksmanship Authoring allows creation of customized courses of fire using available terrains and targets
- Custom scenario playlist
- Pre-selection of scenario branches
- Ability to display customer's own reference documents (Excel, PPT, Word, PDF)
- Displays the customer's use of force policy at the start of every judgmental scenario
- Comprehensive training tools for weapon handling skill improvement
- Use of force and marksmanship for full spectrum of training
- High fidelity simulation provides positive training transfer from the simulator to live fire ranges and real engagements

[inveristraining.com](http://inveristraining.com)





**Marksmanship training and shot analytics reinforce shooting fundamentals**

- Marksmanship Training for up to five (5) trainees simultaneously
- BlueFire® weapon simulators support training for proper handling and firing of weapons
- Real-time Instructor Operator Station (IOS) feedback of weapon sensor data and exercise data provides immediate monitoring of trainees' performance
- Instructor initiation of weapon malfunctions forces trainees to perform immediate action drills while being engaged in an exercise
- After Action Review (AAR) with the optional Lookback system provides a picture in picture replay for instructor and students to review actions and discuss results from the exercise
- Integrated Video Authoring provides customized training in familiar areas, allowing the system to evolve with training requirements
- End user ability to create custom courses of fire to mimic qualification courses and drills
- Upload and display doctrinal documents for trainees to reference
- Automatic Coaching analyzes shooting results/sensors to highlight potentially poor shooting habits

**Judgmental Training Features:**

- Support for 1920 x 1080p HD scenarios
- Near miss (inclusive of branching)
- Branch tree displayed on UI – default branches identified
- Branching feedback – which branches were executed with instructor comments
- Judgmental UI integrated into UUI
- Pause on Hit/Shot and Stop on Hit/Shot - Configurable for pause time
- Ability to add a scenario playlist
- Flashlight functionality

**3D Marksmanship Training Features:**

- Photorealistic 3D terrains
- 3D targets (including "paper" targets)
- Natural occultation in 3D
- High-fidelity environmental effects
- Support of multiple weapons per trainee
- Forward moving eye point (shoot and move)
- Perspective correct target rendering for each lane

**Options available**

- 5.1 Audio
- Lookback
- Flashlight
- Ceiling mount

ITS-LEVirtualSales@inveristraining.com | 1.800.813.9046  
 296 Brogdon Road | Suwanee, GA 30024 USA  
**inveristraining.com**



**ATTACHMENT A - SMALL BUSINESS SUBCONTRACTING PLAN**  
**TO BE COMPLETED BY OFFEROR**

Offerors must advise any portion of this contract that will be subcontracted. All potential offerors are required to include this document with their proposal in order to be considered responsive.

**Small Business:** "Small business (including micro)" means a business which holds a certification as such by the Virginia Department of Small Business and Supplier Diversity (DSBSD) on the due date and time for proposals. This shall also include DSBSD certified women- owned and minority-owned businesses and businesses with DSBSD service-disabled veteran owned status when they also hold a DSBSD certification as a small business on the proposal due date. Currently, DSBSD offers small business certification and micro business designation to firms that qualify.

Certification applications are available through DSBSD online at [www.SBSD.virginia.gov](http://www.SBSD.virginia.gov) (Customer Service).

**Offeror Name:** Sentry Force Security LLC

**Preparer Name:** Tim Sansone **Date:** 11/22/24

**Who will be doing the work:**  I plan to use subcontractors  I plan to complete all work

**Instructions**

- A. If you are certified by the DSBSD as a micro/small business, complete Section A of this form.
- B. If the "I plan to use subcontractors" box is checked, complete Section B of this form. For the proposal to be considered and the offeror to be declared responsive, the offeror shall identify the portions of the contract that will be subcontracted to any subcontractor, to include DSBSD certified small business for the initial contract period in relation to the offeror's total price for the initial contract period in Section B.

**Section A**

If your firm is certified by the DSBSD provide your certification number and the date of certification.

Certification Number: 721155 Certification Date: 8/5/2020

**Section B**

If the "I plan to use subcontractors" box is checked, populate the requested information below, per subcontractor to show your firm's plans for utilization of any subcontractor, to include DSBSD-certified small businesses, in the performance of this contract for the initial contract period in relation to the offeror's total price for the initial contract period. Certified small businesses include but are not limited to DSBSD-certified women-owned and minority-owned businesses and businesses with DSBSD service-disabled veteran-owned status that have also received the DSBSD small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc. It is important to note that this proposed participation will be incorporated into the subsequent contract and will be a requirement of the contract. Failure to obtain the proposed participation dollar value or percentages may result in breach of the contract.

**Plans for Utilization of Any subcontractor, to include DSBSD-Certified Small Businesses, for this Procurement**

**Subcontract #1**

Company Name: \_\_\_\_\_ SBSD Cert #: \_\_\_\_\_  
 Contact Name: \_\_\_\_\_ SBSD Certification: \_\_\_\_\_  
 Contact Phone: \_\_\_\_\_ Contact Email: \_\_\_\_\_  
 Value % or \$ (Initial Term): \_\_\_\_\_ Contact Address: \_\_\_\_\_  
 Description of Work: \_\_\_\_\_

**Subcontract #2**

Company Name: \_\_\_\_\_ SBSD Cert #: \_\_\_\_\_  
 Contact Name: \_\_\_\_\_ SBSD Certification: \_\_\_\_\_  
 Contact Phone: \_\_\_\_\_ Contact Email: \_\_\_\_\_  
 Value % or \$ (Initial Term): \_\_\_\_\_ Contact Address: \_\_\_\_\_  
 Description of Work: \_\_\_\_\_

**Subcontract #3**

Company Name: \_\_\_\_\_ SBSD Cert #: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ SBSD Certification: \_\_\_\_\_  
Contact Phone: \_\_\_\_\_ Contact Email: \_\_\_\_\_  
Value % or \$ (Initial Term): \_\_\_\_\_ Contact Address: \_\_\_\_\_  
Description of Work: \_\_\_\_\_

**Subcontract #4**

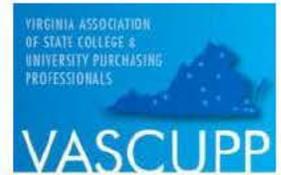
Company Name: \_\_\_\_\_ SBSD Cert #: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ SBSD Certification: \_\_\_\_\_  
Contact Phone: \_\_\_\_\_ Contact Email: \_\_\_\_\_  
Value % or \$ (Initial Term): \_\_\_\_\_ Contact Address: \_\_\_\_\_  
Description of Work: \_\_\_\_\_

**Subcontract #5**

Company Name: \_\_\_\_\_ SBSD Cert #: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ SBSD Certification: \_\_\_\_\_  
Contact Phone: \_\_\_\_\_ Contact Email: \_\_\_\_\_  
Value % or \$ (Initial Term): \_\_\_\_\_ Contact Address: \_\_\_\_\_  
Description of Work: \_\_\_\_\_



Purchasing Department
4400 University Drive, MS 3C1, Fairfax, VA 22030
Phone: 703.993.2580; http://fiscal.gmu.edu/purchasing/



REQUEST FOR PROPOSALS
GMU-SS0906-24

ISSUE DATE: October 31, 2024
TITLE: University Event Security Services
PRIMARY PROCUREMENT OFFICER: Sara Siddall, Strategic Sourcing Manager
SECONDARY PROCUREMENT OFFICER: James F. Russell, Director

QUESTIONS/INQUIRIES: Submit all inquiries through Mason's Bonfire Portal, no later than 4:00 PM Eastern Time (ET) on November 7, 2024. All questions must be submitted through Mason's Bonfire portal. For assistance with technical questions related to Bonfire, contact Support@GoBonfire.com or visit Bonfire's help forum at https://vendorsupport.gobonfire.com/hc/en-us. Responses to questions will be posted to Mason's Bonfire portal and by 5:00 PM ET on November 13, 2024.

PROPOSAL DUE DATE AND TIME: November 22, 2024 @ 2:00 PM ET. ATTENTION: PROPOSALS WILL NOT BE ACCEPTED VIA EMAIL, MAIL, THROUGH eVA OR IN PERSON. SEE SECTION XII.A.1 FOR DETAILS ON ELECTRONIC PROPOSAL SUBMISSION.

IMPORTANT! All communication with Offerors will take place in Bonfire, to include negotiations. Mason can only message individuals at your organization that have interacted in Bonfire for this specific RFP. Please ensure the appropriate person to handle negotiations and other RFP communication has individually logged into the system and either downloaded documents, submitted your proposal or asked a question.

In Compliance With This Request For Proposal And To All The Conditions Imposed Therein And Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Goods/Services In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiations.

Name and Address of Firm:

Legal Name: Sentry Force Security LLC

Date: 11/22/24

DBA: Sentry Force Security LLC

Address: 3702 Pender Drive Suite 402

By: [Signature]
Signature

Fairfax, VA 22030

FEI/FIN No. [Redacted]

Name: Tim Sansone

Fax No.

Title: President

Email: TSansone@sentryforce.com

Telephone No. 703-344-5995

SWaM Certified: Yes: X No: (See Section VII. SWaM CERTIFICATION for complete details).

SWaM Certification Number: 721155

[X] Check box to confirm your proposal contains all terms and conditions or subsequent Statements of Work that could apply over the life of any resulting contract. See section IV. Final Contract for additional information.

This public body does not discriminate against faith-based organizations in accordance with the Governing Rules, § 36 or against a Bidder/Offeror because of race, religion, color, sex, national origin, age, disability, or any other prohibited by state law relating to discrimination in employment.

## Question Set 1: 1

#	Question	Response	Comment	Status
1				
1.1.1	Does your company provide security services	Yes	Yes	Complete
2				
1.2.1	How many security personnel does your company currently employ?	-	500	Complete
3				
1.3.1	Does your company subcontract security services? - If yes, provide name of subcontractor(s) in comment	Yes	Sentry Force rarely subcontracts work, but when it does it only subcontracts to Sentricom Security LLC, which is a wholly owned subsidiary of Sentry Force Security LLC. Sentry Force does not subcontract to companies not owned by Sentry Force.	Complete
4				
1.4.1	Does you company have experience staffing the following events:	Yes	Yes	Complete
4.A				
1.5.1	Athletic Competitions - Provide example in comments	Yes	VCU basketball games and VSU basketball and football games	Complete
4.B				
1.6.1	Performing Arts Events - Provide example in comments	Yes	Institute for Contemporary Art (VCU)	Complete
4.C				
1.7.1	Concerts - Provide example in comments	Yes	VCU	Complete
4.D				
1.8.1	Large public events - Provide example in comments	Yes	VCU & American Dental Education Association (ADEA)	Complete
4.E				
1.9.1	Tailgates or outdoor festivals - Provide example in comments	Yes	VCU and other private client events	Complete
4.F				
1.10.1	Political/campaign events - Provide example in comments	Yes	VCU –Israel/Hamas campus demonstrations	Complete
4.G				
1.11.1	Highschool or University events - Provide example in comments	Yes	VCU	Complete
5				
1.12.1	Do your security services perform Fire Watch in accordance with NFPA 101?	Yes	Yes	Complete
6				

1.13.1	Does your company provide building security services (e.g., unoccupied building security)?	Yes	Yes	Complete
<b>7</b>				
1.14.1	With training or current training, are your security services capable operate magnetometers and weapons detection systems?	Yes	This is a large scope of our work for VCU.	Complete
<b>8</b>				
1.15.1	With training or current training, security services able to calibrate magnetometers and weapons detection systems	Yes	This is a large scope of our work for VCU.	Complete
<b>9</b>				
1.16.1	Can your security services conduct visual inspections of patrons bags, purses, etc.?	Yes	This is a large scope of our work for VCU.	Complete
<b>10</b>				
1.17.1	Do you have staff that are bi-lingual? Please indicate languages spoken	Yes	English, Spanish, Farsi, Arabic, French, Korean, and more.	Complete
<b>11</b>				
1.18.1	Are background investigations conducted on security service staff? Explain background investigation process and scope	Yes	Please see our "Hiring and Onboarding" section of our proposal under Tab 4 above	Complete
<b>12</b>				
1.19.1	Are background investigations conducted routinely? Provide frequency in comment	Yes	Please see our "Hiring and Onboarding" section of our proposal under Tab 4 above. Background checks are performed annually	Complete
<b>13</b>				
1.20.1	Are security services subject to drug testing? Provide frequency and process in comment	Yes	Please see our "Hiring and Onboarding" section of our proposal under Tab 4 above	Complete
<b>14</b>				
1.21.1	Are security services subject to check against Sex Offender Registry? Provide frequency and process in comment	Yes	Please see our "Hiring and Onboarding" section of our proposal under Tab 4 above. Sex offender registry checks are performed annually	Complete
<b>15</b>				
1.22.1	Are security services permitted to work if they have a record/history of:	-	No	Complete
<b>15.A</b>				
1.23.1	Domestic Violence	No	No	Complete
<b>15.B</b>				
1.24.1	Sex Offense	No	No	Complete
<b>15.C</b>				

1.25.1	Theft	No	No	Complete
<b>15.D</b>				
1.26.1	Assault	No	No	Complete
<b>15.E</b>				
1.27.1	Criminal Record	No	Officers with minor traffic infractions are considered on a case-by-case basis	Complete
<b>15.F</b>				
1.28.1	Other - Please provide explanation in comment	-	NA	Complete
<b>16</b>				
1.29.1	Do you have minimum staffing level (e.g., Security services work in teams of two or more)?	Yes	We bill for 4 hour shift minimums	Complete
<b>17</b>				
1.30.1	Will a supervisor always be present on site?	Yes	Depending on size of event, supervision may be billed	Complete
<b>18</b>				
1.31.1	Does your company require a supervisor to Security Officer ratio (e.g., one supervisor for every eight officers)? Provide ratio(s) in comment	Yes	Typically, for any events that require 16 hours or more of service per day, at least 1 supervisor is needed on-site	Complete
<b>19</b>				
1.32.1	Does your company provide emergency security services upon request?	Yes	Yes	Complete
<b>20</b>				
1.33.1	Can your company provide emergency security services within two hours?	Yes	We perform this regularly for VCU	Complete
<b>21</b>				
1.34.1	Is your company able to produce separate invoices for multiple entities under one customer?	Yes	We perform this regularly for VCU	Complete
<b>22</b>				
1.35.1	Do all Security Service personnel meet the Department of Criminal Justice Services requirements for Security Officer Certification: <a href="https://www.dcjs.virginia.gov/licensure-and-regulatory-affairs/unarmed-security-officercourier">https://www.dcjs.virginia.gov/licensure-and-regulatory-affairs/unarmed-security-officercourier</a>	Yes	Yes	Complete
<b>23</b>				
1.36.1	Does your Security Service staff receive additional training? Provide list of trainings in comment	Yes	Please see our "Sentry Force Training Academy" section of our proposal under Tab 4 above for all listed training options and capabilities	Complete
<b>24</b>				

1.37.1	Does your company provide Uniforms to all Security Services?	Yes	Yes	Complete
25				
1.38.1	Does your company require a dress code for all Security Services?	Yes	Yes	Complete
26				
1.39.1	Does your company provide tents or other supplies to support Security Services during inclement weather? Provide list of supplies in comment	No	We do provide inclement weather gear for our officers	Complete
27				
1.40.1	Does your company provide "dress" uniforms for high profile/formal events (e.g., suit jackets, ties, dresses).	Yes	Extra cost applies	Complete
28				
1.41.1	Can your Security Services provide traffic control (e.g., parking attendant, traffic control)	Yes	Yes	Complete
29				
1.42.1	Does your company provide Security Services with the following equipment if necessary	-	Yes	Complete
29.A				
1.43.1	Radio	Yes	Extra cost applies	Complete
29.B				
1.44.1	High visibility vest	Yes	Yes	Complete
29.C				
1.45.1	Flashlight	Yes	Yes	Complete
29.D				
1.46.1	Flashlight traffic wand	Yes	Yes	Complete
30				
1.47.1	Does your company have restrictions on overnight, weekend, or holiday staffing? - If Yes please explain in comment	No	Holiday rates apply for holiday staffing	Complete
31				
1.48.1	Does your company have experience managing crowd control at large scale events of over 5000 participants?	Yes	VCU and VSU	Complete
32				

1.49.1	What does your turnover rate look like with employee retention/attrition?	-	Approximately 40%. The average turnover rate for the security industry is 44%. Security is a high turnover industry due to contract turnover and other factors. In the Northern Virginia market, the largest turnover factor is due to wage competition. Highly compensated federal contract security jobs with federal contractors such as Constellis or data center jobs with Amazon in this area are driving factors which cause turnover	Complete
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49 Questions	100.00% Complete
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# Responses

**Success: All data is valid!**

Status	#	Personnel Services (pricing listed hourly, with four (4) hour minimum):	Quantity Required	Numeric	Text	Total Cost
				Hourly Rate	Hourly Rate (OT/Holiday)	
Success: All values provided	#0-1	Event Staff	1	\$ 40.00	50	\$ 40.00
Success: All values provided	#0-2	Supervisor	1	\$ 45.00	57.5	\$ 45.00
Success: All values provided	#0-3	Parking Staff	1	\$ 40.00	50	\$ 40.00
Success: All values provided	#0-4	Overnight Staff	1	\$ 40.00	50	\$ 40.00
Success: All values provided	#0-5	Event Manager	1	\$ 50.00	60	\$ 50.00
<b>Basket Total</b>						<b>\$ 215.00</b>
<b>Grand Total</b>						<b>\$ 215.00</b>