

## PART V

### CONTRACT FOR COMPREHENSIVE SECURITY SERVICES

This Contract for Comprehensive Security Services (“Contract”) is made and entered into as of January 5, 2022, ~~2021~~ by and between the Pennsylvania Liquor Control Board (“PLCB” or “Customer”), with offices located at 901 Capital Street, Harrisburg, Pennsylvania 17124, and Universal Protection Service, LLC d/b/a Allied Universal Security Services, with mailing address at 161 Washington Street, Suite 600, Conshohocken, PA 19428 (“Contractor”) (each, a “Party” and collectively, the “Parties”).

WHEREAS, PLCB issued RFP#20200924 for Comprehensive Security Services on April 16, 2021 (“RFP”);

WHEREAS, Contractor provides, among other service offerings, security services that include alarm system installation and monitoring, and security guards;

WHEREAS, PLCB has selected Contractor to be awarded this Contract pursuant to the RFP. The PLCB desires to engage Contractor, and Contractor agrees to perform the services described herein pursuant to the terms and conditions of this Contract.

THEREFORE, in consideration of the covenants and agreements set forth below, Customer and Contractor (herein each a “Party” or collectively the “Parties”), intending to be legally bound, agree as follows:

#### 1. SCOPE OF SERVICES

During the term of this Contract, Contractor agrees to provide the Services as set forth in this Contract, the Appendices attached hereto (collectively, the “Services”), and as described in the RFP and the Contractor’s response thereto. The Appendices to this Contract are as follows:

- a. APPENDIX G: Security Guard Performance Requirements (updated as of 11/10/21)
- b. APPENDIX H: Security System Requirements (updated as of 11/10/21)
- c. APPENDIX I: Key Performance Indicators
- d. APPENDIX J: Allied Universal Use of Force Policy

The RFP and the Contractor’s Response to the RFP, including the Cost Submittal, are incorporated into this Contract by reference and made a material part thereof. In the event a conflict exists, the order of precedence shall be as follows: This Contract, including the above-referenced appendices; the Contractor’s Cost Submittal; the RFP; and the Contractor’s Technical Submittal to the RFP.

From time to time, the PLCB may request that Contractor provide additional, alternative, or modified Services that will be defined more specifically at the time of request. To the extent additional terms are needed to perform such services, the Parties will use best efforts to define those terms and document them in a Change Order or via an Amendment to this Contract, as necessary. Any such Change Order or Amendment must be signed by both parties and approved

by the PLCB Office of Chief Counsel. No PLCB employee has the authority to verbally add or amend contract terms.

The PLCB reserves the right to purchase materials and services covered under the Contract through a separate procurement procedure, whenever the PLCB deems it to be in its best interest.

## **2. TERM OF CONTRACT**

The initial term of this Contract shall commence on the Effective Date (as defined below) and continue for five years with an option, at PLCB's sole discretion, to extend the term for two additional years which may be exercised in monthly or yearly increments. The Effective Date shall be after the Contract has been fully executed by the Contractor and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained. The Contract shall not be a legally binding contract until after Contractor is issued a Notice to Proceed directing the Contractor to start performance on a date which is on or after the Effective Date. The Contractor shall not start the performance of any work prior to the date set forth in the Notice to Proceed and the PLCB shall not be liable to pay the Contractor for any service or work performed or expenses incurred before the date set forth in the Notice to Proceed. No PLCB employee has the authority to verbally direct the commencement of any work under this Contract.

## **3. DEFINITIONS**

The definitions set forth in this section 3 represent the understanding of the parties. To the extent that any definition below conflicts with a definition provided in the RFP or any Appendix, as originally posted by the PLCB, the definition in this section 3 shall prevail. Any definition not included herein shall have the meaning set forth in the RFP.

- a. Agency: the Pennsylvania Liquor Control Board ("PLCB").
- b. Armed Guard: means any security guard that is equipped with a firearm ("Firearm Armed Guard") or other non-lethal weapon ("Non-lethal Armed Guard"). An Armed Guard may be an off-duty officer/law enforcement guard, at Contractor's option. Firearm Armed Guards and Non-lethal Armed Guards shall both be billed to PLCB under the procured category and hourly rate of "Armed Guard."
- c. Amendment: amendments are issued for any change to the terms, conditions, requirements, or costs of the Contract and require the signatures of the Contractor and the same Commonwealth officials as the Contract.
- d. Change Order: change orders are notices of a change which one or both Parties have the option to change under the Contract. They can also be used as a notification of a correction.
- e. Commonwealth: refers collectively to the government of the Commonwealth of Pennsylvania as a whole, inclusive of the PLCB.



- f. Contractor: Universal Protection Service, LLC d/b/a Allied Universal Security Services.
- g. Days: unless specifically indicated otherwise, days mean calendar days.
- h. Deliverable: a required Deliverable as set forth in RFP# 20200924.
- i. DDB: refers to a diverse and disadvantaged business as determined by the PLCB.
- j. Documentation: all materials required to support and convey information about the services required by this Contract. Documentation includes, but is not necessarily restricted to, written reports and analyses, diagrams, system designs, computer programs, flow charts, disks, and/or other machine-readable storage media.
- k. Facility: any Fine Wine & Good Spirits store or other PLCB location at which the Services will be performed.
- l. FW&GS: refers to any PLCB operated Fine Wine & Good Spirits retail store.
- m. Phase: Phases 1 through 3, either individually or collectively, as described in more detail in Part III-4 of the RFP.
- n. PLCB Point of Contact: the designated executive level PLCB employee, or its designee, that will be responsible for making management level decisions related to this Contract.
- o. PLCB Project Manager: one or more PLCB employees designated by the Point of Contact to manage projects related to one or more elements of the Contract.
- p. Security Guard: refers generally to any guard assigned by Contractor to perform Services under this Contract, including Armed Guards and Unarmed Guards.
- q. Selected Offeror: the Contractor.
- r. Services: all Contractor activity necessary to satisfy the Contract.
- s. Unarmed Guard: any security guard that is not equipped with any weapons whatsoever.

#### **4. INDEPENDENT PRIME CONTRACTOR**

In performing its obligations under the Contract, the Contractor will act as an independent contractor and not as an employee or agent of the Commonwealth. The Contractor will be responsible for all services in this Contract whether or not Contractor provides them directly. Further, the Contractor is the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from the Contract.

**5. WARRANTY**

- a. Contractor warrants that it will comply with applicable laws, rules, regulations of governmental authorities in performing Services.
- b. Contractor also warrants that all employees, independent contractors, and subcontractors performing the Services shall have the necessary training, experience, and skills required to perform the Services and the responsibilities of the position to which such individuals are assigned.
- c. Contractor warrants that all equipment used to provide the Services will comply with applicable federal rules and regulations, including Federal Acquisition Regulation Representation 52.204-24, "Representation Regarding Certain Telecommunications and Video Surveillance Services or Equipment."

**6. OWNERSHIP RIGHTS**

Contractor shall provide, dedicate, purchase or lease the equipment, software systems, and any related items required to deliver the Services. Contractor shall at all times be considered the owner or lessee of the equipment and be responsible for the maintenance thereof.

**7. COMPLIANCE WITH LAW**

The Contractor shall comply with all applicable federal and state laws and regulations and local ordinances in the performance of the Contract.

**8. ENVIRONMENTAL PROVISIONS**

In the performance of the Contract, the Contractor shall minimize pollution and shall strictly comply with all applicable environmental laws and regulations, including, but not limited to, the Clean Streams Law Act of June 22, 1937 (P.L. 1987, No. 394), as amended 35 P.S. § 691.601 et seq.; the Pennsylvania Solid Waste Management Act, Act of July 7, 1980 (P.L. 380, No. 97), as amended, 35 P.S. § 6018.101 et seq.; and the Dam Safety and Encroachment Act, Act of November 26, 1978 (P.L. 1375, No. 325), as amended, 32 P.S. § 693.1.

**9. COMPENSATION**

The Contractor will be compensated at the rates set forth in the Contractor's Cost Submittal for the first two Contract years. Contractor shall be entitled to not more than a 3% increase in security guard rates from the prior year for Contract years three through five. In the event that any term extensions are exercised by the PLCB, the 3% increase to guard rates shall continue to apply on a yearly basis. The Contractor shall be compensated only for work accepted by the PLCB. In the event of unforeseen increases in costs or changes in cost elements due to changes in governing

law, minimum wage rates or other similar factors outside the control of either the PLCB or the Contractor, the parties will negotiate a contract amendment as provided in section 33 herein.

It is understood and agreed that any quantities listed in the Contract are estimates and may vary in accordance with the actual requirements of the PLCB.

## **10. BILLING REQUIREMENTS**

The Contractor shall include in all of its invoices the following minimum information:

- a. Vendor name and "Remit to" address, including Oracle supplier number;
- b. Service location;
- c. Description of the supplies/services delivered;
- d. Quantity provided;
- e. Unit price;
- f. Price extension;
- g. Total price; and
- h. Date of services.
- i. Line item charges to include:

If an invoice does not contain the minimum information set forth in this section, the PLCB may reject the invoice as improper by written notice to Contractor as soon as practicable. If the PLCB rejects an invoice as improper, the time for processing a payment will be suspended until the PLCB receives a correct invoice. The Contractor may not receive payment until the PLCB has received a correct invoice.

In no instance shall any payment be made for services to the Contractor that are not in accordance with the contracted prices.

## **11. PAYMENT**

- a. The PLCB shall put forth reasonable efforts to make payment of undisputed amounts billed, less applicable credits, within 45 days of receipt of a proper invoice. A "proper" invoice is not received until the PLCB accepts the service as satisfactorily performed. PLCB will provide Contractor with written notice within ten (10) days of receipt of invoice if PLCB disputes any amount, including the details regarding the dispute sufficient for Contractor to address it. PLCB will pay undisputed amounts per the payment terms set

forth herein. The parties will work together in good faith to resolve any disputed amounts in a timely fashion.

Payment may be delayed if the payment amount on an invoice is not based upon the price(s) as stated in the Contract. If any payment is not made within 15 days after the required payment date, the PLCB may pay interest as determined by the Secretary of Budget in accordance with Act No. 266 of 1982 and regulations promulgated pursuant thereto.

- b. The PLCB will make contract payments through Automated Clearing House (ACH).
  - 1) Within 10 days of award of the contract the Contractor must submit or must have already submitted their ACH information within their user profile in the PLCB's procurement system (Oracle).
  - 2) The Contractor must submit a unique invoice number with each invoice submitted. The unique invoice number will be listed on the PLCB's ACH remittance advice to enable the Contractor to properly apply the state agency's payment to the invoice submitted.
  - 3) It is the responsibility of the Contractor to ensure that the ACH information contained in Oracle is accurate and complete. Failure to maintain accurate and complete information may result in delays in payments.

## **12. KEY PERFORMANCE INDICATORS AND PERFORMANCE CREDITS**

The KPI's set forth in Appendix I are intended to ensure that Contractor is satisfactorily performing the Services as promised in its Technical Submittal and per the requirements set forth by the PLCB in the RFP and its appendices. Contractor will provide PLCB with quarterly reports that reflect all necessary data to track KPI compliance. Any data related to Security Guard performance must be broken down by PLCB region. Within one week of the submission by the Contractor of the quarterly report, the PLCB will communicate to Contractor the anticipated fees to be imposed pursuant to this Section 12. Dispute of any such fee must be submitted to PLCB within two business days.

The PLCB and Contractor agree that KPIs will be tracked, but no Performance Credits will be imposed, for the first quarter after implementation at all initially required locations is complete. Thereafter, the PLCB will impose Performance Credits as set forth above on a quarterly basis.

If Contractor fails to meet KPIs for three consecutive quarters, then it will be within the PLCB's sole discretion to provide Contractor a notice of default pursuant to section 18(a)(3).

In addition to the remedies set forth in this section 12 and Appendix I, the PLCB reserves all rights under the terms of this Contract and in accordance with applicable law to impose other remedies, including but not limited to triggering the default and/or termination provisions in this Contract,

should Contractor exhibit a pattern of unexcused inadequate, improper and/or unreliable performance.

### **13. TAXES AND RIGHT OF OFFSET**

The Contractor will be responsible for the payment of any applicable taxes, licenses, charges and assessments imposed by any governmental authority upon the Contractor in relation to the performance of the Services. This includes, but is not limited to, local property taxes, municipal fees, licensing fees, and all taxes related to the employment of personnel required to perform the Services.

For the avoidance of doubt, Contractor is solely responsible for maintaining compliance with any alarm registration, inspection or operation requirements, including restrictions on false alarms, established by any local laws or ordinances. Such responsibility includes the payment of any fine or fee imposed by the municipality related to any such law or ordinance. The PLCB will not reimburse Contractor nor pay the imposing jurisdiction for any such fines or fees. If the PLCB is served with any notice of violation of such law or ordinance, PLCB will immediately forward the notice to Contractor for immediate handling.

The Commonwealth may set-off the amount of any state tax liability or other debt or obligation of the Contractor or its subsidiaries that is owed to the Commonwealth and is not being contested on appeal against any payments due the Contractor under this Contract or any other contract with the Commonwealth.

### **14. ASSIGNMENT OF ANTITRUST CLAIMS**

The Contractor and the PLCB recognize that in actual economic practice, overcharges by the Contractor's suppliers resulting from violations of state or federal antitrust laws are in fact borne by the PLCB. As part of the consideration for the award of the Contract, and intending to be legally bound, the Contractor assigns to the PLCB all right, title and interest in and to any claims the Contractor now has, or may acquire, under state or federal antitrust laws relating to the products and services which are the subject of this Contract.

### **15. HOLD HARMLESS PROVISION**

The Contractor shall hold the PLCB harmless from and indemnify the PLCB against any and all third-party claims, demands and actions, to the extent caused by the Contractor's breach of this Contract or by Contractor's negligent performance under this Contract, including that of its subcontractors and employees, provided the PLCB gives Contractor prompt notice of any such claim of which it learns. Pursuant to the Commonwealth Attorneys Act (71 P.S. Section 732-101, *et seq.*), the Office of Attorney General (OAG) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG may, however, in its sole discretion and under such terms as it deems appropriate, delegate its right of defense. If OAG delegates the defense to the Contractor, the Commonwealth will cooperate with all reasonable

requests of Contractor made in the defense of such suits. Notwithstanding the above, neither party shall enter into any settlement without the other party's written consent, which shall not be unreasonably withheld nor unduly delayed. The PLCB may, in the discretion and at the direction of the OAG, allow the Contractor to control the defense and any related settlement negotiations.

## **16. USE OF FORCE BY SECURITY GUARDS**

The PLCB will primarily utilize the services of Unarmed Guards. No guards shall be utilized that have performed similar services for the PLCB in the prior six months unless otherwise agreed to by the PLCB. The parties agree to consult on the need for and shall mutually agree upon: (i) any assignment of Armed Guards; and (ii) if the parties agree Armed Guards are appropriate, whether the Armed Guard assigned shall be Non-lethal Armed Guard(s) or Firearm Armed Guard(s). In no event shall Contractor use Off-Duty/Law Enforcement Guards. PLCB reserves the right to retain Armed Guards from a different service provider in accordance with Section 24 below.

Notwithstanding anything to the contrary, in no event will Contractor be required to use force in the performance of its duties under this Agreement in a manner that violates Allied Universal's Use of Force Policy, the current version of which is attached hereto and made part of this Agreement, but which remains subject to periodic update or revision from time to time. Notwithstanding anything set forth in the Use of Force Policy, in no event shall Contractor employees carry personally owned weapons. Except for the foregoing, if any provision of the Agreement, including any Exhibit hereto, conflicts with Allied Universal's Use of Force Policy, Allied Universal's Use of Force Policy shall control. To the extent any Post Orders issued pursuant to this Agreement contain directives that conflict with Allied Universal's Use of Force Policy, Allied Universal's Use of Force Policy shall control.

## **17. AUDIT PROVISIONS**

The PLCB shall have the right, at reasonable times and at a site designated by the PLCB, to audit the books, documents and records of the Contractor and/or its approved subcontractors to the extent that the books, documents and records substantiate Contractor's charges for the performance of the Services. The Contractor agrees to maintain records which will support the prices charged for the Contract. The Contractor shall preserve books, documents, and records that relate to costs or pricing data for the Contract for a period of three years from date of final payment. The PLCB will provide Contractor no less than 14 days' written notice of such audit. The Contractor shall provide all such records to the PLCB and/or their authorized representatives.

## **18. DEFAULT**

- a. The PLCB may, subject to the Force Majeure provisions of this Contract, and in addition to its other rights under the Contract, declare the Contractor in default by written notice thereof to the Contractor, and terminate (as provided in the Termination Provisions of this Contract) the whole or any part of this Contract for any of the following reasons:

- 1) Failure to begin work within the time specified in the Contract or as otherwise specified to ensure timely progression through each Phase.
  - 2) Failure to perform the work with sufficient labor, equipment, or material to insure the completion of the specified work in accordance with the Contract.
  - 3) Breach of any material provision of the Contract, including failure to comply with representations made in the Contractor's bid/proposal.
  - 4) Discontinuance of work without approval and/or failure to resume discontinued work after notice to do so.
  - 5) If the Contractor is adjudicated bankrupt, is determined to be insolvent, files a voluntary petition in bankruptcy, makes an assignment for the benefit of creditors or seeks protection against creditors under any applicable federal or state laws, or if there is a commencement of any bankruptcy, insolvency, receivership or other similar proceeding against Contractor that is not dismissed within 60 days after such filing.
  - 6) Continued unsatisfactory performance of the work and as documented by quarterly reporting of KPIs in accordance with section 12.
- b. The PLCB will provide not less than 30 days' written notice to Contractor upon determining that the Contractor is in default pursuant to Subsection a above. The notice will include a description of the nature of the default and a reasonable cure period for Contractor to correct the default. Failure by Contractor to cure the default within the time period provided in any such notice may result in termination of this Contract pursuant to the Termination Provisions of section 20. In the event of default pursuant to repeated failure to meet KPIs as stated in item 6 and section 12 below, no cure period will be provided.
- c. The rights and remedies of the PLCB provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.
- d. The PLCB's failure to exercise any rights or remedies provided in this section shall not be construed to be a waiver by the PLCB of its rights and remedies in regard to the event of default or any subsequent event of default.
- e. Following exhaustion of the Contractor's administrative remedies as set forth in the Contract Controversies Provision at section 22 of this Contract, the Contractor's exclusive remedy shall be to seek damages in the Board of Claims.

## **19. FORCE MAJEURE**

Neither party will incur any liability to the other if its performance of any obligation under this Contract is prevented or delayed by causes beyond its control and without the fault or negligence of either party. Causes beyond a party's control may include, but are not limited to, acts of God or war, changes in controlling law, regulations, orders or the requirements of any governmental entity, severe weather conditions, civil disorders, natural disasters, fire, general strikes throughout the trade, and freight embargoes.

The Contractor shall notify the PLCB orally within three days and in writing within seven days of the date on which the Contractor becomes aware, or should have reasonably become aware, that such cause would prevent or delay its performance. Such notification shall (i) describe fully such cause(s) and its effect on performance, (ii) state whether performance under the contract is prevented or delayed and (iii) if performance is delayed, state a reasonable estimate of the duration of the delay. The Contractor shall have the burden of proving that such cause(s) delayed or prevented its performance despite its diligent efforts to perform and shall produce such supporting documentation as the PLCB may reasonably request. After receipt of such notification, the PLCB may elect to cancel the Contract (if performance is prevented or delayed for longer than 30 days) or to extend the time for performance as reasonably necessary to compensate for the Contractor's delay.

In the event of a declared emergency by competent governmental authorities, the PLCB by notice to the Contractor, may: suspend all or a portion of the Contract, or request that the Contractor perform alternative or modified Services to mitigate the effects of the applicable Force Majeure event. In the event that such alternative Services are requested by the PLCB, the Parties will use best efforts to establish agreeable terms for the provision of such Services, which shall be documented in a written Change Order that is approved by both Parties.

## **20. TERMINATION PROVISIONS**

The PLCB has the right to terminate this Contract for any of the following reasons. Termination shall be effective 90 days after written notice to the Contractor except in the event of egregious misconduct whereby such termination will be effective at the discretion of the PLCB.

- a. **TERMINATION FOR CONVENIENCE:** The PLCB shall have the right to terminate the Contract in whole or in part upon 60 days' prior written notice for its convenience if the PLCB determines termination to be in its best interest. The Contractor shall be paid for work satisfactorily completed prior to the effective date of the termination, but in no event shall the Contractor be entitled to recover loss of profits.
- b. **NON-APPROPRIATION:** The PLCB's obligation to make payments during any Commonwealth fiscal year succeeding the current fiscal year shall be subject to availability and appropriation of funds. When funds (state and/or federal) are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal year period, the PLCB shall have the right to terminate the Contract. The Contractor shall be reimbursed for Services rendered, accepted and undisputed up to the date of termination. Such reimbursement shall not include loss of profit, loss of use of money, or administrative



or overhead costs. The reimbursement amount may be paid from any appropriations available for that purpose

- c. **TERMINATION FOR CAUSE:** The PLCB shall have the right to terminate the Contract for Contractor default under the Default Clause upon written notice to the Contractor. The PLCB shall also have the right, upon written notice to the Contractor, to terminate the Contract for other cause as specified in the Contract or by law. If it is later determined that the PLCB erred in terminating the Contract for cause, then, at the PLCB's discretion, the Contract shall be deemed to have been terminated for convenience under Subsection a.

## **21. OBLIGATIONS UPON TERMINATION AND/OR EXPIRATION**

Except for in-wall wiring, all equipment must be dismantled and removed by the Contractor at no additional cost to the PLCB within sixty calendar days after the Contract expiration or termination date, unless otherwise agreed to by the PLCB. Contractor shall fully cooperate with the PLCB to ensure the successful transition from the Contractor's service to the services of any other contractor which the PLCB may engage upon expiration or termination of this Contract. Contractor's services during the transition shall be subject to the terms and conditions of this Contract, including the then-current rates.

Any equipment left within any PLCB Facilities for longer than sixty calendar days after the expiration or termination date, unless otherwise agreed to by the PLCB, shall be deemed to be abandoned property. Abandoned property will be deemed to become Commonwealth property and will be disposed of by the Department of General Services State Surplus Property Program.

## **22. CONTRACT CONTROVERSIES**

- a. In the event of a controversy or claim arising from the Contract, the Contractor must, within six months after the cause of action accrues, file a written claim with the Contracting Officer for a determination. The claim shall state all grounds upon which the Contractor asserts a controversy exists. If the Contractor fails to file a claim or files an untimely claim, the Contractor is deemed to have waived its right to assert a claim in any forum. At the time the claim is filed, or within 60 days thereafter, either party may request mediation through the Commonwealth Office of General Counsel Dispute Resolution Program.
- b. If the Contractor or the Contracting Officer requests mediation and the other party agrees, the Contracting Officer shall promptly make arrangements for mediation. Mediation shall be scheduled so as to not delay the issuance of the final determination beyond the required 120 days after receipt of the claim if mediation is unsuccessful. If mediation is not agreed to or if resolution is not reached through mediation, the Contracting Officer shall review timely-filed claims and issue a final determination, in writing, regarding the claim. The final determination shall be issued within 120 days of the receipt of the claim, unless extended by consent of the Contracting Officer and the Contractor. The Contracting Officer shall send his/her written determination to the Contractor. If the Contracting

Officer fails to issue a final determination within the 120 days (unless extended by consent of the parties), the claim shall be deemed denied. The Contracting Officer's determination shall be the final order of the PLCB.

- c. Within 15 days of the mailing date of the determination denying a claim or within 135 days of filing a claim if, no extension is agreed to by the parties, whichever occurs first, the Contractor may file a statement of claim with the Commonwealth Board of Claims. Pending a final judicial resolution of a controversy or claim, the Contractor shall proceed diligently with the performance of the Contract in a manner consistent with the determination of the Contracting Officer and the PLCB shall compensate the Contractor for such continuous performance pursuant to the terms of the Contract.

### **23. ASSIGNABILITY AND SUBCONTRACTING**

- a. Subject to the terms and conditions of this Section, this Contract shall be binding upon the parties and their respective successors and assigns.
- b. The Contractor shall not subcontract with any person or entity to perform all or any part of the work to be performed under this Contract without the prior written consent of the Contracting Officer, which consent may be withheld at the sole and absolute discretion of the Contracting Officer.
- c. The PLCB must be notified in writing if a DDB subcontractor is no longer being utilized by the Contractor in the provision of Services.
- d. The Contractor may not assign, in whole or in part, this Contract or its rights, duties, obligations, or responsibilities hereunder without the prior written consent of the Contracting Officer, which consent may be withheld at the sole and absolute discretion of the Contracting Officer.
- e. Notwithstanding the foregoing, the Contractor may, without the consent of the Contracting Officer, assign its rights to payment to be received under the Contract, provided that the Contractor provides written notice of such assignment to the Contracting Officer together with a written acknowledgement from the assignee that any such payments are subject to all of the terms and conditions of this Contract.
- f. For the purposes of this Contract, the term “assign” shall include, but shall not be limited to, the sale, gift, assignment, pledge, or other transfer of any ownership interest in the Contractor provided, however, that the term shall not apply to the sale or other transfer of stock of a publicly traded company.
- g. Any assignment consented to by the Contracting Officer shall be evidenced by a written assignment agreement executed by the Contractor and its assignee in which the assignee agrees to be legally bound by all of the terms and conditions of the Contract and to assume the duties, obligations, and responsibilities being assigned.

- h. A change of name by the Contractor, following which the Contractor's federal identification number remains unchanged, shall not be considered to be an assignment hereunder. The Contractor shall give the Contracting Officer written notice of any such change of name.
- i. The contract is entered into solely for the mutual benefit of the parties hereto and no benefits, rights, duties, or obligations are intended or created by this Contract as to any third-parties.

#### **24. OTHER CONTRACTORS**

The PLCB may undertake or award other contracts for additional or related work, and the Contractor shall fully cooperate with other contractors and PLCB employees and coordinate its work with such additional work as may be required. The Contractor shall not commit or permit any act that will interfere with the performance of work by any other contractor or by PLCB employees. This section shall be included in the contracts of all contractors with which this Contractor will be required to cooperate. The PLCB shall equitably enforce this section as to all contractors to prevent the imposition of unreasonable burdens on any contractor.

#### **25. NONDISCRIMINATION/SEXUAL HARASSMENT CLAUSE**

The Contractor agrees:

- a. In the hiring of any employee(s) for the manufacture of supplies, performance of work, or any other activity required under the contract or any subcontract, the Contractor, each subcontractor, or any person acting on behalf of the Contractor or subcontractor shall not discriminate by reason of race, gender, creed, color, sexual orientation, gender identity or expression, or in violation of the Pennsylvania Human Relations Act (PHRA) and applicable federal laws, against any citizen of this Commonwealth who is qualified and available to perform the work to which the employment relates.
- b. Neither the Contractor nor any subcontractor nor any person on their behalf shall in any manner discriminate by reason of race, gender, creed, color, sexual orientation, gender identity or expression, or in violation of the PHRA and applicable federal laws, against or intimidate any employee involved in the manufacture of supplies, the performance of work, or any other activity required under the contract.
- c. Neither the Contractor nor any subcontractor nor any person on their behalf shall in any manner discriminate by reason of race, gender, creed, color, sexual orientation, gender identity or expression, or in violation of the PHRA and applicable federal laws, in the provision of services under the contract.
- d. Neither the Contractor nor any subcontractor nor any person on their behalf shall in any manner discriminate against employees by reason of participation in or decision to refrain

from participating in labor activities protected under the *Public Employee Relations Act*, *Pennsylvania Labor Relations Act* or *National Labor Relations Act*, as applicable and to the extent determined by entities charged with such Acts' enforcement, and shall comply with any provision of law establishing organizations as employees' exclusive representatives.

- e. The Contractor and each subcontractor shall establish and maintain a written nondiscrimination and sexual harassment policy and shall inform their employees in writing of the policy. The policy must contain a provision that sexual harassment will not be tolerated and employees who practice it will be disciplined. Posting this Nondiscrimination/Sexual Harassment Clause conspicuously in easily-accessible and well-lit places customarily frequented by employees and at or near where the contracted services are performed shall satisfy this requirement for employees with an established work site.
- f. The Contractor and each subcontractor shall not discriminate by reason of race, gender, creed, color, sexual orientation, gender identity or expression, or in violation of PHRA and applicable federal laws, against any subcontractor or supplier who is qualified to perform the work to which the contract relates.
- g. The Contractor and each subcontractor represents that it is presently in compliance with and will maintain compliance with all applicable federal, state, and local laws, regulations and policies relating to nondiscrimination and sexual harassment. The Contractor and each subcontractor further represents that it has filed a Standard Form 100 Employer Information Report ("EEO-1") with the U.S. Equal Employment Opportunity Commission ("EEOC") and shall file an annual EEO-1 report with the EEOC as required for employers' subject to *Title VII of the Civil Rights Act of 1964*, as amended, that have 100 or more employees and employers that have federal government contracts or first-tier subcontracts and have 50 or more employees. The Contractor and each subcontractor shall, upon request and within the time periods requested by the Commonwealth, furnish all necessary employment documents and records, including EEO-1 reports, and permit access to their books, records, and accounts by the contracting agency and the Bureau of Diversity, Inclusion and Small Business Opportunities for purpose of ascertaining compliance with provisions of this Nondiscrimination/Sexual Harassment Clause.
- j. The Contractor shall include the provisions of this Nondiscrimination/Sexual Harassment Clause in every subcontract so that those provisions applicable to subcontractors will be binding upon each subcontractor.
- k. The Contractor's and each subcontractor's obligations pursuant to these provisions are ongoing from and after the effective date of the contract through the termination date thereof. Accordingly, the Contractor and each subcontractor shall have an obligation to inform the Commonwealth if, at any time during the term of the contract, it becomes aware of any actions or occurrences that would result in violation of these provisions.

- l. The Commonwealth may cancel or terminate the contract and all money due or to become due under the contract may be forfeited for a violation of the terms and conditions of this Nondiscrimination/Sexual Harassment Clause. In addition, the agency may proceed with debarment or suspension and may place the Contractor in the Contractor Responsibility File.

## 26. CONTRACTOR INTEGRITY PROVISIONS

It is essential that those who seek to contract with the Commonwealth of Pennsylvania (“Commonwealth”) observe high standards of honesty and integrity. They must conduct themselves in a manner that fosters public confidence in the integrity of the Commonwealth contracting and procurement process.

**DEFINITIONS.** For purposes of these Contractor Integrity Provisions, the following terms shall have the meanings found in this section 25:

- a. **“Affiliate”** means two or more entities where (a) a parent entity owns more than 50% of the voting stock of each of the entities; or (b) a common shareholder or group of shareholders owns more than 50% of the voting stock of each of the entities; or (c) the entities have a common proprietor or general partner.
- b. **“Consent”** means written permission signed by a duly authorized officer or employee of the Commonwealth, provided that where the material facts have been disclosed, in writing, by prequalification, bid, proposal, or contractual terms, the Commonwealth shall be deemed to have consented by virtue of the execution of this contract.
- c. **“Contractor”** means the individual or entity, that has entered into this contract with the Commonwealth.
- d. **“Contractor Related Parties”** means any affiliates of the Contractor and the Contractor’s executive officers, Pennsylvania officers and directors, or owners of 5% or more interest in the Contractor.
- e. **“Financial Interest”** means either:
  - (1) Ownership of more than a 5% interest in any business; or
  - (2) Holding a position as an officer, director, trustee, partner, employee, or holding any position of management.
- f. **“Gratuity”** means tendering, giving, or providing anything of more than nominal monetary value including, but not limited to, cash, travel, entertainment, gifts, meals, lodging, loans, subscriptions, advances, deposits of money, services, employment, or

contracts of any kind. The exceptions set forth in the [Governor's Code of Conduct, Executive Order 1980-18](#), the 4 Pa. Code §7.153(b), shall apply.

- g. **“Non-bid Basis”** means a contract awarded or executed by the Commonwealth with Contractor without seeking bids or proposals from any other potential bidder or offeror.

In furtherance of this policy, Contractor agrees to the following:

- a. Contractor shall maintain the highest standards of honesty and integrity during the performance of this contract and shall take no action in violation of state or federal laws or regulations or any other applicable laws or regulations, or other requirements applicable to Contractor or that govern contracting or procurement with the Commonwealth.
- b. Contractor shall establish and implement a written business integrity policy, which includes, at a minimum, the requirements of these provisions as they relate to the Contractor activity with the Commonwealth and Commonwealth employees and which is made known to all Contractor employees. Posting these Contractor Integrity Provisions conspicuously in easily-accessible and well-lighted places customarily frequented by employees and at or near where the contract services are performed shall satisfy this requirement.
- c. Contractor, its affiliates, agents, employees and anyone in privity with Contractor shall not accept, agree to give, offer, confer, or agree to confer or promise to confer, directly or indirectly, any gratuity or pecuniary benefit to any person, or to influence or attempt to influence any person in violation of any federal or state law, regulation, executive order of the Governor of Pennsylvania, statement of policy, management directive or any other published standard of the Commonwealth in connection with performance of work under this contract, except as provided in this contract.
- d. Contractor shall not have a financial interest in any other contractor, subcontractor, or supplier providing services, labor, or material under this contract, unless the financial interest is disclosed to the Commonwealth in writing and the Commonwealth consents to Contractor's financial interest prior to Commonwealth execution of the contract. Contractor shall disclose the financial interest to the Commonwealth at the time of bid or proposal submission, or if no bids or proposals are solicited, no later than Contractor's submission of the contract signed by Contractor.
- e. Contractor certifies to the best of its knowledge and belief that within the last 5 years Contractor or Contractor Related Parties have not:
  - (1) been indicted or convicted of a crime involving moral turpitude or business honesty or integrity in any jurisdiction;
  - (2) been suspended, debarred or otherwise disqualified from entering into any contract with any governmental agency;

- (3) had any business license or professional license suspended or revoked;
- (4) had any sanction or finding of fact imposed as a result of a judicial or administrative proceeding related to fraud, extortion, bribery, bid rigging, embezzlement, misrepresentation or anti-trust; and
- (5) been, and is not currently, the subject of a criminal investigation by any federal, state or local prosecuting or investigative agency and/or civil anti-trust investigation by any federal, state or local prosecuting or investigative agency.

If Contractor cannot so certify to the above, then it must submit along with its bid, proposal or contract a written explanation of why such certification cannot be made and the Commonwealth will determine whether a contract may be entered into with the Contractor. The Contractor's obligation pursuant to this certification is ongoing from and after the effective date of the contract through the termination date thereof. Accordingly, the Contractor shall have an obligation to immediately notify the Commonwealth in writing if at any time during the term of the contract it becomes aware of any event which would cause the Contractor's certification or explanation to change. Contractor acknowledges that the Commonwealth may, in its sole discretion, terminate the contract for cause if it learns that any of the certifications made herein are currently false due to intervening factual circumstances or were false or should have been known to be false when entering into the contract.

- f. Contractor shall comply with the requirements of the *Lobbying Disclosure Act (65 Pa.C.S. §13A01 et seq.)* regardless of the method of award. If this contract was awarded on a Non-bid Basis, Contractor must also comply with the requirements of the *Section 1641 of the Pennsylvania Election Code (25 P.S. §3260a)*.
- g. When Contractor has reason to believe that any breach of ethical standards as set forth in law, the Governor's Code of Conduct, or these Contractor Integrity Provisions has occurred or may occur, including but not limited to contact by a Commonwealth officer or employee which, if acted upon, would violate such ethical standards, Contractor shall immediately notify the Commonwealth contracting officer or the Office of the State Inspector General in writing.
- h. Contractor, by submission of its bid or proposal and/or execution of this contract and by the submission of any bills, invoices or requests for payment pursuant to the contract, certifies and represents that it has not violated any of these Contractor Integrity Provisions in connection with the submission of the bid or proposal, during any contract negotiations or during the term of the contract, to include any extensions thereof. Contractor shall immediately notify the Commonwealth in writing of any actions for occurrences that would result in a violation of these Contractor Integrity Provisions. Contractor agrees to reimburse the Commonwealth for the reasonable costs of investigation incurred by the Office of the State Inspector General for investigations of the Contractor's compliance with

the terms of this or any other agreement between the Contractor and the Commonwealth that results in the suspension or debarment of the Contractor. Contractor shall not be responsible for investigative costs for investigations that do not result in the Contractor's suspension or debarment.

- i. Contractor shall cooperate with the Office of the State Inspector General in its investigation of any alleged Commonwealth agency or employee breach of ethical standards and any alleged Contractor non-compliance with these Contractor Integrity Provisions. Contractor agrees to make identified Contractor employees available for interviews at reasonable times and places. Contractor, upon the inquiry or request of an Inspector General, shall provide, or if appropriate, make promptly available for inspection or copying, any information of any type or form deemed relevant by the Office of the State Inspector General to Contractor's integrity and compliance with these provisions. Such information may include, but shall not be limited to, Contractor's business or financial records, documents or files of any type or form that refer to or concern this contract. Contractor shall incorporate this section in any agreement, contract or subcontract it enters into in the course of the performance of this contract/agreement solely for the purpose of obtaining subcontractor compliance with this provision. The incorporation of this provision in a subcontract shall not create privity of contract between the Commonwealth and any such subcontractor, and no third-party beneficiaries shall be created thereby.
- j. For violation of any of these Contractor Integrity Provisions, the Commonwealth may terminate this and any other contract with Contractor, claim liquidated damages in an amount equal to the value of anything received in breach of these Provisions, claim damages for all additional costs and expenses incurred in obtaining another contractor to complete performance under this contract, and debar and suspend Contractor from doing business with the Commonwealth. These rights and remedies are cumulative, and the use or non-use of any one shall not preclude the use of all or any other. These rights and remedies are in addition to those the Commonwealth may have under law, statute, regulation, or otherwise.

## **27. CONTRACTOR RESPONSIBILITY PROVISIONS**

For the purpose of these provisions, the term contractor is defined as any person, including, but not limited to, a bidder, offeror, loan recipient, grantee or lessor, who has furnished or performed or seeks to furnish or perform, goods, supplies, services, leased space, construction or other activity, under a contract, grant, lease, purchase order or reimbursement agreement with the Commonwealth. The term contractor includes a permittee, licensee, or any agency, political subdivision, instrumentality, public authority, or other public entity in the Commonwealth.

- a. The Contractor certifies, in writing, for itself and its subcontractors required to be disclosed or approved by the Commonwealth, that as of the date of its execution of this Bid/Contract, that neither the Contractor, nor any such subcontractors, are under suspension or debarment by the Commonwealth or any governmental entity, instrumentality, or authority and, if the



Contractor cannot so certify, then it agrees to submit, along with its Bid/Contract, a written explanation of why such certification cannot be made.

- b. The Contractor also certifies, in writing, that as of the date of its execution of this Bid/Contract it has no tax liabilities or other Commonwealth obligations, or has filed a timely administrative or judicial appeal if such liabilities or obligations exist, or is subject to a duly approved deferred payment plan if such liabilities exist.
- c. The Contractor's obligations pursuant to these provisions are ongoing from and after the effective date of the Contract through the termination date thereof. Accordingly, the Contractor shall have an obligation to inform the Commonwealth if, at any time during the term of the Contract, it becomes delinquent in the payment of taxes, or other Commonwealth obligations, or if it or, to the best knowledge of the Contractor, any of its subcontractors are suspended or debarred by the Commonwealth, the federal government, or any other state or governmental entity. Such notification shall be made within 15 days of the date of suspension or debarment.
- d. The failure of the Contractor to notify the Commonwealth of its suspension or debarment by the Commonwealth, any other state, or the federal government shall constitute an event of default of the Contract with the Commonwealth.
- e. The Contractor agrees to reimburse the Commonwealth for the reasonable costs of investigation incurred by the Office of State Inspector General for investigations of the Contractor's compliance with the terms of this or any other agreement between the Contractor and the Commonwealth that results in the suspension or debarment of the contractor. Such costs shall include, but shall not be limited to, salaries of investigators, including overtime; travel and lodging expenses; and expert witness and documentary fees. The Contractor shall not be responsible for investigative costs for investigations that do not result in the Contractor's suspension or debarment.
- f. The Contractor may obtain a current list of suspended and debarred Commonwealth contractors by either searching the PA Department of General Services [website](#) or by contacting:

Department of General Services  
Office of Chief Counsel  
603 North Office Building  
Harrisburg, PA 17125  
Telephone No: (717) 783-6472  
FAX No: (717) 787-9138

## **28. AMERICANS WITH DISABILITIES ACT**

- a. Pursuant to federal regulations promulgated under the authority of The Americans With Disabilities Act, 28 C.F.R. § 35.101 et seq., the Contractor understands and agrees that it shall not cause any individual with a disability to be excluded from participation in this Contract or from activities provided for under this Contract on the basis of the disability. As a condition of accepting this contract, the Contractor agrees to comply with the “General Prohibitions Against Discrimination,” 28 C.F.R. § 35.130, 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 the Commonwealth of Pennsylvania through contracts with outside contractors.
- b. The Contractor shall be responsible for and agrees to indemnify and hold harmless the Commonwealth of Pennsylvania from all losses, damages, expenses, claims, demands, suits, and actions brought by any party against the Commonwealth of Pennsylvania as a result of the Contractor’s failure to comply with the provisions of subsection a above.

## **29. COVENANT AGAINST CONTINGENT FEES**

The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure the Contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business. For breach or violation of this warranty, the Commonwealth shall have the right to terminate the Contract without liability or in its discretion to deduct from the Contract price or consideration, or otherwise recover the full amount of such commission, percentage, brokerage, or contingent fee.

## **30. APPLICABLE LAW**

This Contract shall be governed by and interpreted and enforced in accordance with the laws of the Commonwealth of Pennsylvania (without regard to any conflict of law provisions) and the decisions of the Pennsylvania courts. The Contractor consents to the jurisdiction of any court of the Commonwealth of Pennsylvania and any federal courts in Pennsylvania, waiving any claim or defense that such forum is not convenient or proper. The Contractor agrees that any such court shall have in personam jurisdiction over it, and consents to service of process in any manner authorized by Pennsylvania law.

## **31. INTEGRATION**

This Contract, including all referenced documents, constitutes the entire agreement between the parties. No agent, representative, employee or officer of either the Commonwealth or the Contractor has authority to make, or has made, any statement, agreement or representation, oral or written, in connection with the Contract, which in any way can be deemed to modify, add to or detract from, or otherwise change or alter its terms and conditions. No negotiations between the parties, nor any custom or usage, shall be permitted to modify or contradict any of the terms and conditions of the Contract. No modifications, alterations, changes, or waiver to the Contract or any

of its terms shall be valid or binding unless accomplished by a written Change Order or Amendment signed by both parties.

### **32. CONTROLLING TERMS AND CONDITIONS**

The terms and conditions of this Contract shall be the exclusive terms of agreement between the Contractor and the PLCB. Other terms and conditions or additional terms and conditions included or referenced in the Contractor's quotations, invoices, business forms, or other documentation shall not become part of the parties' agreement and shall be disregarded by the parties, unenforceable by the Contractor and not binding on the PLCB.

### **33. CHANGE ORDERS AND AMENDMENTS**

- a. Change Orders: The PLCB reserves the right to make changes at any time during the term of the Contract or any renewals or extensions thereof: 1) to increase or decrease the quantities resulting from variations between any estimated quantities in the Contract and actual quantities; 2) to make changes to the services within the scope of the Contract; 3) to notify the Contractor that the PLCB is exercising any Contract renewal or extension option; or 4) to modify the time of performance, to extend the completion date beyond the Expiration Date of the Contract or any renewals or extensions thereof, as long as the scope of the Contract is not thereby altered.
- b. Amendments: An Amendment will be required when additional funds or terms increase the monetary value of the original approved amount of this Contract, unless it is appropriate to use a Change Order or funding adjustment. Extensions of this Contract beyond the term and its extension terms contemplated herein will require an Amendment. The PLCB reserves the right to require an Amendment for any change to this Contract in its sole discretion.

All changes to this Contract shall be initiated by the PLCB upon notification to the Contractor in writing. The change shall be effective as of the date indicated on the Change Order or Amendment, as applicable. Such increases, decreases, changes, or modifications will not invalidate the Contract, nor, if performance security is being furnished in conjunction with the Contract, release the security obligation. The Contractor agrees to provide the service in accordance with the Change Order or Amendment. Any dispute by the Contractor in regard to the performance required by any notification of change shall be handled through the Contract Controversies Provision.

### **34. GRATUITOUS SERVICES**

Contractor acknowledges and agrees that any and all gratuitous services are provided without the intent to seek any return promises or favoritism for Contractor in any bidding arrangements with the Commonwealth or the PLCB. Further, Contractor will provide gratuitous services with the understanding that it will not be prohibited from any procurement opportunities or subject to any reporting requirements as a result of providing such services. The parties acknowledge and understand that any and all gratuitous services that may be offered are for the sole benefit of the PLCB as an agency of the Commonwealth of Pennsylvania and not for the benefit of any person, board member, employee, contractor, or third-party otherwise affiliated with the PLCB or the Commonwealth of Pennsylvania. A statement of work will be required for any gratuitous services that are offered to the PLCB that requires Contractor to utilize any Commonwealth Data any customization in providing such gratuitous service. Contractor may not use the terms of this section to justify the presentation or demonstration of third-party products or services to the PLCB unless such products or services can be properly procured pursuant to the terms of, and within the scope of, this Contract.

### **35. CONFIDENTIALITY**

The Contractor agrees to guard the confidentiality of the Commonwealth's confidential information with the same diligence with which it guards its own proprietary information. If the Contractor needs to disclose all or part of project materials to third parties to assist in the work or service performed for the Commonwealth, it may do so only if such third parties sign agreements containing substantially the same provisions as contained in this section 35. The Commonwealth agrees to protect the confidentiality of Contractor's confidential information.

In order for information to be deemed to be confidential, the party claiming confidentiality must designate the information as "confidential" in such a way as to give notice to the other party. The parties agree that such confidential information shall not be copied, in whole or in part, except when essential for authorized use under this Contract. Each copy of such confidential information shall be marked by the party making the copy with all confidentiality notices appearing in the original. Upon termination or cancellation of this Contract or any license granted hereunder, the receiving party will return to the disclosing party all copies of the confidential information in the receiving party's possession, other than one copy, which may be maintained for archival purposes only. Both parties agree that a material breach of these requirements may, after failure to cure within the time frame specified in this Contract, and at the discretion of the non-breaching party, result in termination for default.

- a. The obligations stated in this section 35 do not apply to information:
  - 1) already known to the recipient at the time of disclosure other than through the contractual relationship;

- 2) independently generated by the recipient and not derived from the information supplied by the disclosing party;
  - 3) known or available to the public, except where such knowledge or availability is the result of unauthorized disclosure by the recipient of the proprietary information;
  - 4) disclosed to the recipient without a similar restriction by a third party who has the right to make such disclosure; or
  - 5) required to be disclosed by the recipient by law, regulation, court order, or other legal process.
- b. There shall be no restriction with respect to the use or disclosure of any ideas, concepts, know-how, or data processing techniques developed alone or jointly with the Commonwealth in connection with services provided to the Commonwealth under this Contract.

### **36. COMMONWEALTH DATA**

- a. The PLCB hereby provides notice to the Contractor and all of its subcontractors that the following information is among the data to be considered “confidential” by the Contractor (with respect to Section 35, herein). This is not an exclusive list of data that is to be considered confidential:
- 1) all personal information about identifiable individuals, including credit card numbers and biometric information, if any;
  - 2) all personal information about store employees, including biometric information;
  - 3) all financial and business information about PLCB stores;
  - 4) all physical and technical security information about PLCB stores.

Given the broad potential exposure to confidential information, the Contractor and all of its subcontractors are obligated to hold confidential and secure all data and information accessed by, provided to, or processed by the Contractor or its subcontractors which should be reasonably considered confidential under the circumstances.

- b. The Contractor shall provide, on behalf of itself and its subcontractors, notice to the PLCB about the data it collects under this Agreement, the locations of data storage, any data processing that takes place, and all uses of the data. This notice shall be provided at the start of operations, every time any collection, use, or location changes, or upon PLCB request.
- c. As the Contractor and/or its subcontractor(s) is hosting, handling, or processing Commonwealth confidential or sensitive data or information, the Contractor shall, and shall require its subcontractors to provide reports on the nature and effectiveness of the controls used to safeguard confidential and sensitive data, and on the Contractor’s and

subcontractors' risk management programs and policies. These reports shall be in the nature of certifications made by a signatory authorized to bind the organization, or by an independent third-party auditor, as may be approved and permitted in writing by PLCB.

Notwithstanding the foregoing, and with respect to the technology services provided under this Agreement, an independent auditing firm must provide a SOC 2 Type II report with respect to controls used by the Contractor and subcontractors relevant to internal and external procedures and systems that contain and process Commonwealth data and information. A substantially similar alternative to the SOC 2 Type II report, certified by a reputable independent examiner, and/or SOC 2 Type II reports for key portions of the information technology system supporting the technology services provided under this Agreement, may be provided with the advanced written approval of PLCB.

The Contractor shall, and shall require its subcontractors to, provide these certifications upon the occurrence of the following events and at the following intervals:

- 1) Annually
  - 2) At the request of the PLCB;
  - 3) At the direction of the PLCB where a cybersecurity incident or breach is related to, or affects PLCB data or information;
  - 4) At the direction of the PLCB where repeated non-conformities are identified in any certification / report required by the PLCB; or
  - 5) Upon any change to the Contractor's business model (such as merger, acquisition, or subcontractor change).
- d. If cybersecurity incident or data breach occurs, Contractor shall:
- 1) Mitigate the incident;
  - 2) Send notification to the PLCB immediately; and
  - 3) Provide the PLCB with a full report, including information about the nature and extent of the incident, the precise data implicated, and the incident's cause, all to the extent known at the time, within 5 calendar days.
  - 4) Taking any action required by the PLCB related to the breach, including making payment related to necessary notifications.
- e. All Commonwealth data must be stored within the continental United States.

### **37. NOTICE**

Any written notice to any party under this Contract shall be deemed sufficient if delivered personally, or by telecopy, electronic or digital transmission (provided such delivery is confirmed), or by a recognized overnight courier service (e.g., DHL, Federal Express, etc.) with confirmed receipt, or by certified or registered United States mail, postage prepaid, return receipt requested, and sent to following:

- a. If to the Contractor:

Allied Universal  
Eight Tower Bridge  
161 Washington Street, Suite 600  
Conshohocken, PA 19428

With a copy to:

General Manager  
Allied Universal  
75 South Houcks Road  
Suite 300  
Harrisburg, PA 17109

- b. If to the PLCB:

PLCB Director of Asset Protection  
505 Northwest Office Building  
Harrisburg, Pennsylvania 17124

With a copy to:

PLCB Office of Chief Counsel  
401 Northwest Office Building  
Harrisburg, Pennsylvania 17124  
[ra-lblegal@pa.gov](mailto:ra-lblegal@pa.gov)

### **38. RIGHT TO KNOW LAW**

- a. The Pennsylvania Right-to-Know Law, 65 P.S. §§ 67.101-3104, (“RTKL”) applies to this Contract. For the purpose of these provisions, the term “the Commonwealth” shall refer to the contracting Commonwealth agency.
- b. If the Commonwealth needs the Contractor’s assistance in any matter arising out of the RTKL related to this Contract, it shall notify the Contractor using the legal contact information provided in this Contract. The Contractor, at any time, may designate a different contact for such purpose upon reasonable prior written notice to the Commonwealth.

- c. Upon written notification from the Commonwealth that it requires the Contractor's assistance in responding to a request under the RTKL for information related to this Contract that may be in the Contractor's possession, constituting, or alleged to constitute, a public record in accordance with the RTKL ("Requested Information"), the Contractor shall:
  - 1) Provide the Commonwealth, within 10 calendar days after receipt of written notification, access to, and copies of, any document or information in the Contractor's possession arising out of this Contract that the Commonwealth reasonably believes is Requested Information and may be a public record under the RTKL; and
  - 2) Provide such other assistance as the Commonwealth may reasonably request, in order to comply with the RTKL with respect to this Contract.
- d. If the Contractor considers the Requested Information to include a request for a Trade Secret or Confidential Proprietary Information, as those terms are defined by the RTKL, or other information that the Contractor considers exempt from production under the RTKL, the Contractor must notify the Commonwealth and provide, within seven calendar days of receiving the written notification, a written statement signed by a representative of the Contractor explaining why the requested material is exempt from public disclosure under the RTKL.
- e. The Commonwealth will rely upon the written statement from the Contractor in denying a RTKL request for the Requested Information unless the Commonwealth determines that the Requested Information is clearly not protected from disclosure under the RTKL. Should the Commonwealth determine that the Requested Information is clearly not exempt from disclosure, the Contractor shall provide the Requested Information within five business days of receipt of written notification of the Commonwealth's determination.
- f. If the Contractor fails to provide the Requested Information within the time period required by these provisions, the Contractor shall indemnify and hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the Commonwealth may incur as a result of the Contractor's failure, including any statutory damages assessed against the Commonwealth.
- g. The Commonwealth will reimburse the Contractor for any costs associated with complying with these provisions only to the extent allowed under the fee schedule established by the Office of Open Records or as otherwise provided by the RTKL if the fee schedule is inapplicable.
- h. The Contractor may file a legal challenge to any Commonwealth decision to release a record to the public with the Office of Open Records, or in the Pennsylvania Courts, however, the Contractor shall indemnify the Commonwealth for any legal expenses incurred by the Commonwealth as a result of such a challenge and shall hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the



Commonwealth may incur as a result of the Contractor's failure, including any statutory damages assessed against the Commonwealth, regardless of the outcome of such legal challenge. As between the parties, the Contractor agrees to waive all rights or remedies that may be available to it as a result of the Commonwealth's disclosure of Requested Information pursuant to the RTKL.

- i. The Contractor's duties relating to the RTKL are continuing duties that survive the expiration of this Contract and shall continue as long as the Contractor has Requested Information in its possession.

### **39. ADVERSE INTEREST ACT AND LIQUOR CODE**

The Contractor agrees to maintain compliance with the State Adverse Interest Act Sections 776.1 through 776.8 (71 P.S. Sections 776.1 – 776.8), and Liquor Code Sections 210 and 214 (47 P.S. §§ 2-210, 2-214).

### **40. INSURANCE REQUIREMENTS**

Contractor shall procure and maintain at all times during the term of the Agreement the following:

- Comprehensive general liability insurance with minimum limits of not less than \$1 million for injury to or death of one person in a single occurrence and \$3 million for injury to or death of more than one person in a single occurrence and \$500,000.00 for a single occurrence of property damage.
- Auto liability insurance with a minimum combined single limit for bodily injury and property damage in the amount of \$5 million each accident.
- Workers' Compensation Insurance sufficient to cover all of the Contractor's employees working to fulfill this contract in accordance with the Worker's Compensation Act of 1915 and any supplements or amendments thereof.
- Professional Liability Insurance, from Contractor and its subcontractor NuTech, covering any damages caused by an error, omission or any negligent acts. Combined single limit per occurrence shall not be less than \$500,000, or the equivalent. Annual aggregate limit shall not be less than \$3 million. Security Guard Professional Liability Insurance may be combined with general liability limits.
- Excess/Umbrella coverage in the sum of \$2 million shall be provided and will apply over all liability policies, without exception, including but not limited to Commercial General Liability, Automobile Liability, Employers' Liability, and Professional Liability.

Contractor must provide annually proof of valid insurance coverage of the types and limits specified above. PLCB shall be endorsed as additional insured on the auto and general liability

insurance policies in connection with the services performed under the Agreement and to the extent provided for in the Contractor's indemnity. Valid certificates of insurance shall be issued to PLCB.

#### **41. PRESS RELEASES**

The PLCB reserves the sole right to issue news releases or release information publicly regarding any security incidents that may occur during the Contract term. Contractor shall not permit its employees or sub-contractors to speak publicly regarding any security incident without the express written approval of the PLCB.

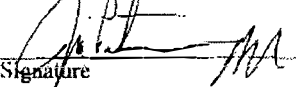
#### **42. SIGNATURES**


The parties agree that: (1) a record or signature may not be denied legal effect or enforceability solely because it is in electronic form; (2) a contract may not be denied legal effect or enforceability solely because an electronic record was used in its formation; (3) if a law requires a record to be in writing, an electronic record satisfies the law; and (4) if law requires a signature, an electronic signature satisfies the law.

The Parties to this Contract have executed it, through their respective duly authorized representatives.

**Universal Protection Service, LLC:**

**Pennsylvania Liquor Control Board:**

 11-12-21  
Signature Date

 11-29-21  
Signature Date

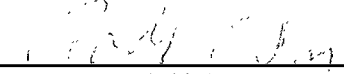
John A. Petrucci, Jr.  
Printed Name


Michael G. Demko  
Printed Name

President - Mid-Atlantic  
Title

Executive Director  
Executive Director

**APPROVED AS TO FORM AND LEGALITY:**

  
PLCB Office of Chief Counsel

 Digitally signed by David E. Stover  
Date: 2022.01.05 10:11:50 -05'00'  
Office of Attorney General Date

**APPROVED FOR FISCAL RESPONSIBILITY AND BUDGETARY APPROPRIATENESS:**

To be Affixed Electronically  
Comptroller

**APPENDIX G**  
**SECURITY GUARD PERFORMANCE REQUIREMENTS**  
**(updated as of November 10, 2021)**

These Security Guard Performance Requirements represent the minimum expectation for performance of Security Guards assigned to perform Services under the Contract. These requirements are in addition to any requirements set forth in Post Orders which will be developed during the term of the Contract.

1. The primary location for security guards to position themselves will be determined by the PLCB designated person in charge (“PIC”) for that location. From this location, the guard will perform continual sweeps throughout the store and maintain a high level of visibility at all times as a deterrent. Security guards shall patrol those areas accessible to the public, including the sales floor and checkout areas, as well as other areas requested by the PIC.
2. Security guards shall interact with PLCB personnel, FW&GS employees, and customers in a respectful, courteous, and dignified manner. Fraternalization with employees and customers is discouraged. Any conversations should be kept short to not distract the security guard from performing their assigned duty.
3. Security guards may be asked by FW&GS employees to deny access to specific individuals who have been deemed a threat. The security guard may be required to assist in removing such individuals from the store. If a security guard recognizes an individual that has been banned, the PIC should be notified immediately. Removal of said person will be at the discretion of the PIC.
4. Security guards shall immediately notify the PIC if any individual is exhibiting violent or abusive behavior so that the PLCB can contract local authorities, if necessary. In the event one or more individuals presents threat of loss of life, the responding security guard(s) may only use force that is reasonable and necessary to effectively bring the incident under control while protecting the store’s property, staff, and customers.
5. Security guards are prohibited from making FW&GS store purchases, including the purchase of Pennsylvania lottery tickets, prior to and after their shifts at the same location where the shift was performed.
6. Security guards requesting to leave earlier than a scheduled shift end time must arrange such early departure with the Contractor’s designated supervisor – prior to leaving his or her assigned post – regardless of the amount of time remaining in the shift. Security guards may not leave the premises until a replacement guard arrives to take over the remainder of the shift. The Contractor must place any security guard not following this procedure on notice with a written warning, sending a copy of same to the store manager. Repeated instances of tardiness may warrant removal or dismissal.
7. The PLCB will provide on-duty security guards with a place to store their belongings; however, neither the PLCB nor its store employees are responsible, or otherwise liable, for the safety or

security of the security guard's belongings. The PLCB, by and through its employees, reserves the right to inspect a security guard's belongings.

8. Security guards are not permitted to read books, newspapers or magazines, check or use cell phones or electronic devices (except as specified below), sit for long periods of time, listen to radios, make personal calls, use earphones, or engage in any similar personal entertainment or distraction while on duty.
9. Security guards may carry cell phones, radio equipment and other equipment while on duty, as directed by the Contractor. During scheduled work hours, security guards are only to use cell phones for business communications between themselves and the Contractor. Security guards must always let the PIC know before a call is placed to the Contractor.
10. Security guards shall not occupy their personal vehicles while on duty.
11. Security guards shall not possess or use illegal substances, alcohol, or marijuana while on the job. Security guards under the influence of alcohol, marijuana, or illegal drugs while on duty shall promptly be dismissed and Contractor shall not be reassigned to any other FW&GS store.
12. Security guards may not enter FW&GS storage areas at any time for any reason without authorization from the PIC.
13. Security guards are not permitted to assist store personnel in performing operational duties of any type, such as bagging merchandise, loading vehicles or locking doors.
14. Security guards are not permitted to leave their assigned posts for personal reasons – i.e. smoke breaks, fraternization, eating, personal business and appointments, or lunch period – without approval of the PIC. Leaving an assigned post may be cause for termination.
15. As operationally possible within an eight or more-hour shift, a thirty-minute paid lunch period will be permitted, but must be taken on the store premises in an area designated by the PIC at a time agreeable to both the PIC and the guard.
16. Security guard is to follow the direction of the PIC according to post orders to be provided on site and any additional instruction.
17. Security guards shall generally perform services in shifts up to eight-hours. Shift duration may vary based on PLCB business needs.
18. Security guards must maintain a clean personal appearance, proper hygiene, and professional uniform while on duty. Security guards are required to wear a name tag, identifiable with the name of both the guard and the Contractor, at all times while on duty. Guards are not permitted to wear any personal clothing or non-uniform hats while on duty. Firearm Armed security guards must wear a bullet-proof vest while on post. All guards shall timely report for duty in full uniform, with any equipment secured and ready. Guards will not be permitted to change or prepare for a shift on a FW&GS location premises.

- 19.** Unarmed Security guards are prohibited from carrying personal lethal or non-lethal weapons – including but not limited to knives, back-up/concealed pistols, and OC (pepper) spray – even if they hold a Pennsylvania License to Carry.
  
- 20.** Guards must report emergency situations, suspicious activity, illegal incidents, vandalism, smoke, fire and other such activity immediately to the PIC, so that the PLCB may contact local police or fire departments as appropriate. The Contractor must provide its emergency policy to each location to be available to the store staff and the guards.
  
- 21.** As soon as possible following an incident, and before the end of guard's shift, the guard must report to the PIC details regarding the incident including but not limited to names of individuals involved, date and time of incident, offenses committed, name of fire/police department involved, and names of officers.
  
- 22.** No guard may have worked for the PLCB, in any capacity, within the previous six months.

## **APPENDIX H, SYSTEM REQUIREMENTS** **(updated as of November 10, 2021)**

### **Alarm Requirements**

1. All electrical wiring and installations shall be done in accordance with the National Electrical Code and be compliant with any other local requirements.
2. The control unit must be listed for commercial burglary.
3. System equipment shall be provided with tamper protection and shall report tamper alarms to the Central Station twenty-four hours a day.
4. System equipment will be supported by an Uninterruptable Power Supply (UPS) with batteries maintained according to manufacturer's guidelines.
5. System shall have the ability to be remotely set/reset from the monitoring center.
6. System configuration shall include an emergency hold-up alarm for retail locations which includes, at a minimum, four panic buttons (one in office, one in storage area, one to be carried by Store Manager and one under the primary register) and shall provide for a watch mode function.
7. All doors shall be equipped with a minimum of one magnetic door contact and magnet (pair) per operable leaf. Contacts shall be mounted so that the sensor is on the door frame and the magnet is mounted on the operating door leaf.
8. All windows at LSC's and FW&GS locations shall be covered by CCTV volumetric sensors alerting of intrusion.
9. Volumetric sensors at LSC's and FW&GS locations shall provide interior perimeter coverage walk tested to one step per second as described in UL 681 Motion Detection Units, volumetric steps are 30 in +/- 3 inches.
10. Hold up buttons shall be mounted in concealed locations where necessary.
11. All system alarms, wireless or wired, must report to the on-site security panel within 5 seconds of supervised alarm state.
12. Panel shall support the supervision of all keypads required at each location.

### **Camera Requirements**

1. Video quality must be sufficient to meet at least the following Video Content Analytics (VCA) objectives:
  - a. Delete as this feature was Removed in Q&A Motion detection
  - b. Alerting store management of long checkout lines.
  - c. Object detection
  - d. Motion search
  - e. Empty shelves and boxes.
  - f. Obstacles at exits.
2. Cameras must provide currently available industry standards of resolution and frames per second (FPS)
3. Cameras should have infrared radiation (IR) technology to provide actionable video in little to no light in the intended field of view.
4. Cameras must be powered via standard Power over Ethernet (PoE)
5. Cameras are NOT to record audio of any kind.

## **Video Management/Archive Specifications**

1. All video footage should be retained for a minimum of 90 days. Footage derived from the cameras dedicated to the network cabinets must be retained for a minimum of 90 days.
2. User accounts will be created and maintained within the video management system (VMS) with comprehensive RBAC capability.
3. Retained video footage must include date and time stamps and able to encrypt video with Bosch native export for use by law enforcement.
4. Proposed solution must contain privacy masking ability.
5. Solution must provide the ability to search archived video utilizing metadata criteria.
6. PLCB must have the ability to remotely search. and archive video.

## **System Monitoring Specifications**

1. False alarm management and mitigation must be included.
2. A primary access code must be provided for each location for arming/disarming the system. Secondary access codes are to be provided upon request. Personal identification numbers shall be issued to authorized store/facility personnel.
3. Companies shall provide an interactive web-based reporting platform that would be typically used for retail store chains, with reporting feature sets and search modes by region, district, store number, mapping capability of all monitored locations, text and email notifications and shall include the following as minimums features:
  - a. AC failure
  - b. Low battery
  - c. Delayed or failed activation/deactivation of alarm system
  - d. Alarm triggered
  - e. Communication trouble
  - f. Hold up alarm activated
4. System must provide the ability to conduct live video review of any dispatched video alarm.
5. System must be able to instantly assign new users or request deletion of users.
6. System must have role-based access controls.
7. PLCB must have the ability to submit a service request, view status of such request and view documentation of completion, including photos.



## APPENDIX I

### KEY PERFORMANCE INDICATORS

The Parties agree to the KPIs listed in the chart below in order to evaluate the performance of the Services provided pursuant to RFP# 20200924. The KPI chart below sets forth the KPI, Target Level, and Credit owed to PLCB for failure of Contractor to meet the desired target.

Performance Credits (PCs) and Methodology for their calculation will be determined by agreement of the parties prior to the end of the first quarter for which they will be imposed pursuant to Section 12 of the Contract. Thereafter, PCs will be paid by the Contractor in the amounts as herein indicated for failure to meet the identified KPI targets. The Parties understand and agree that the PCs are not, and are not intended to be, penalties, but are instead mutually negotiated amounts designed to reasonably compensate PLCB for certain damages related to the Contractor's failure to provide the agreed upon level of Service. PC amounts do not preclude the pursuit of other remedies by the PLCB but will be credited against any awards related to the same damages. Imposition of Performance Credits is solely at the discretion of the PLCB.

<b>Key Performance Indicator</b>	<b>Description</b>	<b>Methodology</b>	<b>Target Level</b>	<b>Performance Credit owed</b>
Maintenance Response time	Adherence to service response time by priority as detailed below.	TBD	100%	TBD
Alarm Response Time	Time between alarm activation and notice to PLCB.	TBD	< 1 minute from alarm activation	TBD
System Uptime	Time that central monitoring is active and available, including client portal.	TBD	99.9%	TBD
Guard Uniform Compliance	All guards will be properly uniformed. Contractor will conduct random uniform inspections and share results quarterly with PLCB.	TBD	99% per region	TBD
Attendance and Timekeeping	No-show guards or guards dismissed by PLCB that are not replaced within 1 hour of notice of no-show or dismissal. Also includes guards arriving late, leaving early, abusing any break period, or other instance of unavailability while scheduled for service.	TBD	99.9% per region	TBD

## **SERVICE RESPONSE**

There are 3 types of service requests in the event of equipment failure or malfunction.

### **Priority 1 Service (Emergency Service Call) and Resolution**

- NuTech will endeavor to provide the service and resolve the failure the same day except if a replacement part is required, and then in such instance, it shall be replaced within 24 hours of service call. This request must be initiated by 3:30pm EST.
- This is typically required when an alarm panel cannot communicate to the central station.
- Alarm panel cannot operate
- Store cannot arm or disarm
- NVR Offline

### **Priority 2 Service and Resolution**

- NuTech will endeavor to provide service resolving the issue the within 1-2 business days. This request must be initiated by 3:30pm EST.
- Escalation of a Priority 1
- Multiple devices failing, but panel is communicating and store can arm and disarm
- If a replacement part is required such shall be replaced within three (3) business days of the request unless part is special order and if so, NuTech shall use best efforts to ensure the special order is ordered and installed as soon as possible.

### **Priority 3 Service and Resolution**

- Service provided within 5 business days of the request. This request must be initiated by 3:30pm EST.
- Our tech support center will temporarily, for at most ten (10) business days bypass any failing devices, will put priority requests on secondary devices, such as a door switch that is falsing but has a back up motion detector that can become primary.
- If a replacement part is necessary to fix and/or any permanent fix for any failing device and/or any permanent fix as set forth in the sentence above, such replacement shall be provided and installed by Nutech within 10 business days to cause such to be in as good of condition as original unless part is special order. If so, NuTech shall use best efforts to ensure the special order is ordered and installed as soon as possible.

# **Allied Universal Security Services Policy Statement**

## **Legal – Use of Force and Reporting Policy**

**DATE REVISED:** 08/22/2021  
**SOURCE:** Legal Department  
**PREPARED BY:** James C. Grant, Director, Firearms & Use of Force  
**Policy:** Y  
**Procedure:** Y

**Purpose:**

To articulate policy and procedures concerning the use of force.

**Person(s) Responsible:**

Division Presidents  
Region Presidents  
Region Vice Presidents  
Branch Managers (or similar)  
Account and Field Operations (or similar)

**Scope of Employees Covered:**

This policy applies to all employees of Allied Universal Security Services.

### **I. Use of Force**

#### **Use of Force- General Principles**

It is Allied Universal's policy that employees shall not use physical force against persons unless the employee reasonably believes that such force to be necessary to protect the employee or another individual from imminent bodily harm. The extent of force employed must not exceed the minimum amount of force necessary to counter the threat, and may be employed only for as long as the threat persists, as described in more detail below.

In most circumstances, disengagement in favor of calling law enforcement authorities is preferable choice. Further, a decision to use force in any situation shall consider the likelihood of success and the risks to the Security Professional. Under no circumstances should a Security Professional engage in a physical altercation that is likely to result in physical injury to the Security Professional or that is unlikely to effectively counter the threat.

Allied Universal considers any time an employee physically touches another person to achieve a desired level of compliance to be a use of force. A use of force includes:

- Use of hands, body, defensive tactics or equipment, less lethal weapons, or firearms in the course of duties;
- Pursuit of any kind;
- Display or brandishing of any weapon;
- Deployment of a working dog.

As an exception to this policy, routine therapeutic patient restraint procedures and routine handcuffing during police operations (i.e. Company Police, Special Officers) do not need to be reported to the Legal Services Group. In these environments, the Corporate Use of Force Report only needs to be completed if they involve the use of weapons, injuries to our employees, the subject or a third party, if there is some other unusual or unexpected outcome, or if the subject of medically-ordered therapeutic restraint resisted the procedure.

### **Possession of Weapons Prohibited**

No Allied Universal employee or agent may carry, possess, or store a firearm or other weapon, including less lethal weapons during the course and scope of their employment, except as permitted by this policy. Except where state law prohibits such a restriction, this policy shall prohibit the carrying of a personal firearm to work, as well as having a personal firearm available in the passenger compartment or trunk of a Company vehicle or private vehicle being used for work purposes. As stated in the employee handbook, employees who violate this policy will be subject to discipline up to, and including, termination.

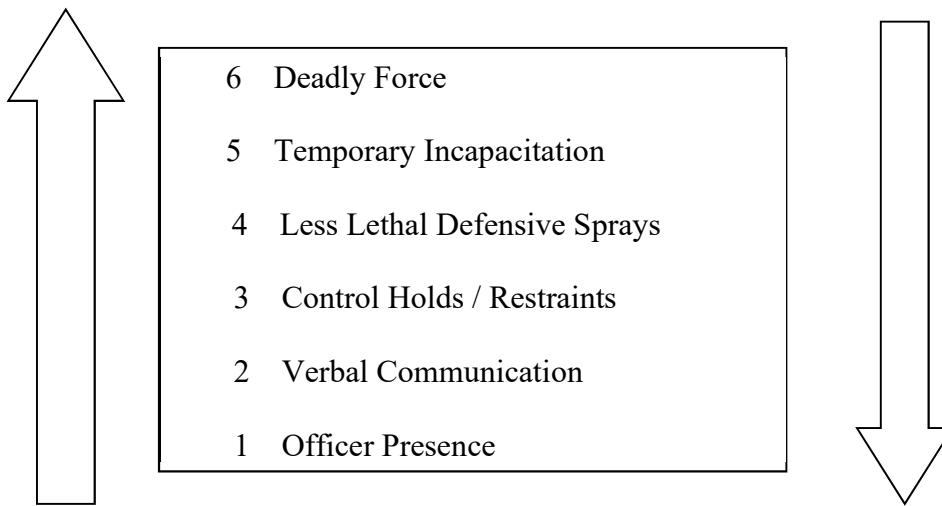
### **Use of Force Continuum**

The Use of Force Continuum shall be the standard model for the use of force by all Allied Universal Security Professionals. The continuum is broken down into six broad levels. Each is designed to have an *elastic factor* to accommodate evolving situations evoking different levels of force. It is common for the level of force to move from level two, to level three, and back again in a matter of seconds.

Allied Universal Security Professionals should be mindful that so long as prudent under the circumstances, disengagement in favor of calling the police or other law enforcement authorities is always the preferred course of action as part of the force continuum.

Additionally, Security Professionals must remember that the Use of Force Continuum relates not only to the escalation of the Use of Force but also directs the de-escalation of techniques as the subject's threats diminish or stop.

The following diagram demonstrates the escalation and de-escalation of the use of force with 1 being the least force used and 6 being deadly force:



## LEVEL ONE

**Officer Presence.** The mere presence of a highly visible uniformed Security Professional may stop a crime in progress or prevent future crime. Without saying a word, an alert Security Professional can deter crime or direct criminals away from a property by use of body language and gestures. At this level gestures should be non-threatening and professional.

## LEVEL TWO

**Verbal Communication.** Used in combination with a visible presence, the use of the voice can usually achieve the desired results. Words can be whispered, used normally, or shouted to be effective. The content of the message is as important as the Security Professionals demeanor. It's always best to start out calm but firm and *non-threatening*. Choice of words and intensity can be increased as necessary or used in short commands in serious situations. The right combination of words can de-escalate a tense situation and prevent the need for a physical altercation. Training and experience improves the ability of a security officer to communicate effectively with everyone, including the police.

**NOTE: All uses of force above Level Two require the preparation and submission of a Use of Force Report**

## LEVEL THREE

**Use of Open Hands, Control Holds & Restraints.** Certain situations may arise where words alone do not reduce the aggression. Sometimes Security Professionals will need to get involved physically. At this level, minimal force would involve the use of bare hands to guide, hold, or restrain. This does not include offensive moves such as punching, tackling, or choking. Pain compliance holds could apply here but only after ordinary holds fail to control an aggressive suspect. A baton may only be used at this level as a self-defense mechanism to block blows or temporarily restrain a suspect. Handcuffs can be used a restraint device only if the officer has been trained to do so. Not every suspect needs to be handcuffed. Restraints should only be used on a person who exhibits aggression, poses a real threat. Handcuffs should not be applied too tightly and should be double-locked when safe to do so. Once a suspect is handcuffed, the officer is responsible for his or her safety. To avoid the possibility of "positional asphyxiation," Allied Universal Security Professionals may not pile on top of a suspect, or place a handcuffed suspect face-down on the ground. Hog-ties and hobbling (tying legs together) are prohibited.

#### **LEVEL FOUR**

**Less Lethal Defensive Spray (O.C.).** When a suspect is violent or threatening, more extreme but less lethal measures may be used in defense, to bring the suspect under control, or affect an arrest. Before a Security Professional may moving to level four, it is assumed that he or she exercised other less physical measures or deemed them inappropriate. When used by surprise, pepper spray is an excellent distraction, allowing the officer time to get away, call the police, or subdue the suspect. Pepper spray should not be used to protect property or to enforce business rules. It is a defensive weapon. Pepper spray must be directed in the suspect's face for maximum result, and not sprayed wildly at groups of people. Even though considered less lethal, pepper sprays can cause severe reaction and possible injury. Also, pepper sprays have a blinding effect and care must be used that spray victims do not fall down stairs, wander into traffic, or operate a motor vehicle.

#### **LEVEL FIVE**

**Temporary Incapacitation.** This level of force may only be employed when the situation is so extreme, violent, and immediate that it is necessary to temporarily incapacitate a suspect prior to the arrival of the police. This includes the use of all methods of non-deadly force beginning with the empty hand up through and including impact tools, Taser's or working dogs. At level five, properly used defensive and offensive moves (including take downs, knee, hand, and elbow and arm strikes) are allowed under the right circumstances. Baton blows to soft tissue and certain joint areas are consistent with professional security training standards. Kicking any part of a subject's body, and baton blows to the suspect's head or throat, however, can be deadly, and are inconsistent with professional training standards, and are strictly prohibited **unless the use of deadly force is justified**. Any violation of this directive will be treated as a serious offense warranting discipline up to, and including, termination.

Temporary incapacitation is used to stop a suspect from injuring an officer or others, permitting the application of handcuffs or other restraints. Electronic control devices( ("ECDs")) also

known as conducted electrical weapons, and “Tasers”) are a recognized means of temporarily incapacitating an assailant, but may only be carried by an Allied Universal Security Professional with the express approval of the Chief Administrative Officer and General Counsel in consultation with the Legal Services Group.

## **LEVEL SIX**

**Deadly Force.** Allied Universal Security Professionals are justified in threatening or using less lethal force against another when and to the extent that the officer reasonably believes that such threat or force is necessary to defend him/herself or a third party against another’s imminent use of unlawful force. Deadly force, however, may be used only when necessary, that is, when the officer has a reasonable belief that the subject of such force poses an imminent danger of death or serious physical injury to the officer or to another person, and the use of lesser force is not possible or would not extinguish the threat.

By way of example, but not limitation:

- A. Deadly force generally may not be used to prevent the escape of a fleeing suspect unless that individual poses an imminent threat to the safety of others.
- B. Firearms may not be fired for the purpose of disabling moving vehicles.
- C. Firearms may not be discharged at or from a moving vehicle.
- D. Warning shots are not permitted.

If feasible and if to do so would not increase the danger to the Security Professional or others, a verbal warning to submit to the authority of the officer shall be given prior to the use of deadly force.

When the decision is made to use force, an Armed Security Professional may continue its application only until the subject surrenders or otherwise no longer poses an imminent danger to the Security Professional or to others.

When the application of deadly force is necessary, attempts to wound or otherwise cause minor injury are unrealistic and impractical, and can prove dangerous to the Security Professional and others because such attempts are unlikely to neutralize the imminent danger he or she confronts.

The brandishing of an un-holstered firearm in a public setting is strictly prohibited unless the situation warrants the use of deadly force as stated herein. Even when deadly force is permissible, Armed Security Professionals should assess whether its use creates a danger to third parties that outweighs the likely benefits of its use. Consideration must be given to innocent bystanders and Security Professionals shall not unreasonably endanger the safety or welfare of bystanders.

## **Additional Criteria for All Uses of Force**

Whether deadly or less lethal, when force is used against a person it must cease when the resistance or threat is overcome or ceases. Allied Universal Security Professionals must be mindful that the purpose of force is to overcome aggression or threats and only to protect the lives of the officer or other persons. The application of force for any other purpose is not justified.

Since the Use of Force Continuum requires the exercise of less lethal force before resorting to deadly force, no Allied Universal security officer will be authorized to carry a firearm unless and until that officer is trained in the use of, and equipped with, a less lethal weapon such as a baton, pepper O.C. (Oleoresin Capsicum) spray, or ECDs.

***NOTE: Adoption or use of Client-specific use of force policies must be approved by the Legal Services Group.***

Allied Universal Security Professionals will exercise only that level of force necessary to de-escalate an incident and safely achieve control. As indicated by the Use of Force Continuum, whenever feasible, verbal commands should be given before resort to physical compliance techniques or the use of O.C. spray, a baton, or stun device. The level of force necessary to safely achieve control will logically be proportionate with the level of resistance confronted.

## **Monitoring of the Subject and Medical Attention**

Once a combative subject has been detained it is important to monitor them for any medical problems resulting from the use of defense tactics or equipment. Medical professionals shall be summoned for any subject who has been exposed to prolonged fighting, OC spray, baton strike, ECD use, dog bite, gunshot wound or with any other obvious injury or medical difficulty. In the case of OC spray, immediate post-exposure cleansing should begin as soon as it is tactically safe to do so.

## **Pursuit**

Pursuit is defined as travelling at a faster pace or speed than a suspect, with the objective to approach and detain a suspect who is attempting to flee the scene of a crime and/or to avoid arrest/detention. Pursuit is **prohibited** except in situations where failure to detain the suspect could cause death or serious bodily injury.

Pursuit does not include following at a rate and manner to maintain surveillance of the fleeing suspect with the intent to relay information to responding Law Enforcement or to contact the suspect who ceases to flee.

## **Vehicle Pursuits**



A pursuit using a vehicle is defined as using a vehicle to follow a suspect who is on foot or in a vehicle while travelling at a higher speed than normal for the environment or in a manner that would be considered unsafe for the environment.

Vehicle Pursuits are **prohibited**, no matter the circumstances or equipment provided on security vehicles

Following a suspect or a suspect vehicle shall not be done in a manner that is unsafe or violates any jurisdictional vehicle code (speed limits or traffic control laws) or private property rules.

### **Detention and Legal Arrest**

A Security Professional, as result of his/her position, has no elevated legal duty or authority to detain or arrest a subject.

A person is considered arrested or detained when he/she is not free to leave the scene, regardless of whether force or coercion has been used.

Generally, a Security Professional's ability to make a lawful arrest is governed by the same laws which govern arrests made by private citizens, commonly referred to as a "citizen's arrest". Therefore, a Security Professional should understand the law in the jurisdiction where they are working with respect to a private citizen's ability to perform a lawful arrest. What may be considered a lawful detention and arrest in one state may be unlawful in another state.

Security Professionals may only make a Citizen's Arrest under a set of very strict circumstances. Though state laws vary, a Citizen's Arrest generally can only be made if all three of these conditions have been met:

- A felony has been committed in your presence
- The police would not be able to respond in time to prevent injury from imminent physical harm or death (a justified use of reasonable) force or the escape of the subject
- Your site's contract and post orders permit you make a citizen's arrest

Making a physical arrest should be an act of last resort and local law enforcement must be immediately notified.

There is no legal obligation for a Security Professional to make an arrest. While it is recognized that there are situations wherein Security Professionals do make arrests, if the situation is unsafe, the decision to not arrest may be appropriate. In such a situation, notifying and waiting for Law Enforcement may be prudent.

### **Moving an Arrestee**

While awaiting the arrival of Law Enforcement, the Security Professional should keep the arrestee at the scene of the apprehension, unless doing so would be unsafe. The arrestee should be placed in a seated position, either on a chair or other elevated stable object. If no such object is available the arrestee may be seated on the ground.

Any handcuffed and compliant arrestee shall be seated or under direct physical control of a security professional.

As set forth above in Section I (Use of Force Level 3) at no time shall a restrained subject be left in a prone (face-down) position. Hog tying or hobbling of subjects is prohibited.

If it is prudent to move the arrestee due to tactical or procedural considerations, then the arrestee may be escorted to another location.

The arrestee shall be under the observation of Security Professionals at all times until placed in the custody of Law Enforcement. The constant observation of the arrestee is for the safety of all persons, to limit the attempt to escape, or to protect against the destruction of evidence.

### **Exceptions to the Pursuit/Detention/Arrest Policy Statements**

In some instances, Allied Universal Security Professionals' have different duties and legal authorities, such as "police type" operations (i.e. Company Police, Special Officers), certain retail environments, facilities impacting national security or critical infrastructure. In these instances, further policy instructions, in conjunction with local regulations regarding the limits of your authority, will be communicated at the job level.

## **II. Reporting Requirements and Response**

### **Required Reporting**

In every incident involving the Use of Force, the employees(s) involved must complete a "Use of Force Incident Report" and this form is to be forwarded by the Account Manager or Field Operations Manager over the Security Professional involved in the event to the Legal Services Group ([force@aus.com](mailto:force@aus.com)) with copies to the supervisor's management chain (i.e. BM, RVP, RPs) within 24 hours of the event. This report will provide detail about the incident including the identity of those involved, the level and type of force applied, and the reasons for its application. Injuries to either officers or others must be fully described, as must any resultant property damage.

Branch and Regional Office management are responsible for strict compliance with notification requirements specified by all relevant state, local, and county private security licensing and regulatory authorities.

Within 5 business days of the event, Branch Office management will review the incident, the Security Professional(s) immediate supervisor must make a recommendation regarding whether

the use of force complied with company policy, contract deliverables, and local regulations or if any additional investigation is dictated by the facts and circumstances of the incident.

### **Response**

In all incidents involving the Use of Force, the Security Professional's immediate supervisor will respond to the scene as soon as practicable to gather the facts and assist the officer in the preparation of Use of Force Incident Report. He or she should notify the Account Manager and/or Branch Manager of the event as soon as practicable.

Absent aggravating circumstances, no further investigation is necessary beyond the submission of the Use of Force Incident Report to the Legal Services Group and relevant Regional President. In determining whether an investigation is necessary based upon aggravating circumstances, local management should consider the nature and level of force applied, the extent of any injuries, and the level of adherence to policy. The Supervisor, Account Manager, Branch Manager, and, if appropriate, the Regional President should contact the Legal Services Group for guidance in such cases when formulating a recommendation for follow-up investigation.

# PANDEMIC CONTINGENCY PLAN AND SERVICE PROTOCOL

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The information and expressions of opinion in this plan are not intended to be a comprehensive study, nor to provide legal or medical advice, and should not be treated as a substitute for specific advice concerning individual situations. Although we endeavor to provide accurate information, there is no guarantee or warranties that such information is accurate as of the date it is received or that it will continue to be accurate in the future.

**This is an internal Allied Universal document and is not intended for external use.**

## Attached Documents

[Allied Universal Site Specific Pandemic Action Plan](#) ▶

[WHO Phase Descriptions and Main Actions by Phase](#) ▶





## INTRODUCTION AND PLAN PRIORITIES

Concerns related to communicable diseases require emphasis on emergency preparedness planning for short-term and long term crises, including pandemic situations. This Pandemic Contingency Plan and Service Protocol (“Contingency Plan”) has been developed to address this need.

Of key interest is the emerging threat posed by coronavirus virus. This document has been developed to educate employees of Allied Universal and help them plan for a communicable disease emergency such as the coronavirus virus. Although we may share this document with interested customers, this is intended to be a dynamic internal document which may be updated from time to time. Nothing in this document should be considered a promise or representation to customers that Allied Universal can prevent or control the spread of communicable diseases under any circumstances. Allied Universal customers and other third parties should consult with their own professionals concerning these issues.

**Allied Universal values its customers and employees and views their safety and health as the highest priority.**

### THE EXTENT TO WHICH AN INFECTION MAY SPREAD AND ITS IMPACT ON THE US POPULATION IS UNCLEAR. THERE ARE SEVERAL PRUDENT STEPS THAT ALLIED UNIVERSAL IS TAKING IN ORDER TO BE PREPARED.

1. Protect the health and well-being of our employees
2. Analyze and plan operational continuation strategies that will help ensure ongoing service to as many of our customers as possible
3. Analyze direct distribution alternatives and/or ensure sufficient pre-stocking of infection control items to protect our employees and to supply customers with anticipated increases in demand
4. Solicit contingency plans from our vendors that address uninterrupted flow of supplies
5. Identify alternate vendors in case of possible supply chain interruption



Unless otherwise specified, the full implementation of this Contingency Plan is triggered by the World Health Organization raising the pandemic alert to Phase 5.



# ORGANIZATION

## REGIONAL PANDEMIC RESPONSE COORDINATOR

Each Allied Universal Region will have a Pandemic Response Coordinator (“Coordinator”). The Coordinator shall be the Regional President or their designee.

The Coordinator shall assist site leadership in the development of Site Specific Pandemic Action Plans to address (1) Allied Universal anticipated and actual needs and (2) the customers’ anticipated and actual needs.

### RESPONSIBILITIES

The Coordinator shall be responsible for:

1. Communicating to and cascading information from the Crisis Team to Branch and Operational Leadership
2. Periodically convening meetings with Branch and Operational Leadership
3. Supporting Account Management and Site Leadership during customer inquiries about pandemic preparedness and response
4. Ensuring that all Allied Universal pandemic-related documentation is completed
5. Ensuring that Allied Universal field operations are prepared for the possibility of a coronavirus pandemic
6. Communicating with Allied Universal management on all issues related to pandemic planning and response
7. Consulting with Allied Universal Risk Management and Safety Services as needed to ensure consistency and accuracy

Regional information and an emergency contact list will be updated by Regional leadership to ensure that everyone is aware of the latest available information and the impact of that information on operational preparedness.

The region will designate an alternate for each level of responsibility to ensure continuity in the event the delegate is not able to perform responsibilities.

## CRISIS MANAGEMENT TEAM

Allied Universal will designate a Crisis Management Team “Crisis Team”. The Crisis Team shall coordinate and communicate with the field through Regional Pandemic Response Coordinator, Corporate HR, Risk and Safety and the Regional President.

### RESPONSIBILITIES

The Crisis Team shall be responsible for:

1. Developing and managing corporate policies and procedures to manage pandemic threats, including emergency planning in response to directives from public health officials
2. Providing guidance and assistance to the Regional Pandemic Response Coordinator and Branch Safety Coordinators, as needed
3. Meeting periodically to discuss pandemic-related planning and response issues
4. Assisting the field in responding to pandemic-related issues

### The Team is comprised of the following individuals:

- ▶ EVP and General Counsel
- ▶ SVP and Deputy General Counsel, Labor and Employment
- ▶ Chief Human Resources Officer
- ▶ SVP Risk Management
- ▶ SVP Training and Development
- ▶ VP Risk Management
- ▶ VP Marketing
- ▶ VP Benefits
- ▶ Director Strategic Sourcing
- ▶ Director Human Resources
- ▶ Manager Safety Programs



For a description of the phases and the planning goals, refer to the “Description of the WHO Pandemic Phases” section in the back of this document. ([Section 6](#), [Appendix C](#) ▶)





# OPERATIONS

## TRAINING REQUIREMENTS

Training regarding pandemic related safety precautions and other information will be provided to Allied Universal personnel in compliance with recommendations by Federal, State and Local health officials as recommended.

As the threat of exposure to coronavirus virus increases, Allied Universal site leadership will consult with its customers to identify best practices and any necessary changes to post orders or other activities. Given the likelihood of increased absenteeism during a pandemic, Allied Universal will develop alternative staffing plans to minimize disruptions to support continued service.

Allied Universal personnel will be advised on the health issues related to the pandemic including prevention of the disease or illness, initial disease symptoms, how to prevent spreading the disease and when it is appropriate to return to work after an illness. Allied Universal will not encourage anyone who is feeling ill to come to work.

## STAFFING CONTINUITY CONSIDERATIONS

Allied Universal will undertake reasonable efforts to continue to provide services to its customers during a local or national epidemic. This may require implementation of non-routine solutions in order to carry out the security routines in the most efficient manner. The key factors affecting Allied Universal's ability to continue operations will be (1) the availability of labor due to absenteeism and (2) the ability to safely continue operations in affected locations.

Allied Universal will do everything possible to safely maintain staffing at customer locations; however, the likelihood of labor shortages in the event of a pandemic is high. It is not possible to accurately predict the extent of the labor shortage.

Critical security procedures, services and/or processes will be identified in partnership with our customers. Coverage and service must be established on a location by location basis given the pandemic warning level and the unique circumstances of the work environment.

This plan assumes that a shortage of labor will require the account supervisor to coordinate security tasks based on their priority. Employee responsibilities and areas serviced may need to be changed to ensure that the most important services are done first. Employees will also be assigned to do the required tasks based on their ability to do the job quickly and safely.

## STAFFING AND PERSONNEL CONSIDERATIONS

If WHO declares the pandemic has reached a level of Phase 5, Allied Universal will notify its employees via internal communications in order to properly anticipate and respond to staffing challenges that will arise during the pandemic.

Account and Site Specific analysis regarding staffing needs and challenges will be identified locally and outlined in the Site Specific Pandemic Action Plan located in [Section 6, Appendix B](#).

All existing Allied Universal policies and procedures regarding personnel management remain in full force and effect. Any changes to company policies or requirements must be approved by executive leadership and may be reviewed on a case by case basis.

Requests for leave of absence will be considered on an individual basis, according to the existing Allied Universal leave policy. All requests for leave should be submitted through [Courier](#) as per current practice, with "**coronavirus LOA request**" noted within the [Courier](#) submission. Medical leave requests for an employee's own health condition or an immediate family member's medical condition will be handled as FMLA or MLOA processes. More detailed information will be posted on the [SharePoint Pandemic page](#).

Currently, Allied Universal has developed policies for employee sick-leave absences that would be considered unique to an epidemic including policies addressing when a previously ill person is no longer infectious and may return to work after illness. Any disciplinary action taken against an employee with attendance issues based on the pandemic should be approved by Regional Human Resources Directors.

Each branch operation and customer will need to consider local policies for flexing work sites (e.g., telecommuting) and work hours (e.g., staggered shifts). This cannot be standardized across the company. To the extent that this is feasible, Allied Universal is willing to work with its customers to provide this kind of flexibility in the event of a local or national coronavirus epidemic.

Allied Universal will refer to [World Health Organization \(WHO\)](#), [US Department of Health and Human Services \(HHS\)](#), and the [Center for Disease Control \(CDC\)](#) guidelines as well as local and state recommendations as they relate to travel restrictions to affected geographic areas, evacuating employees working in or near an affected area if an outbreak begins, and guidance for employees returning from affected areas.

# OPERATIONS

## SUPPLY CHAIN CONTINUITY

Allied Universal has established relationships with its suppliers to assist in purchasing personal protective equipment. Through our internal purchasing programs, we are able to work with previously aligned vendors and purchasing groups to ensure sourcing from a wide range of suppliers

Local and regional operations will review their usage and inventory of safety and personal protective equipment (PPE) to ensure in compliance with the site specific Job Safety Analysis and client requirements. They should anticipate the impact of a local or national coronavirus epidemic on the products ordered.

Regional and Site Leadership is responsible to supply and maintain inventory of PPE as identified in the JSA. This includes sufficient selection of size to accommodate all on-site personnel. Site leadership and account management will work with client representatives to evaluate site activities to determine best practices in the event personal protective equipment is not available or in short supply.

Site Leadership will work with Allied Universal Strategic Sourcing to purchase PPE and other required safety equipment as per Allied Universal purchasing program requirements.

## WORKFLOW ORDER PROCESS:

PPE may be ordered via normal Verian purchasing module procurement process:

1. [my.aus.com](http://my.aus.com) > Applications > Verian > Off Catalog
2. Find UniPro under Available Vendors and select
  - > *Note: Not all vendors may offer all PPE types or currently have them in stock.*
3. Choose the applicable PPE items and submit/check-out to import the shopping cart to Verian
4. Enter the ship-to location, job #, and other pertinent information to create the requisition

## APPROVAL PROCESS

Creation of the requisition via Verian purchasing will automatically route the order for approval through the applicable manager hierarchy based on department and order cost, then to strategic sourcing for PO issuance.



*Note: Off-catalog requisitions must be hand-keyed. To facilitate processing and fulfillment, it is recommended to obtain a vendor price quote to include as a vendor attachment.*



# OPERATIONS

## PRIORITIZATION OF SERVICES

Allied Universal will make every reasonable attempt to continue providing service to all of its customers during a local or national coronavirus epidemic.

All decisions involving prioritization of service will be made at the Regional President level.

## SITE SPECIFIC PANDEMIC ACTION PLAN

Account and Site Leadership will develop and maintain a Site Specific Pandemic Action Plan (See Appendix B ▶ ). This plan will be developed in partnership with authorized client representatives. The plan is designed to establish lines of communication, emergency contact information and site specific protocols for personnel management and emergency actions in place as a result of the pandemic threat.

The Site Specific Pandemic Action Plan will be maintained on site and available for all Allied Universal personnel.

Clear instructions are included to alert employees how to report potentially symptomatic individuals to Allied Universal site leadership and how to notify client representatives. This plan will be kept current and up to date at all times.

### Required elements include:

- ▶ Confirmation of satisfactory handwashing and sanitizing equipment is available to all employees
- ▶ Confirmation that all employees receive appropriate training in compliance with Allied Universal policies and procedures
- ▶ Confirmation that site leadership has access to current and complete guidance from CDC and Federal, State and Local public health agencies
- ▶ Confirmation that communication methods have been identified to ensure information is provided to Allied Universal management and Allied Universal on-site employees
- ▶ Confirmation that communication methods have been identified to ensure information is provided to authorized client representatives.

Site leadership will work with Human Resources and Risk and Safety to answer any questions or concerns.

## COMMUNICATION

Allied Universal must ensure that its ability to communicate operationally including with supervisors and employees in the field, is preserved in the event of a local or national coronavirus epidemic, or a declaration by WHO that the Pandemic Alert has reached Phase 5.

### Communication as described here will involve three groups:

1. Employee
2. Customer
3. Vendor

Each of these stakeholders has unique issues that must be addressed by management in order to maintain operations during a local or national coronavirus epidemic.

Each branch will already have an up-to-date emergency communications plan. This plan will identify and list key contacts such as Branch Manager, District Managers and Supervisors. It should also include emergency contact information for key employees, suppliers and customers as appropriate. Finally, the plan should outline a basic process for tracking and communicating business and employee status and needs. Additionally, branch offices will support each jobsite in their jurisdiction to manage and implement their Site Specific Pandemic Action Plan.





# OPERATIONS

## PANDEMIC PREPARATION ACTIVITIES



### BRANCH MANAGER

- ▶ Provide employees with training in personal safety precautions as well as their roles in this plan ([See the "Personal Protection" section](#) ▶ )
- ▶ Ensure that proper hygiene practices are followed by office personnel and equip the branch office with at least one hand sanitizer dispensing unit
- ▶ Ensure that contact lists as well as equipment and supplies lists are current and distributed to key personnel
- ▶ Assign responsibility for and coordinate all other activities required to implement and maintain an effective response plan

### ACCOUNT/OPERATIONS MANAGER

- ▶ Train employees on epidemic and related procedures for their job site
- ▶ Conduct all other actions as designated by the Branch Manager

### The following are basic steps we will take to prepare for a possible pandemic:

- ▶ Prepare and regularly update site specific action plans: address both prevention and response issues
- ▶ As appropriate, institute ongoing training programs in infection prevention and personal hygiene
- ▶ Obtain agreements with vendors for post-pandemic operations
- ▶ Develop an inventory of critical supplies and equipment



# INFECTION PREVENTION

## PANDEMIC PREPAREDNESS CHECKLIST

Review the Complete Pandemic Contingency Plan and Service Protocol Checklist ([section 6, Appendix A](#)) for a complete summary of the required action items involved with this Plan. Ensure that these steps have been carried out properly at the regional and local level.

The primary objective of the Contingency Plan is to minimize and prevent, as much as possible, disruption of service to Allied Universal's customers.

Each Allied Universal Branch must review its work practices to determine whether there are additional opportunities for preventing employee exposure to coronavirus virus in the workplace.

While there are limits to what can be done to achieve this objective, there are a number of simple steps that can be taken to avoid unnecessary exposure and, thus, prevent becoming ill. A few basic restrictions or guidelines could be significant in preserving the health of Allied Universal workforce during a pandemic.

**Possible actions and restrictions that may be imposed if a local or national coronavirus epidemic occurs or if WHO elevates the Pandemic Alert to Phase 5:**

1. Restrict airline travel
2. Limit or cancel group meetings and, instead, utilize teleconferencing resources
3. Encourage employees to stay home if they suspect they are becoming ill or that they may have been exposed to the virus
4. Educate employees in methods to avoid exposure
5. Provide hand sanitizer dispensing systems to Allied Universal employees
6. Provide employees with face masks and disposable gloves where available and appropriate
7. Require that employees demonstrating coronavirus-like symptoms not come to work until they have recovered and are not contagious. Current recommendation per CDC is 14 days
8. Minimize the use of local public transport when possible
9. Increase cleaning frequency of Allied Universal offices and client sites



*Establish a list of Infection Prevention restrictions and communicate how they will be phased in. The WHO "Phase 1-6" system is recommended for this purpose.*



# INFECTION PREVENTION

## PERSONAL PROTECTION FROM THE VIRUS

While individuals cannot completely limit their exposure to the viruses that cause various types of coronavirus, there are things that can be done to reduce the likelihood of becoming infected. The following information is intended to help increase personal awareness and decrease the possibility of becoming exposed to the virus that causes coronavirus.

### SPREADING VIRUSES

Coronavirus is spread when a person who has the coronavirus coughs, sneezes, or speaks and spreads virus into the air, and other people inhale the virus. When these viruses enter the nose, throat, or lungs of a person, they begin to multiply, causing symptoms of the coronavirus

The viruses can also be spread when a person touches a surface with coronavirus viruses on it (for example, a door handle) and then touches his or her nose, mouth or eyes.

A person who is sick with the coronavirus can spread the virus (i.e., is contagious) from 1 day before developing symptoms to up to 14 days after getting sick. Children can be contagious for longer than 7 days. An individual recovering from coronavirus may remain contagious even while claiming to feel better.

### PREVENTING EXPOSURE TO CORONAVIRUS

There are other common-sense ways to protect against the coronavirus:

- 1. Avoid close contact** Avoid close contact with people who are sick. Employees who feel ill should keep their distance from others to protect them from getting sick too.
- 2. Wash hands** The best way to kill coronavirus viruses on one's person is by cleaning hands several times a day for at least 20 seconds with either soap or hand sanitizers. Washing hands often protects the individual from the coronavirus virus and other germs.
- 3. Cover the mouth and nose** when coughing or sneezing Covering the mouth and nose with a tissue when coughing or sneezing is not only courteous, it is expected. This practice will help prevent those in the vicinity from getting sick.
- 4. Use antiseptic hand cleaners** Throughout the facility and in the janitorial staging areas hand sanitizers have been provided. Allied Universal and its supervisors strongly encourage all Allied Universal employees to use these periodically to prevent the spread of viruses.
- 5. Avoid touching the eyes, nose or mouth** The coronavirus is often spread when a person touches something that is contaminated with the virus and then touches his or her eyes, nose, or mouth.
- 6. Stay home** to prevent exposure to others If possible, individuals with coronavirus-like symptoms should stay home from work and not run errands in public. This will help prevent others from catching others' illnesses.





# CONTINGENCY PLAN IMPLEMENTATION

This plan may be distributed to interested customers and suppliers as requested.

In the event that the [National Institute of Health \(NIH\)](#), the [World Health Organization \(WHO\)](#), the [Center for Disease Control \(CDC\)](#), the President of the United States, or a State Governor within our service area declares that a coronavirus epidemic has begun or is imminent (within our service area), Allied Universal will activate the remaining elements of this Contingency Plan. Activation is expected to be triggered at the time of a Phase 5 alert from WHO or at the discretion of the President of Allied Universal.

**Actual execution of the plan will be the responsibility of the Pandemic Response Coordinator who will be aided by the Crisis Team.**

## CRITICAL RESOURCES

Critical resources shall be identified to assist the Crisis Team and Pandemic Response Coordinator, Regional teams, and local management in preparing for a coronavirus pandemic.

Critical resources shall be identified to assist the Coordinator, the Team, and local management in preparing for a local or national coronavirus epidemic.

### A VARIETY OF RESOURCES ARE CRITICAL TO MANAGING A RESPONSE TO A PANDEMIC. THESE INCLUDE:



#### Information Resources

Authoritative and reliable information from reliable sources. This would include the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC), U. S. Department of Health and Human Services (HHS), and Allied Universal Safety Services.



#### Material Resources

Products and services from outside vendors that would help address issues created by a coronavirus pandemic. This would include essential cleaning supplies, personal protective equipment, training, etc. The list should include existing and potential vendors.



#### Personnel Resources

Sources of additional personnel to help replace or augment existing Allied Universal personnel.



#### Management Resources

Existing management personnel that would be called into service to augment or replace Allied Universal personnel who became unavailable. Inter-Region Temporary employee placement may also be used to help Allied Universal address labor shortfalls.

A "Critical Resources List" shall be developed. It shall take into account Items 1-4 above. Circumstances requiring the development and use of the List mandate that it be comprehensive and reliable. This will be the "go to" list if a local or national coronavirus epidemic strikes and resources must be requested in order to continue providing service to customers.

Allied Universal will periodically review the contacts and resources on this list to ensure that the proper individuals and resources are identified and prepared to respond in case of an elevated pandemic alert as set by the World Health Organization. The identification of who should be on this list will be determined by Team members.

## CRITICAL RESOURCES LIST

### INFORMATION RESOURCES

**World Health Organization**

▶ [www.who.int](http://www.who.int)

**Centers for Disease Control and Prevention**

▶ [www.cdc.gov](http://www.cdc.gov)

**U.S. Dept. of Health and Human Services**

▶ [www.hhs.gov](http://www.hhs.gov)

**Allied Universal Risk Management**

▶ [Jeff Quinn](#)

**Allied Universal Human Resources**

▶ [Don Tefft](#)

**Allied Universal Safety**

▶ [Patricia Lee](#)

### MATERIAL RESOURCES

▶ [Laura Gabrielle](#)

▶ [Gregg Otto](#)

**National Accounts**

▶ [Mimi Lanfranchi](#)

# APPENDIX

## APPENDIX A: PANDEMIC CONTINGENCY PLAN AND SERVICE PROTOCOL CHECKLIST

### THE FOLLOWING ITEMS ARE CURRENTLY BE IN PLACE IN EACH BRANCH:

An emergency communications plan. The plan will outline a basic process for tracking and communicating business and employee status. This plan will identify and list key contacts such as branch manager, district managers and supervisors. It should also include emergency contact information for key employees, suppliers and customers as appropriate.

- ▶ A site specific pandemic action plan. Completed for every job site providing contact information and site specific instructions. [See appendix B](#). This plan will include basic communication procedures between Allied Universal and its customers are established to communicate who will report to the business location to address staffing and operational logistics when the World Health Organization has raised the pandemic level to Phase 5.
- ▶ Designation of alternates. Who takes responsibility for operations if one or more key managers are unable to fulfill their responsibilities during an emergency situation.
- ▶ Proper cross-training of employees in key positions so as to better maintain business operations and cleaning coverages with the staff that is available.
- ▶ Commitments from suppliers to assist in stockpiling sufficient critical disinfectants and personal protective equipment.
- ▶ A copy of the Pandemic Contingency Plan and Service Protocol to be available in each branch office for employees and customers to review.
- ▶ The branch staff is aware of their roles and responsibilities under the Pandemic Contingency Plan and Service Protocol plan.
- ▶ Supervisors and/or project managers have taught the employees how to prevent infection and spread of the coronavirus virus.

### The full implementation of this Contingency Plan is triggered by the World Health Organization raising the pandemic alert to Phase 5. At that time, the following items should commence:

- ▶ Notify employees via an internal mailing regarding the way they need to communicate with the local office so that management can properly anticipate and respond to staffing challenges that will arise during the pandemic.
- ▶ A list of the tasks that are completed in the course of the day will be prioritized as to their importance. General precautions must include increased cleaning on all handles (door, desks, restroom fixtures, etc.). This prioritized list should be formalized with the customer within 30 days.
- ▶ Branch management will need to meet with each customer to (1) determine which critical services are needed (based on their priority) and (2) decide which of the two service delivery methodologies (separate employees or work in teams) best meets the needs given the available staff.
- ▶ A list of training requirements by job (primarily for those positions requiring the use of specialized equipment or chemicals) should be formalized with the customer within 30 days.
- ▶ Begin aggressive cross training, if necessary, for specialized skills.
- ▶ All personnel will be supplied with surgical masks and nitrile gloves while in contact with infected or exposed area. The primary purpose of a mask is to prevent nose and mouth contact with contaminated fingers, arms, shoulders, etc.

## APPENDIX A

Pandemic Contingency Plan and Service Protocol Checklist

## APPENDIX B

Site Specific Pandemic Action Plan

## APPENDIX C

World Health Organization Threat Phase Description



# APPENDIX

## APPENDIX B: SITE SPECIFIC PANDEMIC ACTION PLAN



Click here to open the Allied Universal Site Specific Pandemic Action Plan PDF document.  
Note: This document is also available on [my.aus.com](http://my.aus.com)

## APPENDIX C: WORLD HEALTH ORGANIZATION THREAT PHASE DESCRIPTION

WHO PANDEMIC PHASE DESCRIPTIONS AND PLANNING GOALS		OVERARCHING PUBLIC HEALTH GOALS
<b>NEW PHASES</b>		
<b>Inter-pandemic period</b>		
<b>Phase 1</b>	No new coronavirus virus subtypes have been detected in humans. A coronavirus virus subtype that has caused infection may be present in animals. If present in animals, the risk of human infection or disease is considered to be low.	Strengthen coronavirus pandemic preparedness at the global, regional, national, and sub-national levels.
<b>Phase 2</b>	No new coronavirus virus subtypes have been detected in humans. However, a circulating animal coronavirus virus subtype poses a substantial risk of human disease.	Minimize the risk of transmission to humans; detect and report such transmission rapidly if it occurs.
<b>Pandemic alert period</b>		
<b>Phase 3</b>	Human infection(s) with a new subtype, but no human-to-human spread, or at most rare instances of spread to a close contact.	Ensure rapid characterization of the new virus subtype and early detection, notification, and response to additional cases.
<b>Phase 4</b>	Small cluster(s) with limited human- to-human transmission but spread is highly localized, suggesting that the virus is not well adapted to humans.	Contain the new virus within limited foci or delay spread to gain time to implement preparedness measures, including vaccine development.
<b>Phase 5</b>	Larger cluster(s) but human-to human spread still localized, suggesting that the virus is becoming increasingly better adapted to humans, but may not yet be fully transmissible (substantial pandemic risk).	Maximize efforts to contain or delay spread, to possibly avert a pandemic and to gain time to implement pandemic response measures.
<b>Pandemic period</b>		
<b>Phase 6</b>	Pandemic: increased and sustained transmission in the general population.	Minimize the impact of the pandemic.



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Order	<b>63021822</b>
Revision	<b>1</b>
Type	<b>Non-Merchandise Blanket Agreement</b>
Order Date	<b>03-JAN-2022</b>
Purchasing Agent	<b>Mcquaid, Tammy</b>
Revision Date	<b>04-JAN-2022</b>
Revised By	<b>SVC_PLCB_CONVERSION_USER</b>

Supplier: **UNIVERSAL PRO SERV LP DBA  
UNIVERSAL PRO SERV LLC DBA ALLIED UNIVERSAL SCY SRVS  
CONSHOHOCKEN, PA, 19428-2083  
US**

Ship To: **PLCB CENTRAL OFFICE  
COMPTROLLER OPERATIONS LCBS  
HARRISBURG, 17108-2025  
US**

Bill To: **PLCB - AP OFFICE  
NORTHWEST OFFICE BLDG  
HARRISBURG, 17124-0001  
US**

Supplier No.	Payment Terms	Freight Terms	FOB	Ship Via
	<b>Net 30</b>			
Effective Start Date	Effective End Date	Amount Agreed (USD)		
<b>03-JAN-2022</b>	<b>02-JAN-2027</b>	<b>7000000</b>		
Supplier Contact and Telephone #	Purchasing Agent, Email Address and Telephone #			
	<b>Mcquaid, Tammy</b>			

**Notes:** THIS PROCUREMENT DOES NOT VIOLATE THE GOVERNOR'S PURCHASING BAN OF 3/19/2020.

THIS BLANKET PURCHASE AGREEMENT (BPA) IS IN ACCORDANCE WITH RFP NO. 20200924, COMPREHENSIVE SECURITY SERVICES.

DURING THE TERM OF THIS CONTRACT, CONTRACTOR AGREES TO PROVIDE THE SERVICES AS SET FORTH IN THE CONTRACT, THE APPENDICES ATTACHED HERETO, AND AS DESCRIBED IN THE RFP AND THE CONTRACTOR'S RESPONSE THERETO. THE APPENDICES TO THIS CONTRACT ARE AS FOLLOWS:

- a. APPENDIX G: SECURITY GUARD PERFORMANCE REQUIREMENTS (UPDATED AS OF 11/10/21)
- b. APPENDIX H: SECURITY SYSTEM REQUIREMENTS (UPDATED AS OF 11/10/21)
- c. APPENDIX I: KEY PERFORMANCE INDICATORS
- d. APPENDIX J: ALLIED UNIVERSAL USE OF FORCE POLICY

THE RFP AND THE CONTRACTOR'S RESPONSE TO THE RFP, INCLUDING THE COST SUBMITTAL, ARE INCORPORATED INTO THIS CONTRACT BY REFERENCE AND MADE A MATERIAL PART THEREOF. IN THE EVENT A CONFLICT EXISTS, THE ORDER OF PRECEDENCE SHALL BE AS FOLLOWS: THIS CONTRACT, INCLUDING THE ABOVE-REFERENCED APPENDICES; THE CONTRACTOR'S COST SUBMITTAL; THE RFP; AND THE CONTRACTOR'S TECHNICAL SUBMITTAL TO THE RFP.

THE INITIAL TERM OF THIS CONTRACT SHALL COMMENCE ON THE EFFECTIVE DATE AND

CONTINUE FOR FIVE YEARS WITH AN OPTION, AT PLCB'S SOLE DISCRETION, TO EXTEND THE TERM FOR TWO ADDITIONAL YEARS WHICH MAY BE EXERCISED IN MONTHLY OR YEARLY INCREMENTS.

INITIAL TERM: UPON NOTICE TO PROCEED THROUGH FIVE YEARS

CONTACT PERSON: IAN ROTHSCHILD  
 CONTACT PHONE: [REDACTED]  
 EMAIL: [REDACTED]

ISSUING OFFICER: TAMMY MCQUAID  
 PHONE: [REDACTED]  
 FAX: (717) 783-8927  
 EMAIL: [REDACTED]

INDIVIDUAL PURCHASE ORDERS FOR SECURITY CAMERA INSTALLATION, EQUIPMENT/MAINTENANCE AND MONITORING; ALARM INSTALLATION, EQUIPMENT/MAINTENANCE AND MONITORING; AND SECURITY GUARD SERVICES WILL BE ISSUED UNDER THIS BPA FOR FIVE YEARS FROM THE EFFECTIVE DATE IN ACCORDANCE WITH RFP NO. 20200924, COMPREHENSIVE SECURITY SERVICES.

Line	Part Number / Description	Delivery Date/Time	Quantity	UOM	Unit Price(USD)	Amount(USD)
1	SECURITY CAMERAS INSTALLATION - ONE TIME			Ea	9034.14	
	Ship To: Use the ship-to address at the top of page 1					
2	SECURITY CAMERAS EQUIPMENT/MAINTENANCE - MONTHLY			MTH	19.38	
	Ship To: Use the ship-to address at the top of page 1					
3	SECURITY CAMERAS MONITORING - MONTHLY			MTH	17.34	
	Ship To: Use the ship-to address at the top of page 1					
4	ALARMS INSTALLATION - ONE-TIME			Ea	2393.94	
	Ship To: Use the ship-to address at the top of page 1					
5	ALARMS EQUIPMENT/MAINTENANCE			MTH	39.52	

Line	Part Number / Description	Delivery Date/Time	Quantity	UOM	Unit Price(USD)	Amount(USD)
	NANCE - MONTHLY					
	Ship To: Use the ship-to address at the top of page 1					
6	ALARMS MONITORING - MONTHLY			MTH	12.24	
	Ship To: Use the ship-to address at the top of page 1					
7	YEARS 1 AND 2 - ARMED SECURITY GUARD			HR	36.23	
	Ship To: Use the ship-to address at the top of page 1					
8	YEARS 1 AND 2 - UNARMED SECURITY GUARD			HR	27.46	
	Ship To: Use the ship-to address at the top of page 1					
9	YEAR 3 - ARMED SECURITY GUARD			HR	37.32	
	Ship To: Use the ship-to address at the top of page 1					
10	YEAR 3 - UNARMED SECURITY GUARD			HR	28.28	
	Ship To: Use the ship-to address at the top of page 1					
11	YEAR 4 - ARMED SECURITY GUARD			HR	38.44	
	Ship To: Use the ship-to address at the top of page 1					
12	YEAR 4 - UNARMED SECURITY GUARD			HR	29.13	
	Ship To: Use the ship-to address at the top of page 1					
13	YEAR 5 - ARMED SECURITY GUARD			HR	39.59	

Line	Part Number / Description	Delivery Date/Time	Quantity	UOM	Unit Price(USD)	Amount(USD)
Ship To: Use the ship-to address at the top of page 1						
14	YEAR 5 - UNARMED SECURITY GUARD			HR	30	
Ship To: Use the ship-to address at the top of page 1						
						<b>Total: (USD)</b>

**REQUEST FOR PROPOSALS FOR**

**COMPREHENSIVE SECURITY SERVICES FOR  
FINE WINE & GOOD SPIRITS STORES  
AND OTHER PLCB FACILITIES**

**ISSUING OFFICE**

**PENNSYLVANIA LIQUOR CONTROL BOARD  
PURCHASING AND CONTRACT ADMINISTRATION DIVISION  
ROOM 312, NORTHWEST OFFICE BUILDING  
HARRISBURG, PENNSYLVANIA 17124**

**RFP NUMBER: 20200924**

**DATE OF ISSUANCE**

**April 16, 2021**

**REQUEST FOR PROPOSALS FOR  
COMPREHENSIVE SECURITY SERVICES  
PENNSYLVANIA FINE WINE & GOOD SPIRITS STORES  
AND OTHER PLCB FACILITIES**

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## **APPENDICES**

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**INFORMATIONAL DATA PACK – to be provided upon request**

## CALENDAR OF EVENTS

The Commonwealth will make every effort to adhere to the following schedule:

Activity	Responsibility	Date
Questions pertaining to this RFP can be submitted as they arise via e-mail to Issuing Officer Tammy McQuaid at [REDACTED] from the date of issuance up to, and including, this date and time.	Potential Offerors	All questions must be submitted by 12:00PM ET on May 7, 2021
Answers to questions from Potential Offerors will be posted to the Department of General Services eMarketplace website at <a href="http://www.emarketplace.state.pa.us/Search.aspx">http://www.emarketplace.state.pa.us/Search.aspx</a> with final posting no later than this date.	Issuing Office	All answers will be provided by 5:00PM ET on May 21, 2021
Please monitor website for all communications regarding the RFP.	Potential Offerors	Regularly until proposal due date.
Proposal must be electronically submitted via upload into a designated OneDrive folder for which access will be granted by contacting the Issuing Office.	Offerors	Proposals must be received at PLCB by 1:00PM ET on June 21, 2021

## PART I

### GENERAL INFORMATION

- I-1. Purpose.** This request for proposals (“RFP”) provides to those interested in submitting proposals for the subject procurement (“Offerors”) sufficient information to enable them to prepare and submit proposals for the Pennsylvania Liquor Control Board’s (“PLCB”) consideration on behalf of the Commonwealth of Pennsylvania (“Commonwealth”) to satisfy a need for a security services provider to provide *“Comprehensive Security Services for Fine Wine & Good Spirits Stores and Other PLCB Facilities”* (“Project”). This RFP contains instructions governing the requested proposals, including the requirements for the information and material to be included; a description of the service to be provided; requirements which Offerors must meet to be eligible for consideration; general evaluation criteria; and other requirements specific to this RFP.
- I-2. Issuing Office.** The PLCB (“Issuing Office”) has issued this RFP on behalf of the Commonwealth. The sole point of contact in the Commonwealth for this RFP shall be Tammy McQuaid, Purchasing and Contracting Administration Division, Room 312 Northwest Office Building, Harrisburg, PA 17124, [REDACTED] who is the Issuing Officer for this RFP. Please refer all inquiries to the Issuing Officer.
- I-3. Overview of Project.** The PLCB is seeking a Contractor to provide comprehensive security services to the PLCB’s Fine Wine & Good Spirits (“FW&GS”) stores and other PLCB Facilities as requested. Comprehensive services should include fully integrated security systems, 24-hour centrally located monitoring, and security guards (both armed and unarmed) at all required PLCB Facilities. The selected Contractor is expected to provide all equipment necessary to perform the services, including installation and ongoing maintenance services.
- I-4. Objectives.** The PLCB is seeking a single Contractor to provide Comprehensive Security Services (“Services”) for PLCB locations across the Commonwealth of Pennsylvania. The PLCB is the primary retailer of wine and spirits in Pennsylvania, operating 585 retail stores, 13 Licensee Service Centers (“LSC’s”), one e-commerce fulfillment center, and regional offices across the Commonwealth (“Facilities”). The PLCB expects the selected Contractor to provide the Services primarily to the retail stores but may request that the Contractor provide such Services at the other PLCB locations as well.
- Comprehensive Services should include the installation of security cameras and alarms in all requested PLCB Facilities as well as provisioning on site security guards (both armed and unarmed). The alarm and camera system should be centrally monitored by the Contractor or its designated subcontractor. Similarly, the Contractor or its designated subcontractor will be solely responsible for the hiring, training, management, and assignment of all security guards.
- I-5. Type of Contract.** It is proposed that if the Issuing Office enters into a contract as a result of this RFP, it will be a fixed-price contract containing the Contract Terms and Conditions as shown in **Part V**. The Issuing Office, in its sole discretion, may undertake negotiations with Offerors whose proposals, in the judgment of the Issuing Office, show them to be qualified, responsible and capable of performing the Project.
- I-6. Rejection of Proposals.** The Issuing Office reserves the right, in its sole and complete discretion, to reject any proposal received as a result of this RFP.
- I-7. Incurring Costs.** The Issuing Office is not liable for any costs the Offeror incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of the contract.

**I-8. Questions & Answers.** If an Offeror has any questions regarding this RFP, the Offeror must submit the questions by email (with the subject line “RFP 20200924 Question”) to the Issuing Officer named in **Section I-2** of the RFP. If the Offeror has questions, they may be submitted as they arise via email, but **no later than** the date indicated on the Calendar of Events. The Issuing Officer shall post the answers to the questions to eMarketplace at <http://www.emarketplace.state.pa.us/Search.aspx> by the deadline stated on the Calendar of Events. When an Offeror submits a question after the deadline date for receipt of questions indicated on the Calendar of Events, the Issuing Officer *may* respond to questions of an administrative nature by directing the questioning Offeror to specific provisions in the RFP. To the extent that the Issuing Office decides to respond to a non-administrative question *after* the deadline date, the question and answer will be provided to all Offerors through an addendum. For the avoidance of doubt, Offerors are not permitted to speak to any PLCB employees at any FW&GS stores to gather information in order to prepare a response to this RFP.

All questions and responses as posted to eMarketplace are considered as an addendum to, and part of, this RFP in accordance with RFP **Section I-9**. Each Offeror shall be responsible to monitor eMarketplace for new or revised RFP information. The Issuing Office shall not be bound by any verbal information nor shall it be bound by any written information that is not either contained within the RFP or formally issued as an addendum by the Issuing Office. The Issuing Office does not consider questions to be a protest of the specifications or of the solicitation. The required protest process for Commonwealth procurements is described in **Section I-25**.

**I-9. Addenda to the RFP.** If the Issuing Office deems it necessary to revise any part of this RFP before the proposal response date, the Issuing Office will post an addendum to eMarketplace at <http://www.emarketplace.state.pa.us/Search.aspx>. It is the Offeror’s responsibility to periodically check eMarketplace for any new information or addenda to the RFP. Answers to the questions asked during the Questions & Answers period also will be posted to eMarketplace as addenda to the RFP.

**I-10. Response Date.** To be considered for selection, electronic proposal submissions as described in **Section I-11** must be submitted to the Issuing Officer on or before the time and date specified in the RFP Calendar of Events. In light of office closures due to the COVID-19 pandemic, the Issuing Office **will not accept** paper submissions or electronic copies that do not comply with **Section I-11** (such as emailed attachments or USB drives). The Issuing Office will reject any late proposals.

**I-11. Proposal Requirements.**

**A. Proposal Submission:** To be considered, Offerors must contact the Issuing Officer identified in **Section I-2** to be granted access to a OneDrive folder that will be created for the submission of proposals to this RFP. Access can only be granted to a single designated email address. After being granted access to the OneDrive folder, the Offeror must upload a single electronic copy of **the Technical Submittal and the Cost Submittal** using the format provided in **Section I-11B**. The electronic files must be in Microsoft Office or Microsoft-Office-compatible format and any spreadsheets must be in Microsoft Excel. The Offerors may not lock or protect any cells or tabs.

The Offeror shall make no other distribution of its proposal to any other Offeror or Commonwealth official or Commonwealth consultant. Each proposal page should be numbered for ease of reference. An official authorized to bind the Offeror to its provisions must sign the **Proposal Cover Sheet Appendix A** and **Corporate Signatory Delegation Authorization Form Appendix B**, if needed. See also **Section II-1B**.

For this RFP, the proposal must remain valid until a contract is fully executed. If the Issuing Office selects the Offeror’s proposal for award, the contents of the selected Offeror’s proposal will become, except to the extent the contents are changed through Best and Final Offers or negotiations, contractual obligations.

Each Offeror submitting a proposal specifically waives any right to withdraw or modify it, except that the Offeror may withdraw its proposal by written notice received at the Issuing Office's address for proposal delivery prior to the exact hour and date specified for proposal receipt.

**B. Proposal Format:** Offerors must submit their proposals in the format, including heading descriptions, outlined below. To be considered, the proposal must respond to all proposal requirements. Offerors should provide any other information thought to be relevant, but not applicable to the enumerated categories, as an appendix to the Proposal. All cost data relating to this proposal should be kept separate from and not included in the Technical Submittal. Offerors should not reiterate technical information in the cost submittal. Each proposal shall consist of the following **two** separate files:

1. Technical Submittal, in response to **Part III**. The Technical Submittal must also include a completed and signed **Appendix A Proposal Cover Sheet and Appendix B Corporate Signatory Delegation Authorization Form**.
2. Cost Submittal, in response to RFP **Part IV**; and

The Issuing Office reserves the right to request additional information which, in the Issuing Office's opinion, is necessary to assure that the Offeror's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFP.

The Issuing Office may make investigations as deemed necessary to determine the ability of the Offeror to perform the Services, and the Offeror shall furnish to the Issuing Office all requested information and data. The Issuing Office reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Offeror fails to satisfy the Issuing Office that such Offeror is properly qualified to carry out the obligations of the RFP and to complete the Project as specified.

- I-12. Economy of Preparation.** Offerors should prepare proposals simply and economically, providing a straightforward, concise description of the Offeror's ability to meet the requirements of the RFP.
- I-13. Alternate Proposals.** The Issuing Office has identified the basic approach to meeting its requirements, allowing Offerors to be creative and propose their best solution to meeting these requirements. The Issuing Office will not accept alternate proposals.
- I-14. Discussions for Clarification.** Offerors may be required to make an oral or written clarification of their proposals to the Issuing Office to ensure thorough mutual understanding and responsiveness to the solicitation requirements. The Issuing Office will initiate requests for clarification. Clarifications may occur at any stage of the evaluation and selection process prior to contract execution.
- I-15. Oral Presentations and Site Visits.** In order to aid in the evaluation of the proposal by the Evaluation Committee, the PLCB reserves the right to request that an Offeror provide an oral presentation detailing all or a portion of its proposal. The PLCB may also request that an Offeror host a site visit of an existing site/operation and/or a proposed site/operation to aid in the evaluation of the proposal by the Evaluation Committee. In the event an oral presentation and/or a site visit is requested, the Issuing Officer will contact the applicable Offeror(s) with details concerning the timing and content requirements for the requested oral presentations and/or site visit(s).
- I-16. Prime Contractor Responsibilities.** The selected Offeror will be solely responsible for all services offered in its proposal whether it produces them itself or by subcontract. Further, the Issuing Office will consider the selected Offeror to be the sole point of contact with regard to all contractual matters.

### **I-17. Proposal Contents.**

- A. Confidential Information.** The Commonwealth is not requesting, and does not require, confidential proprietary information or trade secrets to be included as part of Offerors' submissions in order to evaluate proposals submitted in response to this RFP. Accordingly, except as provided herein, Offerors should not label proposal submissions as confidential or proprietary or trade secret protected. Any Offeror who determines that it must divulge such information as part of its proposal must submit the signed written statement described in subsection C. below and must additionally provide a redacted version of its proposal, which removes only the confidential proprietary information and trade secrets, for required public disclosure purposes.
- B. Commonwealth Use.** All material submitted with the proposal shall be considered the property of the Commonwealth of Pennsylvania. The Commonwealth has the right to use any or all ideas not protected by intellectual property rights that are presented in any proposal regardless of whether the proposal becomes part of a contract. Notwithstanding any Offeror copyright designations contained in proposals, the Commonwealth shall have the right to make copies and distribute proposals internally and to comply with public record or other disclosure requirements under the provisions of any Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.
- C. Public Disclosure.** After the award of a contract pursuant to this RFP, all proposal submissions are subject to disclosure in response to a request for public records made under the Pennsylvania Right-to-Know-Law, 65 P.S. § 67.101, et seq. If a proposal submission contains confidential proprietary information or trade secrets, a signed written statement to this effect must be provided with the submission in accordance with 65 P.S. § 67.707(b) for the information to be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests. Refer to **Appendix D** of the RFP for a **Trade Secret Confidential Proprietary Information Notice Form** that may be utilized as the signed written statement, if applicable. If financial capability information is submitted in response to **Part III** of this RFP, such financial capability information is exempt from public records disclosure under 65 P.S. § 67.708(b)(26).

### **I-18. Best and Final Offers (BAFO).**

- A.** While not required, the Issuing Office reserves the right to conduct discussions with Offerors for the purpose of obtaining "best and final offers." To obtain best and final offers from Offerors, the Issuing Office may do one or more of the following, in any combination and order:

  - 1. Schedule oral presentations;
  - 2. Request revised proposals;
  - 3. Conduct site visit(s); and
  - 4. Enter into pre-selection negotiations.
- B.** The following Offerors will **not** be invited by the Issuing Office to submit a Best and Final Offer:

  - 1. Those Offerors which the Issuing Office has determined to be not responsible or whose proposals the Issuing Office has determined to be not responsive.

2. Those Offerors which the Issuing Office has determined in accordance with **Section II-5** from the submitted and gathered financial and other information, do not possess the financial capability, experience or qualifications to assure good faith performance of the contract.
3. Those Offerors whose score for their technical submittal of the proposal is less than 75% of the total amount of technical points allotted to the technical criterion.

The Issuing Office may further limit participation in the best and final offers process to those remaining responsible offerors which the Issuing Office has, within its discretion, determined to be within the top competitive range of responsive proposals.

C. The Evaluation Criteria found in **Section II-4**, shall also be used to evaluate the Best and Final offers.

D. Price reductions offered through any BAFO shall have no effect upon the Offeror's Technical Submittal.

**I-19. News Releases.** Offerors shall not issue news releases, Internet postings, advertisements or any other public communications pertaining to this Project without prior written approval of the Issuing Office, and then only in coordination with the Issuing Office.

**I-20. Restriction of Contact.** From the issue date of this RFP until the Issuing Office selects a proposal for award, the Issuing Officer is the sole point of contact concerning this RFP. Any violation of this condition may be cause for the Issuing Office to reject the offending Offeror's proposal. If the Issuing Office later discovers that the Offeror has engaged in any violations of this condition, the Issuing Office may reject the offending Offeror's proposal or rescind its contract award. Offerors must agree not to distribute any part of their proposals beyond the Issuing Office. An Offeror who shares information contained in its proposal with other Commonwealth personnel and/or competing Offeror personnel may be disqualified.

**I-21. Term of Contract.** The term of the contract will commence on the Effective Date and will continue for five years plus two additional option years which, at the option of the PLCB, may be exercised in monthly or yearly increments. The Issuing Office will fix the Effective Date after the contract has been fully executed by the selected Offeror and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained. The selected Offeror shall not start the performance of any work prior to the Effective Date of the contract and the Commonwealth shall not be liable to pay the selected Offeror for any service or work performed or expenses incurred before the Effective Date of the contract.

**I-22. Offeror's Representations and Authorizations.** By submitting its proposal, each Offeror understands, represents, and acknowledges that:

A. All of the Offeror's information and representations in the proposal are material and important, and the Issuing Office may rely upon the contents of the proposal in awarding the contract(s). The Commonwealth shall treat any misstatement, omission or misrepresentation as fraudulent concealment of the true facts relating to the Proposal submission, punishable pursuant to 18 Pa. C.S. § 4904.

B. The Offeror has arrived at the price(s) and amounts in its proposal independently and without consultation, communication, or agreement with any other Offeror or potential offeror.

C. The Offeror has not disclosed the price(s), the amount of the proposal, nor the approximate price(s) or amount(s) of its proposal to any other firm or person who is an Offeror or potential offeror for this RFP, and the Offeror shall not disclose any of these items on or before the proposal submission deadline specified in the Calendar of Events of this RFP.

- D. The Offeror has not attempted, nor will it attempt, to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.
- E. The Offeror makes its proposal in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.
- F. To the best knowledge of the person signing the proposal for the Offeror, the Offeror, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last **four** years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as the Offeror has disclosed in its proposal.
- G. To the best of the knowledge of the person signing the proposal for the Offeror and except as the Offeror has otherwise disclosed in its proposal, the Offeror has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal or other obligation of the Offeror that is owed to the Commonwealth.
- H. The Offeror is not currently under suspension or debarment by the Commonwealth, any other state or the federal government, and if the Offeror cannot so certify, then it shall submit along with its proposal a written explanation of why it cannot make such certification.
- I. The Offeror has not made, under separate contract with the Issuing Office, any recommendations to the Issuing Office concerning the need for the services described in its proposal or the specifications for the services described in the proposal.
- J. Each Offeror, by submitting its proposal, authorizes Commonwealth agencies to release to the Commonwealth information concerning the Offeror's Pennsylvania taxes, unemployment compensation and workers' compensation liabilities.
- K. Until the selected Offeror receives a fully executed and approved written contract from the Issuing Office, there is no legal and valid contract, in law or in equity, and the Offeror shall not begin to perform.
- L. The Offeror is not currently engaged, and will not during the duration of the contract engage, in a boycott of a person or an entity based in or doing business with a jurisdiction which the Commonwealth is not prohibited by Congressional statute from engaging in trade or commerce.

**I-23. Notification of Selection.**

- A. **Contract Negotiations.** The Issuing Office will notify all Offerors in writing of the Offeror selected for contract negotiations after the PLCB has determined, taking into consideration all of the evaluation factors, the proposal that is the most advantageous to the PLCB.
- B. **Award.** Offerors whose proposals are not selected will be notified when contract negotiations have been successfully completed and the PLCB has received the final negotiated contract, fully approved and executed by all required signatories.



- I-24. Debriefing Conferences.** Upon notification of award, Offerors whose proposals were not selected will be given the opportunity to be debriefed. The Issuing Officer will schedule the debriefing at a mutually agreeable time. The debriefing will not compare the Offeror with other Offerors, other than the position of the Offeror's proposal in relation to all other Offeror proposals. An Offeror's exercise of the opportunity to be debriefed does not constitute nor toll the time for filing a protest (See **Section I-25** of this RFP).
- I-25. RFP Protest Procedure.** The RFP Protest Procedure is on the [DGS website](#). A protest by a party that has not or has not yet submitted a proposal must be filed no later than the proposal submission deadline specified in the Calendar of Events of the RFP. Offerors may file a protest within **seven** calendar days after the protesting Offeror knew or should have known of the facts giving rise to the protest, but in no event may an Offeror file a protest later than **seven** calendar days after the date the notice of award of the contract is emailed to the selected Offeror by the Issuing Officer. The date of filing is the date of receipt of the protest. A protest must be filed in writing with the Issuing Officer. To be timely, the protest must be received by 4:00 p.m. on the seventh day.
- I-26. Use of Electronic Versions of this RFP.** This RFP is being made available by electronic means. If an Offeror electronically accepts the RFP, the Offeror acknowledges and accepts full responsibility to ensure that no changes are made to the RFP. In the event of a conflict between a version of the RFP in the Offeror's possession and the Issuing Office's version of the RFP, the Issuing Office's version shall govern.

**PART II**  
**CRITERIA FOR SELECTION**

- II-1. Mandatory Responsiveness Requirements.** To be eligible for selection, a proposal must:
- A. Be timely received from an Offeror (see **Section I-10**); and
  - B. Be properly signed by the Offeror (see **Section I-11A**). For guidance on proper signatory protocol in Pennsylvania procurements, see the Pennsylvania Procurement Handbook- [Part 1, Chapter 31 Contract Signatures](#). **Appendix B, Corporate Signatory Delegation Authorization**, should be used if a resolution exists to grant signature authorization to the person signing the proposal.
- II-2. Technical Nonconforming Proposals.** The Mandatory Responsiveness Requirements set forth in **Section II-1** above are the only RFP requirements that the Commonwealth will consider to be *non-waivable*. The Issuing Office reserves the right, in its sole discretion, to (1) waive any other technical or immaterial nonconformities in an Offeror’s proposal, (2) allow the Offeror to cure the nonconformity, or (3) consider the nonconformity in the scoring of the Offeror’s proposal.
- II-3. Evaluation.** The Issuing Office has selected a committee of qualified personnel to review and evaluate responsive proposals. The Issuing Office will notify in writing of its selection for negotiation the responsible Offeror whose proposal is determined to be the most advantageous to the PLCB as determined by the Issuing Office after taking into consideration all of the evaluation factors.
- II-4. Evaluation Criteria.** The following criteria will be used in evaluating each proposal:
- A. **Technical:** The Issuing Office has established the weight for the Technical criterion for this RFP as **70%** of the total points. Evaluation will be based upon the following: **Soundness of Approach, Offeror Qualifications, and Diverse and Disadvantaged Business Participation.** The final Technical scores are determined by giving the maximum number of technical points available to the proposal(s) with the highest raw technical score with the remaining submittals scored in accordance with the DGS methodology.
    - 1. **Soundness of Approach.** Emphasis here is on the proposed methods and equipment for providing the comprehensive security services described in this RFP. An evaluation of the soundness of approach will consider information such as how the proposed solution meets the requirements of this RFP and how it will integrate into the PLCB’s retail operations. Key factors include, but are not limited to: the implementation plan, user friendliness of the system for the PLCB, quality of equipment, response times, and security guard training and management.
    - 2. **Qualifications.** This category refers to the ability of the Offeror to meet all requirements of the RFP, including quality, relevancy, and recency of other projects completed by the Offeror and Offeror’s ability to timely and effectively provide all services requested. The Offeror’s financial ability to undertake a project of this size will also be evaluated in this category. The expected skill set of professional personnel will be evaluated based on experience and education, with particular reference to experience in services similar to that described in this RFP. Further emphasis is placed on the qualifications utilized to hire security guards and the quality and size of the pool from which guards will be drawn.
    - 3. **Diverse and Disadvantaged Business Participation.** This category refers to the participation of diverse and disadvantaged businesses (“DDBs”) in the provision of the Services. The PLCB seeks to have DDBs play a more robust

role in its regular operations. If an Offeror cannot qualify as a DDB on its own, then the PLCB expects Offerors to seek out DDBs as subcontractors and suppliers for the Project. The PLCB will independently evaluate each Offeror and any proposed sub-contractors to determine if DDB qualifications are met. Additionally, the PLCB will evaluate DDB participation based on how that participation will contribute to the overall objectives of this Project. Factors that will be considered include the quality of work being allocated to selected DDBs and the qualification of the proposed DDBs to perform such services. See **Appendix F, Diverse and Disadvantaged Business Qualification Information**, for qualification information.

- B. Cost:** The Issuing Office has established the weight for the Cost criterion for this RFP as **30 %** of the total points. The cost criterion is rated by giving the proposal with the lowest total cost the maximum number of Cost points available with the remaining submittals scored in accordance with the DGS methodology.
- C. Iran Free Procurement Certification and Disclosure.** Prior to entering a contract worth at least \$1 million or more with a Commonwealth entity, an offeror must: a) certify it is not on the current list of persons engaged in investment activities in Iran created by the Pennsylvania Department of General Services (“DGS”) pursuant to Section 3503 of the Procurement Code and is eligible to contract with the Commonwealth under Sections 3501-3506 of the Procurement Code; or b) demonstrate it has received an exception from the certification requirement for that solicitation or contract pursuant to Section 3503(e). All offerors must complete and return the Iran Free Procurement Certification form, (**Appendix C, Iran Free Procurement Certification Form**), which is attached hereto and made part of this RFP. The completed and signed Iran Free Procurement Certification form must be submitted as part of the Technical Submittal.

The most current Iran Free Procurement list can be found [here](#).

- II-5. Offeror Responsibility.** To be responsible, an Offeror must submit a responsive proposal and possess the capability to fully perform the contract requirements in all respects and the integrity and reliability to assure good faith performance of the contract.

In order for an Offeror to be considered responsible for this RFP and therefore eligible for selection for best and final offers or selection for contract negotiations:

- A.** The total score for the technical submittal of the Offeror’s proposal must be greater than or equal to 75% of the **available technical points**; and
- B.** The Offeror’s financial information must demonstrate that the Offeror possesses the financial capability to assure good faith performance of the contract. The Issuing Office will review the Offeror’s previous three financial statements, any additional information received from the Offeror, and any other publicly-available financial information concerning the Offeror, and assess each Offeror’s financial capacity based on calculating and analyzing various financial ratios, and comparison with industry standards and trends.

An Offeror who fails to demonstrate sufficient financial capability to assure good faith performance of the contract as specified herein may be considered by the Issuing Office, in its sole discretion, for Best and Final Offers or contract negotiation contingent upon such Offeror providing contract performance security for the first contract year cost proposed by the Offeror in a form acceptable to the Issuing Office. Based on the financial condition of the Offeror, the Issuing Office may require a certified or bank (cashier’s) check, letter of credit, or a performance bond conditioned upon the faithful performance of the contract by the Offeror. The required performance security must be issued or executed by a bank or surety company authorized to do business in the Commonwealth. The cost of the required performance security will be the sole responsibility of the Offeror and cannot increase the Offeror’s cost proposal or the contract cost to the Commonwealth.

Further, the Issuing Office will award a contract only to an Offeror determined to be responsible in accordance with the most current version of Commonwealth Management Directive 215.9, Contractor Responsibility Program.

**II-6. Final Ranking and Award.**

- A.** After any best and final offer process conducted, the Issuing Office will combine the evaluation committee's final technical scores and the final cost scores in accordance with the relative weights assigned to these areas as set forth in this Part.
- B.** The Issuing Office will rank responsible offerors according to the total overall score assigned to each, in descending order.
- C.** The responsible offeror whose proposal is determined in writing to be the most advantageous to the purchasing agency, taking into consideration price and all evaluation factors, shall be selected for contract negotiation.
- D.** The Issuing Office has the discretion to reject all proposals or cancel the request for proposals at any time prior to the time a contract is fully executed when it is in the best interests of the Commonwealth. The reasons for the rejection or cancellation shall be made part of the contract file.

**PART III**  
**TECHNICAL SUBMITTAL**

**III-1. Objective.**

**General.** The PLCB is seeking a single Contractor to provide Comprehensive Security Services for PLCB locations across the Commonwealth of Pennsylvania. The PLCB is the primary retailer of wine and spirits in Pennsylvania, operating 585 Fine Wine & Good Spirits (“FW&GS”) retail stores, 13 Licensee Service Centers (“LSCs”), one e-commerce fulfillment center and district/regional offices across the Commonwealth (collectively, “Facilities”). The PLCB expects the selected Contractor to provide the Services primarily to the retail stores but will request that the Contractor provide more limited Services at the other PLCB locations as well.

Comprehensive Security Services should include the installation of security cameras and alarms in all requested PLCB Facilities as well as provisioning on site security guards (both armed and unarmed) primarily at retail stores. The alarm and camera system should be centrally monitored by the Contractor or its designated subcontractor. The selected Contractor is expected to provide all equipment necessary to perform the Services, including installation and ongoing maintenance services. Similarly, the Contractor or its designated subcontractor will be solely responsible for the hiring, training, management and assignment of all security guards.

**III-2. Work Plan.** Describe in narrative form your technical plan for providing Comprehensive Security Services as described in this RFP using the Requirements set forth in **Section III-3** below and all appendices referenced therein as a guide. If more than one approach is apparent, comment on why you chose a particular approach.

A data pack (“**Data Pack**”) containing extensive information regarding the unique features and requirements of each individual location will be provided upon request from the Issuing Officer. Such information includes but is not limited to store schematics and details specific to each store. Potential Offerors must contact the Issuing Officer identified in **Section I-2** and request access to this information. The information contained in the Data Pack, and any answers provided by the Issuing Office pursuant to **Section I-8** *shall be the only source of information regarding locations that will be provided to potential Offerors*. Site visits will not be permitted until the contract has been awarded as provided in **Section III-4**, below.

**III-3. Requirements.**

**A. Centralized Monitoring and Security System**

The security system solution shall be for all FW&GS locations, LSCs, one e-commerce fulfillment center and district/regional offices. A minimum number of cameras and certain equipment is expected at each location, but the selected offeror must provide a final solution for each location based on best practices for locations of that type. Please refer to the Data Pack for additional detail regarding the PLCB’s Facilities.

**1. Equipment Requirements**

All materials, equipment and devices installed by the Contractor must be new and shall be Underwriters Laboratory (UL) Approved and IP enabled. PLCB will not take ownership of any equipment and Contractor will be solely responsible for the installation and ongoing maintenance for all equipment. The equipment should meet the minimum specifications set forth in **Appendix H, System Requirements**.

It is incumbent upon the Contractor to verify the number of alarms and cameras required to provide the desired coverage at each Facility. The PLCB requires 100% camera coverage of front and back rooms at its LSCs, E-commerce fulfillment center, and FW&GS locations, including a designated camera to be positioned on each safe and each network cage. PLCB district/regional office locations require a camera and alarm at each door that provides immediate access to the space occupied by the PLCB. The PLCB also requires magnetic door contacts on each door and volumetric sensors on windows, where applicable, and holdup buttons for the FW&GS store locations. Additionally, the Contractor should post signage at each Facility for the purpose of deterring crime, as well as to provide any legally required notice. Please note that cameras should not record audio. Exterior cameras may also be required at certain locations as identified in the Data Pack.

The PLCB will only provide an internet connection. The Contractor is responsible for the installation of any necessary equipment such as POE switches or additional network cabinets (if necessary). If any on-premises storage is required for the proposed solution, then Contractor is responsible for providing such storage unit. The PLCB should be able to remotely manage the proposed solution whether on-premises or cloud-based.

The Contractor will be responsible for registering all alarms with local authorities if required by local ordinance and must provide proof of such registration and payment of any related fees to the PLCB. The PLCB will not be responsible for the payment of municipal fees associated with alarm registration or fines associated with false alarms. Confirmation of any required alarm registration must be submitted to the PLCB within thirty calendar days of activation of the applicable security system, and annually thereafter for each location.

In response to the RFP please provide all necessary information regarding the proposed equipment, including, but not limited to the following details:

- a. Without including cost information, provide an estimate of the number of each piece of equipment that will be required at each Facility using industry best practices for the space in question. It is acknowledged that the quantities provided will be best estimates using the information that is currently available and are subject to change as needed and upon PLCB approval.
- b. Provide cut sheets of the proposed equipment and hardware to be used in the performance of the Services.
- c. Provide include all necessary details regarding the security of the equipment and its software using security industry best practices.
- d. Provide a description of any available off the shelf functionality options associated with the proposed equipment.
- e. Include the bandwidth requirements for the proposed solution.
- f. Identify how the cameras and security system will integrate to reduce the occurrence of false alarms.

Please note that no cost information should be included in your technical submittal. Propose only that equipment which you feel best meets the PLCB's needs as described in this RFP. Options for products requiring "additional" or "lower" cost will not be considered. Language of this kind will be redacted from your submittal prior to scoring of the proposal.

All equipment provided must comply with Federal Acquisition Regulation Representation 52.204-24, "Representation Regarding Certain Telecommunications and Video Surveillance Services or Equipment."

## **2. System Monitoring**

The Contractor shall provide the system monitoring on a 24/7 basis. During store operating hours, the security alarm system may be disarmed by a PLCB designate, but the emergency holdup disturbance alarm and watch mode function must remain active.

The system should be able to remotely detect when equipment is malfunctioning or defective, including battery status.

In response to the RFP, please provide a detailed explanation of the monitoring system, how it works, how access is provisioned and managed, how PLCB will interact with the system and how it meets the requirements of this RFP and its appendices. The information must include any system or operational requirements on the part of the PLCB that may be required for its implementation. The PLCB will reject any proposal that requires the installation or use of a telephone land line. Additionally, please provide detailed information regarding response times and services levels associated with the monitoring system. A slide deck may be provided, but hyper-links to virtual presentations are not permitted.

Any software that is needed to operate the system *must* be provided pursuant to the terms of this RFP. The PLCB cannot separately procure any software for the provision of the Services nor will the PLCB sign any license agreements. Please provide information regarding software that will be used in the provision of the Services and any access that PLCB will have to the same.

### **3. Maintenance**

The Contractor is responsible for the maintenance of all equipment and systems throughout the term of the Contract. It is expected that the Contractor shall conduct a complete system inspection and function check (including the battery back-up system) at least annually and when requested by the PLCB. All such inspections shall be coordinated with a designated PLCB representative and documented.

It is expected that the monitoring system is able to remotely detect and alert the Contractor to any defects in the equipment. Critical defects shall be remedied within 24 hours or less. In the event that PLCB must notify Contractor of damaged, defective, or otherwise deficient equipment, Contractor shall respond to the maintenance request within 24 hours and repair or replace the defective equipment as agreed to with the PLCB. It is also expected that the monitoring system have very minimal down time.

In response to the RFP, please detail how the system and equipment will be maintained by the Contractor. Additionally, please provide a full description of any support specifications and service level agreements associated with the equipment and system. Also include information regarding disaster recovery in the event of a major system outage.

### **4. Installation and Removal**

- a. **Initial Installation and Implementation.** The Contractor is responsible for creating an implementation and installation plan to fully equip each PLCB Facility to the specifications required in this RFP. Contractor will work with a designated contact(s) at the PLCB for the duration of the roll out. At the time of installation, Contractor will be required to remove existing PLCB-owned cameras and turn them over to the designated contact. The initial roll out to install the system should be completed no later than six months from the date of approval of the implementation plan, unless otherwise agreed upon by Contractor and PLCB.

The PLCB will provide only an internet connection and power source for the equipment. All other connections, including, but not limited to: equipment racks, POE switches, CAT 6 cabling to camera locations, will be the responsibility of the Contractor.

- b. **Future Installations and Removal.** The PLCB may add or remove Facilities for which the Services are required during the term of the Contract. All future installations must adhere to the requirements set forth in this RFP. The PLCB will contact the Contractor to notify of the opening of a new Facility. Contractor is expected to be able to work with the PLCB and its other contractors to coordinate installation at a new Facility.

It is the sole responsibility of the Contractor to remove equipment upon expiration or termination of the Contract, as well as upon notice by the PLCB that a Facility is being closed. Equipment must be removed no more than seven days after the closing of a Facility, which will be communicated in advance to the Contractor. The Contractor will have up to 30 days, unless otherwise mutually agreed, upon expiration or termination of the Contract to remove equipment from all Facilities.

In response to the RFP, please provide information regarding both the installation and removal process for the security system at an individual location. A larger draft implementation plan for the initial roll out must also be provided as described in Section **III-4(A)** below.

## **B. Physical Security**

The Contractor shall provide the PLCB with professionally trained security guards for use primarily at FW&GS stores, but also at other Facilities and one-time events at the request of the PLCB. Contractor must be able to fully staff and deploy qualified security personnel in an organized, efficient manner upon award of this Contract. Guard placement will be conducted upon mutual agreement of Contractor and the PLCB.

### **1. Licensing, Training, and Qualifications.**

Every guard, whether armed or unarmed, must have successfully completed, at a minimum, all training legally required to support necessary licensure, permitting, registration and/or certifications, including but not limited to training required by the Pennsylvania Lethal Weapons Act and the Pennsylvania Private Detective Act.

The Contractor is required to submit to the applicable PLCB contact written proof of licensure, permitting, registration and/or accreditations for each security guard assigned to a PLCB Facility.

Please provide detailed information regarding the licensing and certification of guards to be assigned to this project. Please include a description of how you ensure continued compliance with these requirements.

To ensure public trust, the PLCB requires that all security guards, armed or unarmed, assigned to a Facility pass a criminal background check, received appropriate levels of training, and be re-evaluated and trained regularly to ensure compliance with these measures.

The PLCB reserves the right to request detailed background check information on any guard assigned to a Facility at any time and may reject the use of any security guard based upon information contained in the background check. The PLCB will not accept any security guard who has been arrested for a felony or upon whom a Protection from Abuse (“PFA”) order is levied.

Please provide detailed information regarding how your company hires and trains security guards. Please provide detailed information regarding the background checks performed on security guards to be assigned under this



contract. Provide a copy of your company's operating and policy manual as well as post orders, including the use of force.

## **2. Performance of Duties**

All security guards are expected to perform in compliance with the standards set forth in **Appendix G, Security Guard Performance Requirements**, and the selected Contractor is responsible for ensuring that assigned security guards are performing in accordance with these standards. The PLCB may, at its sole discretion, but on a non-discriminatory basis, approve or deny the use of any particular guard at any location. The selected Contractor is responsible for the following:

- i. Discussing each guard's performance with the store manager on a quarterly basis. A written report of such performance discussion shall be sent to the PLCB Regional Contact Person within three days of the date of discussion.
- ii. Ensuring that security guards are not tardy in reporting for service, do not leave early, and perform in compliance with the requirements set forth in **Appendix G**.
- iii. Responding immediately to any complaints about individual guards made by the PLCB or the public. If there are complaints, the selected Contractor is expected to meet and discuss the issues with the appropriate party at the PLCB. Appropriate action must be taken to resolve problem situations within 24 hours of notification.
- iv. Providing corrective action for any performance or time-related issues. Documentation of such corrective action should be available upon PLCB request.
- v. Drawing from an extended network of security guards to staff PLCB Facilities in the event that the regular pool of security guards is unavailable or unqualified per PLCB requirements, and/or the PLCB has additional needs for more guards at specific locations and/or events.

The PLCB will notify the Contractor to remove and prohibit further use of any guard that the PLCB feels does not meet standards of performance. Grounds for removal include, but are not limited to, habitual tardiness, use of electronic devices (e.g., cell phones and tablets), rude or offensive behavior, harassment of PLCB employees, vendors and/or customers, possession or use of alcohol or marijuana, possession or use of illegal substances, intoxication, lack of professionalism, sleeping on the job, conversing with acquaintances or personal visitors while on duty, excessively fraternizing with PLCB staff and customers, and any other behavior that may distract the guard from performance of duties.

Please provide a detailed explanation of how you intend to manage security guards and what steps you will take to remediate or correct any performance-based issues.

Provide information regarding how new or replacement security guards will be obtained in the event that PLCB requires a guard be removed from service as a result of failed performance. Please also describe any network that is utilized to solicit security guards for the performance of these services.

## **3. Location Assignments**

During the term of the Contract, the PLCB reserves the right to change the locations, days and/or times when security guard coverage is required, as well as to add or remove individual Facilities for which security guard services may be requested. Please refer to the **Data Pack** and **Appendix G** for complete information regarding guard service expectations at each Facility.

The PLCB will provide the selected Contractor with a designated Contact Person(s) to coordinate all location assignments. The PLCB expects the selected Offeror to meet the following standards for all location assignments:

- i. Guards should be rotated regularly among locations to prevent fraternization between guards and PLCB employees and store customers.
- ii. Contractor must be able to provide additional and/or replacement guards within 2 hours of notification from PLCB.
- iii. Contractor shall not assign trainees, in any instance, to any PLCB Facilities.

Please provide a detailed explanation of how you intend to coordinate location assignments with the PLCB on a regular basis. Provide additional, specific detail regarding how guards will be assigned on short notice in the event of a no-show or call-off by the regularly assigned guard.

#### **4. Time Reporting**

It is the responsibility of the selected Contractor to provide an electronic method of time reporting that offers both accountability and ease of use. Time reporting solutions must meet the following minimum requirements:

- a. Times of work must be documented, including start of shift, end of shift, and any approved break or meal periods.
- b. The FW&GS store manager or designee (“Person in Charge” or “PIC”) must validate recorded time at the end of each shift.
- c. The selected Contractor will be responsible for the compilation and submission of accurate and detailed timekeeping documentation sufficient to support invoicing.

Please provide a detailed explanation of the time-keeping method that will be utilized. Please note that any software or equipment required must be provided as a part of this RFP. The PLCB will not separately procure any such good or service.

#### **C. Value Added Service- Fire Alarm Integration**

The PLCB is willing to accept proposals that also allow for integration of fire alarms into the comprehensive security system. PLCB Facilities for which these added services would apply are identified in the Data Pack. If this value-added service can be provided, please include any and all details associated with the provision of such service including, but not limited to: a description of all equipment to be used, a description of how it will integrate into the overall system, response times in the event of alarm trigger, and response times for maintenance. Contractor will also be responsible for coordination of system requirements, registration, and inspection by local authorities, including the payment of fines and fees associated with same, and for the timely submission of documentation of same to the PLCB.

**III-4. Tasks.** The PLCB anticipates that the term of this engagement will be comprised of three distinct phases: (1) Site Evaluation, Preparation and Installation, (2) Ongoing Services and (3) Removal of Equipment. The following tasks have been identified as

necessary in support of this project. It should be noted that all equipment and systems must be installed and fully operational within six months of approval of the implementation plan unless otherwise agreed to by the PLCB.

In response to the RFP, provide a workplan for each task identifying the work elements of each task, the resources to be assigned to the tasks, the time allotted to each element and the deliverable items to be produced. Where appropriate, a GANTT chart (or similar method) should be used to show project, task and time relationship.

**A. Phase 1 – Site Evaluation, Preparation and Installation.** After the Notice to Proceed has been issued, Phase 1 will begin.

- 1. Task 1.1. Site Evaluation and Implementation Plan.** As the initial task of Phase 1, the Contractor may visit individual PLCB Facilities or work with PLCB employees to identify the specific requirements for each Facility and what preparations may be needed to ready the Facilities for installation.

Upon PLCB approval of the site evaluations, Contractor will develop a complete, detailed solution design and installation implementation plan, including defined and measurable milestones.

In response to the RFP, provide a draft implementation plan detailing the following, at a minimum:

- a. A project timeline for the preparation of PLCB Facilities for installation.
- b. A plan and timeline for installation of the equipment and implementation of any associated technology, including any necessary training of PLCB employees for use of the same.
- c. A plan for recruiting and training security guards needed for each Facility.

In response to the RFP, provide a detailed explanation for how each PLCB Facility will be evaluated and a draft Implementation Plan.

***Deliverable 1.1.** Unless otherwise agreed to by PLCB, the Contractor will be afforded up to 30 Days from the Notice to Proceed to complete any necessary site evaluations and provide the PLCB with final recommended quantities of the equipment needed for alarm and video monitoring. After completion of the site evaluations, the Contractor will be afforded up to 14 days to update the implementation plan provided in response to this RFP for PLCB approval. Additionally, any modifications to a Facility that are required to prepare the site for installation must be identified in detail. The implementation plan must be approved in writing and accepted as complete by the PLCB.*

- 2. Task 1.2 Execution of the Implementation Plan.** Once the PLCB approves the implementation plan, the Contractor will begin to execute that plan. The PLCB expects the system to be fully installed within six months, unless otherwise agreed. A fully executed implementation plan should accomplish the completion of all major milestones at all PLCB Facilities, including but not limited to: all necessary wiring, alarm and camera installations, installation and testing of all technology and training of PLCB employees.

***Deliverable 1.2.** The Contractor will work closely with a designated PLCB point of contact and regularly provide reports to show progress and identify challenges to executing the implementation plan. Each milestone must be approved by the PLCB.*

**B. Phase 2 – Ongoing Services.** The Contractor will begin providing the Services immediately upon award of the contract. The alarm monitoring services will begin upon the completed installation in the first location.

**1. Deliverable 2.1.** *The Contractor will provide Comprehensive Security Services as needed at all required PLCB Facilities. Such Services will include, but not be limited to: 24/7 monitoring of alarm systems and security cameras, providing proper notification of any incidents to local authorities and the PLCB, maintaining compliance with all local ordinances, maintaining all equipment in working order, providing on-site security guards (where required), and the installation or removal of equipment from Facilities, as necessary. Not all services are required at every Facility. The Contractor shall demonstrate to the PLCB its ability to efficiently and reliably secure all PLCB Facilities to the standards set forth in this RFP.*

**2. Deliverable 2.2.** *On a yearly basis, Contractor and the PLCB will review and evaluate all security operations and determine if any changes are needed. The annual review will include, but is not limited to: evaluation of security guard performance, reliability of equipment and technology, compliance with local requirements regarding system registration and inspections, and recommendations for improvements and implementation of best practices.*

**C. Phase 3 – Removal of Equipment.** Prior to expiration or termination of the Contract, the Contractor shall be required to remove all equipment from all PLCB Facilities. Contractor shall fully cooperate with the PLCB and any of its contractors to assure the successful wind down or transition from the Contractor’s services to the services of any other contractor the PLCB may engage.

**1. Deliverable 3.1.** *Upon expiration of the Contract or notification by PLCB of its termination, the Contractor shall participate as needed in the development and execution of a plan to remove equipment from PLCB Facilities (“Removal Plan”). Such plan must be approved in writing by the PLCB.*

**2. Deliverable 3.2.** *Upon completion of the Removal Plan, Contractor shall provide PLCB with documentation of full decommissioning status. Such decommissioning is must be accepted and approved by the PLCB.*

### **III-5. Qualifications.**

**A. Company Overview.** Identify the date your company was founded, principal ownership, scope of operations and general data regarding your company. Also note any special expertise that would enhance your company’s qualifications. List any current contracts that may present a conflict of interest. An organizational chart should be included that identifies the number of executive and professional personnel who will be engaged in the work. Evidence to show that the business is or could be qualified as a DDB in accordance with **Appendix F**, should also be provided, if applicable.

**B. Prior Experience.** Identify specific organizational experience in providing comprehensive security services in a retail setting. Identify the size of any retail operations for which you have provided such services. Experience identified in response to the RFP should also include work done by individuals who will be assigned to this project as well as that of your company. Prior projects must be identified by name of the customer/client, including address and telephone number of the responsible customer/client official who may be contacted by the PLCB.

**C. Personnel.** Identify the minimum qualifications and expected skill sets of the professional personnel (notably the project manager for implementation and the regular operations manager) who will be engaged in the work. If any key personnel can be identified at the time of response to this RFP, include resumes of such personnel with education and experience in providing security services in a retail setting.

**D. Guard Network.** Detail how many security guards are in your network, whether they are employees or independent contractors and how you source additional guards to meet the operational needs of your clients.

**E. Subcontractors:** Provide a subcontracting plan for *all* subcontractors, including DDB subcontractors, who will contribute to the performance of the Services described in this RFP. The selected Offeror is prohibited from subcontracting or outsourcing any part of the Services without the express written approval from the PLCB. Unless otherwise notified by the PLCB during contract negotiations, upon award of the contract resulting from this RFP, subcontractors included in the proposal submission are deemed approved. For each entity/role included in your subcontracting plan provide:

1. Name of subcontractor with a company overview. This should include ownership structure and number of employees.
2. The specific work, supplies or services the subcontractor will perform; location for work performed; how the work, supplies or services relate to the project; and the specific timeframe during the term when the work, supplies or services will be provided or performed.
3. Prior experience working with the subcontractor and/or subcontractor's qualifications for performing the intended function, including resumes (if appropriate and available).
4. The fixed percentage commitment that subcontractor will receive based on the final negotiated cost for the initial term of the prime contract.
5. Number of employees by job category to work on the project.
6. Evidence to show that the business is or could be qualified as a DDB in accordance with **Appendix F**, if applicable.

**F. Suppliers:** Identify any suppliers that will be used to contribute to your provision of the Services described in this RFP that may qualify as a DDB in accordance with **Appendix F**. Please provide all relevant information for the PLCB to determine such qualification.

**III-6. Financial Capability.** Describe your company's financial stability and economic capability to perform the contract requirements. Provide your company's financial statements (audited, if available) for the past three fiscal years. Financial statements must include the company's Balance Sheet and Income Statement or Profit/Loss Statements. Also include a Dun & Bradstreet comprehensive report, if available. If your company is a publicly traded company, please provide a link to your financial records on your company website in lieu of providing hardcopies. The Commonwealth reserves the right to request additional information it deems necessary to evaluate an Offeror's financial capability.

### **III-7. Emergency Preparedness.**

To support continuity of operations during an emergency, including a pandemic, the Commonwealth needs a strategy for maintaining operations for an extended period of time. One part of this strategy is to ensure that essential contracts that provide critical business services to the Commonwealth have planned for such an emergency and put contingencies in place to provide needed goods and services.

1. Describe how you anticipate such a crisis will impact your operations.
2. Describe your emergency response continuity of operations plan. Please attach a copy of your plan, or at a minimum, summarize how your plan addresses the following aspects of pandemic preparedness

- a. Employee training (describe your organization's training plan, and how frequently your plan will be shared with employees)
- b. Identified essential business functions and key employees (within your organization) necessary to carry them out
- c. Contingency plans for:
  - i. How your organization will handle staffing issues when a portion of key employees are incapacitated due to illness.
  - ii. How employees in your organization will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace.
- d. How your organization will communicate with staff and suppliers when primary communications systems are overloaded or otherwise fail, including key contacts, chain of communications (including suppliers), etc.
- e. How and when your emergency plan will be tested, and if the plan will be tested by a third-party.

**III-8. Objections and Additions to Standard Contract Terms and Conditions.** The Offeror will identify which, if any, of the terms and conditions (contained in **Part V**) it would like to negotiate and what additional terms and conditions the Offeror would like to add to the standard contract terms and conditions. The Offeror's failure to make a submission under this paragraph will result in its waiving its right to do so later, but the Issuing Office may consider late objections and requests for additions if to do so, in the Issuing Office's sole discretion, would be in the best interest of the Commonwealth. The Issuing Office may, in its sole discretion, accept or reject any requested changes to the standard contract terms and conditions. The Offeror shall not request changes to the other provisions of the RFP, nor shall the Offeror request to completely substitute its own terms and conditions for **Part V**. All terms and conditions must appear in one integrated contract. The Issuing Office will not accept references to the Offeror's, or any other, online guides or online terms and conditions contained in any proposal. Additionally, the PLCB will not agree to any software licensing or subscription terms for the use of the services requested in this RFP.

Regardless of any objections set out in its proposal, the Offeror must submit its proposal, including the cost proposal, on the basis of the terms and conditions set out in **Part V**. The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in **Part V or to other provisions of the RFP as specifically identified above.**

**PART IV**  
**COST SUBMITTAL**

- IV-1. Cost Submittal.** The information requested in this **Part IV** shall constitute the Cost Submittal. The Cost Submittal shall be submitted electronically in accordance with **Section I-11**. The total proposed cost should be broken down into the components set forth in **Appendix E, Cost Submittal Worksheet**. Offerors should **not** include any assumptions in their cost submittals. If the Offeror includes assumptions in its cost submittal, the Issuing Office may reject the proposal. Offerors should direct in writing to the Issuing Office pursuant to **Section I-8** of this RFP any questions about whether a cost or other component is included or applies. All Offerors will then have the benefit of the Issuing Office's written answer so that all proposals are submitted on the same basis.
- IV-2. Reimbursement.** The Issuing Office will reimburse the Selected Offeror for work satisfactorily performed after execution of a written contract and the start of the Contract term, in accordance with Contract requirements, and only after the Issuing Office has issued a Notice to Proceed.
- IV-3. Invoicing.** All services and costs identified above and performed in support of this Contract must be invoiced directly to the assigned PLCB point of contact monthly in arrears. Invoices to the PLCB may only reflect charges as agreed to in the contract unless otherwise approved by the PLCB by a written Change Order or Contract Amendment.

Any questions or problems related to invoicing, bill payment, debits/credits to invoices, or other monetary related topics identified by the Selected Offeror during the duration of the Contract term should be addressed directly to the PLCB point of contact.

- IV-4. Supplier Registration.** The Selected Offeror will be required to register with PLCB's Supplier Unit and have their information entered into PLCB's Oracle systems database. This registration must be completed before a contract can be fully executed and approved. To obtain this supplier number, the Supplier Registration Form PLCB-2348 will need to be completed on the form located at the following link:

<https://www.lcb.pa.gov/JoinOurTeam/Pages/Contract-Opportunities.aspx>

- IV-5. iSupplier Portal.** After supplier registration of the Selected Offeror is completed by the PLCB, access to the iSupplier Portal will be automatically granted with the ability to view purchase orders, invoices and payments online. An auto-generated email will be sent from the PLCB's Supplier Unit granting administrator rights with logon credentials and further instructions. It is the supplier's responsibility to ensure that the supplier information contained in the Oracle system is accurate and complete and keep the PLCB updated with any data changes, including bank data. Failure to notify the PLCB of any changes to supplier information may result in delayed payments.
- IV-6. State Tax Liability/Debt Obligation.** The Commonwealth may set-off the amount of any state tax liability or other debt or obligation of the Selected Offeror or its subsidiaries that is owed to the Commonwealth and is not being contested on appeal against any payments due the Selected Offeror under the resulting Contract or any other contract with the Commonwealth.

## PART V

### CONTRACT FOR COMPREHENSIVE SECURITY SERVICES

This Contract for Comprehensive Security Services (“Contract”) is made and entered into as of \_\_\_\_\_, 2021 by and between the Pennsylvania Liquor Control Board (“PLCB” or “Customer”), with offices located at 901 Capital Street, Harrisburg, Pennsylvania 17124, and SELECTED OFFEROR (“Contractor”) (each, a “Party” and collectively, the “Parties”).

WHEREAS, PLCB issued RFP#20200924 for Comprehensive Security Services on \_\_\_\_\_, 2021 (“RFP”);

WHEREAS, Contractor provides, among other service offerings, security services that include alarm system installation and monitoring, and security guards;

WHEREAS, PLCB has selected Contractor to be awarded this Contract pursuant to the RFP. The PLCB desires to engage Contractor, and Contractor agrees to perform the services described herein pursuant to the terms and conditions of this Contract.

THEREFORE, in consideration of the covenants and agreements set forth below, Customer and Contractor (herein each a “Party” or collectively the “Parties”), intending to be legally bound, agree as follows:

#### 1. SCOPE OF SERVICES

During the term of this Contract, Contractor agrees to provide the Services as set forth in the Appendices attached hereto (collectively, the “Services”) and as described in the RFP. The Appendices to this Contract are as follows:

- a. APPENDIX G Security Guard Performance Requirements
- b. APPENDIX H Security System Requirements

The RFP and the Contractor’s Response to the RFP, including the Cost Submittal, are incorporated into this Contract by reference and made a material part thereof. In the event a conflict exists, the order of precedence shall be as follows: This Contract, including the above-referenced appendices; the Contractor’s Cost Submittal; the RFP; and the Contractor’s Technical Submittal to the RFP.

From time to time, the PLCB may request that Contractor provide additional, alternative, or modified Services that will be defined more specifically at the time of request. To the extent additional terms are needed to perform such services, the Parties will use best efforts to define those terms and document them in a Change Order or via an Amendment to this Contract, as necessary. Any such Change Order or Amendment must be signed by both parties and approved by the PLCB Office of Chief Counsel. No PLCB employee has the authority to verbally add or amend contract terms.

The PLCB reserves the right to purchase materials and services covered under the Contract through a separate procurement procedure, whenever the PLCB deems it to be in its best interest.

#### 2. TERM OF CONTRACT

The initial term of this Contract shall commence on the Effective Date (as defined below) and continue for five years with an option, at PLCB’s sole discretion, to extend the term for two additional years which may be exercised in monthly or yearly increments. The Effective Date shall be after the Contract has been fully executed by the Contractor and by the Commonwealth and all approvals required



by Commonwealth contracting procedures have been obtained. The Contract shall not be a legally binding contract until after Contractor is issued a Notice to Proceed directing the Contractor to start performance on a date which is on or after the Effective Date. The Contractor shall not start the performance of any work prior to the date set forth in the Notice to Proceed and the PLCB shall not be liable to pay the Contractor for any service or work performed or expenses incurred before the date set forth in the Notice to Proceed. No PLCB employee has the authority to verbally direct the commencement of any work under this Contract.

### **3. DEFINITIONS**

As used in this Contract, these words shall have the following meanings unless otherwise defined in the RFP or Appendices:

- a. Agency: the Pennsylvania Liquor Control Board (“PLCB”).
- b. Amendment: amendments are issued for any change to the terms, conditions, requirements, or costs of the Contract and require the signatures of the Contractor and the same Commonwealth officials as the Contract.
- c. Change Order: change orders are notices of a change which one or both Parties have the option to change under the Contract. They can also be used as a notification of a correction.
- d. Commonwealth: refers collectively to the government of the Commonwealth of Pennsylvania as a whole, inclusive of the PLCB.
- e. Contracting Officer: the person authorized to administer this Contract for the PLCB and to make written determinations with respect to the Contract.
- f. Contractor: the Offeror selected by the PLCB pursuant to RFP# 20200924.
- g. Days: unless specifically indicated otherwise, days mean calendar days.
- h. Deliverable: a required Deliverable as set forth in RFP# 20200924.
- i. DDB: refers to a diverse and disadvantaged business as determined by the PLCB.
- j. Documentation: all materials required to support and convey information about the services required by this Contract. Documentation includes, but is not necessarily restricted to, written reports and analyses, diagrams, system designs, computer programs, flow charts, disks, and/or other machine-readable storage media.
- k. Facility: any Fine Wine & Good Spirits store or other PLCB location at which the Services will be performed.
- l. FW&GS: refers to any PLCB operated Fine Wine & Good Spirits retail store.
- m. Phase: Phases 1 through 3, either individually or collectively, as described in more detail in Part III-4 of the RFP.
- n. PLCB Point of Contact: a designated PLCB employee that is responsible for all administrative matters related to this Contract, including but not limited to receipt of invoices.

- o. PLCB Project Manager: the designated PLCB employee that will be responsible for making management level decisions related to major projects.
- p. Selected Offeror: the Contractor.
- q. Services: all Contractor activity necessary to satisfy the Contract.

#### **4. INDEPENDENT PRIME CONTRACTOR**

In performing its obligations under the Contract, the Contractor will act as an independent contractor and not as an employee or agent of the Commonwealth. The Contractor will be responsible for all services in this Contract whether or not Contractor provides them directly. Further, the Contractor is the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from the Contract.

#### **5. WARRANTY**

- a. Contractor warrants that it will comply with applicable laws, rules, regulations of governmental authorities in performing Services.
- b. Contractor also warrants that all employees, independent contractors and subcontractors performing the Services shall have the necessary training, experience and skills required to perform the Services and the responsibilities of the position to which such employees are assigned.
- c. Contractor warrants that all equipment used to provide the Services will comply with applicable federal rules and regulations, including Federal Acquisition Regulation Representation 52.204-24, "Representation Regarding Certain Telecommunications and Video Surveillance Services or Equipment."

#### **6. OWNERSHIP RIGHTS**

Contractor shall provide, dedicate, purchase or lease the equipment, software systems, and any related items required to deliver the Services. Contractor shall at all times be considered the owner or lessee of the equipment and be responsible for the maintenance thereof.

#### **7. COMPLIANCE WITH LAW**

The Contractor shall comply with all applicable federal and state laws and regulations and local ordinances in the performance of the Contract.

#### **8. ENVIRONMENTAL PROVISIONS**

In the performance of the Contract, the Contractor shall minimize pollution and shall strictly comply with all applicable environmental laws and regulations, including, but not limited to, the Clean Streams Law Act of June 22, 1937 (P.L. 1987, No. 394), as amended 35 P.S. § 691.601 et seq.; the Pennsylvania Solid Waste Management Act, Act of July 7, 1980 (P.L. 380, No. 97), as amended, 35 P.S. §

6018.101 et seq.; and the Dam Safety and Encroachment Act, Act of November 26, 1978 (P.L. 1375, No. 325), as amended, 32 P.S. § 693.1.

## **9. COMPENSATION**

The Contractor will be compensated at the rates set forth in the Contractor's Cost Submittal. The Contractor shall be compensated only for work accepted by the PLCB.

It is understood and agreed that any quantities listed in the Contract are estimates and may vary in accordance with the actual requirements of the PLCB.

## **10. BILLING REQUIREMENTS**

The Contractor shall include in all of its invoices the following minimum information:

- a. Vendor name and "Remit to" address, including Oracle supplier number;
- b. Service location;
- c. Description of the supplies/services delivered;
- d. Quantity provided;
- e. Unit price;
- f. Price extension;
- g. Total price; and
- h. Date of services.
- i. Line item charges to include:

If an invoice does not contain the minimum information set forth in this paragraph, the PLCB may reject the invoice as improper. If the PLCB rejects an invoice as improper, the time for processing a payment will be suspended until the PLCB receives a correct invoice. The Contractor may not receive payment until the PLCB has received a correct invoice.

In no instance shall any payment be made for services to the Contractor that are not in accordance with the contracted prices.

## **11. PAYMENT**

- a. The PLCB shall put forth reasonable efforts to make payment of undisputed amounts billed, less applicable credits, within 45 days of receipt of a proper invoice. A "proper" invoice is not received until the PLCB accepts the service as satisfactorily performed.

Payment may be delayed if the payment amount on an invoice is not based upon the price(s) as stated in the Contract. If any payment is not made within 15 days after the required payment date, the PLCB may pay interest as determined by the Secretary of Budget in accordance with Act No. 266 of 1982 and regulations promulgated pursuant thereto.

- b. The PLCB will make contract payments through Automated Clearing House (ACH).
  - 1) Within 10 days of award of the contract the Contractor must submit or must have already submitted their ACH information within their user profile in the PLCB's procurement system (Oracle).
  - 2) The Contractor must submit a unique invoice number with each invoice submitted. The unique invoice number will be listed on the PLCB's ACH remittance advice to enable the Contractor to properly apply the state agency's payment to the invoice submitted.
  - 3) It is the responsibility of the Contractor to ensure that the ACH information contained in Oracle is accurate and complete. Failure to maintain accurate and complete information may result in delays in payments.

## 12. OFFSETS AND ADMINISTRATIVE FEES

In addition to the remedies set forth in this paragraph 12, the PLCB reserves all rights under the terms of this Contract and in accordance with applicable law to impose other remedies, including but not limited to triggering the default and/or termination provisions in this Contract, should Contractor exhibit a pattern of unexcused inadequate, improper and/or unreliable performance.

- a. **Offsets.** The Commonwealth reserves the right to set-off the amount of any liability or other debt or obligation of the Contractor or its subsidiaries that is owed to the PLCB and is not being contested on appeal against any payments due the Contractor under this Contract or any other contract with the Commonwealth.
- b. **Administrative Fees.** Administrative fees due to Contractor's failure to perform certain functions, as described below, will be imposed quarterly by way of invoice. The PLCB's failure to exercise any rights or remedies provided in this paragraph shall not be construed to be a waiver by the PLCB to impose such fee in the future.
  - 1. An administrative fee of \$100.00 may be imposed for failure to meet any SLA as provided in this Contract, unless otherwise agreed to by the PLCB.
  - 2. An administrative fee equal to the hourly rate for such security guard (armed or unarmed, as the case may be) may be imposed for unexcused guard absences and/or failure to adequately replace guards to the satisfaction of the PLCB.
    - i. For each unexcused absence, a fee equal to half of the day's rate for that guard will be imposed.
    - ii. For failure to replace a guard to the satisfaction of the PLCB, a fee equal to a full day rate for such guard will be imposed. Additionally, Contractor will be responsible for reimbursement to the PLCB for the cost of obtaining a replacement guard from another contractor at that location.

Within one week of the submission by the Contractor of the quarterly report of the security guard performance discussion, the PLCB will communicate to Contractor the anticipated fees to be imposed pursuant to this paragraph 12(b)(2). Dispute of any such fee must be submitted to PLCB within two business days.

- 3. An administrative fee of \$150 per occurrence may be imposed when the PLCB is served with any fine or fee by a local municipality for alarm registration or false alarms. For the avoidance of doubt, the PLCB will not pay any such fines or fees

to any municipality nor reimburse Contractor for the same. This administrative fee is in addition to the Contractor's responsibility to pay the imposing jurisdiction any such fine or fee.

### **13. TAXES**

The Contractor will be responsible for the payment of any applicable taxes, licenses, charges and assessments imposed by any governmental authority upon the Contractor in relation to the performance of the Services. This includes, but is not limited to, local property taxes, municipal fees, licensing fees, and all taxes related to the employment of personnel required to perform the Services.

The Commonwealth may set-off the amount of any state tax liability or other debt or obligation of the Contractor or its subsidiaries that is owed to the Commonwealth and is not being contested on appeal against any payments due the Contractor under this Contract or any other contract with the Commonwealth.

### **14. ASSIGNMENT OF ANTITRUST CLAIMS**

The Contractor and the PLCB recognize that in actual economic practice, overcharges by the Contractor's suppliers resulting from violations of state or federal antitrust laws are in fact borne by the PLCB. As part of the consideration for the award of the Contract, and intending to be legally bound, the Contractor assigns to the PLCB all right, title and interest in and to any claims the Contractor now has, or may acquire, under state or federal antitrust laws relating to the products and services which are the subject of this Contract.

### **15. HOLD HARMLESS PROVISION**

- a. The Contractor shall hold the PLCB harmless from and indemnify the PLCB against any and all third-party claims, demands and actions based upon or arising out of any activities performed by the Contractor and its employees, subcontractors and agents under this Contract, provided the PLCB gives Contractor prompt notice of any such claim of which it learns. Pursuant to the Commonwealth Attorneys Act (71 P.S. Section 732-101, et seq.), the Office of Attorney General (OAG) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG may, however, in its sole discretion and under such terms as it deems appropriate, delegate its right of defense. If OAG delegates the defense to the Contractor, the Commonwealth will cooperate with all reasonable requests of Contractor made in the defense of such suits.
- b. Notwithstanding the above, neither party shall enter into any settlement without the other party's written consent, which shall not be unreasonably withheld nor unduly delayed. The PLCB may, in the discretion and at the direction of the OAG, allow the Contractor to control the defense and any related settlement negotiations.

### **16. AUDIT PROVISIONS**

The PLCB shall have the right, at reasonable times and at a site designated by the PLCB, to audit the books, documents and records of the Contractor and/or its approved subcontractors to the extent that the books, documents and records relate to costs or pricing data for the Contract or the performance of the Services. The Contractor agrees to maintain records which will support the prices charged and costs incurred for the Contract. The Contractor shall preserve books, documents, and records that relate to costs or pricing data for the Contract for a period of three years from date of final payment. The Contractor shall give full and free access to all records to the PLCB and/or their authorized representatives.

## 17. DEFAULT

- a. The PLCB may, subject to the Force Majeure provisions of this Contract, and in addition to its other rights under the Contract, declare the Contractor in default by written notice thereof to the Contractor, and terminate (as provided in the Termination Provisions of this Contract) the whole or any part of this Contract for any of the following reasons:
- 1) Failure to begin work within the time specified in the Contract or as otherwise specified to ensure timely progression through each Phase.
  - 2) Failure to perform the work with sufficient labor, equipment, or material to insure the completion of the specified work in accordance with the Contract.
  - 3) Continued unsatisfactory performance of the work and as documented by the imposition of Administrative Fees in accordance with paragraph 12(b).
  - 4) Discontinuance of work without approval and/or failure to resume discontinued work after notice to do so.
  - 5) If the Contractor is adjudicated bankrupt, is determined to be insolvent, files a voluntary petition in bankruptcy, makes an assignment for the benefit of creditors or seeks protection against creditors under any applicable federal or state laws, or if there is a commencement of any bankruptcy, insolvency, receivership or other similar proceeding against Contractor that is not dismissed within 60 days after such filing.
  - 6) Breach of any material provision of the Contract, including failure to comply with representations made in the Contractor's bid/proposal.
  - 7) Failure to comply with applicable industry standards, customs, and practice.
- b. The PLCB will provide written notice to Contractor upon determining that the Contractor is in default pursuant to Subparagraph a above. The notice will include a description of the nature of the default and a reasonable cure period for Contractor to correct the default. Failure by Contractor to cure the default within the time period provided in any such notice may result in termination of this Contract pursuant to the Termination Provisions of paragraph 19.
- c. In the event that the PLCB terminates this Contract in whole or in part as provided in Subparagraph a. above, the PLCB may procure, upon such terms and in such manner as it determines, services similar or identical to those so terminated, and the Contractor shall be liable to the PLCB for any reasonable excess costs for such similar or identical services included within the terminated part of the Contract. These costs are in the nature of cover damages as set forth in 13 Pa.C.S.A. §§ 2711(a), 2712.
- d. The rights and remedies of the PLCB provided in this paragraph shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.
- e. The PLCB's failure to exercise any rights or remedies provided in this paragraph shall not be construed to be a waiver by the PLCB of its rights and remedies in regard to the event of default or any subsequent event of default.

- f. Following exhaustion of the Contractor's administrative remedies as set forth in the Contract Controversies Provision at paragraph 21 of this Contract, the Contractor's exclusive remedy shall be to seek damages in the Board of Claims.

## **18. FORCE MAJEURE**

Neither party will incur any liability to the other if its performance of any obligation under this Contract is prevented or delayed by causes beyond its control and without the fault or negligence of either party. Causes beyond a party's control may include, but are not limited to, acts of God or war, changes in controlling law, regulations, orders or the requirements of any governmental entity, severe weather conditions, civil disorders, natural disasters, fire, general strikes throughout the trade, and freight embargoes.

The Contractor shall notify the PLCB orally within three days and in writing within seven days of the date on which the Contractor becomes aware, or should have reasonably become aware, that such cause would prevent or delay its performance. Such notification shall (i) describe fully such cause(s) and its effect on performance, (ii) state whether performance under the contract is prevented or delayed and (iii) if performance is delayed, state a reasonable estimate of the duration of the delay. The Contractor shall have the burden of proving that such cause(s) delayed or prevented its performance despite its diligent efforts to perform and shall produce such supporting documentation as the PLCB may reasonably request. After receipt of such notification, the PLCB may elect to cancel the Contract or to extend the time for performance as reasonably necessary to compensate for the Contractor's delay.

In the event of a declared emergency by competent governmental authorities, the PLCB by notice to the Contractor, may: suspend all or a portion of the Contract, or request that the Contractor perform alternative or modified Services to mitigate the effects of the applicable Force Majeure event. In the event that such alternative Services are requested by the PLCB, the Parties will use best efforts to establish agreeable terms for the provision of such Services, which shall be documented in a written Change Order that is approved by both Parties.

## **19. TERMINATION PROVISIONS**

The PLCB has the right to terminate this Contract for any of the following reasons. Termination shall be effective 90 days after written notice to the Contractor except in the event of egregious misconduct whereby such termination will be effective at the discretion of the PLCB.

- a. **TERMINATION FOR CONVENIENCE:** The PLCB shall have the right to terminate the Contract in whole or in part for its convenience if the PLCB determines termination to be in its best interest. The Contractor shall be paid for work satisfactorily completed prior to the effective date of the termination, but in no event shall the Contractor be entitled to recover loss of profits.
- b. **NON-APPROPRIATION:** The PLCB's obligation to make payments during any Commonwealth fiscal year succeeding the current fiscal year shall be subject to availability and appropriation of funds. When funds (state and/or federal) are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal year period, the PLCB shall have the right to terminate the Contract. The Contractor shall be reimbursed for Services rendered, accepted and undisputed up to the date of termination. Such reimbursement shall not include loss of profit, loss of use of money, or administrative or overhead costs. The reimbursement amount may be paid from any appropriations available for that purpose
- c. **TERMINATION FOR CAUSE:** The PLCB shall have the right to terminate the Contract for Contractor default under the Default Clause upon written notice to the Contractor. The PLCB shall also have the right, upon written notice to the Contractor, to terminate the Contract for other cause as specified in the Contract or by law. If it is later determined that the PLCB erred in

terminating the Contract for cause, then, at the PLCB's discretion, the Contract shall be deemed to have been terminated for convenience under Subparagraph a.

## **20. OBLIGATIONS UPON TERMINATION AND/OR EXPIRATION**

Except for in-wall wiring, all equipment must be dismantled and removed by the Contractor at no additional cost to the PLCB within thirty calendar days after the Contract expiration or termination date, unless otherwise agreed to by the PLCB. The Contractor shall fully cooperate with the PLCB to ensure the successful transition from the Contractor's service to the services of any other contractor which the PLCB may engage upon expiration or termination of this Contract.

Any equipment left within any PLCB Facilities for longer than thirty calendar days after the expiration or termination date, unless otherwise agreed to by the PLCB, shall be deemed to be abandoned property. Abandoned property will be deemed to become Commonwealth property and will be disposed of by the Department of General Services State Surplus Property Program.

## **21. CONTRACT CONTROVERSIES**

- a. In the event of a controversy or claim arising from the Contract, the Contractor must, within six months after the cause of action accrues, file a written claim with the Contracting Officer for a determination. The claim shall state all grounds upon which the Contractor asserts a controversy exists. If the Contractor fails to file a claim or files an untimely claim, the Contractor is deemed to have waived its right to assert a claim in any forum. At the time the claim is filed, or within 60 days thereafter, either party may request mediation through the Commonwealth Office of General Counsel Dispute Resolution Program.
- b. If the Contractor or the Contracting Officer requests mediation and the other party agrees, the Contracting Officer shall promptly make arrangements for mediation. Mediation shall be scheduled so as to not delay the issuance of the final determination beyond the required 120 days after receipt of the claim if mediation is unsuccessful. If mediation is not agreed to or if resolution is not reached through mediation, the Contracting Officer shall review timely-filed claims and issue a final determination, in writing, regarding the claim. The final determination shall be issued within 120 days of the receipt of the claim, unless extended by consent of the Contracting Officer and the Contractor. The Contracting Officer shall send his/her written determination to the Contractor. If the Contracting Officer fails to issue a final determination within the 120 days (unless extended by consent of the parties), the claim shall be deemed denied. The Contracting Officer's determination shall be the final order of the PLCB.
- c. Within 15 days of the mailing date of the determination denying a claim or within 135 days of filing a claim if, no extension is agreed to by the parties, whichever occurs first, the Contractor may file a statement of claim with the Commonwealth Board of Claims. Pending a final judicial resolution of a controversy or claim, the Contractor shall proceed diligently with the performance of the Contract in a manner consistent with the determination of the Contracting Officer and the PLCB shall compensate the Contractor for such continuous performance pursuant to the terms of the Contract.

## **22. ASSIGNABILITY AND SUBCONTRACTING**

- a. Subject to the terms and conditions of this Paragraph, this Contract shall be binding upon the parties and their respective successors and assigns.



- b. The Contractor shall not subcontract with any person or entity to perform all or any part of the work to be performed under this Contract without the prior written consent of the Contracting Officer, which consent may be withheld at the sole and absolute discretion of the Contracting Officer.
- c. The PLCB must be notified in writing if a DDB subcontractor is no longer being utilized by the Contractor in the provision of Services.
- d. The Contractor may not assign, in whole or in part, this Contract or its rights, duties, obligations, or responsibilities hereunder without the prior written consent of the Contracting Officer, which consent may be withheld at the sole and absolute discretion of the Contracting Officer.
- e. Notwithstanding the foregoing, the Contractor may, without the consent of the Contracting Officer, assign its rights to payment to be received under the Contract, provided that the Contractor provides written notice of such assignment to the Contracting Officer together with a written acknowledgement from the assignee that any such payments are subject to all of the terms and conditions of this Contract.
- f. For the purposes of this Contract, the term “assign” shall include, but shall not be limited to, the sale, gift, assignment, pledge, or other transfer of any ownership interest in the Contractor provided, however, that the term shall not apply to the sale or other transfer of stock of a publicly traded company.
- g. Any assignment consented to by the Contracting Officer shall be evidenced by a written assignment agreement executed by the Contractor and its assignee in which the assignee agrees to be legally bound by all of the terms and conditions of the Contract and to assume the duties, obligations, and responsibilities being assigned.
- h. A change of name by the Contractor, following which the Contractor’s federal identification number remains unchanged, shall not be considered to be an assignment hereunder. The Contractor shall give the Contracting Officer written notice of any such change of name.

### **23. OTHER CONTRACTORS**

The PLCB may undertake or award other contracts for additional or related work, and the Contractor shall fully cooperate with other contractors and PLCB employees and coordinate its work with such additional work as may be required. The Contractor shall not commit or permit any act that will interfere with the performance of work by any other contractor or by PLCB employees. This paragraph shall be included in the contracts of all contractors with which this Contractor will be required to cooperate. The PLCB shall equitably enforce this paragraph as to all contractors to prevent the imposition of unreasonable burdens on any contractor.

### **24. NONDISCRIMINATION/SEXUAL HARASSMENT CLAUSE**

The Contractor agrees:

- a. In the hiring of any employee(s) for the manufacture of supplies, performance of work, or any other activity required under the contract or any subcontract, the Contractor, each subcontractor, or any person acting on behalf of the Contractor or subcontractor shall not discriminate by reason of race, gender, creed, color, sexual orientation, gender identity or expression, or in violation of

the Pennsylvania Human Relations Act (PHRA) and applicable federal laws, against any citizen of this Commonwealth who is qualified and available to perform the work to which the employment relates.

- b. Neither the Contractor nor any subcontractor nor any person on their behalf shall in any manner discriminate by reason of race, gender, creed, color, sexual orientation, gender identity or expression, or in violation of the PHRA and applicable federal laws, against or intimidate any employee involved in the manufacture of supplies, the performance of work, or any other activity required under the contract.
- c. Neither the Contractor nor any subcontractor nor any person on their behalf shall in any manner discriminate by reason of race, gender, creed, color, sexual orientation, gender identity or expression, or in violation of the PHRA and applicable federal laws, in the provision of services under the contract.
- d. Neither the Contractor nor any subcontractor nor any person on their behalf shall in any manner discriminate against employees by reason of participation in or decision to refrain from participating in labor activities protected under the *Public Employee Relations Act*, *Pennsylvania Labor Relations Act* or *National Labor Relations Act*, as applicable and to the extent determined by entities charged with such Acts' enforcement, and shall comply with any provision of law establishing organizations as employees' exclusive representatives.
- e. The Contractor and each subcontractor shall establish and maintain a written nondiscrimination and sexual harassment policy and shall inform their employees in writing of the policy. The policy must contain a provision that sexual harassment will not be tolerated and employees who practice it will be disciplined. Posting this Nondiscrimination/Sexual Harassment Clause conspicuously in easily-accessible and well-lighted places customarily frequented by employees and at or near where the contracted services are performed shall satisfy this requirement for employees with an established work site.
- f. The Contractor and each subcontractor shall not discriminate by reason of race, gender, creed, color, sexual orientation, gender identity or expression, or in violation of PHRA and applicable federal laws, against any subcontractor or supplier who is qualified to perform the work to which the contract relates.
- g. The Contractor and each subcontractor represents that it is presently in compliance with and will maintain compliance with all applicable federal, state, and local laws, regulations and policies relating to nondiscrimination and sexual harassment. The Contractor and each subcontractor further represents that it has filed a Standard Form 100 Employer Information Report ("EEO-1") with the U.S. Equal Employment Opportunity Commission ("EEOC") and shall file an annual EEO-1 report with the EEOC as required for employers' subject to *Title VII of the Civil Rights Act of 1964*, as amended, that have 100 or more employees and employers that have federal government contracts or first-tier subcontracts and have 50 or more employees. The Contractor and each subcontractor shall, upon request and within the time periods requested by the Commonwealth, furnish all necessary employment documents and records, including EEO-1 reports, and permit access to their books, records, and accounts by the contracting agency and the Bureau of Diversity, Inclusion and Small Business Opportunities for purpose of ascertaining compliance with provisions of this Nondiscrimination/Sexual Harassment Clause.
- i. The Contractor shall include the provisions of this Nondiscrimination/Sexual Harassment Clause in every subcontract so that those provisions applicable to subcontractors will be binding upon each subcontractor.
- j. The Contractor's and each subcontractor's obligations pursuant to these provisions are ongoing from and after the effective date of the contract through the termination date thereof. Accordingly, the Contractor and each subcontractor shall have an obligation

to inform the Commonwealth if, at any time during the term of the contract, it becomes aware of any actions or occurrences that would result in violation of these provisions.

- k. The Commonwealth may cancel or terminate the contract and all money due or to become due under the contract may be forfeited for a violation of the terms and conditions of this Nondiscrimination/Sexual Harassment Clause. In addition, the agency may proceed with debarment or suspension and may place the Contractor in the Contractor Responsibility File.

## 25. CONTRACTOR INTEGRITY PROVISIONS

It is essential that those who seek to contract with the Commonwealth of Pennsylvania (“Commonwealth”) observe high standards of honesty and integrity. They must conduct themselves in a manner that fosters public confidence in the integrity of the Commonwealth contracting and procurement process.

**DEFINITIONS.** For purposes of these Contractor Integrity Provisions, the following terms shall have the meanings found in this paragraph 25:

- a. **“Affiliate”** means two or more entities where (a) a parent entity owns more than 50% of the voting stock of each of the entities; or (b) a common shareholder or group of shareholders owns more than 50% of the voting stock of each of the entities; or (c) the entities have a common proprietor or general partner.
- b. **“Consent”** means written permission signed by a duly authorized officer or employee of the Commonwealth, provided that where the material facts have been disclosed, in writing, by prequalification, bid, proposal, or contractual terms, the Commonwealth shall be deemed to have consented by virtue of the execution of this contract.
- c. **“Contractor”** means the individual or entity, that has entered into this contract with the Commonwealth.
- d. **“Contractor Related Parties”** means any affiliates of the Contractor and the Contractor’s executive officers, Pennsylvania officers and directors, or owners of 5% or more interest in the Contractor.
- e. **“Financial Interest”** means either:
  - (1) Ownership of more than a 5% interest in any business; or
  - (2) Holding a position as an officer, director, trustee, partner, employee, or holding any position of management.
- f. **“Gratuity”** means tendering, giving, or providing anything of more than nominal monetary value including, but not limited to, cash, travel, entertainment, gifts, meals, lodging, loans, subscriptions, advances, deposits of money, services, employment, or contracts of any kind. The exceptions set forth in the [\*Governor’s Code of Conduct, Executive Order 1980-18\*](#), the *4 Pa. Code §7.153(b)*, shall apply.
- g. **“Non-bid Basis”** means a contract awarded or executed by the Commonwealth with Contractor without seeking bids or proposals from any other potential bidder or offeror.

In furtherance of this policy, Contractor agrees to the following:

- a. Contractor shall maintain the highest standards of honesty and integrity during the performance of this contract and shall take no action in violation of state or federal laws or regulations or any other applicable laws or regulations, or other requirements applicable to Contractor or that govern contracting or procurement with the Commonwealth.
- b. Contractor shall establish and implement a written business integrity policy, which includes, at a minimum, the requirements of these provisions as they relate to the Contractor activity with the Commonwealth and Commonwealth employees and which is made known to all Contractor employees. Posting these Contractor Integrity Provisions conspicuously in easily-accessible and well-lighted places customarily frequented by employees and at or near where the contract services are performed shall satisfy this requirement.
- c. Contractor, its affiliates, agents, employees and anyone in privity with Contractor shall not accept, agree to give, offer, confer, or agree to confer or promise to confer, directly or indirectly, any gratuity or pecuniary benefit to any person, or to influence or attempt to influence any person in violation of any federal or state law, regulation, executive order of the Governor of Pennsylvania, statement of policy, management directive or any other published standard of the Commonwealth in connection with performance of work under this contract, except as provided in this contract.
- d. Contractor shall not have a financial interest in any other contractor, subcontractor, or supplier providing services, labor, or material under this contract, unless the financial interest is disclosed to the Commonwealth in writing and the Commonwealth consents to Contractor's financial interest prior to Commonwealth execution of the contract. Contractor shall disclose the financial interest to the Commonwealth at the time of bid or proposal submission, or if no bids or proposals are solicited, no later than Contractor's submission of the contract signed by Contractor.
- e. Contractor certifies to the best of its knowledge and belief that within the last 5 years Contractor or Contractor Related Parties have not:
  - (1) been indicted or convicted of a crime involving moral turpitude or business honesty or integrity in any jurisdiction;
  - (2) been suspended, debarred or otherwise disqualified from entering into any contract with any governmental agency;
  - (3) had any business license or professional license suspended or revoked;
  - (4) had any sanction or finding of fact imposed as a result of a judicial or administrative proceeding related to fraud, extortion, bribery, bid rigging, embezzlement, misrepresentation or anti-trust; and
  - (5) been, and is not currently, the subject of a criminal investigation by any federal, state or local prosecuting or investigative agency and/or civil anti-trust investigation by any federal, state or local prosecuting or investigative agency.

If Contractor cannot so certify to the above, then it must submit along with its bid, proposal or contract a written explanation of why such certification cannot be made and the Commonwealth will determine whether a contract may be entered into with the Contractor. The Contractor's obligation pursuant to this certification is ongoing from and after the effective date of the contract through the termination date thereof. Accordingly, the Contractor shall have an obligation to immediately notify the Commonwealth in writing if at any time during the term of the contract it becomes aware of any event which would cause the Contractor's certification or explanation to change. Contractor acknowledges that the Commonwealth may, in its sole discretion,

terminate the contract for cause if it learns that any of the certifications made herein are currently false due to intervening factual circumstances or were false or should have been known to be false when entering into the contract.

- f. Contractor shall comply with the requirements of the *Lobbying Disclosure Act (65 Pa.C.S. §13A01 et seq.)* regardless of the method of award. If this contract was awarded on a Non-bid Basis, Contractor must also comply with the requirements of the *Section 1641 of the Pennsylvania Election Code (25 P.S. §3260a)*.
- g. When Contractor has reason to believe that any breach of ethical standards as set forth in law, the Governor's Code of Conduct, or these Contractor Integrity Provisions has occurred or may occur, including but not limited to contact by a Commonwealth officer or employee which, if acted upon, would violate such ethical standards, Contractor shall immediately notify the Commonwealth contracting officer or the Office of the State Inspector General in writing.
- h. Contractor, by submission of its bid or proposal and/or execution of this contract and by the submission of any bills, invoices or requests for payment pursuant to the contract, certifies and represents that it has not violated any of these Contractor Integrity Provisions in connection with the submission of the bid or proposal, during any contract negotiations or during the term of the contract, to include any extensions thereof. Contractor shall immediately notify the Commonwealth in writing of any actions for occurrences that would result in a violation of these Contractor Integrity Provisions. Contractor agrees to reimburse the Commonwealth for the reasonable costs of investigation incurred by the Office of the State Inspector General for investigations of the Contractor's compliance with the terms of this or any other agreement between the Contractor and the Commonwealth that results in the suspension or debarment of the Contractor. Contractor shall not be responsible for investigative costs for investigations that do not result in the Contractor's suspension or debarment.
- i. Contractor shall cooperate with the Office of the State Inspector General in its investigation of any alleged Commonwealth agency or employee breach of ethical standards and any alleged Contractor non-compliance with these Contractor Integrity Provisions. Contractor agrees to make identified Contractor employees available for interviews at reasonable times and places. Contractor, upon the inquiry or request of an Inspector General, shall provide, or if appropriate, make promptly available for inspection or copying, any information of any type or form deemed relevant by the Office of the State Inspector General to Contractor's integrity and compliance with these provisions. Such information may include, but shall not be limited to, Contractor's business or financial records, documents or files of any type or form that refer to or concern this contract. Contractor shall incorporate this paragraph in any agreement, contract or subcontract it enters into in the course of the performance of this contract/agreement solely for the purpose of obtaining subcontractor compliance with this provision. The incorporation of this provision in a subcontract shall not create privity of contract between the Commonwealth and any such subcontractor, and no third-party beneficiaries shall be created thereby.
- j. For violation of any of these Contractor Integrity Provisions, the Commonwealth may terminate this and any other contract with Contractor, claim liquidated damages in an amount equal to the value of anything received in breach of these Provisions, claim damages for all additional costs and expenses incurred in obtaining another contractor to complete performance under this contract, and debar and suspend Contractor from doing business with the Commonwealth. These rights and remedies are cumulative, and the use or non-use of any one shall not preclude the use of all or any other. These rights and remedies are in addition to those the Commonwealth may have under law, statute, regulation, or otherwise.

## **26. CONTRACTOR RESPONSIBILITY PROVISIONS**

For the purpose of these provisions, the term contractor is defined as any person, including, but not limited to, a bidder, offeror, loan recipient, grantee or lessor, who has furnished or performed or seeks to furnish or perform, goods, supplies, services, leased space,

construction or other activity, under a contract, grant, lease, purchase order or reimbursement agreement with the Commonwealth. The term contractor includes a permittee, licensee, or any agency, political subdivision, instrumentality, public authority, or other public entity in the Commonwealth.

- a. The Contractor certifies, in writing, for itself and its subcontractors required to be disclosed or approved by the Commonwealth, that as of the date of its execution of this Bid/Contract, that neither the Contractor, nor any such subcontractors, are under suspension or debarment by the Commonwealth or any governmental entity, instrumentality, or authority and, if the Contractor cannot so certify, then it agrees to submit, along with its Bid/Contract, a written explanation of why such certification cannot be made.
- b. The Contractor also certifies, in writing, that as of the date of its execution of this Bid/Contract it has no tax liabilities or other Commonwealth obligations, or has filed a timely administrative or judicial appeal if such liabilities or obligations exist, or is subject to a duly approved deferred payment plan if such liabilities exist.
- c. The Contractor's obligations pursuant to these provisions are ongoing from and after the effective date of the Contract through the termination date thereof. Accordingly, the Contractor shall have an obligation to inform the Commonwealth if, at any time during the term of the Contract, it becomes delinquent in the payment of taxes, or other Commonwealth obligations, or if it or, to the best knowledge of the Contractor, any of its subcontractors are suspended or debarred by the Commonwealth, the federal government, or any other state or governmental entity. Such notification shall be made within 15 days of the date of suspension or debarment.
- d. The failure of the Contractor to notify the Commonwealth of its suspension or debarment by the Commonwealth, any other state, or the federal government shall constitute an event of default of the Contract with the Commonwealth.
- e. The Contractor agrees to reimburse the Commonwealth for the reasonable costs of investigation incurred by the Office of State Inspector General for investigations of the Contractor's compliance with the terms of this or any other agreement between the Contractor and the Commonwealth that results in the suspension or debarment of the contractor. Such costs shall include, but shall not be limited to, salaries of investigators, including overtime; travel and lodging expenses; and expert witness and documentary fees. The Contractor shall not be responsible for investigative costs for investigations that do not result in the Contractor's suspension or debarment.
- f. The Contractor may obtain a current list of suspended and debarred Commonwealth contractors by either searching the PA Department of General Services [website](#) or by contacting:

Department of General Services  
Office of Chief Counsel  
603 North Office Building  
Harrisburg, PA 17125  
Telephone No: (717) 783-6472  
FAX No: (717) 787-9138

## **27. AMERICANS WITH DISABILITIES ACT**

- a. Pursuant to federal regulations promulgated under the authority of The Americans With Disabilities Act, 28 C.F.R. § 35.101 et seq., the Contractor understands and agrees that it shall not cause any individual with a disability to be excluded from participation in this Contract or from activities provided for under this Contract on the basis of the disability. As a condition of accepting this contract, the Contractor agrees to comply with the “General Prohibitions Against Discrimination,” 28 C.F.R. § 35.130, 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 the Commonwealth of Pennsylvania through contracts with outside contractors.
- b. The Contractor shall be responsible for and agrees to indemnify and hold harmless the Commonwealth of Pennsylvania from all losses, damages, expenses, claims, demands, suits, and actions brought by any party against the Commonwealth of Pennsylvania as a result of the Contractor’s failure to comply with the provisions of subparagraph a above.

## **28. COVENANT AGAINST CONTINGENT FEES**

The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure the Contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business. For breach or violation of this warranty, the Commonwealth shall have the right to terminate the Contract without liability or in its discretion to deduct from the Contract price or consideration, or otherwise recover the full amount of such commission, percentage, brokerage, or contingent fee.

## **29. APPLICABLE LAW**

This Contract shall be governed by and interpreted and enforced in accordance with the laws of the Commonwealth of Pennsylvania (without regard to any conflict of law provisions) and the decisions of the Pennsylvania courts. The Contractor consents to the jurisdiction of any court of the Commonwealth of Pennsylvania and any federal courts in Pennsylvania, waiving any claim or defense that such forum is not convenient or proper. The Contractor agrees that any such court shall have in personam jurisdiction over it, and consents to service of process in any manner authorized by Pennsylvania law.

## **30. INTEGRATION**

This Contract, including all referenced documents, constitutes the entire agreement between the parties. No agent, representative, employee or officer of either the Commonwealth or the Contractor has authority to make, or has made, any statement, agreement or representation, oral or written, in connection with the Contract, which in any way can be deemed to modify, add to or detract from, or otherwise change or alter its terms and conditions. No negotiations between the parties, nor any custom or usage, shall be permitted to modify or contradict any of the terms and conditions of the Contract. No modifications, alterations, changes, or waiver to the Contract or any of its terms shall be valid or binding unless accomplished by a written Change Order or Amendment signed by both parties.

## **31. CONTROLLING TERMS AND CONDITIONS**

The terms and conditions of this Contract shall be the exclusive terms of agreement between the Contractor and the PLCB. Other terms and conditions or additional terms and conditions included or referenced in the Contractor's quotations, invoices, business forms, or other documentation shall not become part of the parties’ agreement and shall be disregarded by the parties, unenforceable by the Contractor and not binding on the PLCB.

### **32. CHANGE ORDERS AND AMENDMENTS**

- a. Change Orders: The PLCB reserves the right to make changes at any time during the term of the Contract or any renewals or extensions thereof: 1) to increase or decrease the quantities resulting from variations between any estimated quantities in the Contract and actual quantities; 2) to make changes to the services within the scope of the Contract; 3) to notify the Contractor that the PLCB is exercising any Contract renewal or extension option; or 4) to modify the time of performance, to extend the completion date beyond the Expiration Date of the Contract or any renewals or extensions thereof, as long as the scope of the Contract is not thereby altered.
- b. Amendments: An Amendment will be required when additional funds or terms increase the monetary value of the original approved amount of this Contract, unless it is appropriate to use a Change Order or funding adjustment. Extensions of this Contract beyond the term and its extension terms contemplated herein will require an Amendment. The PLCB reserves the right to require an Amendment for any change to this Contract in its sole discretion.

All changes to this Contract shall be initiated by the PLCB upon notification to the Contractor in writing. The change shall be effective as of the date indicated on the Change Order or Amendment, as applicable. Such increases, decreases, changes, or modifications will not invalidate the Contract, nor, if performance security is being furnished in conjunction with the Contract, release the security obligation. The Contractor agrees to provide the service in accordance with the Change Order or Amendment. Any dispute by the Contractor in regard to the performance required by any notification of change shall be handled through the Contract Controversies Provision.

### **33. CONFIDENTIALITY**

The Contractor agrees to guard the confidentiality of the Commonwealth's confidential information with the same diligence with which it guards its own proprietary information. If the Contractor needs to disclose all or part of project materials to third parties to assist in the work or service performed for the Commonwealth, it may do so only if such third parties sign agreements containing substantially the same provisions as contained in this paragraph 33. The Commonwealth agrees to protect the confidentiality of Contractor's confidential information.

In order for information to be deemed to be confidential, the party claiming confidentiality must designate the information as "confidential" in such a way as to give notice to the other party. The parties agree that such confidential information shall not be copied, in whole or in part, except when essential for authorized use under this Contract. Each copy of such confidential information shall be marked by the party making the copy with all confidentiality notices appearing in the original. Upon termination or cancellation of this Contract or any license granted hereunder, the receiving party will return to the disclosing party all copies of the confidential information in the receiving party's possession, other than one copy, which may be maintained for archival purposes only. Both parties agree that a material breach of these requirements may, after failure to cure within the time frame specified in this Contract, and at the discretion of the non-breaching party, result in termination for default.

- a. The obligations stated in this paragraph 33 do not apply to information:
  - 1) already known to the recipient at the time of disclosure other than through the contractual relationship;
  - 2) independently generated by the recipient and not derived from the information supplied by the disclosing party;



- 3) known or available to the public, except where such knowledge or availability is the result of unauthorized disclosure by the recipient of the proprietary information;
  - 4) disclosed to the recipient without a similar restriction by a third party who has the right to make such disclosure; or
  - 5) required to be disclosed by the recipient by law, regulation, court order, or other legal process.
- b. There shall be no restriction with respect to the use or disclosure of any ideas, concepts, know-how, or data processing techniques developed alone or jointly with the Commonwealth in connection with services provided to the Commonwealth under this Contract.

### **34. COMMONWEALTH DATA**

As the Contractor is hosting, handling, or processing Commonwealth confidential or sensitive data or information, the Contractor shall, and shall require its subcontractors to, engage, on an annual basis, an independent auditing firm to provide a SOC 2 Type II report with respect to controls used by the Contractor relevant to internal and external procedures and systems that contain and process Commonwealth data and information.

The Contractor shall, and shall require its subcontractors to, provide a SOC for Cybersecurity report with respect to controls used by the Contractor setting forth the description and effectiveness of the Contractor's cybersecurity risk management program and the policies, processes and controls enacted to achieve each cybersecurity objective in the event of the following:

- a. At the request of the PLCB;
- b. A cybersecurity incident or breach the is related to, or affects PLCB data or information;
- c. Repeated non-conformities are identified in any SOC report required by the PLCB; or
- d. The Contractor's business model changes (such as merger, acquisition, or subcontractor change).

If any of the aforementioned events occurs, Contractor shall:

- a. Send notification to the PLCB immediately; and
- b. Provide the PLCB with a report of the SOC for Cybersecurity audit finding within 60 days.

All Commonwealth data must be stored within the continental United States.

### **35. NOTICE**

Any written notice to any party under this Contract shall be deemed sufficient if delivered personally, or by telecopy, electronic or digital transmission (provided such delivery is confirmed), or by a recognized overnight courier service (e.g., DHL, Federal Express, etc.) with confirmed receipt, or by certified or registered United States mail, postage prepaid, return receipt requested, and sent to following:

- a. If to the Contractor: [INSERT ADDRESS HERE]
- b. If to the PLCB:

PLCB Director of Asset Protection

505 Northwest Office Building  
Harrisburg, Pennsylvania 17124

With a copy to:

PLCB Office of Chief Counsel  
401 Northwest Office Building  
Harrisburg, Pennsylvania 17124  
[ra-lblegal@pa.gov](mailto:ra-lblegal@pa.gov)

### **36. RIGHT TO KNOW LAW**

- a. The Pennsylvania Right-to-Know Law, 65 P.S. §§ 67.101-3104, (“RTKL”) applies to this Contract. For the purpose of these provisions, the term “the Commonwealth” shall refer to the contracting Commonwealth agency.
- b. If the Commonwealth needs the Contractor’s assistance in any matter arising out of the RTKL related to this Contract, it shall notify the Contractor using the legal contact information provided in this Contract. The Contractor, at any time, may designate a different contact for such purpose upon reasonable prior written notice to the Commonwealth.
- c. Upon written notification from the Commonwealth that it requires the Contractor’s assistance in responding to a request under the RTKL for information related to this Contract that may be in the Contractor’s possession, constituting, or alleged to constitute, a public record in accordance with the RTKL (“Requested Information”), the Contractor shall:
  - 1) Provide the Commonwealth, within 10 calendar days after receipt of written notification, access to, and copies of, any document or information in the Contractor’s possession arising out of this Contract that the Commonwealth reasonably believes is Requested Information and may be a public record under the RTKL; and
  - 2) Provide such other assistance as the Commonwealth may reasonably request, in order to comply with the RTKL with respect to this Contract.
- d. If the Contractor considers the Requested Information to include a request for a Trade Secret or Confidential Proprietary Information, as those terms are defined by the RTKL, or other information that the Contractor considers exempt from production under the RTKL, the Contractor must notify the Commonwealth and provide, within seven calendar days of receiving the written notification, a written statement signed by a representative of the Contractor explaining why the requested material is exempt from public disclosure under the RTKL.
- e. The Commonwealth will rely upon the written statement from the Contractor in denying a RTKL request for the Requested Information unless the Commonwealth determines that the Requested Information is clearly not protected from disclosure under the RTKL. Should the Commonwealth determine that the Requested Information is clearly not exempt from disclosure, the Contractor shall provide the Requested Information within five business days of receipt of written notification of the Commonwealth’s determination.
- f. If the Contractor fails to provide the Requested Information within the time period required by these provisions, the Contractor shall indemnify and hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the

Commonwealth may incur as a result of the Contractor's failure, including any statutory damages assessed against the Commonwealth.

- g. The Commonwealth will reimburse the Contractor for any costs associated with complying with these provisions only to the extent allowed under the fee schedule established by the Office of Open Records or as otherwise provided by the RTKL if the fee schedule is inapplicable.
- h. The Contractor may file a legal challenge to any Commonwealth decision to release a record to the public with the Office of Open Records, or in the Pennsylvania Courts, however, the Contractor shall indemnify the Commonwealth for any legal expenses incurred by the Commonwealth as a result of such a challenge and shall hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the Commonwealth may incur as a result of the Contractor's failure, including any statutory damages assessed against the Commonwealth, regardless of the outcome of such legal challenge. As between the parties, the Contractor agrees to waive all rights or remedies that may be available to it as a result of the Commonwealth's disclosure of Requested Information pursuant to the RTKL.
- i. The Contractor's duties relating to the RTKL are continuing duties that survive the expiration of this Contract and shall continue as long as the Contractor has Requested Information in its possession.

### **37. ADVERSE INTEREST ACT AND LIQUOR CODE**

The Contractor agrees to maintain compliance with the State Adverse Interest Act Sections 776.1 through 776.8 (71 P.S. Sections 776.1 – 776.8), and Liquor Code Sections 210 and 214 (47 P.S. §§ 2-210, 2-214).

### **38. INSURANCE REQUIREMENTS**

Contractor shall procure and maintain at all times during the term of the Agreement the following:

- Comprehensive general liability insurance with minimum limits of not less than \$1 million for injury to or death of one person in a single occurrence and \$3 million for injury to or death of more than one person in a single occurrence and \$500,000.00 for a single occurrence of property damage.
- Auto liability insurance with a minimum combined single limit for bodily injury and property damage in the amount of \$5 million each accident.
- Workers' Compensation Insurance sufficient to cover all of the Contractor's employees working to fulfill this contract in accordance with the Worker's Compensation Act of 1915 and any supplements or amendments thereof.
- Professional Liability Insurance covering any damages caused by an error, omission or any negligent acts. Combined single limit per occurrence shall not be less than \$500,000, or the equivalent. Annual aggregate limit shall not be less than \$3 million.
- Umbrella coverage in the sum of \$2 million shall be provided and will apply over all liability policies, without exception, including but not limited to Commercial General Liability, Automobile Liability, Employers' Liability, and Professional Liability.

Contractor must provide annually proof of valid insurance coverage of the types and limits specified above. PLCB shall be endorsed as additional insured on the auto and general liability insurance policies in connection with the services performed under the Agreement and to the extent provided for in the Contractor's indemnity. Valid certificates of insurance shall be issued to PLCB.

### **39. PRESS RELEASES**

The PLCB reserves the sole right to issue news releases or release information publicly regarding any security incidents that may occur during the Contract term. Contractor shall not permit its employees or sub-contractors to speak publicly regarding any security incident without the express written approval of the PLCB.

### **40. SIGNATURES**

The parties agree that: (1) a record or signature may not be denied legal effect or enforceability solely because it is in electronic form; (2) a contract may not be denied legal effect or enforceability solely because an electronic record was used in its formation; (3) if a law requires a record to be in writing, an electronic record satisfies the law; and (4) if law requires a signature, an electronic signature satisfies the law.

The Parties to this Contract have executed it, through their respective duly authorized representatives.

**[CONTRACTOR]:**

**Pennsylvania Liquor Control Board:**

\_\_\_\_\_  
Signature Date

\_\_\_\_\_  
Signature Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Executive Director

**APPROVED AS TO FORM AND LEGALITY:**

\_\_\_\_\_  
PLCB Office of Chief Counsel

\_\_\_\_\_  
Office of Attorney General Date

**APPROVED FOR FISCAL RESPONSIBILITY AND BUDGETARY APPROPRIATENESS:**

\_\_\_\_\_  
Comptroller

**APPENDIX A  
PROPOSAL COVER SHEET  
PENNSYLVANIA LIQUOR CONTROL BOARD  
RFP# 20200924**

The proposal of the Offeror identified below for the above-referenced RFP is submitted electronically comprised of separate files for Technical and Cost:

<b>Offeror Information:</b>	
Offeror Name	
Offeror Mailing Address	
Offeror Website	
Offeror Contact Person	
Contact Person's Phone Number	
Contact Person's E-Mail Address	
Offeror Federal ID Number	
Offeror SAP/SRM Vendor Number	

<b>Electronic Submittals Enclosed:</b>	
<input type="checkbox"/>	Technical Submittal
<input type="checkbox"/>	Cost Submittal

<i>Signature</i>	
Signature of an official authorized to bind the Offeror to the provisions contained in the Offeror's proposal:	
Printed Name	
Title	

**FAILURE TO COMPLETE, SIGN AND RETURN THIS FORM WITH THE OFFEROR'S PROPOSAL MAY RESULT IN THE REJECTION OF THE OFFEROR'S PROPOSAL**

**APPENDIX B**

**CORPORATE SIGNATORY DELEGATION AUTHORIZATION**

I, \_\_\_\_\_, of \_\_\_\_\_, City of \_\_\_\_\_,  
(Name) (Address)

County of \_\_\_\_\_, State of \_\_\_\_\_, certify that I am the

\_\_\_\_\_ of \_\_\_\_\_, a corporation organized  
(Title/Capacity) (Name of Corporation)

under the laws of the State of \_\_\_\_\_, having its principal office at  
\_\_\_\_\_, City of \_\_\_\_\_, County of \_\_\_\_\_,  
(Address)

State of \_\_\_\_\_; and that the following is a true and complete copy of a resolution duly  
adopted by the Board of Directors of \_\_\_\_\_ at a meeting held by  
(Name of Corporation)

them on \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, at which a quorum was present; and that this resolution  
has not been altered, amended, repealed, rescinded or otherwise modified and that it is still in full  
force and effect. RESOLVED THAT

\_\_\_\_\_ of \_\_\_\_\_, City of \_\_\_\_\_,  
(Name) (Address)

County of \_\_\_\_\_, State of \_\_\_\_\_ is hereby authorized to execute  
contracts on behalf of the corporation.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the seal of the corporation this  
\_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

\_\_\_\_\_  
(Signature of Certifying Official) (SEAL)

\_\_\_\_\_  
(Typed or Printed Name)

\_\_\_\_\_  
(Title)

**APPENDIX C**  
**IRAN FREE PROCUREMENT CERTIFICATION FORM**

(Pennsylvania's Procurement Code Sections 3501-3506, 62 Pa.C.S. §§ 3501-3506)

To be eligible for an award of a contract with a Commonwealth entity for goods or services worth at least \$1,000,000 or more, a vendor must either: a) certify it is **not** on the current list of persons engaged in investment activities in Iran created by the Pennsylvania Department of General Services ("DGS") pursuant to Section 3503 of the Procurement Code and is eligible to contract with the Commonwealth under Sections 3501-3506 of the Procurement Code; or b) demonstrate it has received an exception from the certification requirement for that solicitation or contract pursuant to Section 3503(e).

To comply with this requirement, please insert your vendor or financial institution name and complete **one** of the options below. Please note: Pennsylvania law establishes penalties for providing false certifications, including civil penalties equal to the greater of \$250,000 or twice the amount of the contract for which the false certification was made; contract termination; and three-year ineligibility to bid on contracts. (Section 3503 of the Procurement Code.)

**OPTION #1 - CERTIFICATION**

I, the official named below, certify I am duly authorized to execute this certification on behalf of the vendor/financial institution identified below, and the vendor/financial institution identified below is **not** on the current list of persons engaged in investment activities in Iran created by DGS and is eligible to contract with the Commonwealth of Pennsylvania Sections 3501-3506 of the Procurement Code.

<i>Vendor Name/Financial Institution (Printed)</i>	
<i>By (Authorized Signature)</i>	
<i>Printed Name and Title of Person Signing</i>	<i>Date Executed</i>

**OPTION #2 – EXEMPTION**

Pursuant to Procurement Code Section 3503(e), DGS may permit a vendor/financial institution engaged in investment activities in Iran, on a case-by-case basis, to enter into a contract for goods and services.

If you have obtained a written exemption from the certification requirement, please fill out the information below, and attach the written documentation demonstrating the exemption approval.

<i>Vendor Name/Financial Institution (Printed)</i>	
<i>By (Authorized Signature)</i>	
<i>Printed Name and Title of Person Signing</i>	<i>Date Executed</i>



**APPENDIX D**  
**Trade Secret/Confidential Proprietary Information Notice**

Instructions:

The Commonwealth may not assert on behalf of a third party an exception to the public release of materials that contain trade secrets or confidential proprietary information unless the materials are accompanied, at the time they are submitted, by this form or a document containing similar information.

It is the responsibility of the party submitting this form to ensure that all statements and assertions made below are legally defensible and accurate. The Commonwealth will not provide a submitting party any advice with regard to trade secret law.

**Name of submitting party:**

**Contact information for submitting party:**

**Please provide a brief overview of the materials that you are submitting (e.g. bid proposal, grant application, technical schematics):**

**Please provide a brief explanation of why the materials are being submitted to the Commonwealth (e.g. response to bid #12345, application for grant XYZ being offered by the PLCB, documents required to be submitted under law ABC)**

**Please provide a list detailing which portions of the material being submitted you believe constitute a trade secret or confidential proprietary information, and please provide an explanation of why you think those materials constitute a trade secret or confidential proprietary information. Also, please mark the submitted material in such a way to allow a reviewer to easily distinguish between the parts referenced below. (You may attach additional pages if needed)**

**Note:** The following information will not be considered a trade secret or confidential proprietary information:

- Any information submitted as part of a vendor’s cost proposal
- Information submitted as part of a vendor’s technical response that does not pertain to specific business practices or product specification
- Information submitted as part of a vendor’s technical or disadvantaged business response that is otherwise publicly available or otherwise easily obtained
- Information detailing the name, quantity, and price paid for any product or service being purchased by the Commonwealth

<u>Page Number</u>	<u>Description</u>	<u>Explanation</u>

**Acknowledgment**

The undersigned party hereby agrees that it has read and completed this form, and has marked the material being submitted in accordance with the instructions above. The undersigned party acknowledges that the Commonwealth is not liable for the use or disclosure of trade secret data or confidential proprietary information that has not been clearly marked as such, and which was not accompanied by a specific explanation included with this form.

The undersigned agrees to defend any action seeking release of the materials it believes to be trade secret or confidential, and indemnify and hold harmless the Commonwealth, its agents and employees, from any judgments awarded against the Commonwealth in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives so long as the Commonwealth has possession of the submitted material, and will apply to all costs unless and until the undersigned provides a written statement or similar notice to the Commonwealth stating that it no longer wishes to exempt the submitted material from public disclosure.

The undersigned acknowledges that the Commonwealth is required to keep all records for at least as long as specified in its published records retention schedule.

The undersigned acknowledges that the Commonwealth reserves the right to reject the undersigned's claim of trade secret/confidential proprietary information if the Commonwealth determines that the undersigned has not met the burden of establishing that the information constitutes a trade secret or is confidential. The undersigned also acknowledges that if only a certain part of the submitted material is found to constitute a trade secret or is confidential, the remainder of the submitted material will become public; only the protected information will be removed and remain nonpublic.

If being submitted electronically, the undersigned agrees that the mark below is a valid electronic signature.

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Signature	Title	Date
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**APPENDIX F  
DIVERSE AND DISADVANTAGED BUSINESS  
QUALIFICATION INFORMATION**

The PLCB encourages participation by Diverse and Disadvantaged Businesses (“DDBs”) as prime contractors and encourages all prime contractors to make significant commitments to use DDBs as subcontractors and suppliers. A DDB is any business that is proven to be diverse, veteran owned, or small based on the criteria set forth below. The PLCB will conduct its own evaluation to determine if any contractor or proposed subcontractor qualifies as a DDB.

It is not required that any DDB obtain certification by the Commonwealth of Pennsylvania, Department of General Services Bureau of Diversity, Inclusion, and Small Business Opportunities (“BDISBO”). However, such certification will be accepted to receive DDB participation credit for a PLCB solicitation. A list of businesses that have been certified by BDISBO can be found here: <http://www.dgs.internet.state.pa.us/suppliersearch>.

In order to earn DDB participation points, please include the information listed below as a part of your Technical Submittal. Each DDB commitment which is credited by the PLCB will become contractual obligations of the selected Offeror.

The prime contractor must submit annually, or upon request by the PLCB, a Utilization Report to the Issuing Office within thirty (30) days of the end of each contract year. The Utilization Report must provide evidence of payments made to each DDB subcontractor during the term. This information will be used to track and confirm the actual dollar amount paid to DDB subcontractors and suppliers and will serve as a record of fulfillment of the contractual commitment(s). If there was no activity, the form must be completed by stating “No activity”.

If the Selected Offeror fails to satisfy its DDB commitment(s), it may be subject to a range of sanctions PLCB deems appropriate. Such sanctions include, but are not limited to, one or more of the following: a determination that the selected Offeror is not responsible under the Contractor Responsibility Program; withholding of payments; suspension or termination of the contract together with consequential damages; and/or suspension or debarment from future contracting opportunities with the Commonwealth.

**Criteria for Qualification as a DDB:**

To qualify as a small business, provide evidence of the following: independent ownership; no more than 100 full-time equivalent employees; and may not exceed 3-year average gross revenues of \$38.5 million.

A diverse or disadvantaged business is any business that is at least at least 51% owned and controlled by one or more persons deemed to be diverse on the basis of: racial or ethnic origin, gender, sexual orientation, disability, and/or veteran status.

Evidence of such diversity status can be evidenced by providing, as applicable: a birth certificate, passport, driver's license, naturalization papers, tribal card, military records, or documentation from a licensed vocational rehabilitation specialist, an agency that issues disability benefits or a licensed medical professional.

In lieu of the above noted criteria, proof of certification by other organizations will also be accepted as qualification for DDB status, including, but not limited to: Commonwealth of Pennsylvania, Department of General Services Bureau of Diversity, Inclusion, and Small Business Opportunities (BDISBO); Woman's Business Enterprise National Council (WBENC); National Minority Supplier Development Council (NMSDC); National Gay & Lesbian Chamber of Commerce; Disability: IN; United Certification Program (UCP); US Small Business Administration 8(a) Program; Vets First Verification Program (Service-Disabled Veteran only); certification by any other state's certification authority.

**APPENDIX G**  
**SECURITY GUARD PERFORMANCE REQUIREMENTS**

1. The primary location for security guards to position themselves will be determined by the PLCB designated person in charge (“PIC”) for that location. From this location, the guard will perform continual sweeps throughout the store and maintain a high level of visibility at all times as a deterrent. Security guards shall patrol those areas accessible to the public, including the sales floor and checkout areas, as well as other areas requested by the PIC.
2. Security guards shall interact with PLCB personnel, FW&GS employees, and customers in a respectful, courteous, and dignified manner. Fraternalization with employees and customers is discouraged. Any conversations should be kept short to not distract the security guard from performing their assigned duty.
3. Security guards may be asked by FW&GS employees to deny access to specific individuals who have been deemed a threat. The security guard may be required to assist in removing such individuals from the store. If a security guard recognizes an individual that has been banned, the PIC should be notified immediately. Removal of said person will be at the discretion of the PIC.
4. Security guards shall immediately notify the PIC if any individual is exhibiting violent or abusive behavior so that the PLCB can contract local authorities, if necessary. In the event one or more individuals presents threat of loss of life, the responding security guard(s) may only use force that is reasonable and necessary to effectively bring the incident under control while protecting the store’s property, staff, and customers.
5. Security guards are prohibited from making FW&GS store purchases, including the purchase of Pennsylvania lottery tickets, prior to and after their shifts at the same location where the shift was performed.
6. Security guards requesting to leave earlier than a scheduled shift end time must arrange such early departure with the Contractor’s designated supervisor – prior to leaving his or her assigned post – regardless of the amount of time remaining in the shift. Security guards may not leave the premises until a replacement guard arrives to take over the remainder of the shift. The Contractor must place any security guard not following this procedure on notice with a written warning, sending a copy of same to the store manager. Repeated instances of tardiness may warrant removal or dismissal.
7. The PLCB will provide on-duty security guards with a place to store their belongings; however, neither the PLCB nor its store employees are responsible, or otherwise liable, for the safety or security of the security guard’s belongings. The PLCB, by and through its employees, reserves the right to inspect a security guard’s belongings.
8. Security guards are not permitted to read books, newspapers or magazines, check or use cell phones or electronic devices (except as specified below), sit for long periods of time, listen to

radios, make personal calls, use earphones, or engage in any similar personal entertainment or distraction while on duty.

9. Security guards may carry cell phones, radio equipment and other equipment while on duty, as directed by the Contractor. During scheduled work hours, security guards are only to use cell phones for business communications between themselves and the Contractor. Security guards must always let the PIC know before a call is placed to the Contractor.
10. Security guards shall not occupy their personal vehicles while on duty.
11. Security guards shall not possess or use illegal substances, alcohol, or marijuana while on the job. Security guards under the influence of alcohol, marijuana, or illegal drugs while on duty shall promptly be dismissed and Contractor shall not be reassigned to any other FW&GS store.
12. Security guards may not enter FW&GS storage areas at any time for any reason without authorization from the PIC.
13. Security guards are not permitted to assist store personnel in performing operational duties of any type, such as bagging merchandise, loading vehicles or locking doors.
14. Security guards are not permitted to leave their assigned posts for personal reasons – i.e. smoke breaks, fraternization, eating, personal business and appointments, or lunch period – without approval of the PIC. Leaving an assigned post may be cause for termination.
15. As operationally possible within an eight or more-hour shift, a thirty-minute paid lunch period will be permitted, but must be taken on the store premises in an area designated by the PIC at a time agreeable to both the PIC and the guard.
16. Security guard is to follow the direction of the PIC according to post orders to be provided on site and any additional instruction.
17. Security guards shall generally perform services in shifts up to eight-hours. Shift duration may vary based on PLCB business needs.
18. Security guards must maintain a clean personal appearance, proper hygiene, and professional uniform while on duty. Security guards are required to wear a name tag, identifiable with the name of both the guard and the Contractor, at all times while on duty. Guards are not permitted to wear any personal clothing or non-uniform hats while on duty. Armed security guards must wear a bullet-proof vest below the uniform. All guards shall timely report for duty in full uniform, with any equipment secured and ready. Guards will not be permitted to change or prepare for a shift on a FW&GS location premises.
19. Security guards, whether armed or unarmed, are prohibited from carrying personal lethal or non-lethal weapons – including but not limited to knives, back-up/concealed pistols, and OC (pepper) spray – even if they hold a Pennsylvania License to Carry.

- 20.** All armed guards are to be armed with guns/firearms only. Non-lethal weapons such as batons, OC (pepper) spray or tasers, and restraints such as handcuffs or zip-ties, are not permitted for either armed or unarmed guards.
- 21.** Guards must report emergency situations, suspicious activity, illegal incidents, vandalism, smoke, fire and other such activity immediately to the PIC, so that the PLCB may contact local police or fire departments as appropriate. The Contractor must provide its emergency policy to each location to be available to the store staff and the guards.
- 22.** As soon as possible following an incident, and before the end of guard's shift, the guard must report to the PIC details regarding the incident including but not limited to names of individuals involved, date and time of incident, offenses committed, name of fire/police department involved, and names of officers.
- 23.** No guard may have worked for the PLCB, in any capacity, within the previous six months.



## **APPENDIX H, SYSTEM REQUIREMENTS**

### **Alarm Requirements**

1. All electrical wiring and installations shall be done in accordance with the National Electrical Code and be compliant with any other local requirements.
2. The control unit must be listed for commercial burglary.
3. System equipment shall be provided with tamper protection and shall report tamper alarms to the Central Station twenty-four hours a day.
4. System equipment will be supported by an Uninterruptable Power Supply (UPS) with batteries maintained according to manufacturer's guidelines.
5. System shall have the ability to be remotely set/reset from the monitoring center.
6. System configuration shall include an emergency hold-up alarm for retail locations which includes, at a minimum, four panic buttons (one in office, one in storage area, one to be carried by Store Manager and one under the primary register) and shall provide for a watch mode function.
7. All doors shall be equipped with a minimum of one magnetic door contact and magnet (pair) per operable leaf. Contacts shall be mounted so that the sensor is on the door frame and the magnet is mounted on the operating door leaf.
8. All windows at LSC's and FW&GS locations shall be covered by no less than volumetric sensors preventing intrusion.
9. Volumetric sensors at LSC's and FW&GS locations shall provide 100% interior perimeter coverage walk tested to one foot per second.
10. Hold up buttons shall be mounted in concealed locations where necessary.
11. All system alarms, wireless or wired, must report to the on-site security console within 5 seconds of supervised alarm state.
12. Panel shall support the supervision of all keypads required at each location.

### **Camera Requirements**

1. Video quality must be sufficient to meet at least the following Video Content Analytics (VCA) objectives:
  - a. POS transaction integration capabilities
  - b. Motion "heat mapping"
  - c. Alerting store management of long checkout lines.
  - d. Object detection
  - e. Motion search
  - f. Empty shelves and boxes.
  - g. Obstacles at exits.
2. Cameras must provide currently available industry standards of resolution and frames per second (FPS)
3. Cameras should have infrared radiation (IR) technology to provide actionable video in little to no light in the intended field of view.
4. Cameras must be powered via standard Power over Ethernet (PoE)
5. Cameras are NOT to record audio of any kind.

## **Video Management/Archive Specifications**

1. All video footage should be retained for a minimum of 90 days. Footage derived from the cameras dedicated to the network cabinets must be retained for a minimum of 90 days.
2. User accounts will be created and maintained within the video management system (VMS) with comprehensive RBAC capability.
3. Retained video footage must include date and time stamps and be able to be watermarked for use by law enforcement.
4. Proposed solution must contain privacy masking ability.
5. Solution must provide the ability to search archived video utilizing metadata criteria.
6. PLCB must have the ability to remotely search and archive video.

## **System Monitoring Specifications**

1. False alarm management and mitigation must be included.
2. A primary access code must be provided for each location for arming/disarming the system. Secondary access codes are to be provided upon request. Personal identification numbers shall be issued to authorized store/facility personnel.
3. Companies shall provide an interactive web-based reporting platform that would be typically used for retail store chains, with reporting feature sets and search modes by region, district, store number, mapping capability of all monitored locations, text and email notifications and shall include the following as minimums features:
  - a. AC failure
  - b. Low battery
  - c. Delayed or failed activation/deactivation of alarm system
  - d. Alarm triggered
  - e. Communication trouble
  - f. Hold up alarm activated
4. System must provide the ability to conduct live video review of any dispatched video alarm.
5. System must be able to instantly assign new users or delete users.
6. System must have role-based access controls.
7. PLCB must have the ability to submit a service request, view status of such request and view documentation of completion, including photos.

**APPENDIX E**

**COST SUBMITTAL**

**COMPREHENSIVE SECURITY SERVI**

**RFQ 20200924**

**CES**

# INSTRUCTIONS

1. Submit this Appendix E - Cost Submittal as the Offeror's cost submittal, entering highlighted yellow. Do not attempt to alter this Appendix E - Cost Submittal by cr
2. Questions must be submitted to the Issuing Officer no later than the date indicati

the requested data in cells  
repeating another version.

ed on the Calendar of Events.

	SECURITY CAMERAS/SYSTEM			
	PER-UNIT COST	# UNITS	RECURRENCE	ANNUAL COST
INSTALLATION (one-time)			1	0
EQUIPMENT/MAINTENANCE (monthly)			12	0
MONITORING (monthly)			12	0
<b>TOTAL ANNUAL CAMERA COST</b>				0
	ALARMS (DOOR, WINDOW, PANIC, ETC)			
	PER-UNIT COST	# UNITS	RECURRENCE	ANNUAL COST
INSTALLATION (one-time)			1	0
EQUIPMENT/MAINTENANCE (monthly)			12	0
MONITORING (monthly)			12	0
<b>TOTAL ANNUAL ALARM COST</b>				0

	SECURITY GUARDS	ANNUAL ESTIMATED HOURS	
	HOURLY RATE		ANNUAL COST
ARMED GUARD		106062	0
UNARMED GUARD		218134	0
<b>TOTAL ANNUAL GUARD COST</b>			0

<b>TOTAL ANNUAL CONTRACT COST</b>	0
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Date: **May 21, 2021**  
Subject: **Questions & Answers for the PLCB  
Request for Proposal for  
Comprehensive Security Services**  
RFQ Number: **20200924**  
Due Date/Time: **June 21, 2021 1:00 PM**  
Addendum Number: **1**

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To All Offerors:

A solicitation "Addendum" is defined by the Commonwealth of Pennsylvania as an addition to or amendment of the original terms, conditions, specifications, or instructions of a procurement solicitation (e.g., Invitation to Bid, Request for Proposals or Request for Quotations).


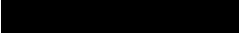
*List any and all changes:*

- Attached are questions received as of May 7, 2021, along with the PLCB's responses.

If you have already submitted a bid to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the above address.

Except as clarified and amended by this Addendum, the terms, conditions, specifications, and instructions of the solicitation and any previous solicitation addenda, remain as originally written.

Respectfully,

Name: Tammy McQuaid  
Title: Issuing Officer  
Phone:   
Email: 



**PENNSYLVANIA LIQUOR CONTROL BOARD  
RFP #20200924  
COMPREHENSIVE SECURITY SERVICES**

Questions Submitted by 12:00 PM on May 7, 2021

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**Q1. The RFP stipulates the following, “All armed guards are to be armed with guns/firearms only. Non-lethal weapons such as batons, OC (pepper) spray or tasers, and restraints such as handcuffs or zip-ties, are not permitted for either armed or unarmed guards.” How will PLCB justify the response of the armed security guard in a use of force incident, if the incident is justifiably non-lethal? Will PLCB or Commonwealth indemnify the contractor against use of force negligent lawsuits, if the requirement is for them to only possess a pistol?**

**A1.** Upon further consideration, armed guards may possess non-lethal weapons as well as guns. Guards must be trained and certified, as appropriate, to possess any weapons. Per section III-3(B)(1) of the RFP, the PLCB requests that the offeror provide a copy of the company’s operating and policy manual as well as post orders, including the use of force. It is intended that each offeror will provide a proposed plan regarding how and when its guards will use force and an explanation for why that approach is considered to be a best practice in a retail setting. The safety of those present in the store should be the top priority in all scenarios. Neither the PLCB nor the Commonwealth will indemnify the contractor in any negligent use of force lawsuit.

**Q2. Section 20 states that no officers are allowed to carry any defensive weapons. This conflicts with our current Use of Force policy that allows armed officers to carry defensive weapons if certified to carry them. Is there consideration to alter this section or would we need to provide an amended use of force policy to these officers?**

**A2.** See A1, above.

**Q3. Appendix G, Security Guard Performance Requirements. Appendix G, #3, Who at PLCB will grant the authority to remove a said individual?**

**A3.** Removal of an individual who is not complying with verbal commands must be performed by local law enforcement. The General Manager or Person-in-Charge of the shift will determine if an individual needs to be removed from the premises.

**Q4. Appendix G, Security Guard Performance Requirements. Appendix G, #3, Will the guard be authorized to contact the local police to assist in the removal of an individual from FW&GS?**

**A4.** Contact with local law enforcement should be done by the General Manager or Person-in-Charge when possible. The guard may contact the local police to remove an individual if directed by the General Manager or Person-in-Charge.

**Q5. Have any professional training standards for security guards been developed or implemented by the PLCB?**

**A5.** The PLCB has not developed any training standards for security officers. It is expected that these will be provided by the offeror for review by the committee to determine if they meet the PLCB's needs as dictated in the RFP.

**Q6. Is there a specific supervisory requirement for security guards?**

**A6.** On-site supervision by the selected offeror is not a requirement, but all assigned officers should know and understand their chain of command.

**Q7. Can you provide a weekly schedule for which each store requests an Onsite Security presence (Armed/Unarmed)?**

**A7.** The operating hours for each store have been provided in the data pack within the document titled "PLCB Facilities Information."

**Q8. Are the 325K guard hours in the data pack an approximation for the 5-year term (providing approx. 65K hours per year)? Is the volume of hours a COVID need?**

**A8.** The 325k hours in the data pack is a per year total based on 2020 needs. It is expected that guard needs will continue at this level for the foreseeable future; however, there is the possibility of an increase or decrease in hours as the needs of the PLCB change.

**Q9. The information provided in the data pack shows locations that have armed AND unarmed guards indicating the need for two guards at a time. The spreadsheet states that there are varying hours for each. Please clarify if there should be 2 guards at the same time or 1 guard at a time with differing schedules.**

**A9.** There would only be one guard at a time for general use, but there may be a need for additional guards due to events or as needed.

**Q10. Please confirm the total hours for armed and unarmed guards annually.**

**A10.** The hours provided in the worksheet are confirmed as our estimate.

**Q11. Is the guard required to arrive and begin duty 30 minutes before the store opens?**

**A11.** Guards are NOT required to be on-site 30 minutes before a store opens unless specifically requested by the PLCB.

**Q12. Please specify the type of uniforms required for armed and unarmed guards.**

**A12.** Standard issue uniforms are required. This would include a clean long sleeved, button down shirt, standard issue black pants, a duty belt with appropriate/authorized equipment, a badge, and a patch for identifying the selected offeror's company. No plain clothes are ever permitted.

**Q13. Are there professional, cultural or specific uniform or duty gear requirements?**

**A13.** There are no requirements or restrictions beyond the standard uniform identified in A12. Only PLCB-authorized equipment will be used on site.

**Q14. Appendix H requires 4 panic buttons at each location, including one that needs to be carried by the store manager. Is the carried panic button required to be on the same platform as the other alarms/panic buttons?**

**A14.** The panic button carried by a manager does not need to be on the same platform as the other panic buttons. The PLCB can provide a Wi-Fi connection on the same VLAN as the other alarm equipment or to an existing Direct Internet Access wireless network providing Internet access.

**Q15. Appendix H discusses the need for one magnetic door contact and magnet (pair) per operable leaf. Should the RFP include access control solutions in conjunction with the magnetic door contact? Or will access control be managed by a separate system/procedure?**

**A15.** The PLCB requests that offerors propose the solution they feel best fits the needs and requirements of the PLCB as outlined in the RFP and Appendix H.

**Q16. Appendix H at #8 says that all windows “shall be covered by no less than volumetric sensors preventing intrusion” and #9 states volumetric sensors “shall provide 100% interior perimeter coverage walk tested to one foot per second.” Does this mean that the PLCB requires full coverage by volumetric sensors and any additional sensors on windows (such as seismic glass break) are not required provided the window is fully covered by an interior volumetric sensor?**

**A16.** Our requirement is 100% coverage. How this is achieved should be recommended by the offeror. There is not a requirement for both.

**Q17. Appendix H, System Requirements. Alarm Requirements, #6 asks for a chime/watch mode function on panic buttons. This would make the panic button audible. Please explain the watch mode function on the panic buttons.**

**A17.** There is no chime function requirement listed in Appendix H for panic buttons. All panic buttons should be silent and have no audible functions.

**Q18. In reference to alarm registration and false alarms, we can provide pricing on what alarm permits and registrations are today. If local jurisdictions or state agencies increase fees, will there be an allowance for billing the increased fees over the base year?**

**A18.** There is no separate cost element in the Cost Submittal for these fees. Anticipated costs for monitoring and compliance should be included in either the monthly monitoring fee or the maintenance fee. See section III-8 of the RFP for proposing objections and/or additions to the standard contract terms and conditions.

**Q19. If false alarms are caused by PLCB employees and vendor provides a retraining for employees and additional false alarms occur by PLCB employee, it is requested this be amended to exclude fines directly caused by PLCB.**

**A19.** See section III-8 of the RFP for proposing objections and/or additions to the standard contract terms and conditions.

**Q20. Is the issuing office able to identify the stores that currently have IP cameras installed?**

**A20.** Of the 5524 total cameras listed on the PLCB Facilities Information sheet found in the data pack, 725 are IP cameras across 164 stores. Most of these stores have only one IP camera, but a few have as many as 20-40.

**Q21. Is the PLCB IT Department responsible for managing any and all port forwarding needs, static IP addresses, etc. required for monitoring solutions?**

**A21.** PLCB IT will support any port forwarding needs.

**Q22. Does the PLCB currently have static IP addresses for all locations? If not, is that something the PLCB is able to provide?**

**A22.** Each location has a single static IP address assigned; network address translation (NAT) is used for private addresses internally. A direct Internet access VLAN can be provided at each location.

**Q23. What is the POS system currently in use?**

**A23.** This information is not relevant to the RFP or an offeror's response to same.

**Q24. What is the upload bandwidth out of each store that will be made available for the camera and alarm package requested?**

**A24.** Each location has 15MPS upload bandwidth total; a percentage will be allocated for camera and alarm packages once bandwidth requirements are determined.

**Q25. Have the job locations had a recent security and safety audit? It is possible to find the PLCB loss history? (guarding injuries, robberies, shoplifting stats, etc.)**

**A25.** Safety and Security audits have been performed at our FW&GS locations. These may be made available upon request only to the selected offeror.

**Q26. Does this project qualify for Tax exempt status and will a PA state tax exempt certificate be provided?**

**A26.** As an agency of the Commonwealth, the PLCB is tax-exempt. A tax exemption certificate will be provided to the selected offeror upon issuance of the purchase order.

**Q27. This potential project has two uniquely different scopes, the Camera/Burglar and the Physical security. Each of those portions carry different risks, manpower, and liability. Will the state accept/consider/review partial RFP's responses?**

**A27.** The PLCB will not consider partial RFP responses.

**Q28. Will the PLCB agree to a limitation of our liability?**

**A28.** See section III-8 of the RFP for proposing objections and/or additions to the standard contract terms and conditions.

**Q29. Are the MSA terms negotiable?**

**A29.** Assuming that "MSA" refers to the Contract for Comprehensive Services in Part V of the RFP, please refer to section III-8 of the RFP for proposing objections and/or additions to the standard contract terms and conditions.

**Q30. Definitions-Days are calculated as calendar days. In the interest of reduction of cost will PLCB interpret days to be weekdays without holidays or weekends?**

**A30.** Many PLCB locations are open 7 days a week including most holidays. Alarm services must be provided 24/7 and guards must be provided for every day that a location is open. See section III-8 of the RFP for proposing objections and/or additions to the standard contract terms and conditions.

**Q31. Is there a union contract # that has been negotiated for the PLCB?**

**A31.** It is unclear to which union contract this question is referring. The selected offeror will be responsible for its own workforce and any subcontractors.

**Q32. For reduction of paper, will PLCB allow for the automation of web portal and auto email reports which will also provide records the documentation has been sent?**

**A32.** Written reports may be generated and sent electronically so long as they meet the needs of the PLCB.

**Q33. Will the PLCB consider separate billing for body armor or must all equipment for the physical officers be built into the hourly rate?**

**A33.** All equipment for the physical officers is to be built into the hourly rate.

**Q34. Will the installation costs be billed by location as completed?**

**A34.** Yes, installation costs may be billed by location once approved by the PLCB as completed.

**Q35. Does the PLCB anticipate paying for the equipment and installation at the time the contract is awarded and then only pay monthly fees for maintenance and monitoring or should the cost of the equipment be amortized over the five year term and included in the monthly charges? If the PLCB anticipates that the cost of equipment to be amortized over the term of the contract, how does the bidder recover the costs of the equipment if the PLCB terminates the contract for its convenience before the cost of equipment is recovered?**

**A35.** The PLCB intends to only pay a one-time fee for the cost of installation, then a monthly fee thereafter for maintenance and monitoring. There are not standalone cost elements for any equipment. See section III-8 of the RFP for proposing objections and/or additions to the standard contract terms and conditions.

**Q36. Is installation, equipment/maintenance, monitoring pricing to be based on FW&GS retail stores? If LSCs, commerce fulfillment center and district/regional offices are to be priced, will a separate pricing category for each be provided as the equipment could vary greatly from a retail store?**

**A36.** A separate pricing category will not be provided for different types of locations.

**Q37. For removal of existing cameras, is the designated contact at the site or is there an expectation of packing and shipping?**

**A37.** There is no expectation of packing and shipping existing cameras. The designated contact will be onsite.

**Q38. Can PLCB provide a list of cameras currently installed at each site? At minimum quantity at each site so all bidders can use the same cost for removal.**

**A38.** The number of cameras at each location was provided in the data pack in the document titled "PLCB Facilities Information."

**Q39. Should the bidders disregard the volume of hours and provide hourly rates for the type of service (armed vs. unarmed)?**

**A39.** The Cost Sheet requires that offerors provide an hourly rate for both armed and unarmed guards. The estimated hours included in the Cost Sheet are based on 2020 usage.

**Q40. Please confirm that this project will require certified payroll and PA prevailing wage rates? If PA Prevailing wage rates are required, please provide rates for each county to be used in the bid. Also identify which classification of worker should be used IE Electrician or Telecom or Other?**

**A40.** Yes, certified payroll and Prevailing Wage Rates are required. Rates may be requested, by county, at: <https://www.dli.pa.gov/Individuals/Labor-Management-Relations/llc/prevailing-wage/Pages/Prevailing-Wage-App.aspx> for the specific classification of worker the offeror proposes to utilize.

**Q41. Are you planning to use any CARES ACT or ARP funds? Would you consider a solution that includes COVID-19 mitigation technology to help acquire those funds?**

**A41.** The PLCB does not plan to use CARES ACT or ARP funding at this time. Furthermore, the selected contractor will not have any authority to acquire such funds on behalf of the PLCB. The selected contractor must retain ownership of all technology used to provide the services during the term of the contract.

**Q42. Will you require NDAA compliance?**

**A42.** Yes, as stated in Section III-3(A)(1) and again in Section 5c of the Contract for Comprehensive Security Services in Part V of the RFP, all equipment provided must comply with Federal Acquisition Regulation Representation 52.204-24, "Representation Regarding Certain Telecommunications and Video Surveillance Services or Equipment."

**Q43. III-3, B, C: Is there a list of what sites have fire and the make and model of fire panels?**

**A43.** The PLCB is unable to provide this information at this time.

**Q44. Is this a new security award or is it an award that is being renewed? If being renewed, what is the transition process between vendors? Section 18 mandates that all Armed Officers must wear a bullet proof vest. This is a departure from the current Scope of Work for current PLCB Armed Officers, is this indeed a new requirement for Armed Services going forward?**

**A.44.** These questions are unclear. This is a new RFP, issued pursuant to the Pennsylvania Procurement Code, with all relevant requirements set forth therein, as supplemented and amended by this Addendum #1. The requirements of this RFP will apply to the offeror who is awarded the resultant contract.



ADDENDUM

Date: **June 16, 2021**  
Subject: **Proposal Due Date Extension for the  
PLCB Request for Proposal for  
Comprehensive Security Services**  
RFQ Number: **20200924**  
Due Date/Time: **July 6, 2021 3:00 PM**  
Addendum Number: **2**

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To All Offerors:

A solicitation "Addendum" is defined by the Commonwealth of Pennsylvania as an addition to or amendment of the original terms, conditions, specifications, or instructions of a procurement solicitation (e.g., Invitation to Bid, Request for Proposals or Request for Quotations).

*List any and all changes:*



- Clarification: prevailing wage rates should **not** be considered for this procurement. The information provided in A40 of Addendum 1 should be disregarded.
- Due to the above clarification, the time and date specified in the RFP Calendar of Events for electronic proposal submissions has been extended from 1:00PM ET on June 21, 2021 to **3:00PM ET on July 6, 2021**.

**The Issuing Office will be closed on Monday, July 5<sup>th</sup>. It is recommended that potential offerors request access to the OneDrive folder by Friday, July 2<sup>nd</sup>, prior to the holiday weekend to ensure timely access.**

If you have already submitted a bid to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the above address.

Except as clarified and amended by this Addendum, the terms, conditions, specifications, and instructions of the solicitation and any previous solicitation addenda, remain as originally written.

Respectfully,

Name: Tammy McQuaid  
Title: Issuing Officer  
Phone:   
Email: 



## Unmatched Security Expertise & Resources in Pennsylvania

Proposal in Response to:  
**PLCB RFP Number: 20200924**  
**Comprehensive Security Services**



*Presented To:*

**Tammy McQuaid**  
**Issuing Officer**  
**PA Liquor Control Board**

*Presented By:*

Ian Rothschild  
Business Development Manager  
Allied Universal Security Services

Melissa Torreano  
Director of Business Development  
NuTech National







Tammy McQuaid, Issuing Officer  
Pennsylvania Liquor Control Board  
910 Capitol Street,  
Harrisburg, PA 17124

Dear Ms. McQuaid and Members of the Evaluation Committee:

Allied Universal Security Services is proud to participate in the Pennsylvania Liquor Control Board RFP Number 20200924 for Comprehensive Security Services for Fine Wine & Good Spirits Stores and other PLCB facilities throughout the State of Pennsylvania. **Allied Universal currently has a Master Service Agreement with the Commonwealth of Pennsylvania, Department of General Services, for Security Guard Services – contract 0000527925.** We are born and raised in Pennsylvania and our eastern corporate headquarters is located in Conshohocken, Pa.

With more than 60 years of experience and more than **10,000 Security guards** in the Commonwealth of Pennsylvania, we possess the unique ability to satisfy your Security Professional requirements for your 585 retail stores and 13 Licensee Service Centers throughout the state. Our density enables us to meet any additional Officer need you may have and the ability to provide services at a moment's notice. **We understand the unique challenges the PLCB faces in securing its many retail store locations, meeting regulatory requirements, and most important, providing a safe and secure environment for your employees and customers.** Our experience with current retail clients includes but are not limited to:

Our service is based on our comprehensive understanding of your requirements. We are focused on being engaged and responsive and our management will work diligently to develop and train our Security guards, provide additional resources and support to PLCB, and add value to your existing program. We believe we will successfully demonstrate our capabilities in the following areas:

- Exceptional customer service
- Provide additional Officers where necessary
- Rapid response to changing requirements
- Emergency preparedness/Incident response

**Allied Universal has the work force resources, support structure and relationships to effectively support the PLCB's mission.** *We understand the local labor market better than any other provider; our compensation and retention plans reflect the competitive labor market, which will ensure the best staff for PLCB's retail locations. With low unemployment rates, labor markets can be challenging; only a Company with robust recruiting capacity can compete.*

We tailor security service programs to meet each client's needs with committed professionals who enhance their brands. We understand our role in enhancing the PLCB's brand through superior account management and communication practices through security and safety services.

#### **Dedicated Portfolio Management for PLCB**

- Allied Universal will provide PLCB with a team of Portfolio Management who will be dedicated to work with PLCB and this account. This Management Structure consists of 1 main Portfolio Manager who will be PLCB's primary point of contact. This individual will be dedicated to ensuring all Allied Universal activities and work performance are meeting and/or exceeding contract requirements as well as mutually agreed upon KPI's (Key Performance Indicators) and working to ensure the highest caliber of staff is working at each retail location. He/She will be the direct liaison between Allied Universal and PLCB Management. He/she will be responsible for all staffing, scheduling, Officer training, HR initiatives, development of policies-post orders-

procedures, etc... This individual will be your go-to resource for the daily operations of your security program and directly supported by our local District Teams and Statewide resources. Additionally Allied Universal will provide 3 Field Service Managers who will work under the Portfolio Manager. The Field Service Managers will provide an additional level of support to ensure our Officers are on post at each designated store. These Field Service Managers will be dedicated specifically to PLCB in the following regions:

- Field Service Manager – Eastern Area (PA)
- Field Service Manger – Central Area (PA)
- Field Service Manger – Western Area (PA)

**These dedicated positions assigned specifically to your account will not be billed to PLCB.** Your Portfolio Team will also be supported by our local Branch Office and the layers of management and support resources statewide. This support network is unique to Allied Universal.

Allied Universal understands that the PLCB, like many today, face challenges on many fronts. We understand the integral role that your outsourced services partners play in achieving your goals at each retail store, and our role in assisting to provide the PLCB, its employees and customers a safe, welcoming environment.

Our depth of resources includes:

- Local District Recruiters with in-depth knowledge of the local labor market ensure we have the best Security guards available, those best-suited for working within retail environments.
- Support infrastructure that includes in-house trainers, recruiters, field inspectors, and respective subject matter experts.
- Proven best practices instituted through our national standards for safety and security among many retail stores across Pennsylvania and the country.

### **Comprehensive Security Program Partnership**

**Allied Universal** is proud to provide the guard response proposal from the current RFP with our strategic partner **NuTech National**. With over 40 years of experience **NuTech National** has been providing electronic security consulting, system integrations, installations, security monitoring, service, advanced CCTV solutions and fire systems. Their work through North America has brought them the **prestigious UL 2050** listing for **National Industrial Security Technologies**, as well as being selected the vendor for PLCB in the RFP last year. **NuTech** has provided Classified, Secret and even Top Secret ranked work within **Pennsylvania** ( [REDACTED] ) and throughout the USA. **NuTech** has also provided large scale security rollouts for Amazon Distribution centers with **over 3,000 cameras per site**, including their first entry sites in Breinigsville, Pennsylvania. NuTech's provides services for Pennsylvania based retailers such as [REDACTED]. From **NuTech's** humble beginning back in the 1980's, they have grown from **securing 9,000 stores (150-300 cameras per store with full security and fire alarms)** with Walmart to tens of thousands of stores across the country. **NuTech** installs, services and monitors tens of thousands of security and camera systems for retailers, most which have a in presence in the Commonwealth of Pennsylvania, including [REDACTED].

This strategic alliance from two **Best in Class service providers, Allied Universal & NuTech National** will provide above and beyond service and products to the Commonwealth as we have several decades.

With the **impressive background** that can be seen in our writings and work along with the **financial strength** of this partnership, we believe PLCB can see how this strategic partnership of firms will

bring **unsurpassed results**. With the **knowledge** and **years of experience**, **Allied Universal** will provide manning capability all throughout Pennsylvania. **NuTech National** has **unmatched service** and **groundbreaking technology** that will provide its **top of the line** integration capabilities of security and camera systems. These will provide **On the Edge in store analytics** that will meet and exceed the request and expectations the PLCB has for this RFP proposal. **NuTechlink.com** is an **integrated single glass web portal**, providing a view of the **guard service operations** as well as the health and **heartbeat of electronic security equipment** such as cameras, alarm panels, etc. and provides **direct connection to central station information** to add/delete users/change codes, view alarm events, add/delete emergency contact list and create your own set of reports or run numerous **alarm management reports** such as:

- Alarm reports
- Late to open/Early to close
- Low battery
- Health status of cameras

This sophisticated site is **easy to use** and most end users do not require of the handbook as the on screen help features create a great customer experience. Adds and changes to this platform are included in our proposal to the PLCB and the platform can be modified.

As your accounts will have **verified video**, this also means from the same web portal (single glass) you can review the video the central station saw during an alarm and **go directly to live cameras** through the portal. This is a unique feature by combining each of these platforms into a **single web portal**. **NuTechlink** has won **numerous awards** that continuously receives updates based on customer inputs and request.

We look forward to extending our Partnership with the Commonwealth and PLCB as you continue to grow, along with our continued growth, offering more diverse services than ever before. If you have any questions about the proposal please reach out directly to Ian Rothschild, [REDACTED], [REDACTED], Chris Eves, [REDACTED], or Melissa Torreano, [REDACTED].

Respectfully,



Ian Rothschild  
Business Development Manager

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## Technical Response – Executive Summary

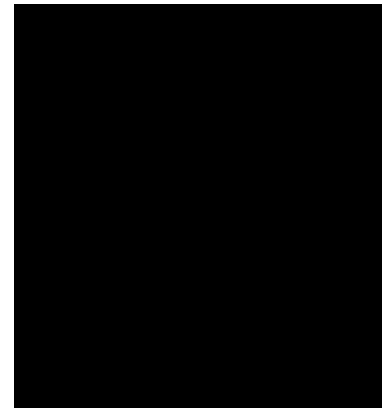
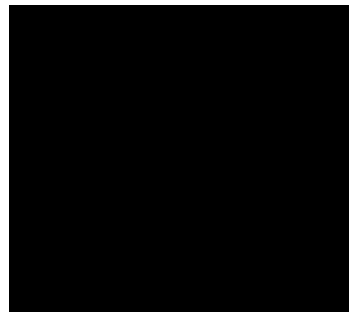
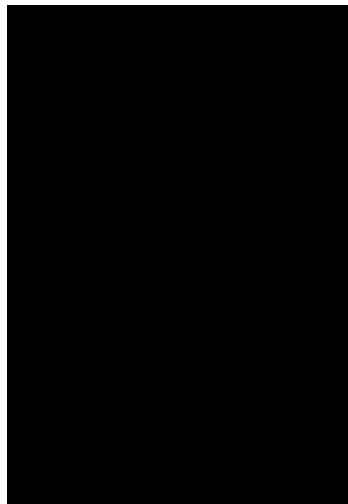


## Born and Raised in Pennsylvania

- East Coast Headquarters located in Conshohocken, PA.
- Over 60 years' experience with more than 10,000 Security Guards in the state PA; providing unmatched coverage and emergency response capabilities.
- Active Qualified Supplier for the Commonwealth of PA (PA Department of General Services - Contract #: 0000527925)
- Dedicated Portfolio Management Team for PLCB and unmatched Local Engaged Management Support across the entire state.
- Dedicated Recruiting Managers ensuring the attraction and retention of the most qualified security professionals across the Commonwealth of PA.



## Company with Long Time PA Roots



**+/- 100,000 Retail Stores (US/Canada) since 1981**

- 40 years of Continuous Service
- Government Experience, Retail Experience and Financial Experience
- Experts at communicating with customers, experts at hearing from and about customers, experts at deploying systems that function in retail. We speak retail
- Region, districts, divisions
- Management Setup levels: manager on duty, store leader, keyholder, store number
- Each customer is provided a dedicated 800 number which directly transfers to dedicated account team
- Photo pictorials of stores are at our fingertips, every device installed is photographed and displayed on our web portal. This is reviewed before any ticket is closed out
- Decades of rollouts, installations, service, and monitoring for multi chain stores (500 retail stores and above)

Allied Universal Integrator

## Technical Proposal

### III-1. Objective

Allied Universal Security Services is your Security Partner who will provide the Comprehensive Security Services that PLCB desires. This includes the fulfillment of all of your Security Guard services as well as Technology services covering your specified locations across the Commonwealth of Pennsylvania. This program will include 585 Fine Wine & Good Spirits (“FW&GS”) retail stores, 13 Licensee Service Centers (“LSCs”), one e-commerce fulfillment center and district/regional offices across the Commonwealth (collectively, “Facilities”). The strategic alliance between Allied Universal and NuTech National are two Best in Class service providers who provide above and beyond service and products to the PLCB. Allied Universal and NuTech National are fully capable to deliver the Comprehensive Security Services including the installation of security cameras and alarms, training on systems for PLCB personnel, administrative management of permits, false alarms, as well as the provisioning of both Armed and Unarmed Security Guards requested in your retail stores as well as requested PLCB Facilities. We are the Security Partner who has unmatched established local presence and resources throughout the Commonwealth of Pennsylvania.

***Below is an overview of the technology and equipment that will be used at PLCB and your locations to meet your provided Objective on the systems integration and technology part of this project.***



# PLCB New Video Security System How it Works

360°  
Camera



## NuTech 360° Sees All Camera

Camera acts as alarm motion video **detection** to detect entry for burglar alarm system. It uses **onboard analytics** to reduce false alarms to determine human movement and or intrusion movement through its Artificial Intelligence learning component.

This camera actually reports to the **burglar** alarm system as a motion detection device.

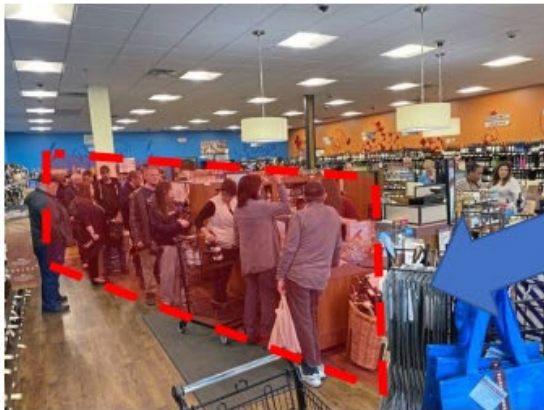
**NuTech National**  
The nation's largest alarm servicing network.



Cameras with built-in machine learning capabilities: Reporting People not Rodents/Insects to reduce false alarms.

Allied Universal Integrator

**PLCB**



**Long Register Line Alert**

Also produces front door counts

Number of times the queue exceeds a threshold in a day	
Operation	
Cash Register 1	7
Cash Register 2	1
Cash Register 3	0
<b>Total</b>	<b>8</b>

**NuTech National**  
The nation's largest alarm servicing network.

Allied Universal Integrator



## PLCB New Video Security System Proposal



**BOSCH**

**NuTech National**<sup>™</sup>  
The nation's largest alarm servicing network.

- Global engineering and manufacturing
- Best in class products
- Top warranties
- Top engineering
- Strategic partnership for PLCB
- About the system – intelligent video cameras that have onboard analytics with up to 2 Terabytes of storage per camera.



**NuTech National**<sup>™</sup>  
The nation's largest alarm servicing network.

**ALLIED  
UNIVERSAL**<sup>®</sup>  
There for you.

Allied Universal Integrator

## PLCB

### Dewarping Option



Create up to **8 camera views from the 360 Image.**

You can move the view during playback to follow a customer.

The default view of the camera is the original 360-degree view.

In settings the view can be set to adjust dewarping settings to Original, 1x1 sector, 2x2 sectors, Panorama, Double panorama, and Combination.

### Intuitive and easy camera view changes.



**NuTech National**™  
The nation's largest alarm servicing network.

Allied Universal Integrator

## Partnership



**BOSCH**

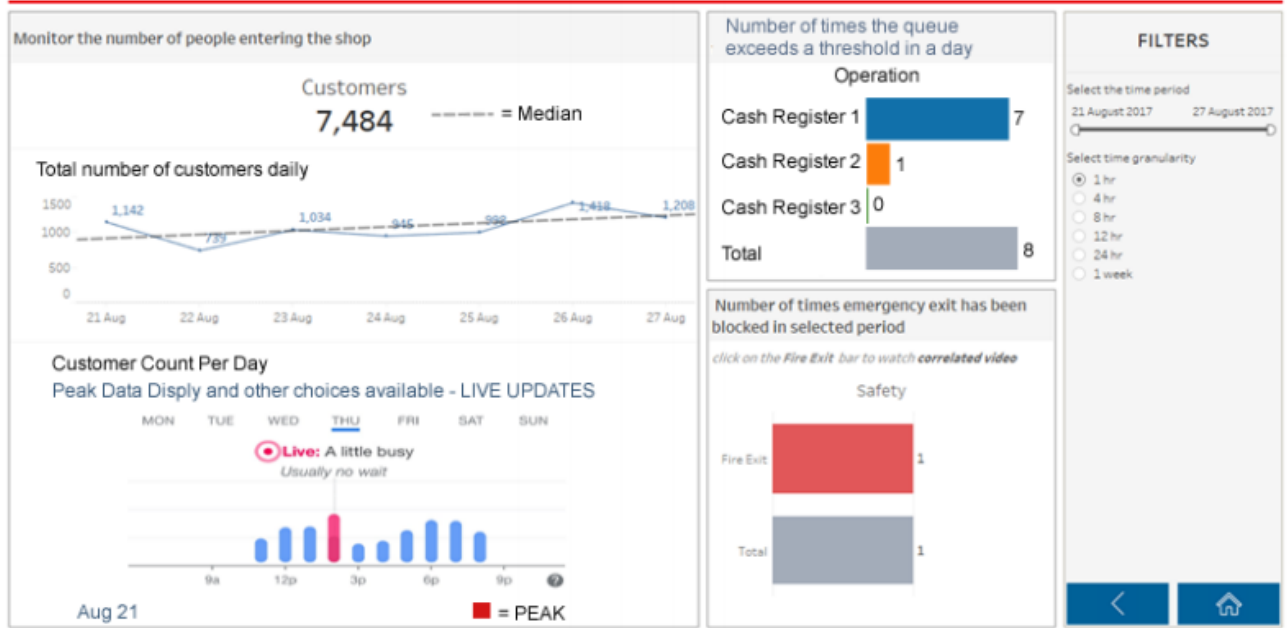


NuTech NaTional's strategic partnership with Bosch utilizes 2 internet-based products to create a complete interactive, serviceable component via NuTech's Tech Center and Bosch's cloud portal.

Our techs can evaluate video noise and motion detection from environmental devices or areas and customize false alarm reduction rules to create the best video analytic motion detection via industrial video analytics.



## Business intelligence in retail



**NuTech NaTional™**  
The nation's largest alarm servicing network.

Allied Universal Integrator



## PLCB

### NVR is outdated

Don't buy yesterdays technology



- NVR creates more security risk
- Hard Drive Failures
- Easily compromised by intruders
- Backup battery required
- Loud fans and moving parts
- Higher energy consumption

### Bosch and NuTech strategic partnership with new camera technology

- No need for NVR as our cameras have a distributed up to 2TB storage per camera
- PLCB requires 90 days of onboard storage
- Our onboard storage provides up to one year of video
- Faster and consistent download and viewing speeds
- Embedded operating software in all cameras
- No need for bulky devices and excess wires and consumption



**BOSCH**

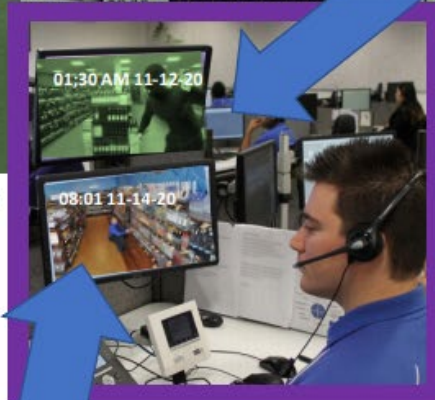
**NuTech National**™  
The nation's largest alarm servicing network.

Allied Universal Integrator

## NuTech Alarm Video Verification



Camera notified of alarm/ motion, dispatcher confirmed burglar and notified law enforcement.



Camera notified of alarm/ motion. Dispatcher confirmed it was the manager & silenced false alarm.

- Increase Police Dispatch
- Reduce Response Time
- Eliminate False Alarms



**Intrusion Analytics at Work for You.**

## PLCB



Fully UL Listed Security System

**Alarm System uses all cameras, motion detectors and door contacts to completely envelop and protect the store.**



**The use of these Integrated multiple technologies sets NuTech's offer apart:**

all video is sent for instant video review, proving the best of technology and human intervention available today.

The cameras simultaneously use analytics customized by NuTech for store needs. The stores protection level can be modified from our remote center without interruption to the store (trucks and ladders not required). True interactive protection program making it a safe place for employees, patrons and management of the assets within the facilities.

Provides easily searchable data for slip and fall, Work Comp and other liabilities within the stores and warehouses.

NuTechLink allows user code management, daily reports and access to video as well as guard data/reports from a single web portal.

### Security Alarm:

**100% Video Coverage of Store and Warehouse, 100% Volumetrics motion detection, System Monitoring 24/7 Activity, 24 Hour Alarm Monitoring providing panic button protection, open and closing reports. System provides for Watch Mode, System does not require phone lines.**

The Security Alarm is the first point of communication to our alarm center simultaneously while active live video identifies the activity for either police dispatch or false alarm reduction.

Allied Universal Integrator



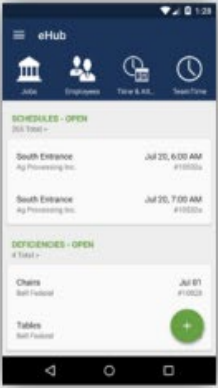
# NUTECH NATIONAL

## ALLIED UNIVERSAL eHub

Available at no charge to Allied Universal® clients, **eHub**, our secure client website, provides instant, anytime access to the information and resources PLCB (Pennsylvania Liquor Control Board) needs to efficiently manage your security services account.

Clients can easily access **eHub** using a computer or the **eHub** mobile app for real-time access to billing information and invoicing; to view, export, and print personnel information, coverage levels, turnover and compliance data; request temporary or additional coverage; view compliance and training records; and more.

**eHub**



**Instant Account Access**

- Always know your payment status
- Review/print invoices 24/7/365
- Access to past data for planning

**Scheduling Made Easy**

- Real-time knowledge of coverage, turnover & compliance

**Quality Assurance**

- Real-time access to security inspections (photos, notes, scores)

**Compliance**

- Access training records to ensure security professionals are trained and in compliance

**Ordering Made Easy**

- Request additional coverage, any time of day

**Security Personnel Access**

- Access to schedules, contact & job information, pay stubs, and more

**All of the information you need at your fingertips.**



Allied Universal Integrator

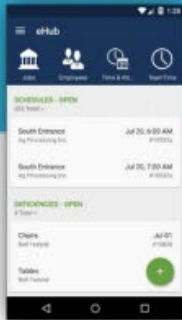
# NuTech National<sup>™</sup>

The nation's largest alarm servicing network.

## ONE GLASS to VIEW EVERYTHING

### AUS Guard View

- ✓ eHub Access
- ✓ View Guard Schedule
- ✓ View Guard Time Logs
- ✓ Schedule Made Easy
- ✓ Compliance
- ✓ Quality Insurance



### Control Station Alarm with Video

- ✓ View central station alarms with video
- ✓ Alarm Reports
- ✓ Get Video
- ✓ Customized Reports
  - late to open/close
  - low battery
  - early to open/close
  - communication loss
- ✓ Align District/Regions

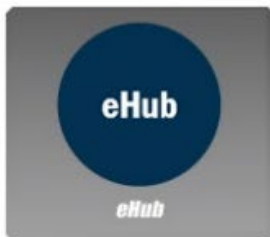
### User Changes

- ✓ Add/Delete Keypad Codes
- ✓ Add/Delete Emergency Contact List
- ✓ Add Users to NuTech Link

### Test Compliance Reports

- ✓ Put System On/Off Test
- ✓ View Alarms
- ✓ System Test Results

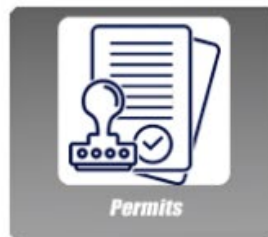
## NuTech LINK



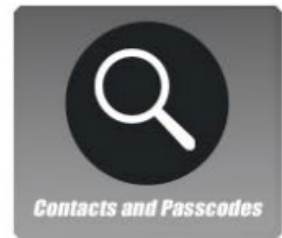
eHub



Video Portal



Permits



Contacts and Passcodes



**NUTECH NATIONAL eHub**

Allied Universal Integrator

## III-2. Work Plan

**Describe in narrative form your technical plan for providing Comprehensive Security Services as described in this RFP using the Requirements set forth in Section III-3 below and all appendices referenced therein as a guide. If more than one approach is apparent, comment on why you chose a particular approach.**

Our plan to provide PLCB your Comprehensive Security Services will include:

### Our Service Delivery Model

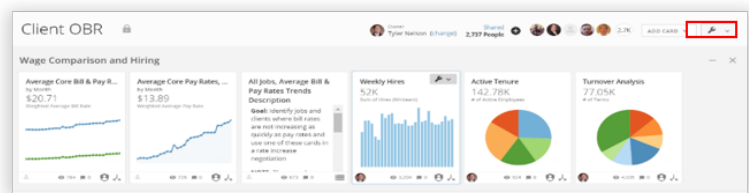
Our client focused service delivery model will help to ensure your evolving needs are met through our innovative approach to security and dedication to client satisfaction.

You will have peace of mind knowing that Allied Universal® implements a formal four-step process, DX4 (Discover, Develop, Deliver, Document), to understand and meet your needs, and bring continuous improvement to your security program. And, we will meet with you regularly to review progress and make value visible.



During the **DISCOVER** stage, we will learn what matters most to you. Your current concerns, existing priorities and future expectations will be fully uncovered and understood.

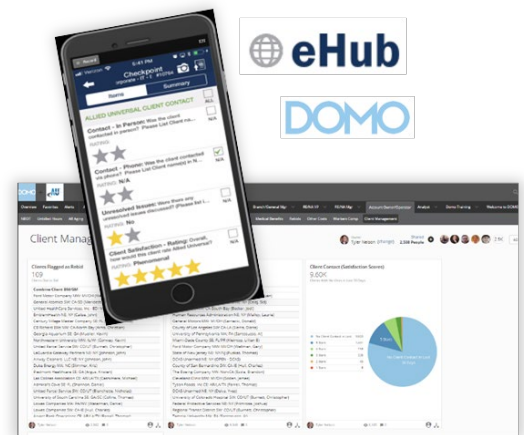
We will then **DEVELOP** a customized plan tailored to meet your needs and priorities. This plan is documented and includes performance standards so results can be monitored and tracked.



Our ultimate goal is to continually **DELIVER** what is important to you, visibly and measurably. We conduct formal Operations Business Reviews (OBRs) to review accomplishments, create benchmarks for future reviews and establish measurable goals. These client OBRs are an essential part of the Allied Universal® Service Model.

We will review your security program with you on a regular basis to ensure it is successful and meeting your expectations. We **DOCUMENT** each client contact, and track and trend all initiatives as well as any incidents that may occur in an effort to drive operational excellence.

We believe in partnering with our clients and because of that, we will be immersed in your culture and as dedicated to your security program as you are. When you partner with Allied Universal®, value to the PLCB (Pennsylvania Liquor Control Board) security program will be made visible through accountability, transparency, measurement, responsiveness and engaged management and staff.





- **Leverage our Expertise and Experience** – Delivering and sustaining the most effective Security Program while reducing the total cost of ownership.
- **Develop Carefully Prepared Security Guards** – Guards will be trained to handle both the ordinary and extraordinary situations at each PLCB location.
- **Execute Transparently** – Allied Universal will communicate all aspects of our Security Program to ensure your needs are continuously met
- **Enforce Accountability** – Our Guards and Management Teams will be accountable and held to high standards to ensure we are delivering on what you contracted us to do.
- **Verify Outcomes** – Through our established quality assurance programs, we will ensure we are meeting all of our contractual obligations as the PLCB set forth III-3 and all provided appendices included in the RFP.

## Work Plan – Integration & Technology Services (NuTech National):

- We will establish communication channels to the **NuTech’s (3) Service Centers (Philadelphia, Pittsburg, Harrisburg)**.
- **Communicate** to PLCB and gain understanding if there are any stores that should be advanced in the schedule and any stores that may have certain blackout dates such as receipt of inventory/stocking, holiday volume increase, local area impact dates. The work plan will be modified to accommodate this data.
- **Execute Transparency-NuTech will continuously provide weekly updates of schedules and manpower based on our (3) service center approach (Philadelphia, Harrisburg, Pittsburg)**. Each service center will communicate with the appropriate PLCB managers relating to the stores in each of these regions. Therefore, **simultaneous builds will be accommodating multiple regions and districts throughout the state**. Our roll out plans are modifiable to accommodate PLCB leadership and site access. We use live Google sheets which are **visible to PLCB** and provide **real time display of work** commencing and completing each hour of each day.
- **Approach to Rollout-All equipment will be pre-staged and preprogrammed and delivered** to (3) working sites across Pennsylvania (**Philadelphia, Pittsburgh and Harrisburg**). This will **reduce shipping errors, timing and costs**. These regional sites will also have a **speed of recovery** and can also **cross ship** to the other sites if necessary. Each Service Center will have an assigned **Project Manager** during the rollout. The PM will also be able to **visit sites** to assess quality and assure local management of our production to their respective sites.

All (3) centers will consistently perform 1 installation per day per team. Each center will have 2-3 teams of manpower each day, giving us the capability of **3 installs per center, or 9 per day**. The **photos** taken will be used for our **step by step installation guide** for the rollout installations. This gives a **reasonable completion well under the required 6 months**, leaving slip days for any unforeseen circumstances or last minute blackout dates requested by PLCB. **The security and camera systems will be installed simultaneously**.

- **Phase 1**-The first phase is to **review plans with PLCB IT, identifying IP addresses, protocols, communication methods**. Our products make this easy as they will **only require outbound transmission** and use **high security technologies** to insure the PLCB **network remains secure**. This is accomplished by using secured cloud centers by Bosch and cloud switch management which will reduce PLCB IT involvement. Once this is approved and IT has made the required communications, our rollout calendar can

commence. **Simultaneously**, product will be ordered and sent to respective service center awaiting final staging and programming information.

- **Field Implementation**-Each of our technicians will have been briefed on a **pictorial and physical layouts of individual sites**. Our install coordinators will verify with managers they are aware of the published schedule and relate any changes necessary to our field technicians. We understand there will be a small percentage of stores that may have to change schedules and we can modify this on the fly to accommodate PLCB. By managing this through **localized regional service centers** within Pennsylvania, this makes accommodating store management requests feasible.
- **Phase 2-Verify** the equipment that has been shipped is **100% received, meet and greet store management providing a brief overview of what will be taking place, place control panels, verify communication across network, provide installation as stated per site. Test** the alarm system with a full round of signals, test and tweak each camera **view remotely to NuTech's center, verify** central station communications, verify emergency contact list and keyholders. Take **photographs** of accomplished installations including pictures of the control panels, cameras, camera views and overall wire runs. Provide manager or lead employee **training** on use of system. Pack up tools, clean area. Contact **NuTech's** center for close out instructions. NuTech's center will make contact with store manager or lead employee **verifying they have been trained** and the system is functioning.

### III-3. Requirements

#### A. Centralized Monitoring and Security System

##### 1. Equipment Requirements

In response to the RFP please provide all necessary information regarding the proposed equipment, including, but not limited to the following details:

- a. Without including cost information, provide an estimate of the number of each piece of equipment that will be required at each Facility using industry best practices for the space in question. It is acknowledged that the quantities provided will be best estimates using the information that is currently available and are subject to change as needed and upon PLCB approval.
- b. Provide cut sheets of the proposed equipment and hardware to be used in the performance of the Services.
- c. Provide include all necessary details regarding the security of the equipment and its software using security industry best practices.
- d. Provide a description of any available off-the-shelf functionality options associated with the proposed equipment.
- e. Include the bandwidth requirements for the proposed solution.
- f. Identify how the cameras and security system will integrate to reduce the occurrence of false alarms.

- a. **NuTech** has analyzed the size of the stores, LSC, warehouses, etc. and created a security model for security and cameras that fits each of these perspective environments. We have **additional devices quoted for several one offs**, that we expect to happen as we roll through changes that may have taken place in the store build out since the blueprints were originally put together. We have a **flexible plan** to meet the needs of the PLCB. We have **5 break downs by size of facilities** identified in the chart below and provided the estimated quantities:

# of Locations	Location Sq. Ft.	Complete CCTV	Integrated Security System	Panic Alarms
147	0-3,000	(1) 360 See All Camera 12MP with IR illuminators (1) 360 See All Camera 6MP IR illuminators (2) 2MP Cameras (1) UPS (1) POE Switch (*) CAT6 Cabling (*) Video Storage Devices	(1) Bosch B5512 Alarm Panel Kit (1) Battery (1) 360 Motion Detector (1) Overhead Door Contact (2) Man door contacts (1) Glassbreak	(4) Panic Buttons

275	3,001-6,000	<p>(1) 360 See All Camera 12MP IR illuminators</p> <p>(2) 360 See All Camera 6MP IR illuminators</p> <p>(3) 2MP Cameras</p> <p>(1) UPS</p> <p>(1) POE Switch</p> <p>(*) CAT6 Cabling</p> <p>(*) Video Storage Devices</p>	<p>(1) Bosch B6512 Alarm Panel Kit</p> <p>(1) Battery</p> <p>(1) 360 Motion Detector</p> <p>(1) Overhead Door Contact</p> <p>(3) Man door contacts</p> <p>(1) Glassbreak</p>	(4) Panic Buttons
82	6,001-8,500	<p>(1) 360 See All Camera 12MP IR illuminators</p> <p>(3) 360 See All Camera 6MP IR illuminators</p> <p>(3) 2MP Cameras</p> <p>(1) UPS</p> <p>(1) POE Switch</p> <p>(*) CAT6 Cabling</p> <p>(*) Video Storage Devices</p>	<p>(1) Bosch B8512 Alarm Panel Kit</p> <p>(1) Battery</p> <p>(1) 360 Motion Detector</p> <p>(1) Overhead Door Contact</p> <p>(3) Man door contacts</p> <p>(1) Glassbreak</p>	(4) Panic Buttons
76	8,501-13,000	<p>(1) 360 See All Camera 12MP IR illuminators</p> <p>(4) 360 See All Camera 6MP IR illuminators</p> <p>(3) 2MP Cameras</p> <p>(1) UPS</p> <p>(1) POE Switch</p> <p>(*) CAT6 Cabling</p> <p>(*) Video Storage Devices</p>	<p>1) Bosch B8512 Alarm Panel Kit</p> <p>(1) Battery</p> <p>(1) 360 Motion Detector</p> <p>(1) Overhead Door Contact</p> <p>(3) Man door contacts</p> <p>(1) Glassbreak</p>	(4) Panic Buttons
18	13,000+	<p>(1) 360 See All Camera 12MP IR illuminators</p> <p>(5) 360 See All Camera 6MP IR illuminators</p> <p>(3) 2MP Cameras</p> <p>(1) UPS</p> <p>(1) POE Switch</p>	<p>1) Bosch B8512 Alarm Panel Kit</p> <p>(1) Battery</p> <p>(1) 360 Motion Detector</p> <p>(1) Overhead Door Contact</p>	(4) Panic Buttons

		(*) CAT6 Cabling	(3) Man door contacts	
		(*) Video Storage Devices	(1) Glassbreak	
<p><i>360 "See All" 12MP equals a minimum of 8 camera views=Bosch 5100i IR Series NDS-5704-F360LE</i></p> <p><i>360 "See All" 6MP equals a minimum of 8 camera views=Bosch 5100i IR Series NDS-5703-F360LE</i></p> <p><i>2MP Cameras=Bosch 3000i IR</i></p>				

By using **3 types of cameras** we will create a **complete video recording** of all open areas of the store and stock rooms to include:

- a. Managers Office
- b. Safe
- c. IT Rack
- d. Back Door
- e. Front Door
- f. Register Areas
- g. General Store
- h. General Stock Room

#### **NuTech's Interactive Video and Security System:**

All video devices record onboard up to **2TB per camera** and instantly provide this video to our **interactive central station** during alarm activities or panic/request for help situations. The interactive capability greatly **enhances** the level of **NuTech's service** and is included in our offering. Interactive video **eliminates false alarms and false police dispatches**, keeping the police in a very ready position when a NuTech operator has defined a **live break in** with how many persons are involved and their clothing descriptions. This **reduces the dispatch time and increases the number of officers responding**. There is no better system than the **advanced products** being offered here combined with our **interactive monitoring center**.

Our **360 See All Camera cameras** eliminate the need for **multiple cameras and multiple security devices** throughout the retail stores, warehouses and LSCs. This greatly **reduces the maintenance** requirements, field wiring and even the power requirements to maintain these systems. The **infrared technology** allows the cameras to see even in **complete darkness** and still provides motion detection that is beyond the capabilities of regular motion detectors. This can be **remotely managed** for **false alarm reduction** and provides visibility in even complete darkness for our interactive video center to review.

*It should be understood our high megapixel 360 cameras can provide unlimited simultaneous views and can record 16 views, replacing the capabilities of 16 individual cameras. It will be set up for 16 simultaneous areas providing UL listed motion detection equal to 16 motion detectors Our standard 360 can do 8 views equal to 8 motion detectors and 8 simultaneous recordings.* Even our single view cameras have **analytics** that can perform **exit blocking notification, people count**, heat map style reporting (customers in an area), etc. and **all of the cameras provide alarm motion detection notification** from each of the providing **false alarm reduction**. These cameras create the equivalent of an **8-'x160' curtain motion** detector or wide area motions of



**80'x60'**. This is an **unmatched technology** compared to standard motion detection devices that may be provided by others. Our system also **incorporates 360 degree passive infrared motion detection** which is immune to small rodents and falling product. All exterior doors will have **perimeter door alarm protection**. Per the PLCBs request, we are providing **(3) Panic Buttons in 3 fixed areas and (1) to be worn by managers**. All of the panic devices provide **instant notification** within seconds to our monitoring center allowing us to **view the situation** and provide the **appropriate** responses (police, medical, fire) as within seconds we have a visual conformation of the site. We can **eliminate false alarms** when nothing unusual is seen and call backs to the managers can be performed.

**NuTech's security detection and analytic video system** uses the following approach: Using a **global leader in video analytical detection** provides a **high megapixel 360 "See All" Camera Device**. This device incorporates both **physical viewing** of an area as well as **mathematical metadata**, whereby the system analyzes movement, regardless of the lighting, regardless of the size or simplicity of the object. This product **fully integrates to our commercial UL listed Security and Fire Alarm panel**, which is a **high security, multizone, encrypted monitoring device**. This high-tech product is **simple to use** and works well in retail environments as we have reduced the # of field devices and **increased the detection capability**. Each of these **360 See All Camera cameras** are ceiling mounted which provides an **unobstructed view** throughout each of the areas of the facilities. There is a high wall mount version that provides a **solid 180 view for narrow hallways and stock rooms**. This product creates **full volumetric coverage** and is **UL listed** and **fully integrated** to provide a single **easy to use security and video system** throughout for all retail stores, warehouses and license centers. **Arming and Disarming** of this unit can function by **automatic time** or use of a **standard keypad user code**. *Video functions do not require the typical NVR and eliminates this hardware, does not require hard drives that are require mechanical spinning of drives with constant wear and tear and data corruption issues. NVRs and hard drives require more power to operate producing additional heat within the facility. Our equipment has no moving parts, is 100% solid state and has reduced the number of components to maintain.*

Each **360 See All Camera** has an easily **viewable range of 60' diameter, expandable to 90'**. We have conservatively used a 50' diameter in placing these devices throughout each model store, allowing for many **different shapes and floor plans throughout the PLCB retail stores, warehouses, regional offices, etc**. We should note that the **simplicity of these devices for changes** in the layout only require a **single CAT6** move and a relocation of the camera devices, **eliminating the costly wiring** and labor to install the typical security related door, window, motion detectors.

**b. Attached in Specification and Listing File**

c. Our security platform and products provide a **secure path** that includes anti-replay/anti-substitution features, and enhanced security with up to **AES 256-bit encryption** (using **Cipher Block Chaining (CBC)**). The control panel supports Domain Name System (DNS) for both remote programming and central station communication. DNS provides ease of use, eliminating the need to use static IP addresses as your reporting destination, and accommodates a simple solution for **central station disaster recovery**.

Our cameras are **NDAA (National Defense Authorization Act)** and **UL Listed**, which means they have been **approved** for governmental use and have been reviewed for the chipsets. They use **TLS 1.2, SSL, DES, 3DES Encryption**.

d. **All of our product functions out of the box in normal, off the shelf format**. Even the alarm panel has a default of 8 zones (expandable to **40 zones**) and standard central station communications. Our arming stations/keypads also function as **programming keypads**. The alarm

panels have **built in encrypted network** communications and have **optional cellular** plug in modules for secondary communication.

Our cameras provide standard **network video out of the box** but can be customized to provide as many camera views as required in the part of the site that is being installed. The camera **analytics** have **pre programmed standards**, such as **causing an alert** when someone crosses a line when the line is drawn on the cameras. **Customizing these views** allows **crossing a line** to create **exit door monitoring** for products that are **blocking the fire exits**. The use of the **off the shelf analytics** allow us to **count people** coming in and out of the front doors. Using **crowd counts**, we can count **people in que at a cash register** and identify long lines. Crowd counts can be used for in store **heat map style data** as to how many people when down an aisle, how many people stayed at an end cap, etc.

The cameras provide **multiple viewing options**. Smart phones can **simultaneously view cameras**, client workstations can view cameras, thin clients can drive customer view monitors, remote portal connections are available outside the store from a cloud service and allow access to recorded video as well as live view video. Optional services are available to receive **embedded video emails** upon certain functionality within the store and after hour store entrance video. **Included** in our proposal is **live video interaction** from any alarm events such as panic buttons will cause video to be transmitted to our **24/7 central station**, after hour intrusions will transmit video to NuTech's 24/7 monitoring center for **determination of response** and **reduction of false alarms**.

Our alarm panels hold a **multitude of user codes** allowing **easy updates** and access through **NuTechlink** (our included web portal) for **adds and deletes of end users**.

e. NuTech's cameras **do not require external bandwidth to record**, as they record internally, what is called **On the Edge**, up to **2TB per camera**. This is a **huge amount of potential storage**. Approximately **1 year of data** can be stored on each camera, **fully meeting and exceeding the 90 day requirement**. Bandwidth for viewing within the store can be accomplished in a Windows environment using our **free viewer**, with internal local area access needed only. **H.264 compression** and now **H.265 compression** is available, **saving almost 70% compression over other similar products**, reducing the store's bandwidth needs. A single, **12 Megapixel 360 See All camera** can be viewed at **2.4 Mbps**. An **embedded email alarm notification** at the maximum, including the alarm event, embedded picture and metadata would be **2.42 Mbps**. A **10 second clip of video of an alarm event, 2 seconds pre event, 6 second event and 2 seconds post event, would be 2.42 Mbps**. Viewing 6 simultaneous cameras is less than 8.5 Mbps. As you can see, our **video bandwidth uplink demand is very little** and can be accommodated on most networks without uplink increases. Cameras onsite are **12 Megapixel, 6 Megapixel and 2 Megapixel**. Our cameras transmit video as well as metadata for calculations such as people count, fire exit blocking, cash register ques, etc.

f. Our camera and security systems are **fully integrated**, whereby an **alarm is activated by the video camera**, using the **video analytics** to **determine motion** within selected areas that best suits each stores layout. This means the motion detection areas are **customized per store, eliminating false alarms, instantly recording video of an intruder**. The video can be used as **training** where false alarms are caused by employees and video is instantly transmitted to **NuTech National's UL video monitoring center**. Alarm data is **simultaneously transmitted** to our monitoring center providing intrusion from door contacts, motion detection and panic alarms. Our **transmission speeds are in fractions of seconds** and our central stations response is approximately **15 seconds on alarm**. We are considered **best in the industry** and follow the **best practices** and **5 Diamond training**.

#### g. System Functionality Overview:

*NuTech's system provides video intervention, video monitoring, video alarm verification, physical door security, volumetrics, motion detection for roof, walls and windows. This is a complete integrated video security package.*

This **security system** is **easy to use** with a simple keypad code to arm/disarm, which identifies who has armed, transmits the user identification code to our central station and is made available in **NuTechlink** for managers to identify **arming and disarming times by user (names included)**.

Our **video system** allows **multiple viewing options** from smart phones, web browsers or client applications on workstations. We use a **cloud technology** which provides **high security for the IT department** by only managing **outbound signals**. This also allows PLCB users to **quickly connect and view alarm activities and video related issues through simple web browsing**.

Our **central station** is a **24/7 UL listed video monitoring facility**, which upon an alarm receives the intruder zone of detection i.e. door, motion detector, etc. **Within seconds**, video from the location the intruder was detected transmits to the central station. **Analyzing the video** allows us to **reduce false alarms** and **motivate the proper agency response**. This is a **high level system** that **works with ease** and **ensures functionality** of the system through its own **health monitoring** of all devices.

**NuTech's web portal, NuTechlink, is easily accessible and speaks retail. Store numbers, regions, divisions** allows **quick access to add codes** to new users or **delete codes** for old users. **Reports are all inclusive and can provide daily dashboard of stores that were late to open, late to close, alarms, low batteries, health monitoring, etc.**

**NuTech** has been providing **retail security systems for over 40 years** and **understands** how to communicate at the store level for their best operational based system without interference to their daily activities.

**NuTech** has been **managing alarm registrations/permits for over 40 years** for its clients and have dedicated, organized team members specifically trained for this. We provide **organized concise data** available by spreadsheet, Google sheet and on our web portal, NuTechlink. This **service is included** in our proposal.

## 2. System Monitoring

**In response to the RFP, please provide a detailed explanation of the monitoring system, how it works, how access is provisioned and managed, how PLCB will interact with the system and how it meets the requirements of this RFP and its appendices. The information must include any system or operational requirements on the part of the PLCB that may be required for its implementation. The PLCB will reject any proposal that requires the installation or use of a telephone land line. Additionally, please provide detailed information regarding response times and services levels associated with the monitoring system. A slide deck may be provided, but hyper-links to virtual presentations are not permitted.**

**Any software that is needed to operate the system *must* be provided pursuant to the terms of this RFP. The PLCB cannot separately procure any software for the provision of the Services nor will the PLCB sign any license agreements. Please provide information regarding software that will be used in the provision of the Services and any access that PLCB will have to the same.**

**NuTech's integrated system** provides **24/7 monitoring** via our **UL listed, 5 Diamond Rated Monitoring Centers (Central Stations)**. **All systems report/utilize Network/IP Communications only, NO TELEPHONE LAND LINES.** NuTech's monitoring centers provide **quick response times** with receipt of alarm in **fractions of a second**, responses in under **15 seconds for alarm activation**, average video verifications in less than 25 seconds. This is reviewed annually by Underwriters Laboratory for best practices and fastest processes

**NuTech's solution only requires network connectivity, 1-2 ports per store and white listing for alarm monitoring/ Bosch Center and cloud portal target address (Bosch) for one way outbound traffic. DHCP or Static IPs can be used.** We will need power at the IT rack.

**NuTech's viewing system has multiple options, browser based, smart phone (iOS and Android) and Windows client. All of these are unlimited use and are included in proposal.**

The security system can be disarmed by a PLCB designate while the **emergency hold up** disturbance alarm and **watch mode** function remains active. Each of our systems **monitors for continued functionality of cameras, door sensors, low battery and loss of communication.** There are **log files** recorded within our network devices and our alarm control panels. Our monitoring center **continuously monitors communication** from the site with **keep alive heart beats.** Outbound communications can be made to **identify a failing product.**

Our **hot redundant monitoring centers** have databases located at multiple sites and are ready to receive signals 24/7. **Our up time is better than 99.99%.** The hot redundancy means even if a single center fails, we are still able to manage receipt of signals and create dispatches as required. We are **constantly tested by Underwriters Laboratory and Factory Mutual, exceeding their requirements.** Our monitoring travels through **network** in an **encrypted** fashion at the **highest speeds available.** The monitoring center **monitors a heartbeat** from each of the devices and can **immediately respond** to a loss of signal or a device. Upon an alarm activation during daytime hours, store management can be called, receive a text management, receive emails from multiple methods of communications. After hours, agency response and emergency contact updates are provided quickly with the dispatch information as to what area (back door), the responding agency and typically the results of an alarm. Emergency contact calling is provided by voice, IVR, text message and email to assure notification to all parties has been made. Follow up calls are produced by our tech center the following business day where additional training can be provided, or service requests can be discussed.

- **All installations are in accordance with National Electric Code (NEC)** and are also in line with any **local requirements.** We are using **ISO9000 certified cables (plenum where required) with factory molded boots.** This ensures long wear and certifies the wires capabilities.
- Our security alarm control unit is **listed for commercial burg and is also related for commercial fire alarm monitoring.**
- Our control panels have **tamper protection** and **transmit 24/7** signals to our monitoring center.
- The system is equipped with an **Uninterruptible Power Supply (UPS) with batteries.**
- The system includes an **emergency hold-up alarm** for retail locations which includes, at a minimum, **four panic buttons** (one in office, one in storage area, one to be carried by Store Manager and one under the primary register) and shall provide for a **watch mode function.** Hold up buttons can be mounted in a concealed location.
- Intrusion Detection: **All exterior doors shall be equipped with a minimum of one magnetic door contact and magnet (pair) per operable leaf.** Contacts shall be mounted so that the sensor is on the door frame and the magnet is mounted on the operating door leaf. **NuTech has provided (100) extra door contacts for unknown doors** that may not have been shown on the original blue prints.
- NuTech's system incorporates a security methodology that allows **volumetric protection** at the windows.
- Our new technology providing the **video cameras with built in analytics** provide the **best technology to assess motion and provide volumetrics throughout the facilities** for intrusion detection. These sensors are **remotely programmable to reduce false alarms or increase detection** without the need for service personnel and can visually be viewed through our **remote tech center** for validity and motion sensitivity testing.
- **All alarm sensors communicate within a fraction of a second** to the alarm console located in each facility and can transmit to our central station in fractions of a second as



well.

- **Keypad supervision** is provided.

### 3. Maintenance

**In response to the RFP please detail how the system and equipment will be maintained by the Contractor. Additionally, please provide a full description of any support specifications and service level agreements associated with the equipment and system. Also include information regarding disaster recovery in the event of a major system outage.**

**NuTech's proposal includes proactive and reactive service/maintenance and inspections of the integrated security and CCTV systems.** Based on **NuTech's long term, strategic partnership with Bosch**, all products NuTech is providing has **extended manufacturer's warranty** and **quick advance replacement**. In addition, NuTech will house **spare, replacement equipment** at each of its (3) service centers in Pennsylvania for **quick deployment/replacement**.

**NuTech's model allows for remote diagnostics, trouble shooting and support.** By utilizing these capabilities, approximately **38% of service issues are resolved remotely**, immediately restoring systems to service, **without a truck roll**. This is beneficial as there is **reduced down time** of the system **AND reduces store operations interruptions**. Our **health monitoring systems** allow for **remotely detecting** any issues and reporting via our award-winning web portal, **NuTechlink** as well as via **email and text message** if requested. **NuTech** understands, meets and exceeds PLCB's request to **address critical defects within 24 hours or less**, as well as respond the maintenance request within 24 hours, replacing the defective equipment as agreed to with PLCB. In most cases, **onsite service requests are resolved same business day**. We will work with PLCB to develop a **Priority 1, Priority 2, Priority 3 SLA specific for PLCB**.

**NuTech prides itself on being proactive**, resolving issues before it affects the store operations. This is performed by our dedicated technical team reviewing automated system reports and addressing and issues that are reported.

**NuTech** will provide annual complete system and function **tests annually or as requested by PLCB**. This will include verifying all NuTech provided equipment is **reporting/function properly**.

**NuTech's** unique, complete, integrated system design allows for devices to have a **back up to ensure the site is protected** i.e. door contact fails, motion detector and camera provides backup cover to the door contact, providing a secure system.

**NuTech also photographs equipment repairs** and hosts this on NuTechlink, which allows verification by PLCB that the repair was completed the system is reporting and functioning properly.

### 4. Installation and Removal

#### a. Initial Installation and Implementation.

- We will establish communication channels to the **NuTech's (3) Service Centers (Philadelphia, Pittsburg, Harrisburg)**.
- **Communicate** to PLCB and gain understanding if there are any stores that should be advanced in the schedule and any stores that may have certain blackout dates such as receipt of inventory/stocking, holiday volume increase, local area impact dates. The work plan will be modified to accommodate this data.

- **Execute Transparency**-NuTech will continuously provide weekly updates of **schedules and manpower based on our (3) service center approach (Philadelphia, Harrisburg, Pittsburg)**. Each service center will communicate with the appropriate PLCB managers relating to the stores in each of these regions. Therefore, **simultaneous builds will be accommodating multiple regions and districts throughout the state**. Our roll out plans are modifiable to accommodate PLCB leadership and site access. We use live Google sheets which are **visible to PLCB** and provide **real time display of work** commencing and completing each hour of each day.
- **Approach to Rollout**-All equipment will be **pre-staged and preprogrammed and delivered** to (3) working sites across Pennsylvania (**Philadelphia, Pittsburgh and Harrisburg**). This will **reduce shipping errors, timing and costs**. These regional sites will also have a **speed of recovery** and can also **cross ship** to the other sites if necessary. Each Service Center will have an assigned **Project Manager** during the rollout. The PM will also be able to **visit sites** to assess quality and assure local management of our production to their respective sites.

All (3) centers will consistently perform 1 installation per day per team. Each center will have 2-3 teams of manpower each day, giving us the capability of 3 installs per center, or 9 per day. The photos taken will be used for our **step by step installation guide** for the rollout installations. This gives a **reasonable completion well under the required 6 months**, leaving slip days for any unforeseen circumstances or last minute blackout dates requested by PLCB. The security and camera systems will be installed simultaneously.

- **Phase 1**-The first phase is to **review plans with PLCB IT, identifying IP addresses, protocols, communication methods**. Our products make this easy as they will **only require outbound transmission** and use **high security technologies** to insure the PLCB **network remains secure**. This is accomplished by using secured cloud centers by Bosch and cloud switch management which will reduce PLCB IT involvement. Once this is approved and IT has made the required communications, our rollout calendar can commence. **Simultaneously**, product will be ordered and sent to respective service center awaiting final staging and programming information.
  - **Field Implementation**-Each of our technicians will have been briefed on a **pictorial and physical layouts of individual sites**. Our install coordinators will verify with managers they are aware of the published schedule and relate any changes necessary to our field technicians. We understand there will be a small percentage of stores that may have to change schedules and we can modify this on the fly to accommodate PLCB. By managing this through **localized regional service centers** within Pennsylvania, this makes accommodating store management requests feasible.
- **Phase 2**-Verify the equipment that has been shipped is **100% received, meet and greet store management providing a brief overview of what will be taking place, place control panels, verify communication across network, provide installation as stated per site**. Test the alarm system with a full round of signals, test and tweak each camera **view remotely to NuTech's center, verify** central station communications, verify emergency contact list and keyholders. Take **photographs** of accomplished installations including pictures of the control panels, cameras, camera views and overall wire runs. Provide manager or lead employee **training** on use of system. Pack up tools, clean area. Contact **NuTech's center** for close out instructions. NuTech's center will make contact with store manager or lead employee **verifying they have been trained** and the system is functioning.

## b. Future Installations and Removal.

*See response below*

In response to the RFP, please provide information regarding both the installation and removal process for the security system at an individual location. A larger draft implementation plan for the initial roll out must also be provided as described in Section III-4(A) below.

**NuTech** meets and exceeds PLCB's requirements for the **future installations and removals**. For new facilities being added, NuTech will **meet with the designated PLCB contact** to review:

- **Floor plans**
- **Security Level/Crime Index Risk based on location.**
- **Time frame for construction, stocking, completion dates**

**NuTech** will then provide the design of the system to PLCB. Once finalized, NuTech will proceed to order the equipment and schedule the installation of the integrated security and CCTV systems. All of these **milestones are viewable on NuTechlink** and can also be provided by your dedicated team. **NuTech** will work with **general contractors** and **electrical contractors** ensuring the **time frame** for each trades installation schedules and inspections if required. **NuTech has found it beneficial to host weekly/biweekly/monthly construction** calls to address any issues and ensure all trades are **on schedule**, eliminating delays or conflicts.

Once the installation is complete, the **store team will be trained** on both the CCTV and Security Alarm Systems. **Quick start documentation** (how to arm/how to disarm), Central Station ID cards (with account # and phone number to call to cancel false alarm, put system on test, etc.) and window and keypad stickers will be provided as well. NuTech will also work with PLCB to determine appropriate verbiage for **instore signage** and provide this signage. All **installation photos** and successful **signal reports** will be hosted on **NuTechlink** for PLCB **review/verification**. NuTech will also apply for any **required alarm registrations** and this documentation is also available on **NuTechlink**.

**NuTech** agrees to **remove installed devices** upon expiration of termination of the contract or closing of a facility. These devices will be **boxed and delivered** to the appropriate onsite store contact for disposal/use by PLCB.

## B. Physical Security

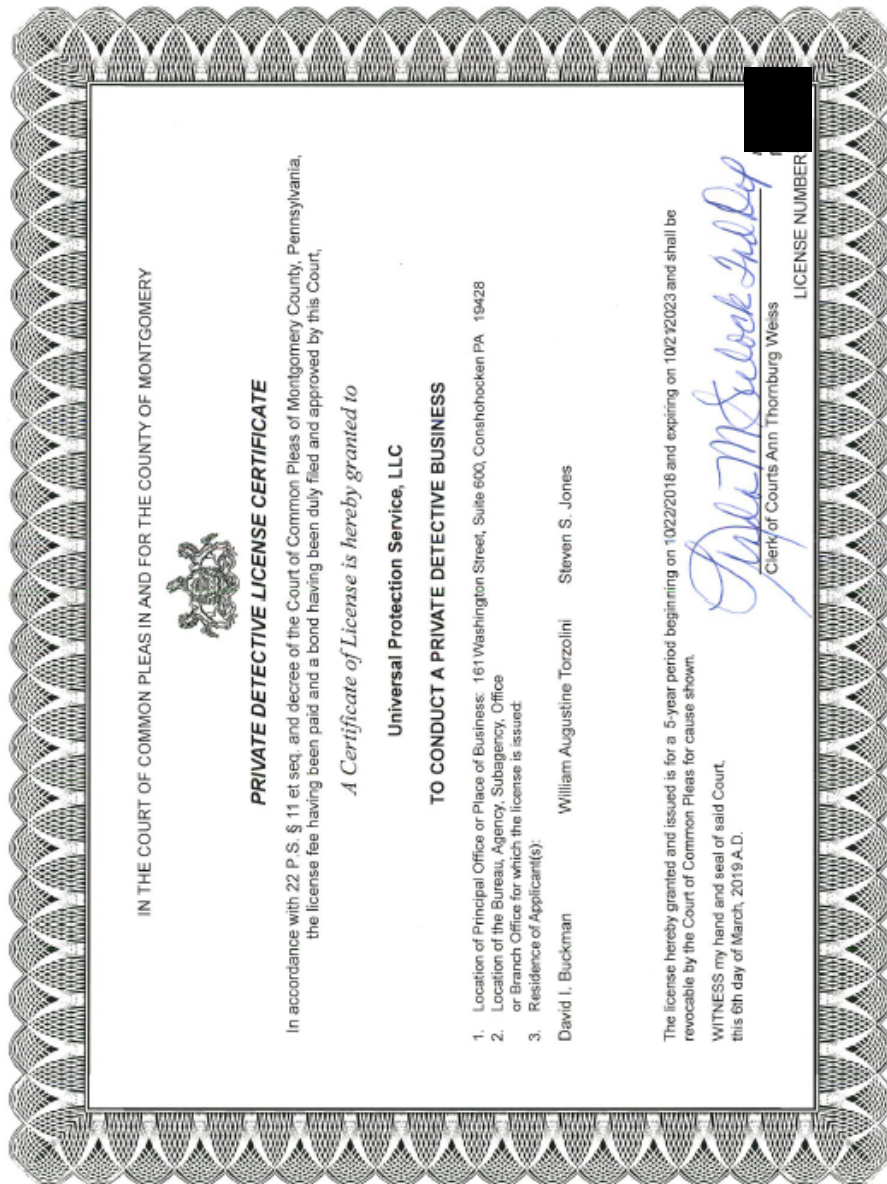
### 1. Licensing, Training, and Qualifications

Please provide detailed information regarding the licensing and certification of guards to be assigned to this project. Please include a description of how you ensure continued compliance with the requirements.

Please provide detailed information regarding how your company hires and trains security guards. Please provide detailed information regarding the background checks performed on security guard to be assigned under this contract. Provide a copy of your company's operating and policy manual as well as post orders, including the use of force.

### Licensing and Certification Compliance

Allied Universal is fully licensed to provide Security Services throughout the Commonwealth of Pennsylvania. Every Security Guard assigned to a PLCB location will be fully compliant with State Regulations, background checks, and necessary certifications (i.e. Act 235 compliant for Armed Guards) Below is a copy of our official Private Detective License Certificate:





Thanks to our formal compliance program, industry-specific leadership and training, and state-of-the-art technology solutions, we ensure that your security program maintains regulatory compliance at all times and aligns with the collaborative effort of corporate support functions, compliance professionals, local leadership, and others supporting your security program.



**Our compliance initiatives include:**

**Branch Compliance Program:** Each Allied Universal branch office maintains and tracks applicable security professional licensing, specified training, I-9 records, and compliance with our Written Information Security Program.

**Adherence to Regulations and Requirements:** Allied Universal recognizes and supports security's valuable contribution to your regulatory compliance efforts. Whether through access control, reporting, or safety programs, a knowledgeable security team is a key component of any successful compliance initiative.

**Contract Compliance:** Our ability to monitor service commitments makes a significant impact on your satisfaction, and ensures that Security guards are trained for your site. Unannounced security guard inspections are conducted to confirm contract compliance.

**Training Compliance Tracking**

Compliance tracking through the EDGE<sup>®</sup>, our online learning management system, allows training to be accurately recorded and reported. Trainers and managers can track security professional progress through initial, specialty and refresher training, and verify compliance.

## Hiring and Screening

### *Innovative Recruiting, Stringent Screening & Strong Retention*

#### Recruiting

Thanks to our broad-spectrum recruiting resources, stringent screening and hiring process, and reputation for attracting top-quality, career-minded professionals, we are able to quickly identify and place high-performing, best-fit security personnel for PLCB (Pennsylvania Liquor Control Board)'s unique environment and security programs. Some of the recruitment resources we use: jobs.aus.com; promotions and employee referrals; universities and schools; former military/reservists, veterans' organizations; police and fire department; job fairs and open houses; professional organizations; and strategic partnerships: AARP, International Association of Jewish Vocational Services, National Indian Council on the Aging and National Asian Pacific Center on Aging.

**Streamlined Screening and Hiring with AU HireSmart<sup>®</sup>**

Allied Universal<sup>®</sup> recruiters use AU HireSmart<sup>®</sup>—an end-to-end Artificial Intelligence (AI) recruiting solution, which provides a

**33,000+ VETERANS HIRED OVER THE LAST FIVE YEARS**


**HIRE VETS MEDALLION PROGRAM**

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Recruiting and Employing American Military Veterans Gold Medallion Award recipient

number of unique benefits designed to streamline the recruiting process to meet your placement needs quickly.


### AU HireSmart® – End to End AI (Artificial Intelligence) Recruiting




**Larger Pool of Qualified Candidates**



**Faster Time to Fill Positions**



**Increase in Completed Applications**

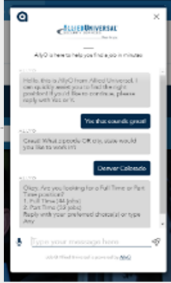


**92% Increase in Candidate Satisfaction**

AU HireSmart® places top candidates in the right position and streamlines recruiting allowing managers to focus on your account: 1) handling day-to-day issues, 2) reducing turnover, and 3) meeting your needs.


**ENGAGE**
**SCREEN**
**SCHEDULE & ASSESS**
**RETAIN**

Employment Campaigns  
Social Media  
Referrals  
Community Based Org.  
Job Boards  
Available 24x7 across multiple channels.  
Deploys on all talent acquisition channels.



Targeted screening via conversational AI.  
Improved candidate communication.

In-person Interviews




Top candidates “fast-tracked” through video assessment. Two paths for candidates to ensure best selection.


COMMITMENT

New hire check-ins.  
Better fit.  
Improved retention.

**Receive Actionable Insights**

Collect/analyze applicant data to improve application and recruiting processes.





25,000 Question Test in a 15 Minute Video Interview

AU HireSmart® translates candidate video screening tests into actionable data that accurately predicts a candidate's aptitude for any given role. These videos measure emotional expression, tone, language patterns and word choice to determine a candidate's fit for the position. Improves the quality of services we provide while decreasing security professional turnover by matching candidates with the jobs most suited to them.

## Screening

We consider background, experience, communication and interpersonal skills, and fit for the position. We can also customize our screening protocol to include any additional background checks that are required at PLCB (Pennsylvania Liquor Control Board)'s location. Qualified candidates are invited to formally interview with our branch recruiting team.

### OUR SCREENING PROCESS













**Application Review & Assessment**  
Careful analysis focuses on employment history and stability, and on experience/qualifications specific to the job opening.

**Interviews**  
Initial interview assesses punctuality and appearance and clarifies points of the candidate's application. Multiple interviews may be conducted. Candidate progressing beyond this level attend our orientation program.

**Electronic I-9 and E-Verify**  
Employment verification is completed to present proof of eligibility to work in the U.S. All potential employees are processed through E-Verify, the government's employment eligibility system.

**Management Testing**  
May involve one or more behavioral assessment tools to help assess candidates' management abilities, drive, maturity and people skills, and evaluate whether they are a good fit for the position.

**Social Security Trace**  
Social Security checks run on each candidate to verify identify and history of addresses. The latter is used to assure all associated addresses are considered when determining states and countries to be included in the criminal background check process.

**Criminal Background Checks**  
Prior to being assigned to a post, each employee undergoes a criminal records background check (except where such is conducted as part of the state guard licensing agency). Where required, fingerprints are taken and submitted to the appropriate law enforcement agency for a detailed background investigation. Statewide criminal checks are also conducted when required.

**National Sex Offender Registry (except CA and NV where such checks can only be done in accordance with state law)**  
This step searches the Federal Department of Justice database, which includes real time listings of registered sex offenders. By searching the DOJ, the most complete and current report is available.

**Pre-employment Drug Testing**  
Oral ten-panel drug tests are completed prior to assignment for all applicants. Lab urinalysis testing is available at an additional charge.

**Motor Vehicle Report**  
Security Professionals designated to drive a vehicle are subject to Motor Vehicle Report checks to verify driving eligibility and must complete on-site training before they can operate a vehicle.

**Security Professional Integrity/Honesty Assessment**  
Behavioral Assessments are available on a pre-placement basis to help evaluate attitudes and behaviors linked to integrity, honesty, trustworthiness and customer service aptitude. Assessments are predictive (no guarantee of performance or behaviors); available for an additional charge.

**Education & Employment Verification**  
In the event that the contact requires education and/or employment verifications, these services can be completed for a nominal fee.



## Benefits

Providing high-value employee benefits is strongly connected with attracting high-caliber personnel. When employees' needs are taken care of, they take better care of you. That's why Allied Universal® has been a long-time industry leader in providing meaningful, comprehensive employee benefits to our Security guards.



### Medical Insurance

Medical plans offered to benefit-eligible employees through payroll deduction and/or client contribution. Benefits offered pursuant to eligibility requirements/policy. Detail regarding coverage costs is available. Estimates in proposal based on proposed/evolving regulations; plan structure; estimated participation.

### Dental & Vision Insurance

Quality dental insurance and Vision Service Plan offered to all benefit-eligible employees..

### Disability, Life & Accident Insurance

- Benefit-eligible employees have the ability to participate in a Disability Insurance Plan.
- AD&D insurance and \$10,000 basic life insurance available to employees.
- Accident insurance through MetLife offered to benefit-eligible employees.

### Paycard

Employees have option to receive their pay through direct deposit or a cash paycard (where permitted by law). Paycards allow immediate access to wages without incurring check cashing fees.

### Educational Assistance, Tuition Discount & Scholarship Program

Educational assistance – eligible applicants selected are provided up to \$3,000 toward the cost of tuition and qualified related expenses. Tuition discount – we've partnered with over a dozen colleges/universities to offer tuition discounts (e.g., DeVry University, The George Washington University, Liberty University, Ashford University). Scholarship program – up to ten annual scholarships of up to \$1,000 are awarded to the children of our employees.

### Commuter Benefits Program

Transit and parking funds deductible via payroll (pre-tax basis) offered to benefit-eligible employees..

### Paid Time Off/Anniversary Bonus Program/Vacation Time

Different options available based on the contract and some state sick time laws.

### 401(k)

Employees eligible to enroll anytime following six months of full-time employment.

### Holidays

Security personnel receive time-and-a-half pay when working these holidays: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

### Employee Assistance Program & Legal Services

An employee assistance program and legal service is available to employees.

### PerkSpot

Fringe benefits available exclusively to our employees for personal use (e.g., discounts on fitness memberships, cellular phone plans, retail merchandise and credit union access).

*NOTE Allied Universal reserves the right to change, amend or terminate the benefits programs and its options at any time.*



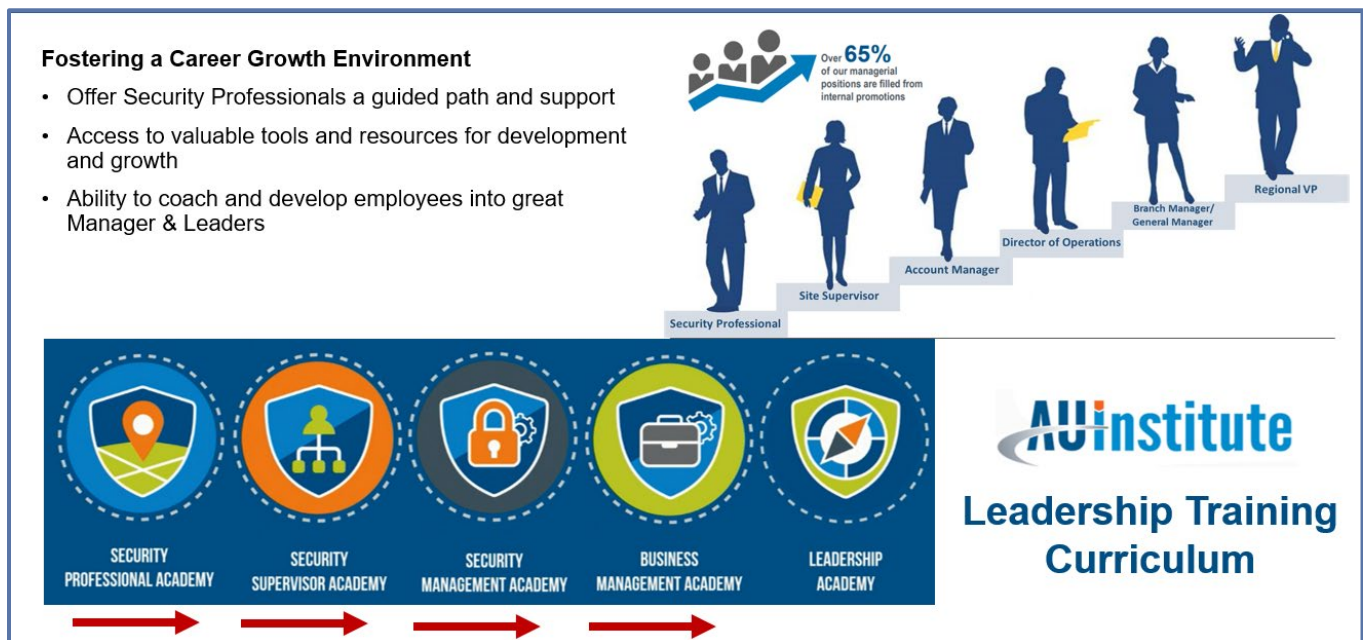
## Career Mapping and Planning

We work hard to develop and retain future leaders of Allied Universal® by supporting our employees in achieving their career goals. 65% of our Account and Client Managers began their careers as Security Guards. Locally, our Regional Vice President of Operations and Regional Vice President of Business Development began their careers as Security Guards. Through our formal career development paths, we:

- Attract and retain top talent by offering better career advancement
- Deploy our personnel effectively and achieve greater productivity
- Reduce employee turnover
- Improve morale and motivation
- Improve succession planning

### Career Development Plan

Career Navigator is a professional development process to assist employees in managing their careers and development. We encourage employees to work with their managers to develop an individual guide to identify their career goals, and map out a plan for achieving those goals. Activities may include seeking on-the-job training opportunities, classroom and/or online training, self-development, and outside activities to enhance skills and experience in preparation for the next career step.



## Retention

Our strong retention program translates into one of the lowest turnover rates in the security services industry. As a result, our Security guards for PLCB (Pennsylvania Liquor Control Board) are on board for the long term and are a reliable presence at your site.

Many of our retention efforts, best illustrated through incentive and recognition programs, are designed keep employees energized and engaged. And thanks to our rigorous screening process, comprehensive training, and decentralized management and support system, you can be assured that our Security guards are highly skilled, motivated, and committed to delivering exceptional service.

## Rewards and Recognition

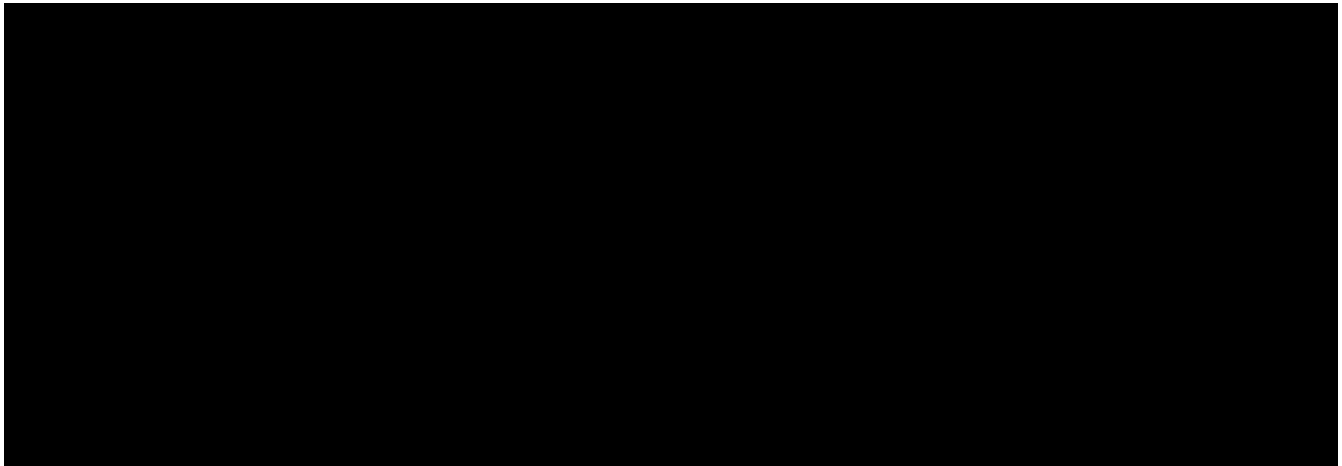
Through our formal recognition programs, we strive to recognize and motivate Security guards for outstanding achievements, exceptional performance of everyday duties, and for serving as a true asset to the security team. Examples of our reward and recognition programs include:

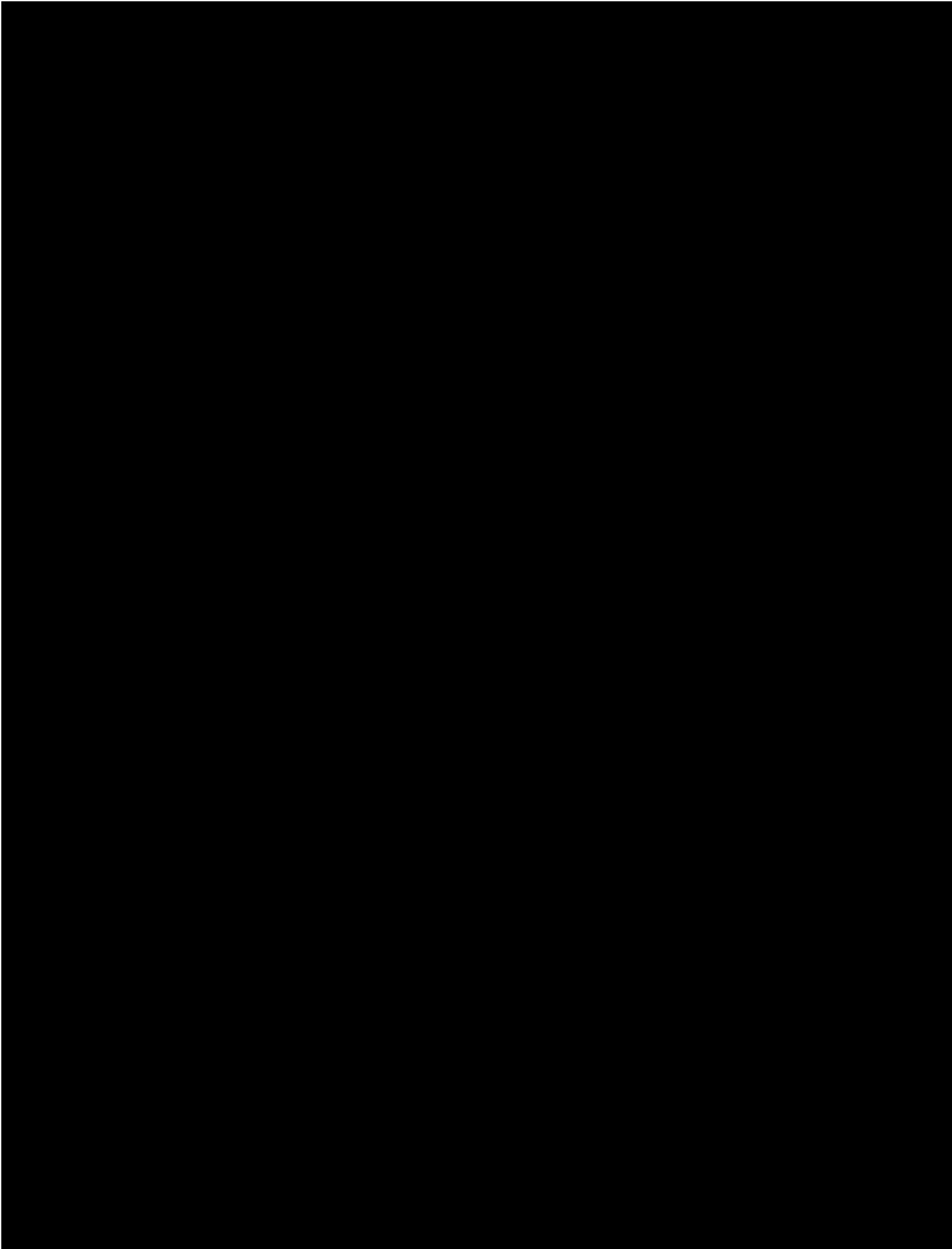
### Reward & Recognition Programs



- Hero Award & Hero of the Year Award**
- Annual Recognition Awards**
- “You’re Phenomenal” On-the-Spot Reward**
- Community Service Award**
- Length of Service/ Tenure Awards**
- Partners in Growth**

## Training



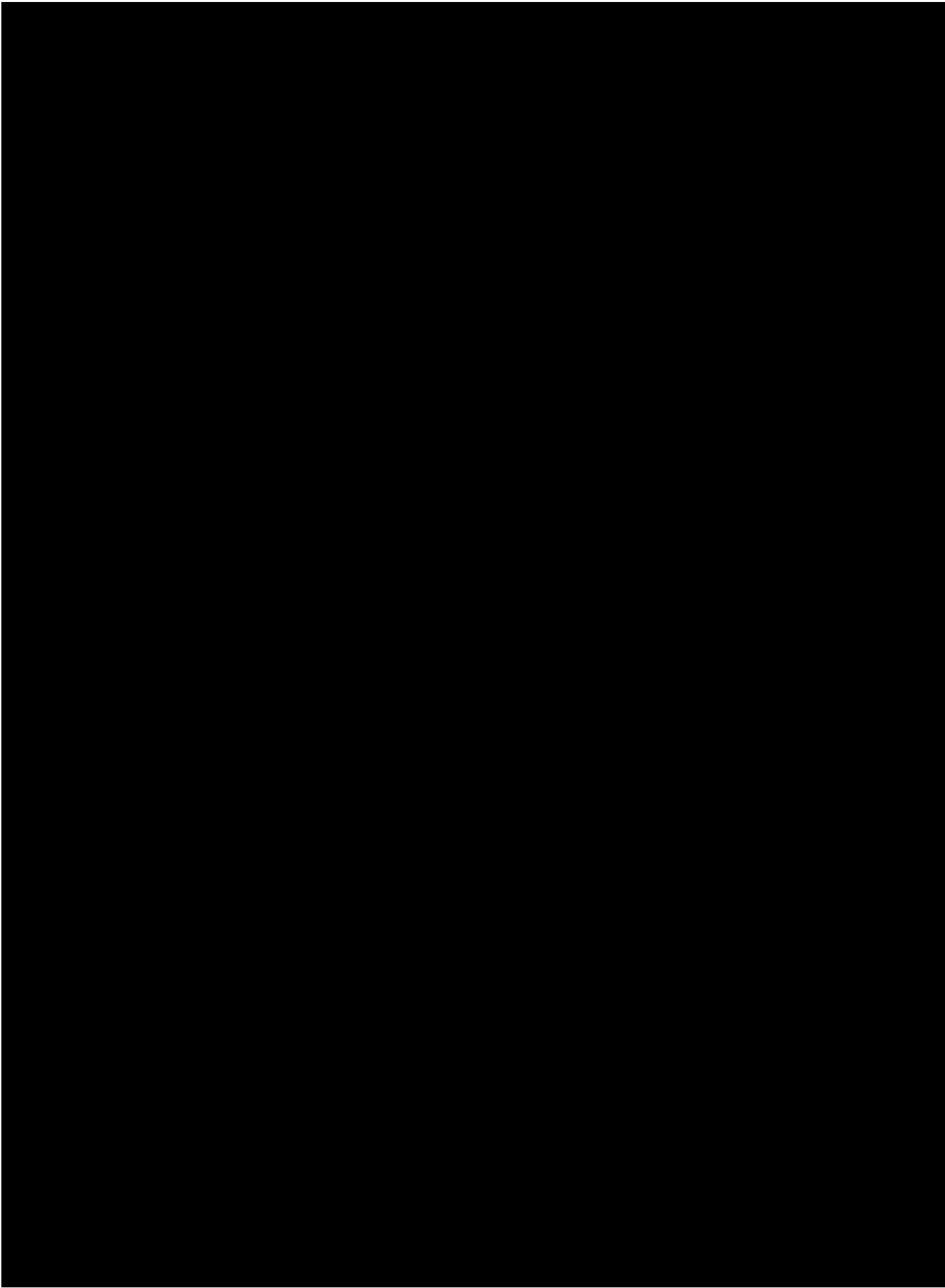


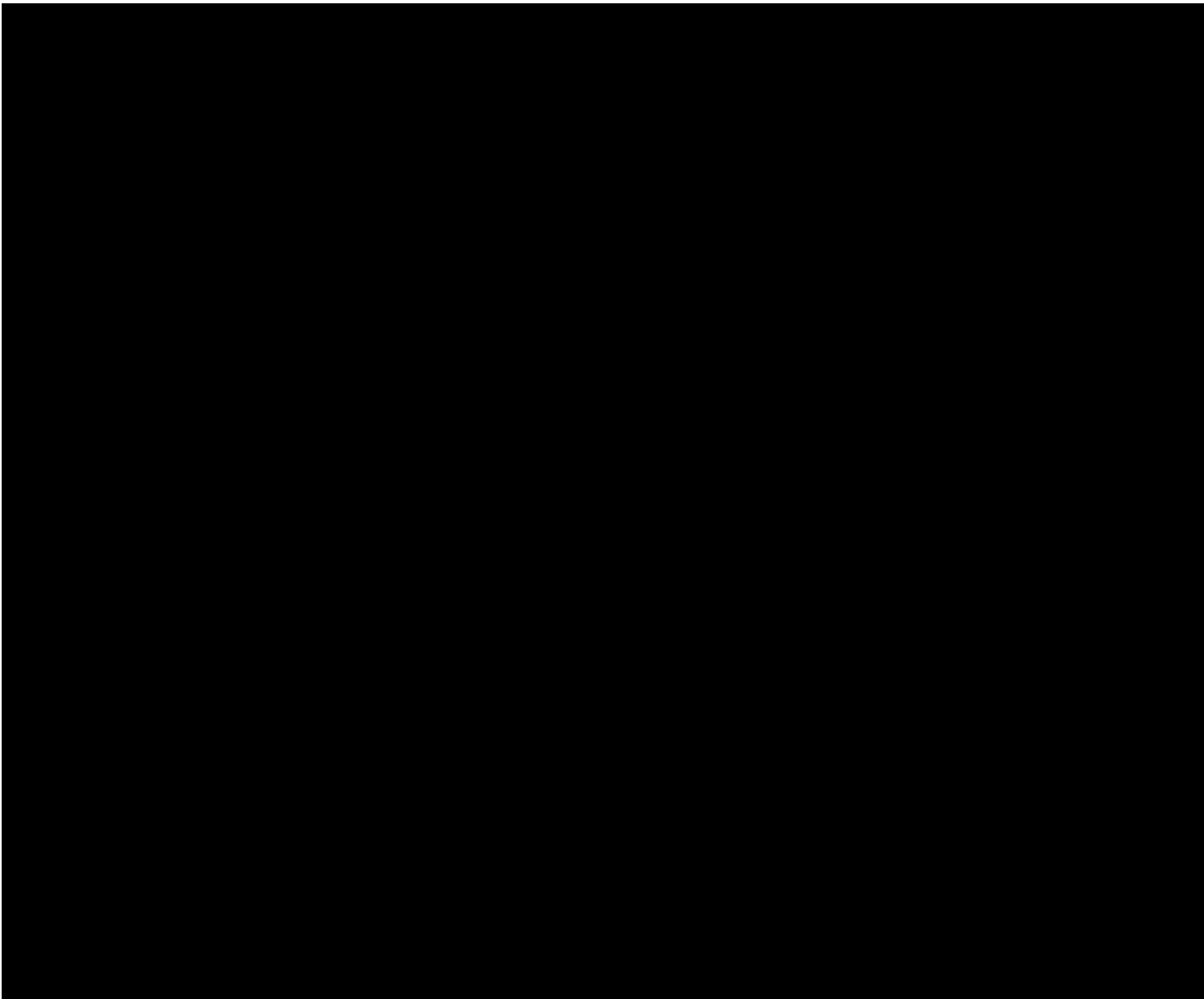












## 2. Performance of Duties

Please provide a detailed explanation of how you intend to manage security guards and what steps you will take to remediate or correct any performance-based issues.

Provide information regarding how a new or replacement security guards will be obtained in the event that PLCB requires a guard be removed from service as a result of failed performance. Please also describe any network that is utilized to solicit security guards for the performance of these services.

Through our established Management and Performance processes, Allied Universal will be compliant with the standards that PLCB set forth in Appendix G – Security Guard Performance Requirements, as well as the statements you outlined in Section 2 – Performance of Duties (section i. thru v).

Allied Universal has invested in a network of programs that give clients options and avenues to request support, express concern, and offer feedback. We provide toll-free service, web based programs to accept client concerns and feedback, and a strong network of management available to respond immediately when necessary. Three specific components make up the customer service support, each discussed in more detail below:

### I Management Team Support

### II Allied Universal |Voice

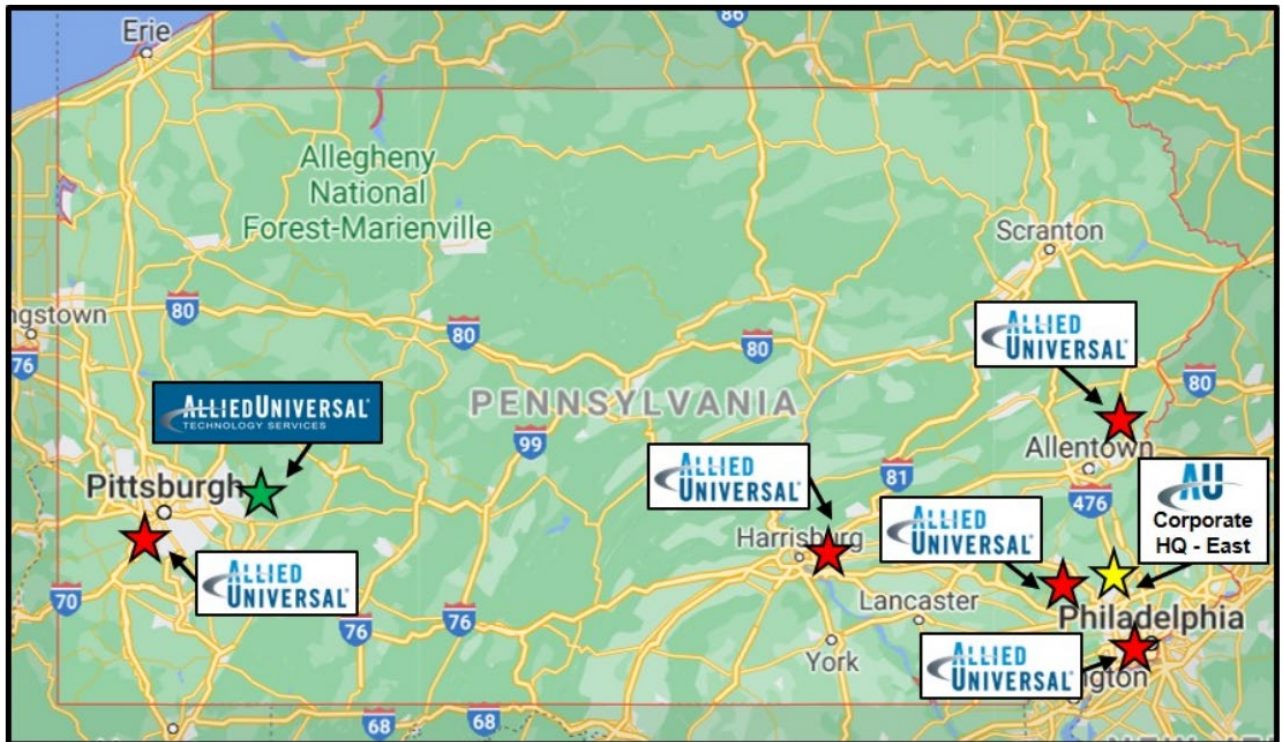
### III 24/7 Service Assurance Center

#### I - Management Team Support – 24/7, 365 Days per Year

The PLCB will be provided with a detailed matrix of names and phone numbers in addition to an escalation path of all management personnel who are in the program chain-of-command. You can expect immediate and responsive support starting with your first contact. The Company's local, regional, and corporate management teams are available to respond to issues and concerns 24/7 every day of the year. Should a service issue arise, the local supervision team will address and rectify the problem with PLCB directly. If necessary, the following escalation path will be followed: First Contact is **Portfolio Manager, 3 Field Service Managers, Account Managers/Local Supervision**. Then **Branch Operations Managers**. Then **Branch Manager**. Finally, **Regional Vice President**.

Allied Universal – Management Support Team for PLCB			
Area	Team Member	Title	Email
Pennsylvania	DelMar Laury	Regional President	
EAST - PA	Gesi McAllister	Regional Vice President	
WEST - PA	Joe Lo Bianco	Regional Vice President	
Philadelphia PA	Michael Banach	Branch/General Manager	
Pittsburgh PA	Mike Eisenberg	Branch/General Manager	
Central - PA	Corey Richardson	Branch/General Manager	
Southeast - PA	Tom Eliason	Branch/General Manager	
Northeast - PA	Ray Moses	Branch/General Manager	
PLCB Portfolio	TBD	PLCB Portfolio Manager	TBD
EAST - PA	TBD	PLCB Field Service Manager	TBD
CENTRAL - PA	TBD	PLCB Field Service Manager	TBD
WEST - PA	TBD	PLCB Field Service Manager	TBD

If there are any performance based concerns, we have multiple levels of management to take the appropriate action until final resolution. For all of your sites in Pennsylvania, the PLCB will be supported by a Dedicated Portfolio Manager as a first point of contact, 3 Local Service Managers, 2 Regional Vice Presidents (eastern & Western, PA), and 5 Local Branch Managers (Philadelphia, King of Prussia, Northeastern Pa., Central Pa., Pittsburgh). If the PLCB requires a guard to be removed for performance issues, the Dedicated Portfolio Management Team will make arrangements with our local support teams to replace that Guard immediately with qualified cross trained Guards. Our Allied Universal Offices are mapped out below:



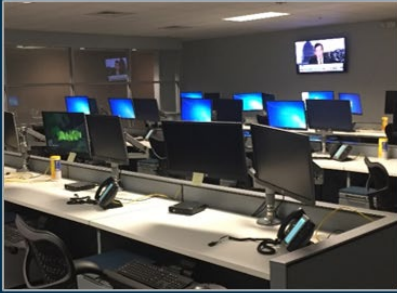
## II – Allied Universal |Voice Program

Allied Universal|Voice<sup>SM</sup>, our voice of customer program, monitors your experience, elicits your feedback through online surveys and tracks our performance. Our employees are also surveyed to gather their input and suggestions. Feedback is critical and continuous improvements and evolving solutions result when you and your Security guards' voices are heard. The program's communications platform consists of a **toll free hotline, email and online form** that are all dedicated strictly to customer communication and staffed every day, 24 hours per day by professional, highly-trained service assurance specialists. Our extensive Allied Universal |Voice database ensures that every communication is logged and tracked until the end result is customer satisfaction.

## III - 24/7/365 Allied Universal |Service Assurance Center

Allied Universal truly is your service around the clock. While our Dedicated Portfolio Management Team and local branch offices will serve as your main point of contact, our 24/7/365 Service Assurance Center is available to assist after hours with emergency needs. The Support Center operates around the clock, year round. Calls from branch offices are forwarded, as standard procedure, to the Service Assurance Center at the close of business each day until the start of business the following day. During those times, the Center receives calls and messages the appropriate manager immediately, using a confidential list of email, numbers for home phones, and cell phones.

## Service Assurance Center



### **24/7/365**

Operates round-the-clock.

### **Calls Forwarded**

Branch office calls are forwarded at the close of each business day.

### **Crisis Communication**

Hub for crisis management communications support: hurricanes, blizzards and floods.

### **Special Coverage**

Communication conduit for clients' emergency coverage needs.

### **Scheduling Report**

Oversees/monitors all Security Professional schedules, which helps ensure accurate client payroll and billing.

### **Immediate Notification**

Dispatches calls/messages immediately to the appropriate manager (home phone, cell phone).



### 3. Location Assignments

**Please provide a detailed explanation of how you intend to coordinate location assignments with the PLCB on a regular basis. Provide additional, specific detail regarding how guards will be assigned on short notice in the event of a no-show or call-off by the regularly assigned guard.**

The PLCB will be supported by a Dedicated Portfolio Management Team who will be the single primary point of contact between Allied Universal and PLCB management. To coordinate Guard location assignments the Portfolio Manager will work with the local branch management teams to fulfill ongoing security posts as well as emergency Security coverage needs. Allied Universal has 5 local Branch Offices which will service the PLCB retail stores which include Philadelphia, King of Prussia, Northeastern, PA, Central PA., Western, PA., and Pittsburgh. Each local office has dedicated recruiters and dedicated trainers to make certain we are recruiting the most qualified Guards available in the labor field and providing them with the training to be successful for the PLCB.

**With over 10,000 Security Guards in the Commonwealth of Pennsylvania** alone, our presence and resources are unmatched. Below illustrates our ability to accommodate your post fulfillment and emergency response.

#### **Scheduling**

Accurate scheduling is a vital component of our success. The WinTeam scheduling system allows the Company to provide shift personnel with their schedules on a biweekly basis; warnings on overtime and scheduling conflicts; performance criteria; personnel information; streamlined payroll and billing for accurate and timely data; and detailed reports to the PLCB.

Allied Universal's scheduling system records every staffing requirement at each post and allows for effective tracking of all changes. We are also able to keep track of every event involving the employees scheduled to work so that we can quickly and appropriately respond to call offs due to illness.

#### **Minimizing Staff Shortage, Special Duty (Overtime), and Vacancies**

Planning is at the core of successful staffing. Our first step to minimize staffing shortages is to properly set wages and compensation at the right level, while planning for future changes in the labor market, based in various data sources (Competitor Pay Data, US Bureau of Labor Statistics, Economic Indicators such as Consumer Price Index, and Similar Programs locally). We believe our compensation package is appropriate for the tasks and considers future growth and market forces.

**Another step we take is to cross train additional officers, who meet or exceed PLCB's requirements, to ensure additional staff are available to support the program for planned or unplanned staffing needs. In this case, we will train an additional 20% of our officers who will be able to service the PLCB in an emergency or planned Special Duty.** These officers will also be used to provide vacation coverage, which allows for their regular rotation into the schedule so they can remain proficient in their duties and procedures.

Unplanned vacancies (call-offs, sick calls, no-shows) are handled in a variety of ways. The first step is our notification system. All officers must report in upon arrival for duty. We utilize Team Time, a robust staffing management tool, that tracks and records officer reporting. When ready for duty, officers call into the 24/7/365 Service Assurance Center, reporting for duty, and their presence is recorded.

If an officer does not report in, the post is contacted and the security professional on duty is asked for information and instructed to remain on post until properly relieved. Account management is then notified of the call-off or no-show and a supervisor is deployed. Simultaneously, managers look for a replacement assignment – utilizing eHub, which shows all available officers who meet the criteria for the post. Similar to an Uber app, eHub instantly notifies officers of the available post, and



they make their availability known simply by clicking on the app. Managers can then determine the qualification status, the hours that individual worked to prevent over-scheduling or unnecessary overtime. Once approved, the qualified replacement officer is deployed to the location to relieve on-site security.

### Allied Universal® Post Watch™

Our automated real-time, schedule monitoring system, Allied Universal® Post Watch delivers precise timekeeping, reduced administrative activities, and accurate security professional pay and client invoicing. The result is seamless security program management, and security supervisors who are instantly notified of schedule gaps so they can ensure uninterrupted coverage. With automated schedule tracking, your local manager can place more focus on assessing the needs of your site and mentoring your security professionals. Allied Universal® Post Watch is used at sites without 24/7 continuous coverage. For you this means:

Security professional safety and emergency response are also enhanced through the Periodic Check-In feature. Security professionals can be instructed to call in periodically to verify everything is as it should be at the site. This often occurs on an overnight shift. If a scheduled call is not received, the Service Assurance Center will call the site, then the local manager, followed by increased response escalation until the security professional's safety and your site's security are confirmed.

#### POST WATCH



**Uninterrupted Coverage**  
Managers quickly notified if a security professional has not arrived on time, and if a qualified replacement can be identified and dispatched.



**Streamlined Administrative Tasks**  
To ensure you receive the best possible service.



**Improved Payroll and Invoicing**  
With the elimination of paper timesheets.



**Program Improvements**  
As a result of quality measurements, reporting and trend analysis.



**Readily Available Support**  
Our Service Assurance Center manages and monitors Post Watch 24 hours a day, 365 days a year.

#### 4. Time Reporting

**Please provide a detailed explanation of the time-keeping method that will be utilized. Please note that any software or equipment required must be provided as a part of this RFP. The PLCB will not separately procure any such good or service.**

### Seamless Automated Time-Keeping Method

#### Driving Efficiency and Collaboration

You need efficient, seamless, consistent processes to manage your security program. There can be no question as to the reliability of the behind-the-scenes operational support. While the face of your program is a team of high quality security professionals, they - and you - need layers of

support. Our digital business strategy drives efficiency, communication, collaboration and effectiveness for PLCB (Pennsylvania Liquor Control Board). A comprehensive platform of technology and tools results in greater transparency and value. Some examples could include:



**Accurate Invoicing and Scheduling: WinTeam**, our integrated system for payroll, invoicing, billing and compliance ensures accuracy, time savings and value - allowing you to focus on the bigger picture. This system also integrates scheduling and allows managers to access and revise the online database in real time, from any location - meeting your need for consistent security coverage.

**Attendance Tracking:** Our automated time collection system, optimizes efficiency, ensures safety and consistently manages attendance at your site. Real-time staffing records and supervisor notifications ensure uninterrupted coverage.

**Selection and Staffing:** our employee recruiting, screening and staffing program, ensures that PLCB (Pennsylvania Liquor Control Board)'s security program is quickly staffed with carefully selected security professionals who meet your specific requirements -- from special skills to security clearances. Candidate experience and preferences are also evaluated to ensure a good match for the position and your location.

**Predictive Index:** As part of the initial application process, an applicant is required to complete an online aptitude assessment test. This test measures the applicant's propensity to be successful in the field of security, assessing freedom from drug and alcohol use, courtesy, emotional maturity, conscientiousness, trustworthiness, job commitment and safety.

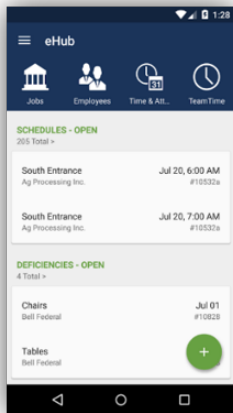
**Communication and Collaboration:** Critical operational information is readily available to both you and your security team. **eHub provides you with online access to schedules, inspection reports, and payment information; and the ability to order extra coverage. In addition, Allied Universal® employees can access their schedules and paychecks online via Smartphones and tablets.**

Our proprietary technologies drive efficiencies to each of our client's security programs. Many of our solutions allow for data collection, which is an integral component of any safety and security program and can directly impact the future of your security strategy. With the help of our digital platform, the management of your security program is seamless; data is easily accessible; and you can focus your attention where it is needed most - on your business goals.

## eHub

Available at no charge to Allied Universal® clients, eHub, our secure client website, provides instant, anytime access to the information and resources PLCB (Pennsylvania Liquor Control Board) needs to efficiently manage your security services account. Clients can easily access eHub using a computer or the eHUB mobile app for real-time access to billing information and invoicing; to view, export, and print personnel information, coverage levels, turnover and compliance data; request temporary or additional coverage; view compliance and training records; and more.

## eHub



### Instant Account Access

- Always know your payment status
- Review/print invoices 24/7/365
- Access to past data for planning

### Scheduling Made Easy

- Real-time knowledge of coverage, turnover & compliance

### Quality Assurance

- Real-time access to security inspections (photos, notes, scores)

### Compliance

- Access training records to ensure security professionals are trained and in compliance

### Ordering Made Easy

- Request additional coverage, any time of day

### Security Personnel Access

- Access to schedules, contact & job information, pay stubs, and more

All of the information you need at your fingertips.

## C. Value Added Service-Fire Alarm Integration

The PLCB is willing to accept proposals that also allow for integration of fire alarms into the comprehensive security system. PLCB Facilities for which these added services would apply are identified in the Data Pack. If this value-added service can be provided, please include any and all details associated with the provision of such service including, but not limited to: a description of all equipment to be used, a description of how it will integrate into the overall system, response times in the event of alarm trigger, and response times for maintenance. Contractor will also be responsible for coordination of system requirements, registration, and inspection by local authorities, including the payment of fines and fees associated with same, and for the timely submission of documentation of same to the PLCB.

**NuTech National** is an **experienced** and **qualified fire alarm integrator**. **NuTech monitors, installs and services numerous brands** of fire panels including, but not limited to:

- EST (Kidde/Edwards Systems Technologies)
- DMP
- Silent Knight
- Notifier
- Honeywell/Adecco/Vista
- Firelite

NuTech prides itself on the ability **to convert monitoring** of alarm panels, including **fire panels, without replacing equipment**. There were 7 locations depicted in the data pack that have fire systems, however there was not sufficient information provided on the brand of panel installed nor devices installed. This would require an onsite survey. At the time **NuTech** performs the security and CCTV installation, we can review the current system to determine if:

- The current system is functional.

- The current system meets code.
- The current system can have monitoring converted to NuTech.

**If the system can be converted to NuTech, this can be performed at the time of the security/CCTV install** by simply updating the emergency contact list and programming the panel to contact **NuTech's Central Monitoring Center**.

If repairs are needed or a new system is needed, **NuTech** can provide a proposal for this that meets acceptance by the local Authority Having Jurisdiction.

**NuTech** has the **experience** and **team to manage** fire alarm systems from **system design, to permitting, installing, inspection, monitoring and maintaining**. We handle this process from **beginning to end**, including final inspection and recurring annual inspections. NuTech's service network can provide **same day response service** and **UL runner service** where required.

**NuTech is well known and respected by Fire Departments** nationwide as we also manufacture and distribute **UL Listed Fire department access boxes**, Failsafe Emergency Access Systems



Fail Safe
<a href="#">Home</a>
<a href="#">Emergency Access System</a>
<a href="#">Getting Started</a>
<a href="#">Product</a>
<a href="#">CapIt FDC Caps</a>
<a href="#">Master Key Commander</a>
<a href="#">Forms</a>
<a href="#">DEMO</a>
<a href="#">Contact Information</a>
<a href="#">Specialty Products</a>

## Fail Safe Emergency Access System



### News and Events

[Release of Encrypted Audit Track](#)



**For more information**

As a Firefighter, you know seconds count when it comes to saving lives and preserving property. That's why every business and public building in your community should use the Fail-Safe Emergency Access System, a durable steel key vault that secures emergency keys where firefighters need them most - **at the front door**.

### **Fail-Safe will provide a Demo Box at no charge!**

Review the high quality and benefits the Fail-Safe product will provide. To receive a demo box complete the form on this page: [Online Forms](#)

### **Products:**

Fail-Safe offers an extensive key vault product line for your department. Fail-safe prides itself on working with firefighters, adapting, modifying, or customizing our products for your department. Several of the unique features Fail-Safe's product line offers has come by suggestions of firefighters.

<https://failsafekeybox.com/fail%20safe.html>



### III-4. Tasks

In response to the RFP, provide a workplan for each task identifying the work elements of each task, the resources to be assigned to the tasks, the time allotted to each element and the deliverable items to be produced. Where appropriate, a GANTT chart (or similar method) should be used to show project, task and time relationship.

#### A. Phase 1 – Site Evaluation, Preparation and Installation.

##### 1. Task 1.1. Site Evaluation and Implementation Plan

In response to the RFP, provide a draft implementation plan detailing the following, at a minimum:

- a. A project timeline for the preparation of PLCB Facilities for installation.
- b. A plan and timeline for installation of the equipment and implementation of any associated technology, including any necessary training of PLCB employees for use of the same.
- c. A plan for recruiting and training security guards needed for each Facility.

In response to the RFP, provide a detailed explanation for how each PLCB Facility will be evaluated and a draft Implementation Plan.

For the Technology Portion, below is our detailed transition plan and implementations approach.

#### A.

- Upon notification of award, NuTech will proceed with our implementation plan, which may include visits to each site.
- **Phase 1-**The first phase is to **review plans with PLCB IT, identifying IP addresses, protocols, communication methods.** Our products make this easy as they will **only require outbound transmission** and use **high security technologies** to insure the PLCB **network remains secure.** This is accomplished by using secured cloud centers by Bosch and cloud switch management which will reduce PLCB IT involvement. Once this is approved and IT has made the required communications, our rollout calendar can commence. **Simultaneously,** product will be ordered and sent to respective service center awaiting final staging and programming information.
  - **Field Implementation-**Each of our technicians will have been briefed on a **pictorial and physical layouts of individual sites.** Our install coordinators will verify with managers they are aware of the published schedule and relate any changes necessary to our field technicians. We understand there will be a small percentage of stores that may have to change schedules and we can modify this on the fly to accommodate PLCB. By managing this through **localized regional service centers** within Pennsylvania, this makes accommodating store management requests feasible.
- **Phase 2-Verify** the equipment that has been shipped is **100% received, meet and greet store management providing a brief overview of what will be taking place, place control panels, verify communication across network, provide installation as stated per site.** **Test** the alarm system with a full round of signals, test and tweak each camera **view remotely** to **NuTech's** center, **verify** central station communications, verify emergency contact list and keyholders. Take **photographs** of accomplished installations including pictures of the control panels, cameras, camera views and overall wire runs. Provide manager or lead employee **training** on use of system. Pack up tools, clean area. Contact **NuTech's** center for close out instructions. NuTech's center will make contact with store manager or lead employee **verifying they have been trained** and the system is functioning.

**Deliverable 1.1**

NuTech will complete any necessary site evaluations within 30 Days of Notice to Proceed to complete any necessary site evaluations providing PLCB with the final recommended quantities equipment needed for the alarm and video monitoring. Within 14 days, the implementation plan will be updated if needed and provided to PLCB for approval. Any modifications needed for a facility to prepare PLCB will be notified in writing.

<b>EXAMPLE – Transition Plan for PLCB (Pennsylvania Liquor Control Board) Integrated Security and Video (Comprehensive Security)</b>					
<b>TASKS</b>	<b>Start-Month 1</b>	<b>Month 2</b>	<b>Month 3</b>	<b>Month 4</b>	<b>Month 5</b>
<b>Administrative</b>					
Award Notification					
Finalize Hardware					
Finalize Programming Feature Acceptance by PLCB					
Create Operational Guide for Corporate and Regionals					
Create Operational Guide for Store End Users					
Provide Team Meetings/Teleconferencing for Walk Through of Operational Guides					
Provide multimedia Training for End Users (Web Site, Videos, etc)					
Request Store Contact Data					
Appropriate 3 Service Center Tech Teams					
Tech Team Review of building layouts and familiarize with each store in their region					
Review of Received Equipment at Each Tech Site					
Schedule Site Rollouts with PLCB					
<b>Training</b>					
Quick dial ins for store managers of what to expect from technicians and site visits					
<b>Installation</b>					
Ramp up 1 <sup>st</sup> week, 3 systems per service center					
Review lessons learned					
Full Roll out begins					
Training of store managers					
Training of Corporate, Divisions, Regionals, etc.					
Finalize Verification of Video and Security Systems					
Verify All Sites are Monitored					
Quality Assurance Surveys					

**B.**

**1. Deliverable 2.1**

**NuTech's proposal meets and exceeds the PLCB's requirements for deliverables.** NuTech will provide:

- 24/7 UL Monitoring of security and video systems
- Proper Notification will be provided of any incidents to local authorities and PLCB, maintaining compliance with all local ordinances (including alarm registration)
- Maintain all equipment in working order
- Provide AUS security guards where required
- Install and remove equipment as necessary

**2. Deliverable 2.2**

**On yearly basis, NuTech and PLCB will review and evaluate all security operations and determine if any changes are needed.** This will include:

- Evaluation of security guard performance
- Reliability and equipment and technology
- Compliance with local requirements regarding system registration and inspections
- Recommendations for improvements and implementation of best practices

**C.**

**For the Security Guard Portion, below is our detailed transition plan and implementations approach.**

Transitioning to a relationship with Allied Universal will bring a wealth of new resources and services to your program. Upon commencement, the PLCB can expect a transition that is smooth, swift, and presents no disruption to current operations. Communication is the key to a successful start-up. Allied Universal management will conduct weekly status-update meetings with PLCB representatives throughout the transition process. The transition plan can be tailored to incorporate PLCB recommendations and requirements.

Upon commencement of an agreement, you can expect a smooth, swift transition that presents no disruption to your operation. Allied Universal® management will conduct weekly meetings with you throughout the transition process to give status updates and set expectations. Transition programs include:

- Thorough review of your retail locations to determine your specific security needs
- Preparation of a written timetable with measurable goals
- A transition management team specifically assigned to your portfolio of locations
- Development of detailed training programs and post orders
- Selective security professional recruiting and stringent screening
- Orientation training
- On-site training
- Testing and review of security professional knowledge
- Transition assessment and surveys

Our transition plan can be tailored to incorporate your recommendations and requirements for your retail stores. If service is required before the scheduled start date, the transition plan will be altered as mutually agreed upon with you.

The Allied Universal Portfolio Manager will provide expert administration of all aspects of your security services account, including staffing and scheduling, training and compliance, ongoing quality assurance, and more.

**For more detailed information regarding the recruiting and training processes please refer to our response listed above in section B. Physical Security.**

<b>EXAMPLE – 30 Day Transition Plan for PLCB (Pennsylvania Liquor Control Board)</b>					
<b>TASKS</b>	<b>Week 4</b>	<b>Week 3</b>	<b>Week 2</b>	<b>Week 1</b>	<b>Start</b>
<b>Administrative</b>					
Award Notification					
Finalize Transition Schedule					
Contact Current Service Providers					
Transition Management Group					
Progress Meeting/In-person or Teleconference					
Order Vehicles					
Set-up Vehicle Maintenance/Fuel Account					
Prepare Electronic Interface					
Prepare Inventory & Transfer					
Order Uniforms					
Contract Review & Certificate of Insurance					
Educate Branch Staff on Client Expectations					
Site Start Date					
<b>Training</b>					
Develop Site Specific Training Segments					
Orientation Training					
Develop On-going/Refresher Training					
<b>Operations</b>					
Develop Standardized Data Collection					
In-depth Site Familiarization					
Review of Existing Plan/Program					
Site Security Survey & Audit					
Develop Post Instruction Manuals					
Review Staffing Plan					
Develop Site Tests					
Client Review of Post Orders					
Finalize Bonus/Incentive Program					
<b>Human Resources</b>					
Employment Pack to Incumbents Retained					
Develop Post Assignment Job Analysis					
Develop Supervisory Job Descriptions					
Open House: Incumbent Security Professionals					
Contact Recruiting Sources					
Develop Client Specific Pre-screening					
Telephone Interviews, Applications & Interviews					
Security Professional Information Seminar					
Background Investigations					
Second Level Interview					
Benefits Briefing & Offer Extended					
<b>Quality Assurance</b>					
Transition Survey					45 days after startup



Immediately following contract award, Allied Universal will implement a comprehensive staffing strategy to address retention of qualified personnel. The incumbent workforce will be invited to open house events at an off-site location, providing immediate opportunities to meet Allied Universal managers and staff, learn more about the Allied Universal story, and provide recruiters with an opportunity to distribute information and collect resumes. A number of events on different days will be planned to ensure incumbents have equal opportunity. While every effort will be made to hire the qualified and capable incumbent workforce, Allied Universal is also collecting resumes and conducting interviews of qualified candidates internally and locally. After vetting incumbent staff, managers will evaluate remaining positions against resumes and identify the staffing gap, if one exists.

Part of our strategic staffing plan is to review the status of current staffing, including the retention of existing security personnel based on PLCB review and approval. We will seek to retain all incumbent security force members who meet PLCB's and Allied Universal's standards and qualifications, following specific directions from the PLCB.

Upon contract award and transition and implementation of Allied Universal, our local certified Human Resources personnel will re-verify all requirements of the incumbent security personnel. During this phase, a determination will be made as to whether or not the individuals meet both PLCB and Allied Universal standards.

Allied Universal will provide the PLCB with the industry's best-vetted, best-trained and best uniformed security officers and supervisors with all the qualities and skills one would expect from an industry leader. Our goal is to work with the PLCB to retain the current workforce to the extent possible and desired by the PLCB. From countless transitions, Allied Universal knows first-hand that planning to retain 100 percent of an incumbent workforce is sometimes an optimistic and unrealistic expectation.

## 2. Task 1.2 Execution of the Implementation Plan

### B. Phase 2 – Ongoing Services

#### 1. Deliverable 2.1

**NuTech's proposal meets and exceeds the PLCB's requirements for deliverables.** NuTech will provide:

- 24/7 UL Monitoring of security and video systems
- Proper Notification will be provided of any incidents to local authorities and PLCB, maintaining compliance with all local ordinances (including alarm registration)
- Maintain all equipment in working order
- Provide AUS security guards where required
- Install and remove equipment as necessary

#### 2. Deliverable 2.2

**On yearly basis, NuTech and PLCB will review and evaluate all security operations and determine if any changes are needed.** This will include:

- Evaluation of security guard performance
- Reliability and equipment and technology
- Compliance with local requirements regarding system registration and inspections
- Recommendations for improvements and implementation of best practices

## C. Phase 3 – Removal of Equipment

As NuTech installs the new alarm and security camera systems, we can **remove the physical alarm and CCTV devices** currently installed that are no longer in use. The devices will be **boxed** and handed to the Store Manager/Site Manager at each location for direction by PLCB. This is included in our Proposal.

### III-5. Qualifications.

#### A. Company Overview

Identify the date your company was founded, principal ownership, scope of operations and general data regarding your company. Also note any special expertise that would enhance your company's qualifications. List any current contracts that may present a conflict of interest. An organizational chart should be included that identifies the number of executive and professional personnel who will be engaged in the work. Evidence to show that the business is or could be qualified as a DDB in accordance with Appendix F, should also be provided, if applicable

#### Allied Universal (Firms History and Experience)

The parent companies of Allied Barton Security Services, founded in 1958, and Universal Protection Services, founded in 1965, merged in August of 2016 to form Allied Universal Security Services. Universal Protection Service, LLC, formed in Delaware on October 25, 2011, as Security Forces, LLC, changed its entity name to Universal Protection Service, LLC, on July 11, 2012.

Universal Protection Service, LLC, is wholly-owned by its parent company, Universal Protection Service, LP. Universal Protection Service, LP, was formed in California on December 31, 2009. These entities took on the Trade Name "Allied Universal Security Services" in August 2016. Allied Universal operates from and maintains dual corporate headquarters.

Allied Universal Security has been in the security industry for more than 60 years, and in business as a licensed security officer company in Arizona since 1985.

Today, the Company offers a wide range of armed and unarmed security services nationwide at various municipal, state, and Federal facilities, to include:

- Access Control
- Alarm Response
- Armed Protective Services
- Canine Teams
- Control Centers and CCTV Operations
- Emergency/Alarm Response
- Terrorism Awareness Training
- Enforcing Policies/Procedures & State Laws
- Recruiting and Providing Cleared Personnel
- Fire Safety Officers
- Guard Force Protection
- Hazmat Responders
- Internal/External Patrols
- Patrol Services (Vehicle, Bike, Foot)
- Escort Services
- Security Technology Solutions
- Detecting/Reporting/Correcting Safety Hazards
- X-Ray, Magnetometer, Wand Operations

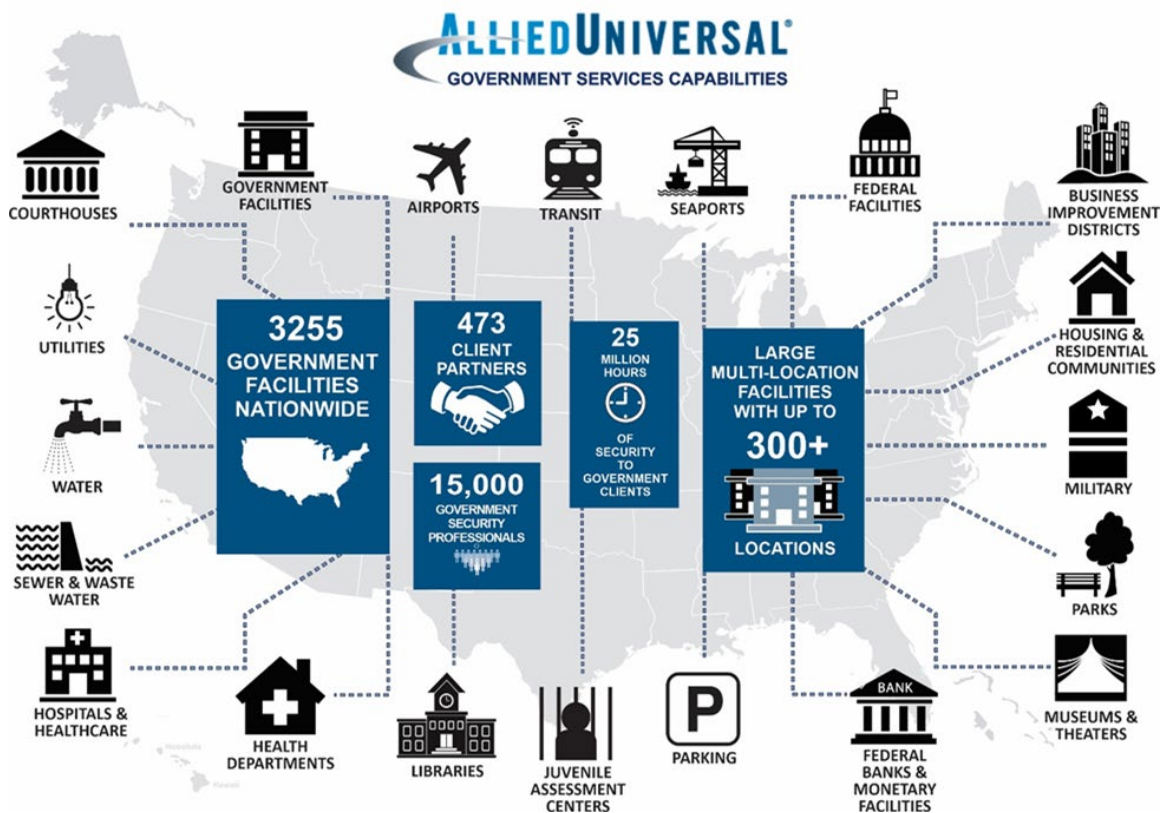
#### Fast Facts about Allied Universal...

- In operation for more than 60 years
- The largest security services company in North America
- **More than 10,000 Security Guards and 160 Managers in the Commonwealth of Pennsylvania**
- Dual headquarters in Conshohocken, PA, and Santa Ana, CA
- More than \$18 billion in annual revenues

## Government Services Experience & Expertise

- 25,000,000 man-hours of armed and unarmed security services to Federal, state, and local governmental facilities nationwide annually
- \$900 million in revenue
- 15,000 specially-trained Government Services contract Security guards
- 460 Federal, state, and local clients
- 3000 government client sites; up to 200 locations under a single contract
- Vertical Subject Matter Experts

From this experience, Allied Universal fully understands the complexity of maintaining compliance with rules and regulations while providing the required security services and the need for qualified officers. While each client contract is unique in scope and size, typical facilities Allied Universal secures include:

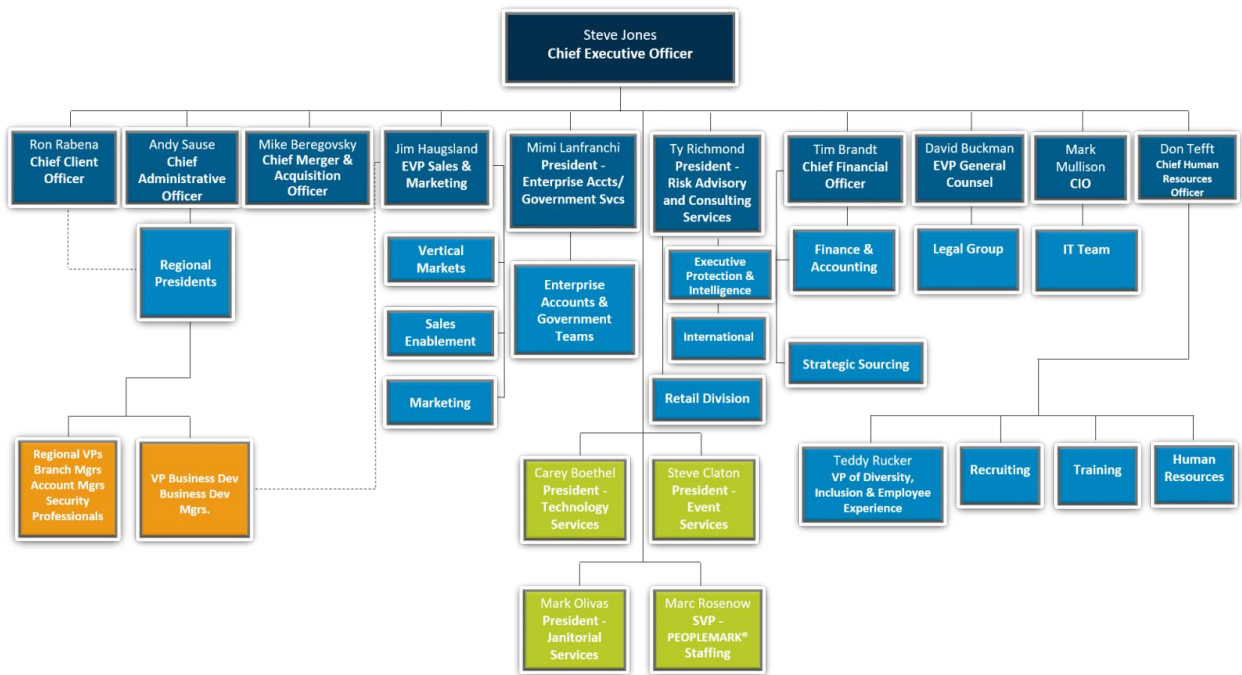


Our world-class customer service and track record of success starts with our local leadership, equipped with the know-how to serve you with service-oriented professionalism supported by the most advanced systems and integrated technology in the industry. As your trusted security partner, Allied Universal® stands ready to secure and care for the people and businesses in our communities. PLCB (Pennsylvania Liquor Control Board) can come to us with any safety and security need including:

Physical Security		Professional Services	
			
<p><b>SECURITY SERVICES</b></p> <ul style="list-style-type: none"> <li>Armed/Unarmed/Cleared Security Professionals</li> <li>Vehicle Patrol</li> <li>Visitor Management/Concierge</li> <li>K-9 Security Services</li> <li>Joint Security Programs</li> <li>Vertical Market Expertise</li> </ul>	<p><b>TECHNOLOGY SERVICES</b></p> <ul style="list-style-type: none"> <li>Access Control</li> <li>Video Surveillance</li> <li>Autonomous Robots &amp; Drones</li> <li>Fire &amp; Intrusion Alarm Monitoring</li> <li>GSOC Services</li> <li>Monitoring &amp; Response Center (MaRC)</li> <li>Hosted &amp; Managed Access Control</li> </ul>	<p><b>RISK ADVISORY &amp; CONSULTING SERVICES</b></p> <ul style="list-style-type: none"> <li>Security Risk Mgmt. Consulting</li> <li>Threat &amp; Violence Risk Mgmt.</li> <li>Off-Duty Officers (ODOs)</li> <li>Executive Protection</li> <li>Security Risk Investigations</li> <li>Asset Protection &amp; Disaster Response</li> <li>Corp. Security as a Service (CSaaS)</li> <li>Fire &amp; Life Safety Services</li> <li>Security Operations Center (SOC)</li> <li>Specialized Services</li> </ul>	<p><b>EXECUTIVE PROTECTION &amp; INTELLIGENCE SERVICES</b></p> <ul style="list-style-type: none"> <li>Executive Protection</li> <li>Protective Intelligence</li> <li>Mail Screening</li> <li>Secure Travel Services</li> <li>Technical Surveillance Counter-Measures (TSCM)</li> <li>Residential Security</li> <li>Protection Intelligence Operation Centers (PIOCs)</li> </ul>
		<p><b>EVENT SERVICES</b></p> <ul style="list-style-type: none"> <li>Crowd/Audience Mgmt. Screening</li> <li>Access Control</li> <li>Ushers/Ticket Takers</li> <li>ID Checkers</li> <li>Alcohol Control</li> <li>Security Management/ Consulting</li> <li>VIP/Talent Escort</li> <li>Red Carpet Staff</li> </ul>	<p><b>SECURITY/SAFETY TRAINING</b></p> <ul style="list-style-type: none"> <li>Fire Life Safety Training</li> <li>Floor Warden/Fire Drill Assistance</li> <li>Emergency Preparedness</li> <li>Specialized Industry Training</li> <li>Plus much more</li> </ul>
			<p><b>JANITORIAL SERVICES</b></p> <ul style="list-style-type: none"> <li>Green Cleaning</li> <li>Janitorial Software Solutions</li> </ul>

**International Security Services**

## Organization Chart

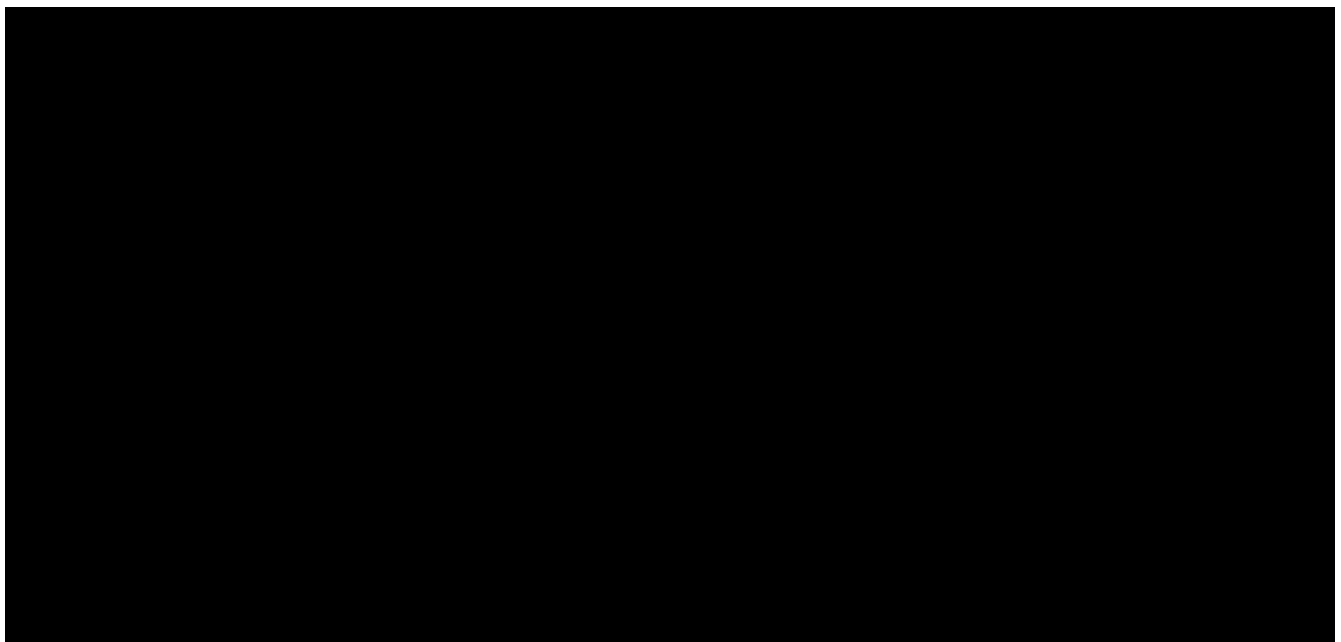


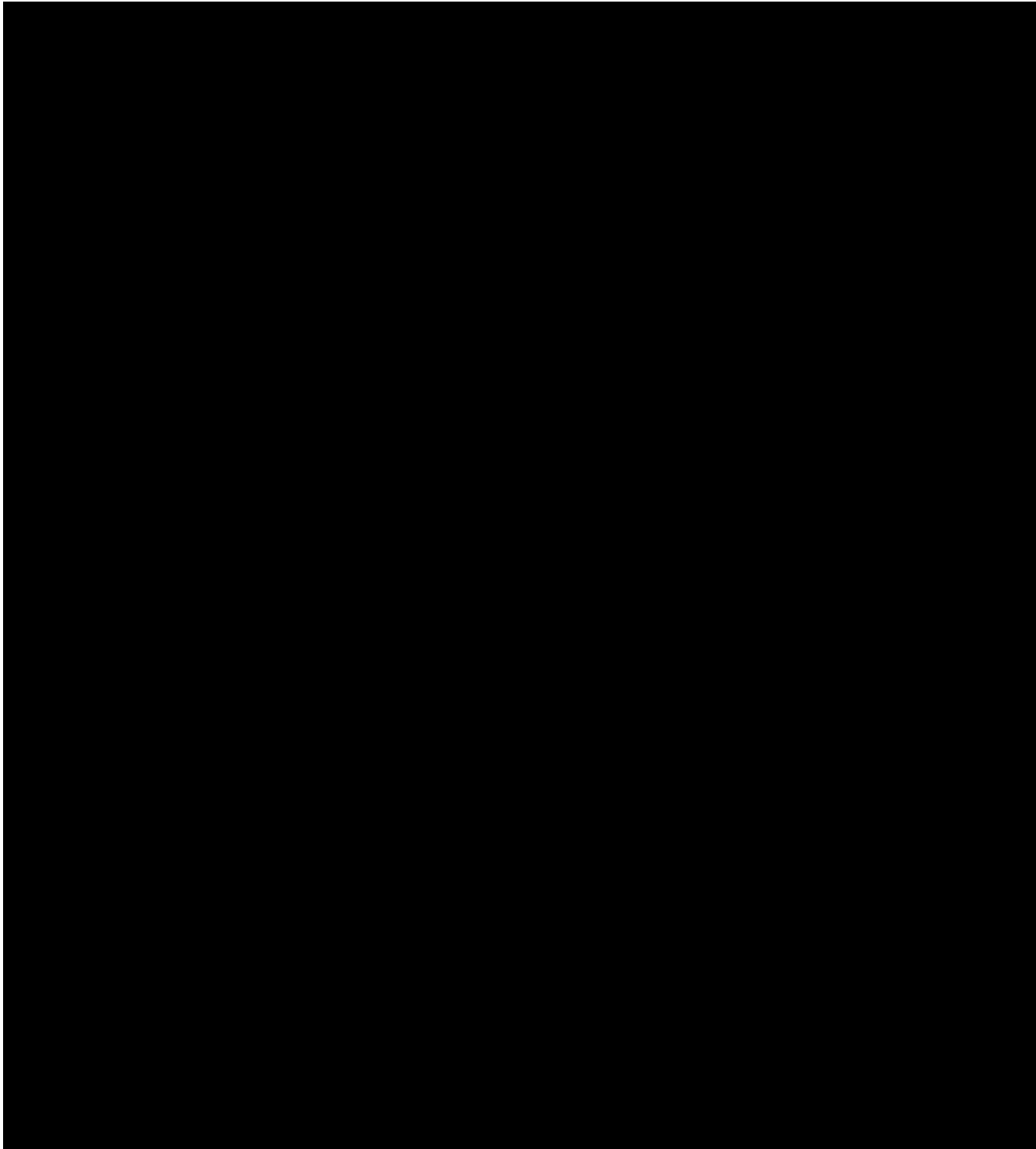
Allied Universal – Management Support Team for PLCB			
Area	Team Member	Title	Email
Pennsylvania	DelMar Laury	Regional President	
EAST - PA	Gesi McAllister	Regional Vice President	
WEST - PA	Joe Lo Bianco	Regional Vice President	
Philadelphia PA	Michael Banach	Branch/General Manager	
Pittsburgh PA	Mike Eisenberg	Branch/General Manager	
Central - PA	Corey Richardson	Branch/General Manager	
Southeast - PA	Tom Eliason	Branch/General Manager	
Northeast - PA	Ray Moses	Branch/General Manager	
PLCB Portfolio	TBD	PLCB Portfolio Manager	
EAST - PA	TBD	PLCB Field Service Manager	TBD
CENTRAL - PA	TBD	PLCB Field Service Manager	TBD
WEST - PA	TBD	PLCB Field Service Manager	TBD

## NuTech National

NuTech was founded 1981. NuTech is a privately held Corporation, with Greg DeTardo owning 100% stock. NuTech is a **full-service security system integrator, specializing in monitoring, installation, service and design of Security Alarm, Fire Alarm, CCTV and access control.** NuTech specializes in **Regional/National Chain Stores** and **Military Contractors/Governmental agencies.** NuTech is also **well versed** in administrative activities including **alarm registration, permit renewals,** etc. NuTech **has qualified and readily available servicing and installing technicians** throughout the Commonwealth of Pennsylvania to support this Electronic Security Project. NuTech does not have any contracts that would present a conflict of interest. NuTech has installers that **meet the PLCB’s requirements for DDB.**

NuTech’s clientele includes:

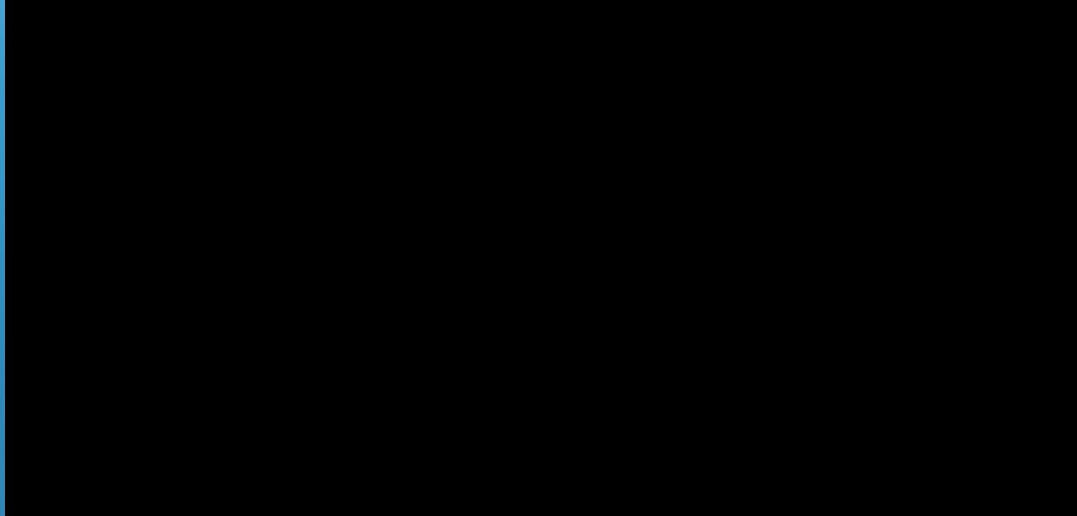






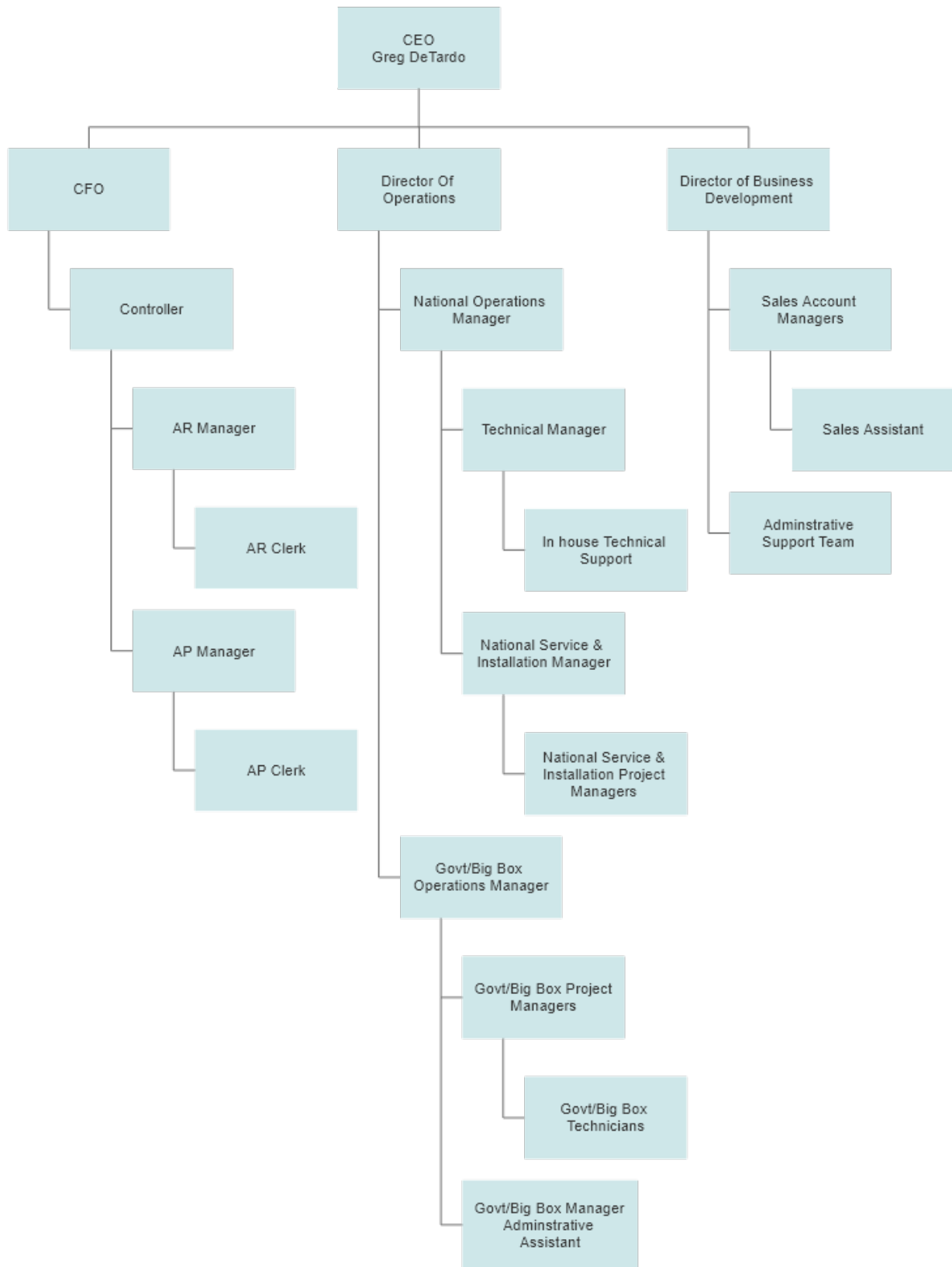
## Who Has Simplified their LP Operations?

**NuTech National**<sup>™</sup>  
Loss Prevention Simplified



**NuTech National**<sup>™</sup>  
the nation's largest since 1981  
alarm servicing network

## NuTech National – Organizational Chart:





## B. Prior Experience

Identify specific organizational experience in providing comprehensive security services in a retail setting. Identify the size of any retail operations for which you have provided such services. Experience identified in response to the RFP should also include work done by individuals who will be assigned to this project as well as that of your company. Prior projects must be identified by name of the customer/client, including address and telephone number of the responsible customer/client official who may be contacted by the PLCB.

Allied Universal's footprint in the Commonwealth of Pennsylvania is unmatched. We currently service over 1,000 clients within a variety of industries including retail stores, indoor & outdoor shopping malls, healthcare, higher education, manufacturing, commercial real estate, office complexes, etc... With over 10,000 Security Guards and 5 District Offices within PA (including Philadelphia, Pittsburgh, Harrisburg, Lehigh Valley, Northeastern PA, and Central PA) we are uniquely qualified and positioned to fulfill your Security Guard needs.

### Leader in Retail Security Services

Allied Universal delivers complete and customized security solutions for more retail clients than any other provider, placing us in an unequaled position to deliver a program tailored specifically to the needs of PLCB. Allied Universal understands that our performance has a direct impact on the customer experience and staff satisfaction. We're committed to working together with you to ensure delivery of a customer-centered experience. Taking on the responsibility of protecting the shoppers, staff, assets and the brand of PLCB is an honor and it's a responsibility we do not take lightly.

Retail/Shopping Center Fast Facts	
	Active member of International Council of Shopping Centers
	<b>17,800+</b> security professionals
	<b>700+</b> clients ( <b>3,300+</b> client sites)
	<b>550,600+</b> hours of weekly service

Allied Universal has more than six decades of experience delivering the highest quality security programs in our industry. **And some of our large retail clients include:**

References and client contact information are available upon request.

Allied Universal's clients receive a wealth of new resources. From the top down, no other provider has a broader support structure and no other provider has more experience with managing retail/distribution center security environments. Some of the benefits you can expect from a relationship with Allied Universal include:

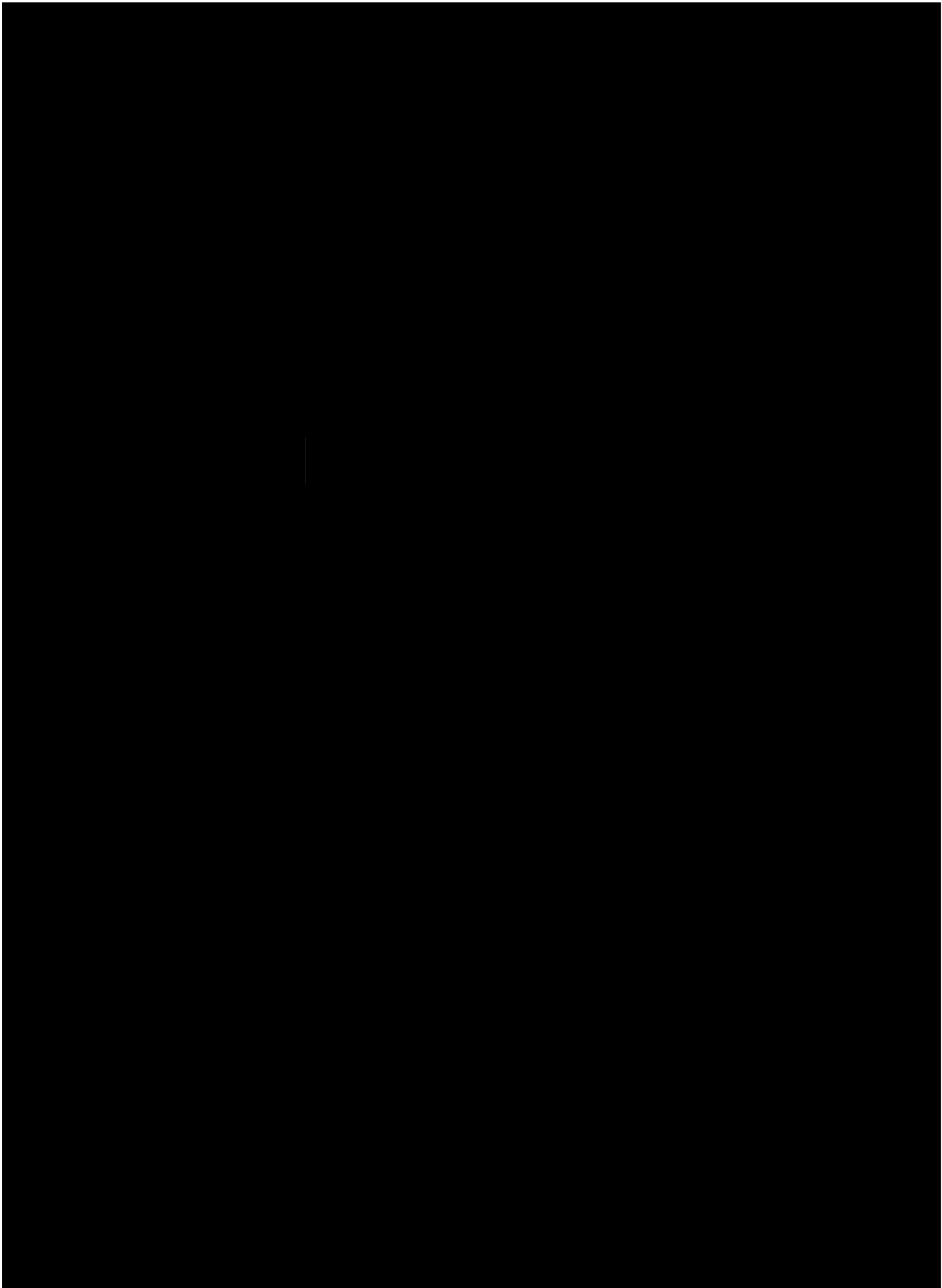
- Leverage Best Practices
- Security Assessments
- Retail Security Training
- Management Training Curriculum
- Regulatory/Accreditation Compliance
- Risk Mitigation
- Tracking Key Performance Indicators
- Documentation and Patrol Management
- Local Support Structures
- A Complete Enterprise Solution

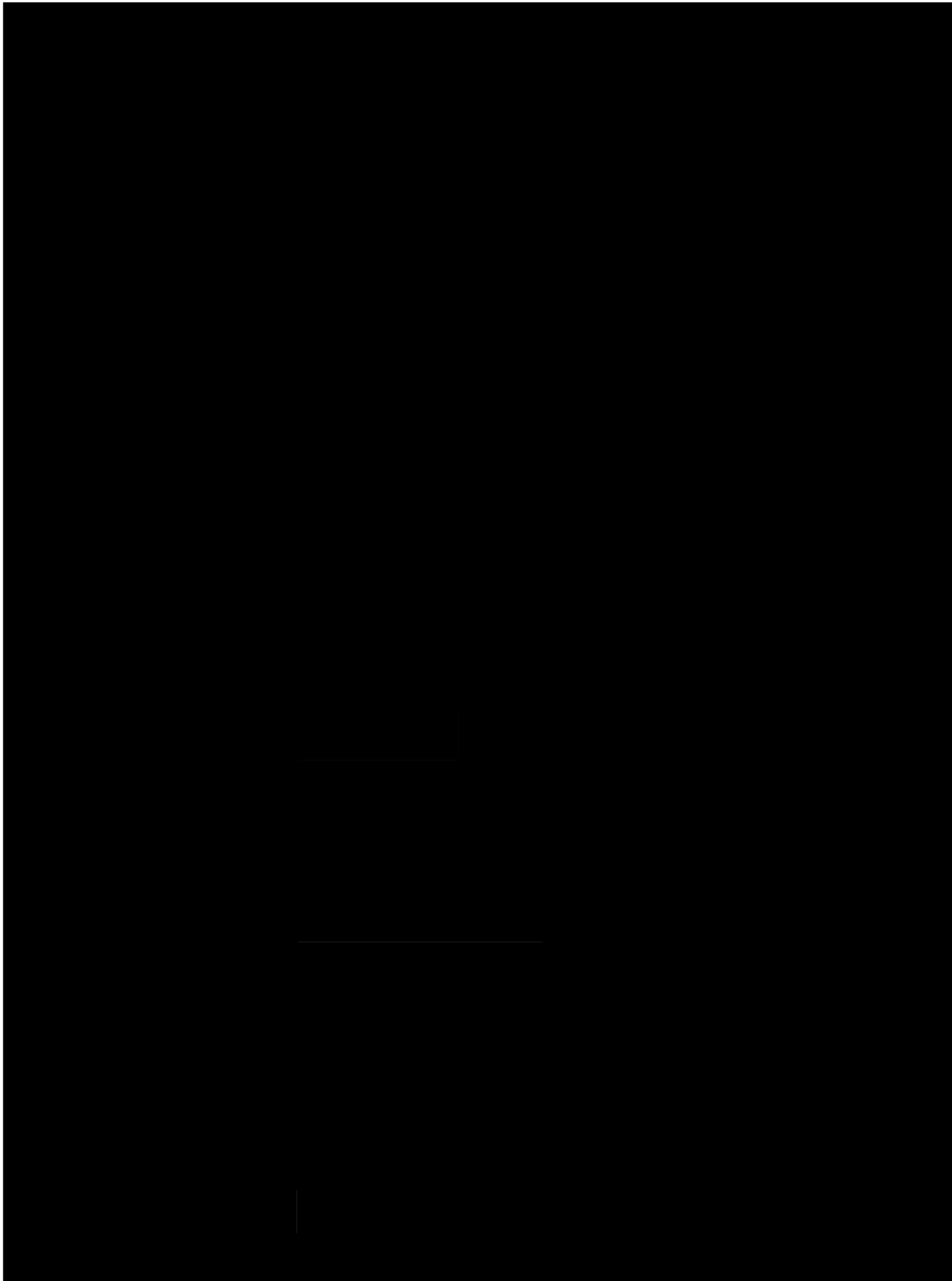
### **Best Practices and Thought Leadership within Retail and Distribution Centers**

For decades, Allied Universal has been engaged with numerous Retail organizations & associations. Our participation within these Retail industry groups support our continuous learning and expands our network for our clients. Our active involvement and networking within these organizations **position Allied Universal in an invaluable “Collaboration Circle”**. We're in the forefront of trends, issues, resources, best practices, and the ever-changing issues within Retail and Distribution Center security.



Through our Retail and Manufacturing/Industrial Safety & Security Committees and through organizations such as the **International Facility Management Association (IFMA)**, the **International Council of Shopping Centers (ICSC)** and the **Retail Industry Leaders Association (RILA)**, we identify measurable benchmarks of performance for specific retail environments and distribution centers such as those at PLCB. Through these organizations, an evolving security program is enhanced as we identify trends, best practices, and implement proactive solutions. You'll have the advantage of a partner focused on creating safe and welcoming shopping destinations.





## C. Personnel

**Identify the minimum qualifications and expected skill sets of the professional personnel (notably the project manager for implementation and the regular operations manager) who will be engaged in the work. If any key personnel can be identified at the time of response to this RFP, include resumes of such personnel with education and experience in providing security services in a retail setting.**

### Project Management

Upon award of the contract, Allied Universal will assign a Portfolio Manager (Project Manager) dedicated specifically to PLCB. Also, we will identify the (3) Field Service Managers that will be dedicated to PLCB. The PLCB will be provided with an opportunity to have a “Meet and Greet” with our qualified candidates to ensure they are the right fit for our partnership. Below is an example of a job description which will outline examples of the qualifications and expected skill sets for our Dedicated Portfolio Manager that we will look for during our selection process.

#### EXAMPLE – Job Description (Portfolio Manager):

### CLIENT PORTFOLIO MANAGER

Pennsylvania

**Position Type** Full Time, Salaried

At Allied Universal®, we continue to build an inclusive, **Be Phenomenal®** culture that encourages, supports, and celebrates a diverse workplace. It fuels our innovation and connects us closer to our customers and the communities in which we serve. Allied Universal offers so much more than just a job. We offer careers. We take great pride in our promote-from-within culture. There are countless examples of individuals who began their career as Security Professionals and today hold positions on our senior leadership team. We offer medical, dental and vision coverage, life insurance, 401K, employee assistance programs, company discounts, perks and more for all full-time positions! Start your phenomenal career with Allied Universal® today!

Allied Universal is currently seeking a Portfolio Manager to lead a business segment in Pennsylvania. The primary role of the Client Portfolio Manager is to enhance client experiences, build long term meaningful client relationships and engage with employees that deliver our services in the field. The individual will meet or exceed operational goals by providing high-quality, professional, competent and committed service and an outstanding client and employee experience.

#### KEY RESPONSIBILITIES:

- Set the direction, tone, and client-specific plan for achieving agreed-upon service levels and meeting actionable expectations for delivering measurable results
- Focus on hiring, development, and retention of appropriate security officers and Field Service Managers overseeing remote managed retail store locations.
- Communicate high service level expectations consistently to the team to ensure client and employee satisfaction and retention
- Engage regularly with clients to share his/her expertise to enhance the value of Allied Universal's offering
- Assist in coordinating the day-to-day team effort of Field Service Managers and other assigned personnel to ensure that services are delivered in a quality and cost effective manner.
- Manage the delivery of services through subordinate team and fill in for them and the District Manager in their absence or as requested or required.
- Work with assigned personnel to ensure that all contractually scheduled hours are met with a minimum of unbilled overtime
- Work with assigned personnel to ensure that all contractually scheduled hours are met with a minimum of unbilled overtime.

- Coach, counsel, and develop assigned personnel to assist with their opportunity for advancement/promotability
- Capably utilize WinTeam for scheduling and billing, and to produce reports (such as Scheduling Activity, Invoice Aging by Tiers, Training Summary and Training Detail reports) that require interpretation and action for effective business management

#### **ADDITIONAL RESPONSIBILITIES**

- Enforce Allied policies as outlined by the handbooks and executive memos.
- Work with all levels in the organization to identify, analyze and solve problems and create opportunities for continuous improvement
- Act as liaison between Allied Universal and the customer to foster customer intimacy, including travel to/from face to face meetings
- Maintain confidentiality of all information and data
- Keep records and prepare accurate and timely reports both manually and through automated methods
- Maintain regular attendance to ensure avoidance of unpredictable, frequent and/or ongoing late arrivals and chronic tardiness
- Perform other related duties and responsibilities as assigned or required
- Actively participate in community and business related organizations

#### **QUALIFICATIONS**

The ideal candidate will possess a Bachelor’s degree in Criminal Justice, Business Administration or a related field plus at least 3 years of experience in a service industry. Contract, proprietary security services or military/law enforcement experience is desired. In addition, we require the following skills:

- Previous Customer Service, Account Management, Sales, Facilities Management, Military or Law enforcement experience preferred
- Proven strong service orientation, excellent interpersonal, leadership and organizational skills
- Ability to develop and grow client relationships
- Ability to make decisions and conduct courageous conversations
- Manage multiple tasks with ability to manage multiple priorities, complex situations, a diverse team of employees and client requirements on an ongoing basis.
- Excellent verbal and written communication skills with the ability to communicate in a timely manner any changes or recommendations that could have impact on our service image or brand
- In-depth understanding of financial performance
- Ability to work in a team-oriented management environment while having an entrepreneurial attitude.

**Key Competencies:** Interpersonal Skills, Deliver Results, Client Focus, Time Management, Financial Management, Problem Solving, Conflict Management, Timely Decision Making, and Accountability

Allied Universal® provides unparalleled service, systems and solutions to people and businesses within our local communities, and is North America’s leading security services provider. Allied Universal delivers high-quality, tailored solutions, which allows clients to focus on their core business. For more information: [www.AUS.com](http://www.AUS.com).

We proudly support the Veteran Jobs Mission, a group of over 200 companies that have committed to collectively hiring a total of one million military veterans. **EOE/Minorities/Females/Vet/Disability/Sexual Orientation/Gender Identity** Allied Universal Services is an Equal Opportunity Employer committed to hiring a diverse workforce.

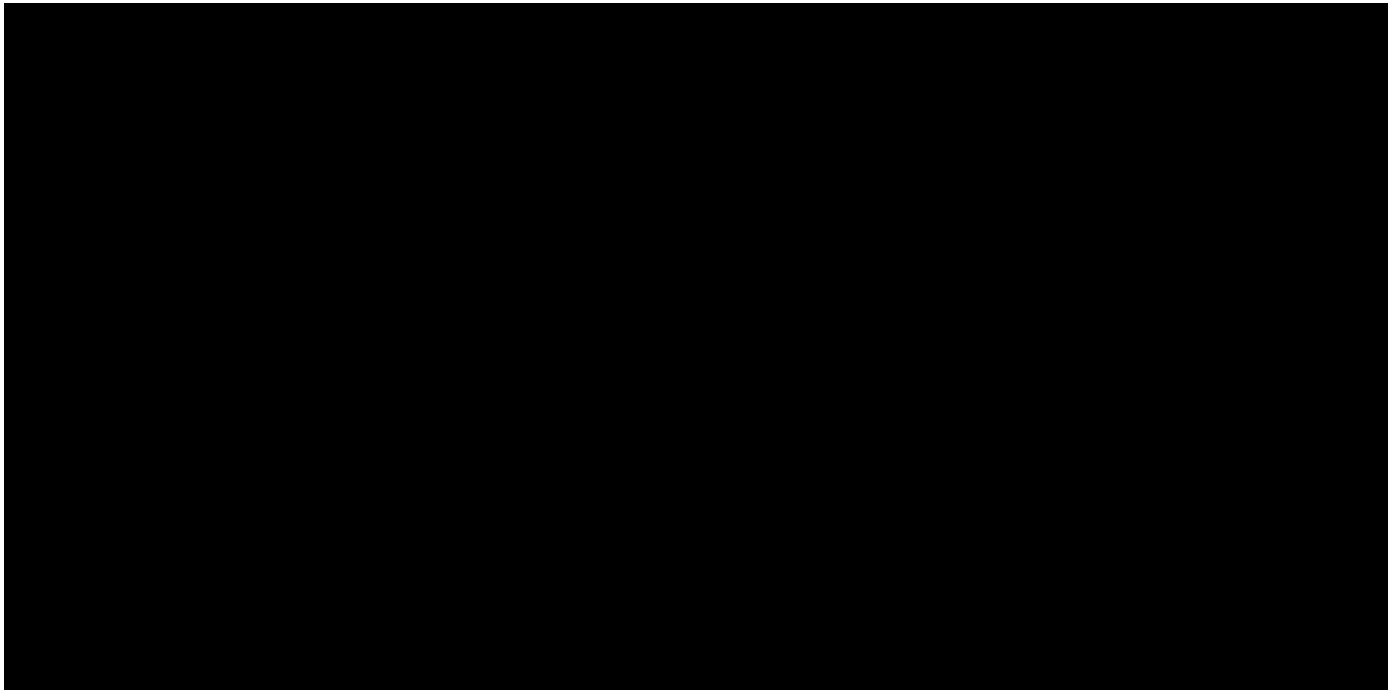
## **Additional Key Executive Personnel**

Bios of Key Executive Personnel are provided on the following pages who will support our partnership with PLCB. Our Senior Management Team below has extensive experience in providing First Class Security Services to multiple retail clients.

## Key Personnel Resumes



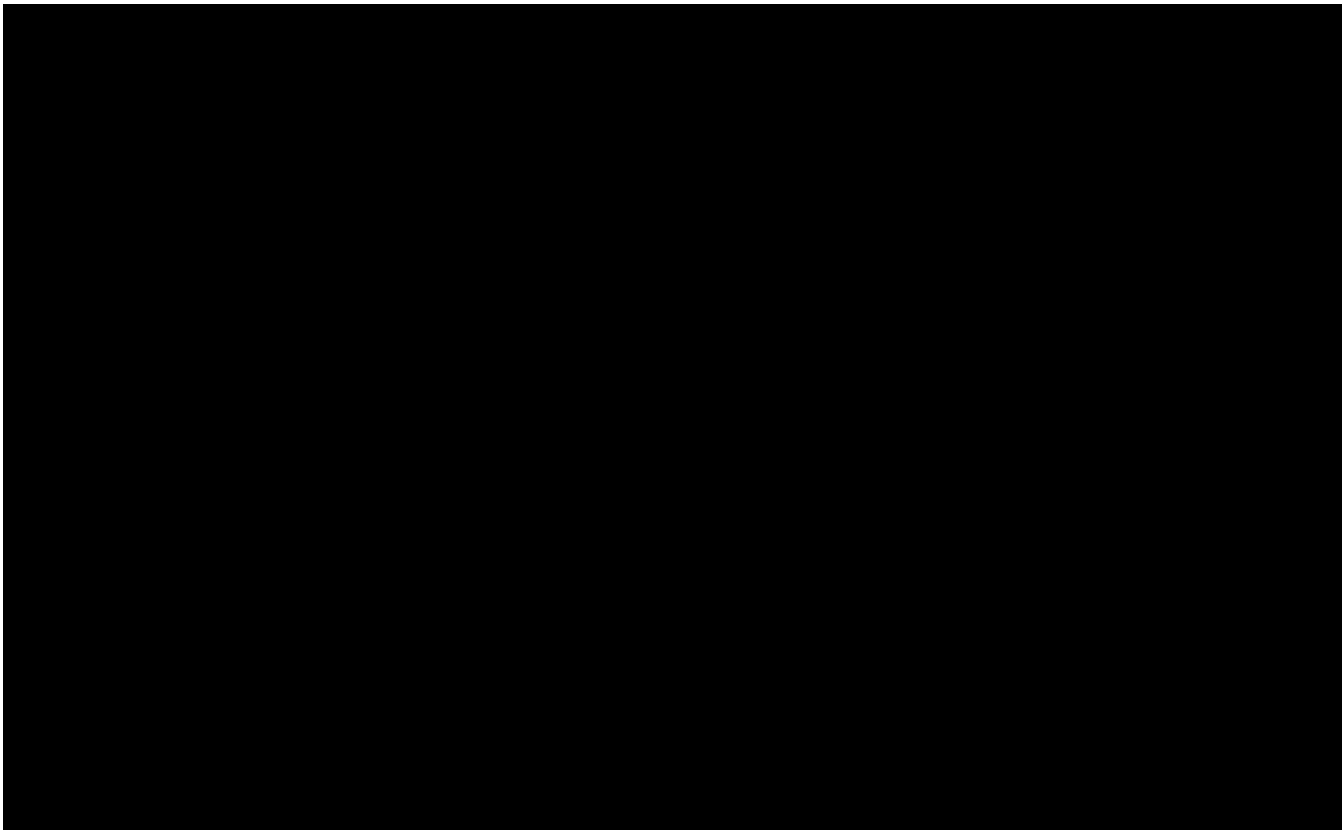
**DelMar W. Laury**  
**President, Mid-Atlantic Region**  
**Allied Universal<sup>®</sup>**





**Charles Bohnenberger**  
**Vice President, Government Services**  
**Allied Universal®**

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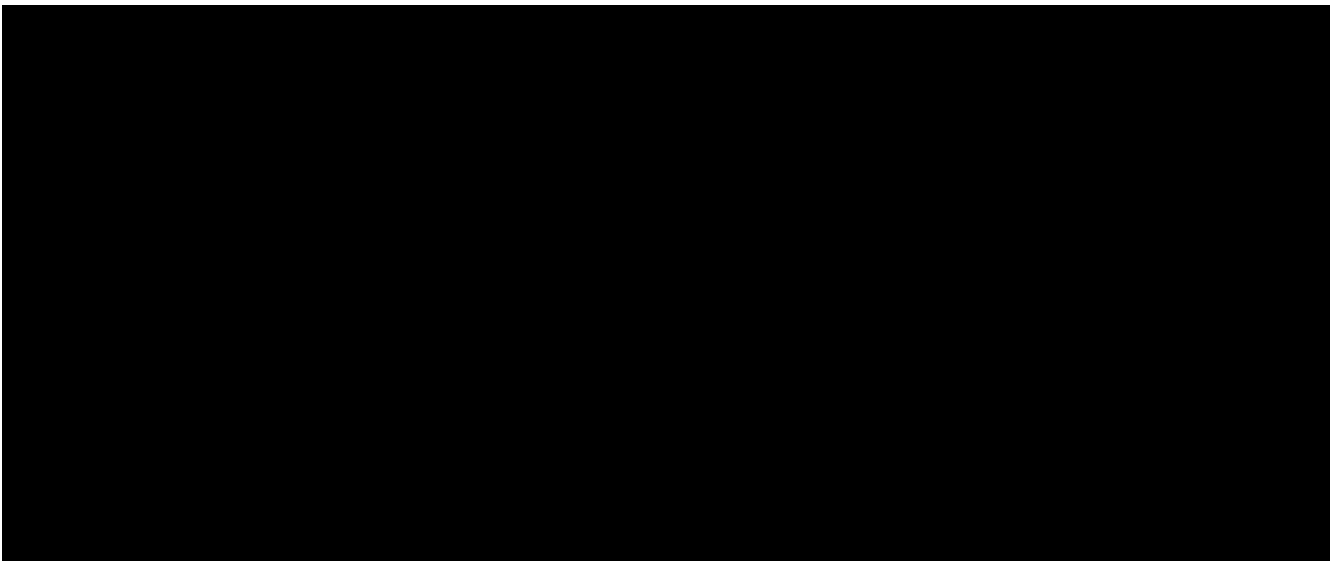






**Gesi McAllister**  
**Regional Vice President – Philadelphia Region**  
**Allied Universal®**

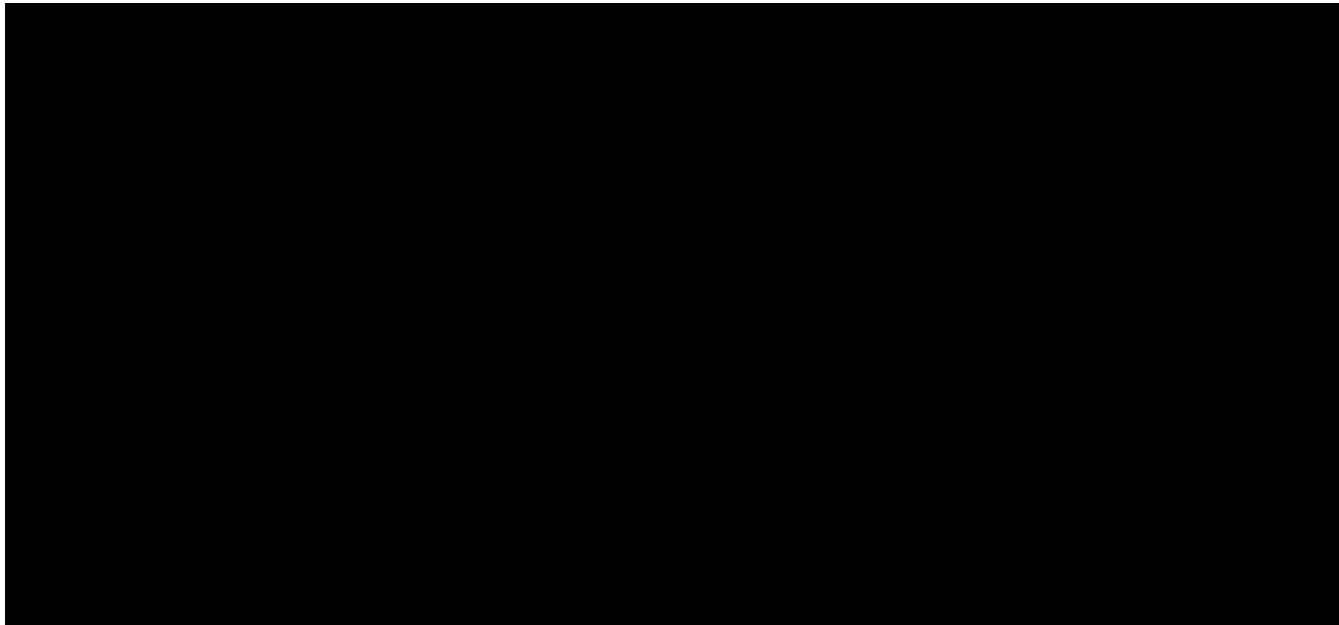
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**Joe Lo Bianco**  
**Regional Vice President, Central & Western Pennsylvania**  
**Allied Universal®**

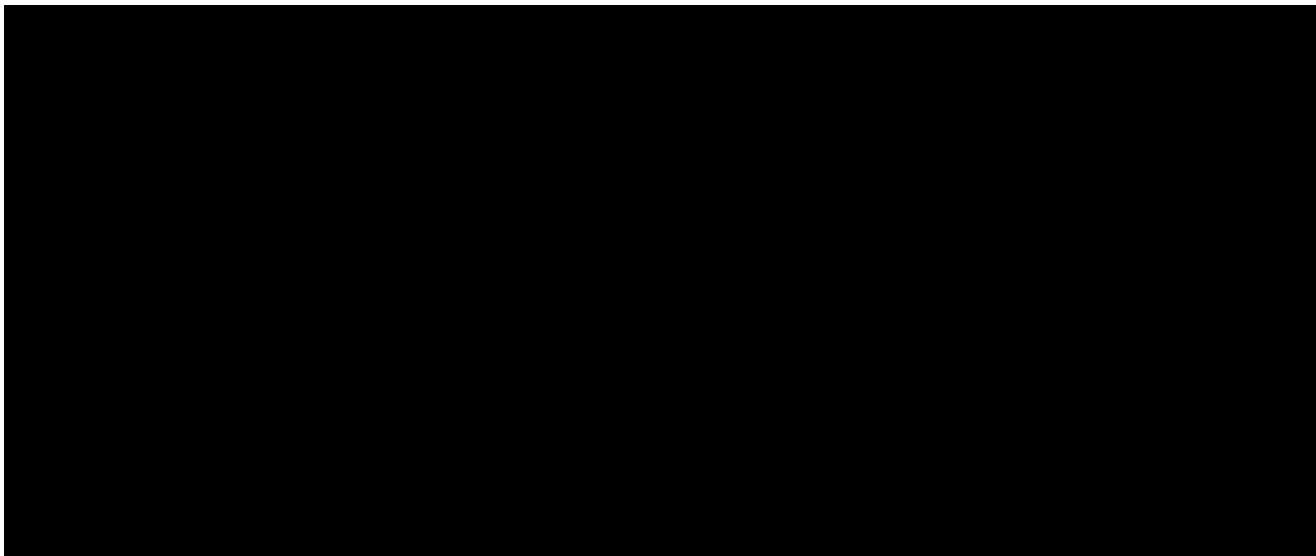
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**Jim Smolarski**  
**Regional Vice President, Mid-Atlantic**  
**Allied Universal<sup>®</sup> Security Services**

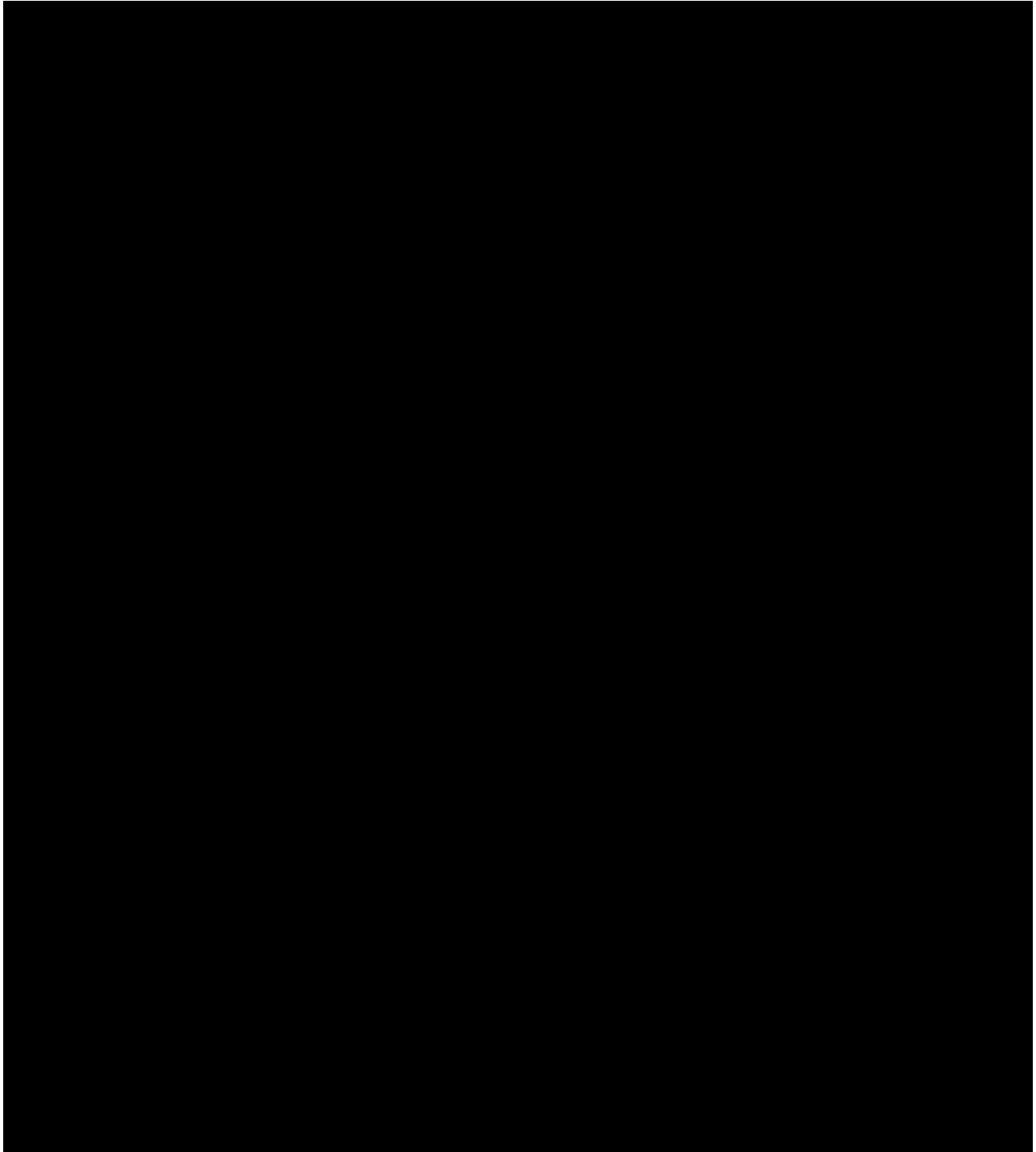
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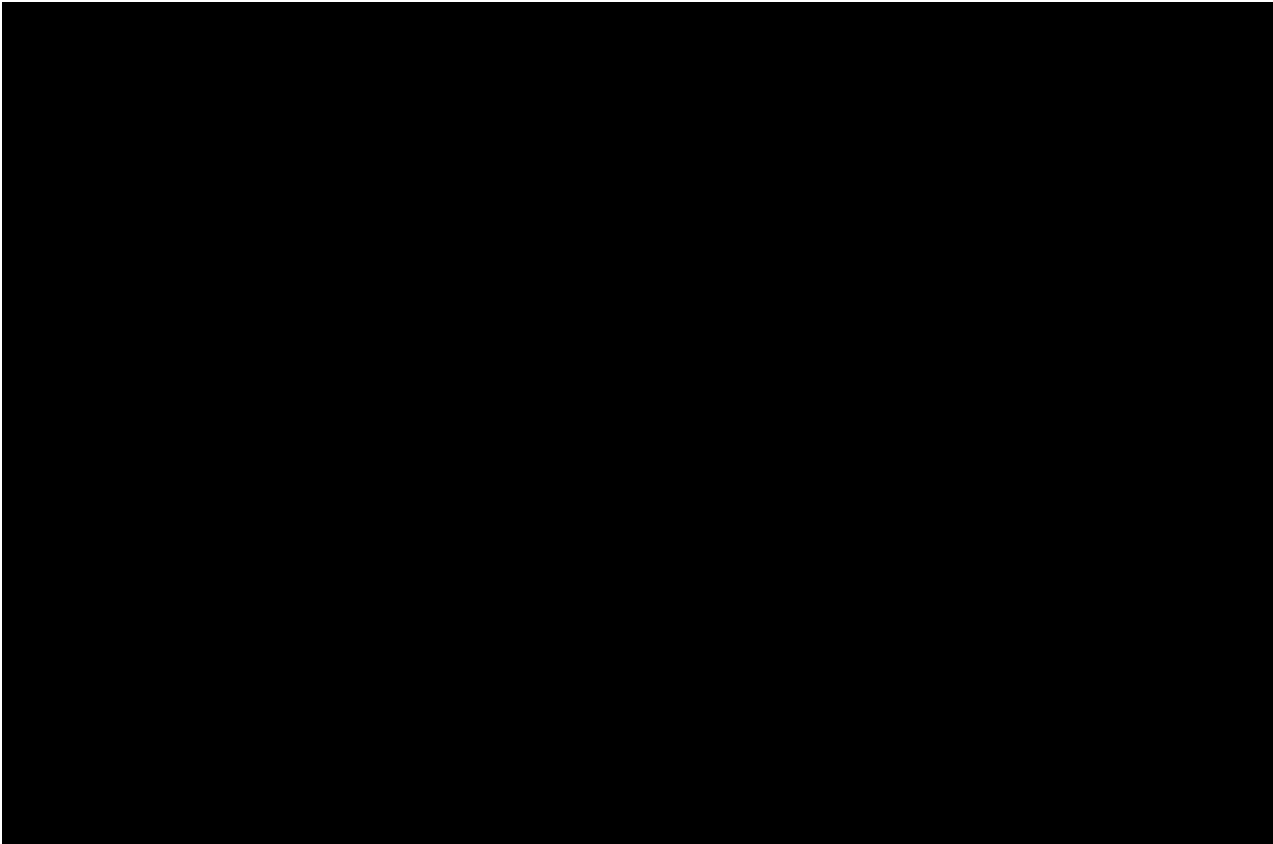


## **NuTech National –Project Management**

### **NuTech's Dedicated Corporate Project Management Team**

NuTech will provided an experienced, long term Dedicated Project Management Team the Comprehensive Security Services Project. This team is well versed in swift, timely project rollouts.





## D. Guard Network

**Detail how many security guards are in your network, whether they are employees or independent contractors and how you source additional guards to meet the operational needs of your clients.**

Allied Universal currently has an unmatched network of over **10,000 guards in Pennsylvania**. With these resources and established Security Guard footprint, Allied Universal will be able to fulfill your operational needs. Each of our 5 Branch Offices throughout the state has a dedicated local recruiting team who will support hiring any additional Security Guards needed to staff all posts and any additional emergency needs. **All Guards are direct employees of Allied Universal or our qualified DDB subcontractor Scotland Yard.**

## E. Subcontractors

**Provide a subcontracting plan for all subcontractors, including DDB subcontractors, who will contribute to the performance of the Services described in this RFP. The selected Offeror is prohibited from subcontracting or outsourcing any part of the Services without the express written approval from the PLCB. Unless otherwise notified by the PLCB during contract negotiations, upon award of the contract resulting from this RFP, subcontractors included in the proposal submission are deemed approved. For each entity/role included in your subcontracting plan provide:**

- 1. Name of subcontractor with a company overview. This should include ownership structure and number of employees.**
- 2. The specific work, supplies or services the subcontractor will perform; location for work performed; how the work, supplies or services relate to the project; and the specific timeframe during the term when the work, supplies or services will be provided or performed.**
- 3. Prior experience working with the subcontractor and/or subcontractor's qualifications for performing the intended function, including resumes (if appropriate and available).**
- 4. The fixed percentage commitment that subcontractor will receive based on the final negotiated cost for the initial term of the prime contract.**
- 5. Number of employees by job category to work on the project.**
- 6. Evidence to show that the business is or could be qualified as a DDB in accordance with Appendix F, if applicable.**

## Subcontractor & DDB Commitment

### For the Security Guard Portion of this Project:

As part of our DDB commitment, Allied Universal will partner with Scotlandyard Security Services, Inc. as our vetted and qualified DDB subcontractor. Currently, Allied Universal and Scotlandyard enjoy a long term partnership providing security guard services with [REDACTED]

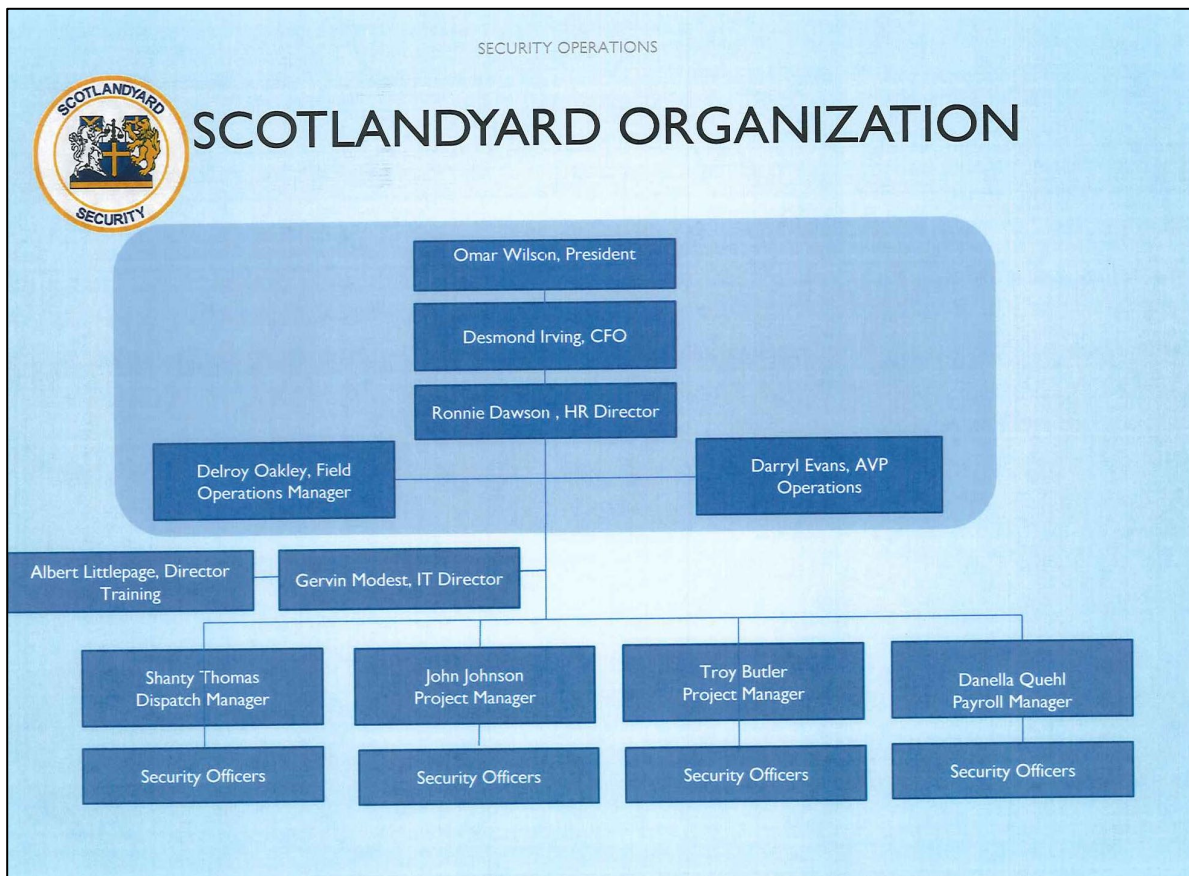
[REDACTED] (Total Security Guard hours per week are approximately 1,250+).


**For PLCB, Scotlandyard Security Services, Inc. will subcontract approximately 15% of the Security Guard hours of the total of the contract. Scotlandyard Security Services, Inc. corporate HQ is located at 2243, W. Allegheny Ave., Philadelphia, PA. 19132.**

**ScotlandYard Security Services, Inc. overview:**

Founded 34 years ago by its owner and CEO, ScotlandYard Security Services, Inc. has more than sufficient staff in Pennsylvania to meet the service demands for high-quality, experienced security. The firm has operations and supervision in the Philadelphia, Harrisburg and Pittsburgh regions. ScotlandYard is fully licensed as a Private Detective firm by the Commonwealth of Pennsylvania. The firm provides world-class security for major office buildings and residences including the City of Philadelphia Municipal Services Building, City Hall and One Parkway Building as well as the Allegheny Business and Residential Center. It performs security services for the Philadelphia Housing Authority residential buildings located throughout the City and virtually all City of Philadelphia facilities that utilize contracted security guard services, both armed and unarmed. It will provide dedicated, reliable world-class security.

ScotlandYard has its world headquarters and training center at 2243 W. Allegheny Avenue, Philadelphia, PA. It is the largest security firm with a headquarters in Philadelphia. This ensures clients of prompt, attentive service by a firm with a spotless reputation for quality service. The firm always has approximately 25 stand-by officers ready should any officer call out, be tardy or become sick on-the-job and be forced to leave a site. ScotlandYard expresses its understanding, willingness and ability to adhere to the scope of services required by this project. In fact, ScotlandYard has been the security guard vendor for the Municipal Services Building and One Parkway Building since 1996, by winning a continuous series of five 4-year, best value contracts. ScotlandYard Security Services, Inc. will subcontract under Allied Universal to provide Unarmed Security Guards in the Philadelphia area for the life of the contract.





**SCOTLANDYARD SECURITY SERVICES, INC.**  
PHILADELPHIA – HARRISBURG – PITTSBURGH

34 Years of Reliable, Professional Security Services

**Clients**

[Redacted Client List]

Below is evidence that Scotlandyard is qualified by BDISBO as a DDB in accordance with Appendix F and found on your website provided – <http://www.dgs.internet.state.pa.us/suppliersearch>

Not secure | dgs.internet.state.pa.us/suppliersearch

Advanced Search

Show 10 entries

Export to Excel | Reset Search Criteria

Supplier (click on name to display full record)	Contact	Address	SB Validity Dates	SDB Validity Dates	VBE Validity Dates	COSTARS
SCOTLANDYARD SECURITY SERVICES INC ()	Douglas Kissel [Redacted] (Fax) 215-430-0380	2233 W ALLEGHENY AVE # 47 PHILADELPHIA, PENNSYLVANIA 19132 (Phone) 215-430-0400 <a href="http://www.scotlandyard-security.com">http://www.scotlandyard-security.com</a>	11/20/2019-11/20/2021			No

Showing 1 to 1 of 1 entries

Previous 1 Next



NOTICE OF SMALL BUSINESS SELF-CERTIFICATION



The Department is pleased to announce that  
**SCOTLANDYARD SECURITY SERVICES INC**

has successfully completed the Pennsylvania Department of General Services' process for self-certification as a small business under the Commonwealth's Small Business Contracting Program, with the following designation:

BUSINESS TYPE(s):  
**Procurement Services**

CERTIFICATION NUMBER: [REDACTED]  
CERTIFICATION TYPE: **SMALL BUSINESS**

ISSUE DATE: **11/20/2019**      EXPIRATION DATE: **11/20/2021**

RECERTIFIED DATE:

Kerry L. Kirkland, Deputy Secretary  
Bureau of Diversity, Inclusion & Small Business Opportunities

**For the Systems Integration and Technology portion of this Project:**

1. **NuTech National** will provide the **Technology Services**, to include **the Monitoring, Service and Installation of the cameras and security alarm devices**. NuTech is an **established** electronic security integrator with **over 40 years experience**. NuTech is a **licensed company in the Commonwealth of Pennsylvania and an Approved Vendor for PLCB**. NuTech is a privately held S Corp, with approximately 75 W2 employees with numerous **servicing technicians within the Commonwealth of Pennsylvania and surrounding areas**.
2. As the system integration and technology provider, NuTech will provide the security and video hardware and installations of the systems (approximately **70%** will utilize the services of **DDB**) at the **598 locations outlined in the data pack provided by PLCB**. NuTech's **dedicated account team** will provide project **management services with local onsite project managers** based in Philadelphia, Pittsburgh and Harrisburg. Installations will be performed during the **stores business hours**. The installations will be **completed within the PLCB's requested 6-month time frame**.

**3. Allied Universal** has selected **NuTech National** as its Electronic Security Partner based on **its robust experience and excellent reputation** within the industry and its clients. For over **40 years**, NuTech has been an **industry leader in National Chain Stores, Financial Groups and Governmental Agencies/Military Contractors**.

i. NuTech is a leader in the national retail market. Starting in the early **1980's** NuTech designed and installed **9,000** [REDACTED] **fire alarm and security systems**. NuTech worked closely with [REDACTED] project roll out teams, delivering **on time and in budget** installations. NuTech has provided tens of thousands of installations for **well-known national retail chains throughout North America, many of which are in the Commonwealth of Pennsylvania**. These well-known brands include: [REDACTED]

[REDACTED] NuTech provided and installed **80,000+ cameras and 10,000 NVRs in less than 9 months**, demonstrating the **exemplary project management and roll out skill set of NuTech**.

NuTech has provided complete integrated security systems for **numerous distribution centers** throughout the USA including those for [REDACTED] NuTech also **designed, programmed and installed thousands of cameras at Amazon's first 10 distribution centers**, including **Breinigsville, PA**. This included **custom designed "jam cams,"** providing immediate alerts to management when packages would jam on the conveyer belts.

ii. NuTech designed, programmed, installed and serviced numerous launch pad [REDACTED] These launch pads house **hundreds of millions of dollars each day**. NuTech was the **first security company in the history of [REDACTED] to provide single source monitoring**. Prior to NuTech receiving this recognition, [REDACTED] was required to utilize two different monitoring companies. NuTech's Central Station platform and UL ratings allowed NuTech to provide sole source monitoring for [REDACTED], reducing costs for [REDACTED] and improving customer service levels.

iii. **For over 25 years NuTech has received continual contract renewals from [REDACTED]**, being the sole provider of **integrated security and life safety protecting all aspects of these highly secured facilities** with:

1. Security Alarm
2. Fire Alarm
3. Enterprise-wide CCTV systems
4. Barrier Gates
5. Access Control (over 60,000 active badges)
6. Turnstiles/Perimeter protection
7. Classified, Secret, Top Secret areas

Today, NuTech provides complete protection of **4 divisions of [REDACTED]**

NuTech holds **numerous governmental agency contracts** including:

- [REDACTED]

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

## NuTech Central Stations

**Anaheim, CA**  
New Central Station and Interactive Video Monitoring.

**Las Vegas, NV**  
Data Center

**Scottsdale, AZ**  
Central Station

**Nashville, TN**  
Central Station

**Hunt Valley, MD**  
Central Station

**Orlando, FL**  
NuTech Corporate Headquarters

**Boca Raton, FL**  
Central Station

**Williamstown, NJ**  
New Central Station and Interactive Video Monitoring.

**Covering 3,500+ locations,  
10,000+ technicians,  
30,000+ satisfied customers.**

### The nation's largest alarm servicing network.

Who are you doing business with?

# 34 YEARS

working in the local community

## Orlando Sentinel AWARDS

Orlando Sentinel

**TOP 100**

Companies for Working Families

2009

Orlando Sentinel

**TOP 100**

Companies for Working Families

2010

Orlando Sentinel

**TOP 100**

Companies for Working Families

2011

**Loss Prevention Simplified**

**NuTech National**  
www.nutechnational.com  
800-569-1600

**national**  
security provider



## NYC Police Commissioner Awards NuTech

**NuTech National** Since 1981  
the nation's largest  
serving network

**NRF PROTECT**  
2015 LOSS PREVENTION CONFERENCE & EXPO

### NuTech Continues Growth

**The Nation's Largest Alarm Servicing Network.**

Orlando-August 25, 2015- NuTech National, the largest alarm servicing network in the U.S., received high interest and heavy foot traffic at their booth at NRF Protect 2015 in Long Beach. It seems like this will set NuTech up for a successful second half of the year. NRF is always a highly attended conference for everyone in the loss prevention industry, and this year it seemed to prove a useful way for NuTech to promote its continued reliable services along with premiering its newer innovative features.

Long Beach, CA

**BACK TO THE SOURCE**  
**SECURITY**

**NuTech National**  
The Nation's Largest Alarm Servicing Network

The NuTech Team

Based on their success from the show, it sounds as though NuTech will have some busy months ahead of them. Given their recent announcement of partnering with Sureview, NuTech will be more than qualified to accommodate their increased demand for video verification services.

In addition to the foot traffic in their booth and client entertainment, Greg DeTardo, CEO and NuTech's Director of Sales Tonya Prive were featured in Loss Prevention News Network's Live in Long Beach, produced by Downing and Downing. In the spotlight on camera, DeTardo and Prive spent some time focusing on some of NuTech's award winning services, emerging technologies, and custom features.

This video can be viewed at:  
<http://www.d-daily.com/LPNN/View/Subarea.asp?subID=23>

The Interview

**NRF Massive Success.**

"This year's NRF Protect was a massive success for NuTech," said Greg DeTardo, CEO of NuTech. "Our team was able to show how NuTech differs from other security providers. We are excited about the incredible amount of interest we received from NRF attendees. There was a lot of interest shown in particular to our video verification service. NRF has always been great, but I feel as though this was the best one yet."

**Loss Prevention Simplified**

**NuTech National** since 1981  
WWW.NUTECHNATIONAL.COM  
sales@nutechnational.com  
800-569-1600 ext. 1500

**NuTech National**

www.nutechnational.com  
800-569-1600

Loss Prevention **Simplified**



## One Portal: Endless Possibilities

**NuTech National**  
Loss Prevention Simplified

### Features:

- Analytical Reporting
- Place Service Calls/Job Status
- False Alarm Reduction Report
- Store Contacts and Passcodes
- View Daily Activity from Dashboard:
  - Alarms
  - Open / Close
  - Break In
  - Door Contact
  - Maintenance
  - Can't Arm
  - Bad/Low Battery



**NuTech National**  
since 1981  
the nation's largest  
alarm servicing network

Confidential -Not for Distribution

4. NuTech will have 70% of the Revenue on the Systems & technology portion of this project going to certified DDBs.
5. NuTech will utilize the services of approximately 85 installation technicians, (6) local site project managers, (3) Corporate Project Managers, (2) Account Managers/Client Relations Managers, (2) Technical Managers, (1) Dedicated Account Team including: Installation Coordinator, Service/Maintenance Coordinator, Technical Advisor, Permit/Registration Coordinator, Accounting Contact.
6. Related to Security Systems & Technology Portion of this project, below are the certificates for the other DDB companies that can be involved through the systems and technology integration portion of this project.



**NEW YORK STATE**  
**MINORITY- AND WOMEN-OWNED BUSINESS ENTERPRISE ("MWBE")**  
**CERTIFICATION**

Empire State Development's Division of Minority and Women's Business Development grants a

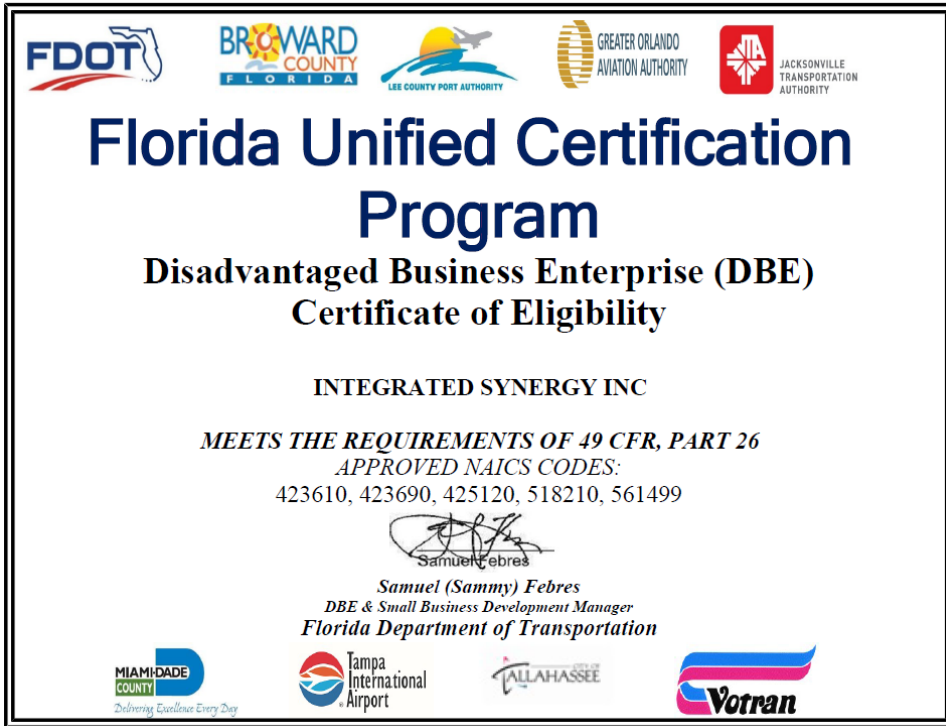
**Minority Business Enterprise (MBE)**

pursuant to New York State Executive Law, Article 15-A to:

**citytel**

Certification Awarded on: November 5, 2015  
Expiration Date: November 5, 2020  
File ID#: [REDACTED]



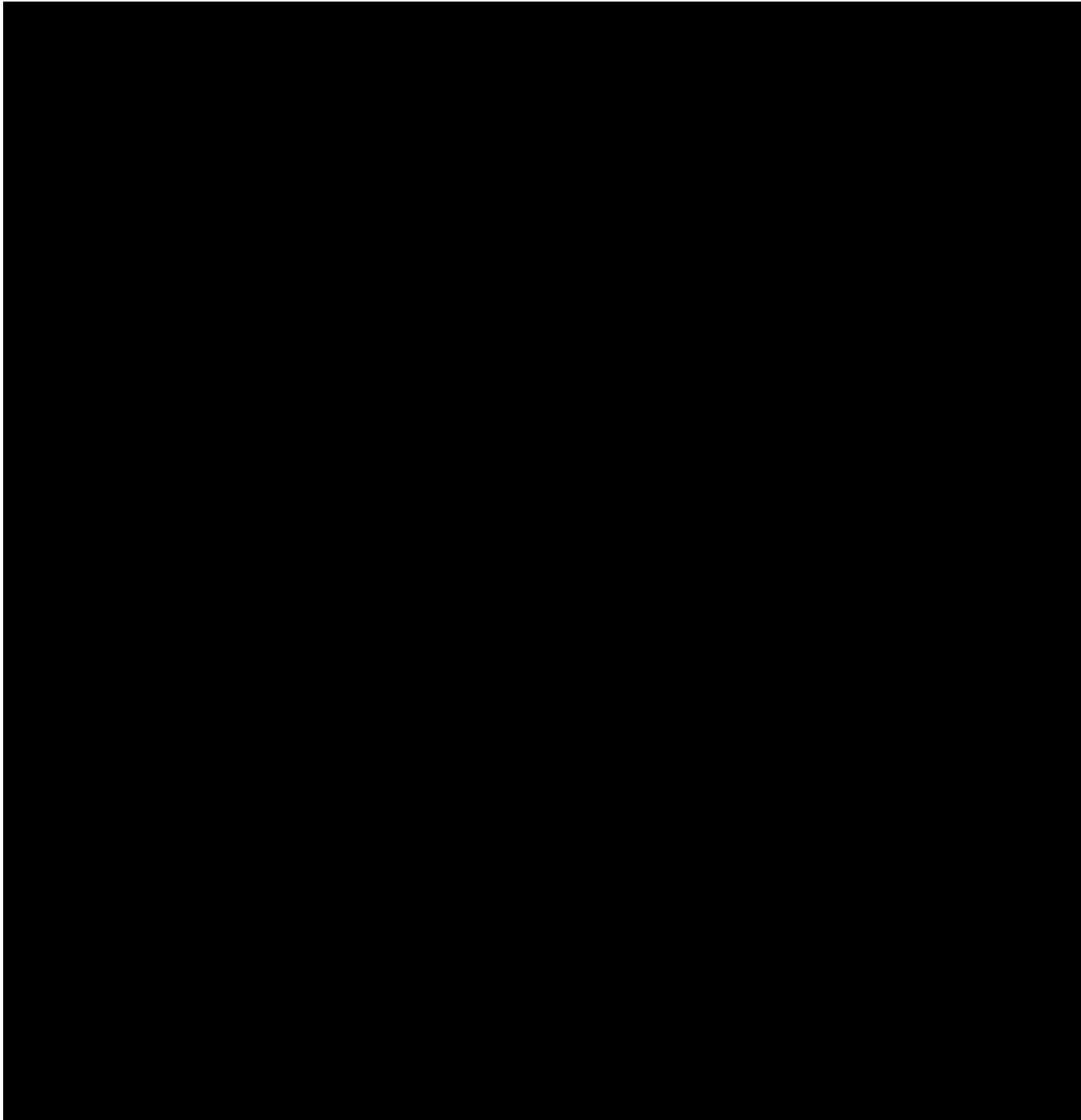


We are glad to provide additional information if needed or requested.

## F. Suppliers

Identify any suppliers that will be used to contribute to your provision of the Services described in this RFP that may qualify as a DDB in accordance with Appendix F. Please provide all relevant information for the PLCB to determine such qualification.

*Please refer to section above (E. Subcontractors), which references and outlines the requested information.*





### Detailed Financial Information – Allied Universal

*Please reference the EXHIBIT Section of this Proposal for a copy of your requested document and more detailed information.*

### Dun & Bradstreet Report – Allied Universal

*Please reference the EXHIBIT Section of this Proposal for a copy of your requested document and more detailed information.*

## III-7. Emergency Preparedness

To support continuity of operations during an emergency, including a pandemic, the Commonwealth needs a strategy for maintaining operations for an extended period of time. One part of this strategy is to ensure that essential contracts that provide critical business services to the Commonwealth have planned for such an emergency and put contingencies in place to provide needed goods and services.

1. Describe how you anticipate such a crisis will impact your operations.
2. Describe your emergency response continuity of operations plan. Please attach a copy of your plan, or at a minimum, summarize how your plan addresses the following aspects of pandemic preparedness.

### Emergency Preparedness - Security Guard Coverage

A crisis or pandemic (like COVID19) will have an effect on any organization. At Allied Universal we have an unmatched local presence, density of resources, and layers of management across the state of Pennsylvania, which allowed us to continue to fulfill our contracted services throughout the pandemic. With over 10,000 Security Guards in Pennsylvania, Allied Universal is uniquely equipped to handle emergencies including a Pandemic which we are currently experiencing. Our leadership and employees understand how a pandemic affects our organization as well as our valued customers including PLCB. Through the current Coronavirus Pandemic Allied Universal was able to maintain operations throughout Pennsylvania with the support of our Regional President, Vice President of Operations, General Managers, Client Managers, Account Managers, Operations Managers, local district Recruiters and Trainers. Although every individual and business operation were affected, Allied Universal was able to pivot, train, and communicate with our Employees and Suppliers to continue providing the First Class Security Services our clients expect and deserve during these difficult times.

### Allied Universal's Pandemic Contingency Plan & Service Protocol

Please review the **ATTACHED** copy of Allied Universal's Pandemic Contingency Plan & Service Protocol which outlines our plan, protocol, and available resources.

 Pandemic Contingency Plan & S	<b>Allied Universal's          Pandemic Contingency Plan &amp; Service Protocol</b>
---	---

*(Please double click the PDF to open the document)*

If PLCB requires any additional information or details around our Emergency Preparedness, please reach out and we will accommodate your request.

**Additional Emergency Preparedness Resources:**

We recognize that you may have serious concerns surrounding supply chain disruption, business continuity, business travel, or possible unrest during this time. This is where we come in. We are There for you™. We are there to work with you to ensure your security staff is in place at your retail stores -- at all times. We are here to ensure you that our security professionals understand how to proactively safeguard themselves against contracting the virus and continuously practice good hygiene.

In addition, we can also provide Risk Advisory and Consulting Services, where we can help create specific continuity plans for your business and offer advice on how to be proactive regarding this pandemic.

You can be assured that Allied Universal is constantly staying abreast of CDC guidelines regarding coronavirus updates. In addition, we have developed an Allied Universal Site Specific Action Plan document as well as Pandemic Business Continuity Plan. These documents are available upon request.

**Emergency Preparedness**

When you partner with Allied Universal®, you benefit from our track record of collaborative emergency response planning and participation, extensive resources, and proven best practices designed to help you effectively respond to emergencies of every kind.

We will work closely with you to implement meaningful emergency response protocols tailored to your needs and location—ensuring that security professionals and managers at your site are ready to respond quickly and efficiently.

With 10,000 Security Guards in your Pennsylvania, Allied Universal® can provide you with unmatched support when you need us most. As your liaison to local law enforcement and emergency management agencies, professional organizations, and others, we are on the forefront of emergency preparedness, sharing information and proactively addressing emerging threats.

**Preparedness Planning Scenarios**

- Active Shooter/Armed Attacker
- Workplace Violence
- Evacuations/Shelter-in-place
- Medical Emergencies
- Bomb Threats
- Utility Outages
- Flooding
- Severe Weather
- Fires
- Elevator Entrapment
- Explosions
- Demonstrations
- Criminal Activity
- Pandemic/Contagious Disease
- Hazmat Spills

**Measures we implement and coordinate with you may include:**

**Inspections:** Unannounced inspections help ensure security teams are continuously aware and critical plans and protocols are top of mind. Inspectors and managers evaluate and test security professionals on their knowledge of how to react to a range of scenarios. Results are reported through the client services portal.

**Tabletop Exercises:** Through scenario-based sessions, interactive exercises strengthen decisive thinking and reinforce protocols to prepare security, facilities and management teams for emergencies.

**Drills:** Realistic demonstrations of emergency response bring plans to life and probe for areas of improvement.

**Information and Resources:** Our online Security Resource Center provides valuable awareness information to share with your organization, including alignment with top emergency preparedness experts to help take your planning to the next level.



**Emergency Response**

From natural disasters to acts of domestic terrorism, PLCB (Pennsylvania Liquor Control Board)'s need for a well-planned emergency response is critical to ensuring the safety of your people and the security of your business assets. Drawing upon our vast resources and proven emergency response expertise, Allied Universal® can react quickly to emergency and disaster situations of every size, and assist you with:

- Coordinating and directing emergency responders
- Activating emergency response plans
- Initiating communication systems
- Contacting local authorities
- Leading evacuations
- Establishing a communication center
- Directing media to a designated location
- Preventing access to damaged areas
- Securing the property even if your employees cannot reach the site
- Providing additional staff when needed



**Your Go-To Emergency Response Resource**

From our thoroughly trained security professionals and established response teams, to our 24/7 call center and educational and awareness resources, we are committed to helping you prepare and respond whenever needed.

Your Allied Universal® experts are experienced in dealing with emergencies, and will assist you in developing or revising your emergency response procedures, as well as conducting the necessary drills to develop an effective response plan designed to meet your needs.

## Extra Coverage Requests

Whether it's an emergency, natural disaster, or even a corporate outing, special event, or other well-attended function, sometimes you may require additional coverage right away to supplement your regular security team. With more 300,000 experienced security professionals across North America, Allied Universal® is **There for you®**. We have the people, resources, and localized expertise to provide the supplemental security support you need at a moment's notice.



We make it easy for you to request supplemental coverage when you need it. Simply contact your Allied Universal® manager directly or use the extra coverage feature in the eHUB client portal to submit a request electronically. We'll work with you to assess the number of staff and the supervision needed and fulfill your requirements with cross-trained flex and part-time security professionals and managers who are ready when you need them.

You'll experience the same consistently high level of service, training, and supervision with your emergency or temporary staff that you'll receive from permanent Allied Universal® security professionals. At each step, we'll communicate with you to ensure your extra coverage request is fulfilled, and services are delivered as promised. Some of the extra coverage requests Allied Universal® responds to include:

TYPES OF EXTRA COVERAGE					
					
<b>Emergencies</b>	<b>VIP Events</b>	<b>Power Outages</b>	<b>Exhibits</b>		
<b>Strike Coverage</b>	<b>Award Ceremonies</b>	<b>Protests</b>	<b>Dignitary/Celebrity Events</b>		
<b>Retail/Mall Events</b>	<b>Corporate Outings</b>	<b>CEO Speeches</b>	<b>Constructions</b>		

Whether your extra coverage needs are for an advanced long-term project or a small, short notice request, Allied Universal® has the resources and is ready to respond!



## Off-Duty Officer (ODO) Specialized Services


www.aus.com



### SINGLE SOURCE

- ▶ Rapid Response
- ▶ Extensive Resources
- ▶ Nationwide Coverage\*
- ▶ Professional Armed & Unarmed Services
- ▶ Experienced High-risk Security
- ▶ Short-term & Long-term Coverage

### OFF-DUTY OFFICER SPECIALIZED SERVICES

**Better access, faster response, and more seamless coordination with local law enforcement and other responders in an emergency.**

Natural disasters, workplace violence concerns, civil disturbances, high-profile events, and other events that elevate risk potential, require a level of security that goes above and beyond day-to-day business operations. Maintaining personnel safety and asset protection depends on proactive preparation for, rapid response to, and effective management of critical events. Deployment of specialized security services to augment traditional security programs before, during, and after significant events can **greatly reduce risk and ensure business continuity** through atypical operating conditions.

- › Natural Disasters & Critical Events
- › Potentially Hostile Terminations
- › Workplace Violence Concerns
- › High-Value Product Security & Product Release Security Coverage
- › Alarm, Security System, & Physical Security Malfunctions
- › Burglary/Robbery Suppression
- › Strike/Labor Unrest/Civil Disturbance Preparation & Response
- › High-profile Security
- › VIP Escorts

**TRAINED. CAPABLE. PROFESSIONAL.**

With Allied Universal's Off-Duty Officer (ODO) services, law-enforcement officers and special deployments of armed and unarmed Security Professionals are ready to quickly respond to your supplemental security staffing needs with extensive resources and capabilities. Through a proprietary national database of more than 10,000 vetted police officers, Allied Universal can provide specialized ODO services to minimize disruption to your operations, when and where needed.

### GEOGRAPHIC REACH

Arranging ODO security coverage 24/7, nationwide\*, is easy through the **Service Assurance Center**, located within the Allied Universal Monitoring and Response Center. With one call, we handle all the coordination and administrative functions of the service, so you can concentrate on other strategic objectives. Whether for short-term critical event response or ongoing protection needs, we are your source for dedicated and reliable services.

\* \* Some restrictions apply in North Carolina, Washington DC, Nevada, Alaska, and Hawaii.

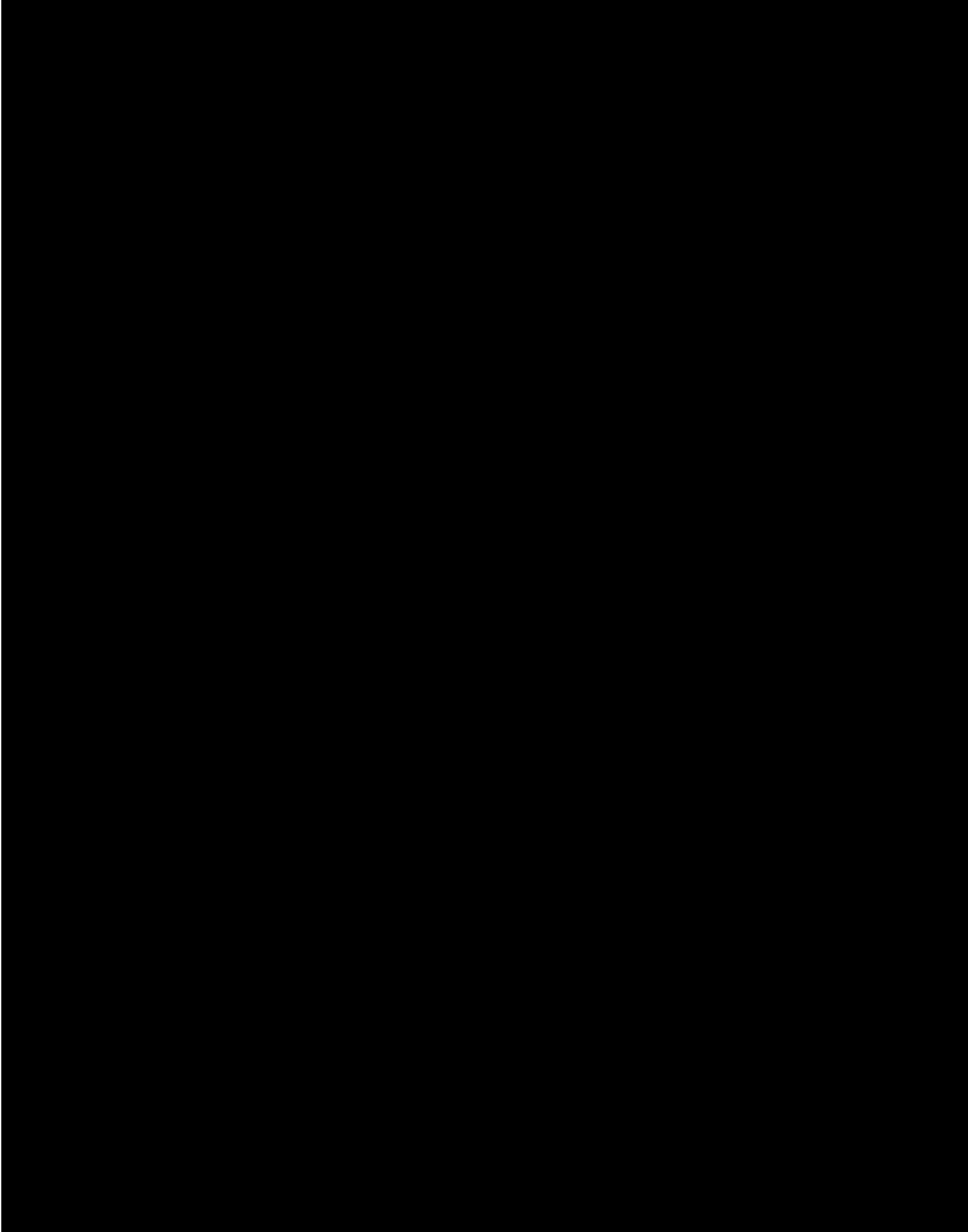
### OUR DIFFERENCE

- ▶ Significant Deterrent to Criminal Activity
- ▶ LEO De-escalation & Emergency Response Training
- ▶ Arrest Powers
- ▶ Access to Cutoff Zones & Restricted Areas
- ▶ Enhanced Cooperation with Local Law Enforcement for Quicker Response
- ▶ Professional Loss Prevention Services
- ▶ All Coordination & Administrative Functions Through a Single Point of Contact

**VISIT US ONLINE**  
Find out how Allied Universal® Risk Advisory & Consulting Services can help make your rapid response teams more efficient and effective.

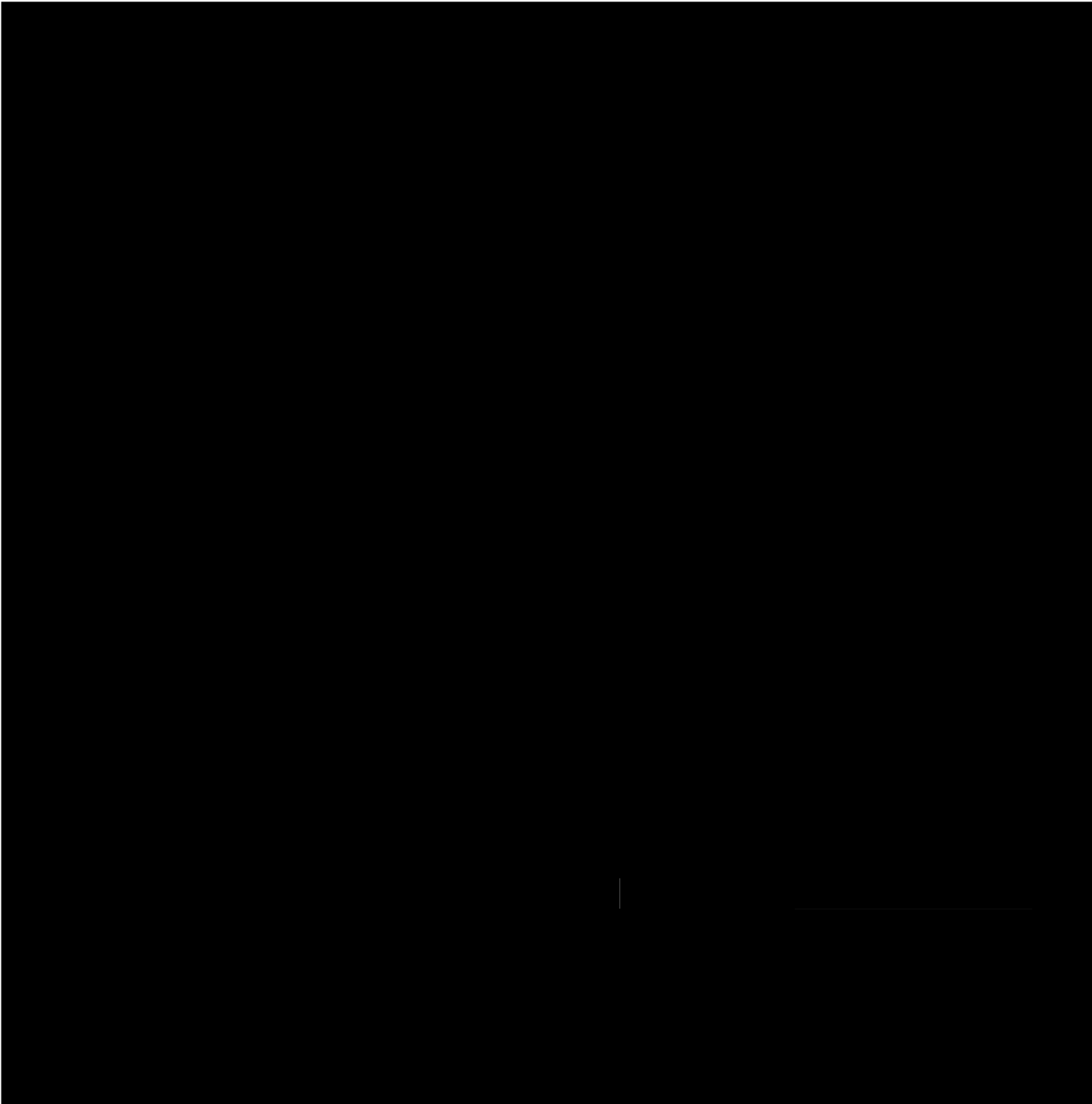
## NuTech National – Emergency Preparedness

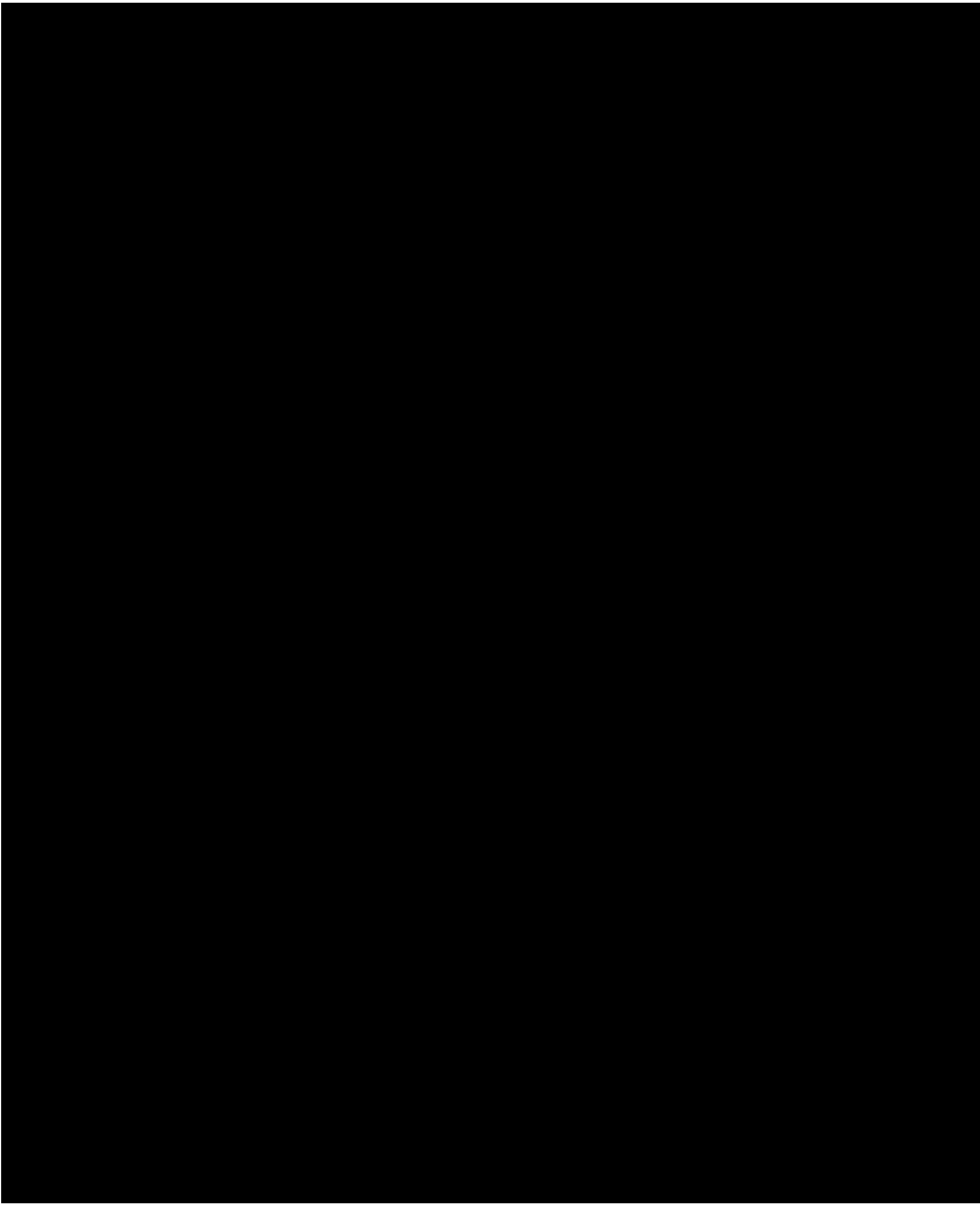
1. **Being a life safety provider, NuTech has solid emergency preparedness plans, and this is a critical component of our business. We have contingency plans for any situation and to date, have not had any crisis impact our operations, including COVID19.**
2.
  - a. NuTech’s employees are **cross trained** with other departments and **refresher courses** are conducted semiannually, updating staff on changes in policies and operational procedures. This allows for **cross coverage within departments** if needed.
  - b. NuTech performs monitoring services with **our UL and FM approved, 5 Diamond Rated Central Monitoring Centers**. Each of these monitoring centers are **hot redundant with automated switchover/failover**. They are also **load sharing**, meaning the volume is throttled based on the current volume of each center. As an example, if one center was experiencing inclement weather, the operations and processing of alarms can be sent to any of the 5 other monitoring centers with the flip of a switch. NuTech’s corporate operation centers utilizes **multiple off-site and cloud-based storage centers. Backups of data is performed at multiple locations and updated daily**. The Operations Manager and IT Director verifies this process is carried out. NuTech also has **full office automatic generators that are tested monthly**.
  - c.
    - i. NuTech’s employees are **cross trained** with other departments and refresher courses are conducted semiannually, updating staff on changes in policies and operational procedures. This allows for cross coverage within departments if needed.
    - ii. Employees are set up to have **remote access** and can perform **100% of their job duties remotely**, connecting to their workstations, servers and even the phone system with calls automatically rolling to their mobile device. During COVID, we were prepared to operate 100% remote if needed, however being essential we stayed open and with precautions, all of our staff remained healthy.
  - d. NuTech has **multiple communication methods** including utilizing remote email servers, SMS/text notifications, postings on NuTechlink.com, Alerts sent from NuTechlink.com, POTS (copper phone lines), T1 lines as well as Wi-Fi and even satellite phone communication phones.
  - e. NuTech tests its **complete rollover/disaster recovery plans semi annually** in June and December. Clients are alerted as to when this failover testing will occur with multiple communication methods provided. **Generator rollover testing is conducted monthly**. In addition, NuTech assists its clients, such as [REDACTED], with their emergency failover plans and testing.













## EXHIBITS

<b>EXHIBIT A</b>	Employee Handbook
<b>EXHIBIT B</b>	Use of Force / Armed Security Documents
<b>EXHIBIT C</b>	Financial Information (Allied Universal)
<b>EXHIBIT D</b>	Financial Information (Dun & Bradstreet Report)

Please review the referenced additional information on the subsequent pages within this EXHIBIT Section. If PLCB requires any further information regarding any of these contents, then please reach out directly and we will accommodate your request.

## EXHIBIT A: Employee Handbook

Please review the Subsequent Pages for more information pertaining to Allied Universal's Employee Handbook.

The Table of Contents from the Company's 86-Page **Employee Handbook** is provided on the following pages. If PLCB requires further information regarding the contents please reach out directly and we will accommodate your request.



## **EMPLOYEE HANDBOOK**

Security Professionals  
National - All U.S. Locations

(Excluding Employees in California, Puerto Rico and US Virgin Islands and all non-U.S. locations)

January 3, 2020

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## **EXHIBIT B: Use of Force / Armed Security Documents**

**Please review the Subsequent Pages for more information pertaining to Allied Universal's Use of Force Policy and Forms.**

These documents and forms provide further information and details that supports Allied Universal's robust policies and procedures related to successfully fulfilling Armed Security Guard Services. If PLCB requires further information regarding the contents please reach out directly and we will accommodate your request.

## Firearms, Less Lethal Weapons, Defensive Tactics and Equipment Policy; Armed Officer Certification and Acknowledgement Form

DATE ISSUED: 02/28/2005  
DATE REVISED: 08/15/2016

Note: Employees must sign read and sign in four (4) separate areas.

Employee Name: \_\_\_\_\_  
Employee Number: \_\_\_\_\_

### I. Domestic Violence Certification

Title 18, United States Code, § 922(g) (9), makes it a felony for any person convicted of a Misdemeanor Crime of Domestic Violence to possess a firearm or ammunition. A "Misdemeanor Crime of Domestic Violence" as defined in the Act means an offense that:

- (1) is a misdemeanor under Federal or State law; and
- (2) has, as an element, the use or attempted use of physical force, or the threatened use of a deadly weapon; and
- (3) was committed by a current or former spouse, parent, or guardian of the victim, by a person with whom the victim shares a child in common, by a person who is cohabitating with or has cohabitated with the victim as a spouse, parent, or guardian, or by a person similarly situated to a spouse, parent, or guardian of the victim.

This definition includes all misdemeanors that involve the use or attempted use of physical force, e.g., simple assault, assault and battery, if the offense is committed by one of the defined parties. This is true whether or not the state statute or local ordinance specifically defines the offense as a domestic violence misdemeanor.

A conviction would not be disabling if it has been expunged or set aside, or if the person was pardoned or otherwise had his or her civil rights restored, provided the pardon, expungement, or restoration of civil rights does not expressly prohibit the shipment, transportation, possession, or receipt of a firearm.

### Certification

Have you ever been convicted of a misdemeanor crime of domestic violence within the meaning of the statute? Yes \_\_\_\_\_ No \_\_\_\_\_ Not certain \_\_\_\_\_

If you answered "yes," provide the following information with respect to the conviction:

Court / Jurisdiction: \_\_\_\_\_

Docket / Case Number: \_\_\_\_\_

Statute / Charge: \_\_\_\_\_

Date of Conviction: \_\_\_\_\_

I hereby certify that to the best of my knowledge and belief all of the information provided by me is true, correct, complete, and made in good faith. I understand that false or fraudulent information provided herein will be grounds for immediate termination.

Signature \_\_\_\_\_

Date \_\_\_\_\_

## II. Prohibited Person Certification

The Gun Control Act (GCA) makes it unlawful for certain categories of persons to ship, transport, receive, or possess firearms. 18 USC 922(g). Transfers of firearms to any such prohibited persons are also unlawful. 18 USC 922(d).

These categories include any person:

- Under indictment or information in any court for a crime punishable by imprisonment for a term exceeding one year;
- convicted of a crime punishable by imprisonment for a term exceeding one year;
- who is a fugitive from justice;
- who is an unlawful user of or addicted to any controlled substance;
- who has been adjudicated as a mental defective or has been committed to any mental institution;
- who is an illegal alien;
- who has been discharged from the military under dishonorable conditions;
- who has renounced his or her United States citizenship;
- who is subject to a court order restraining the person from harassing, stalking, or threatening an intimate partner or child of the intimate partner; or
- who has been convicted of a misdemeanor crime of domestic violence (enacted by the Omnibus Consolidated Appropriations Act of 1997, Pub. L. No. 104-208, effective September 30, 1996). 18 USC 922(g) and (n).

I hereby certify that to the best of my knowledge and belief I am not a “Prohibited Person” as defined by federal, state, or local law or regulation relating to the possession of firearms and ammunition.

I understand that false or fraudulent information provided herein will be grounds for immediate termination.

---

**Signature**

**Date**

## III. Use of Force Policy Acknowledgement

**Less-Than Deadly Force.** It is Allied Universal’s policy that employees shall not use physical force against persons unless the employee reasonably believes that such force to be necessary to protect the employee or another individual from imminent bodily harm. The extent of force employed must not exceed the minimum amount of force necessary to counter the threat, and may be employed only for as long as the threat persists.

Allied Universal considers any time an employee physically touches another person to achieve a desired level of compliance to be a use of force. This includes any time an officer uses his hands, body, defensive tactics or equipment, less lethal weapons, or firearms in the course of their duties which requires reporting and notification as outlined herein. This includes the brandishing or display of any weapon.

**Deadly Force.** Deadly force may be used only when the officer has a reasonable belief that the subject of such force poses an imminent danger of death or serious physical injury to the officer or to another person, and the use of lesser force is not possible or would not extinguish the threat.

By way of example, but not limitation:

- A. Deadly force generally may not be used to prevent the escape of a fleeing suspect unless that individual poses an imminent threat to the safety of others.
- B. Firearms may not be fired for the purpose of disabling moving vehicles.
- C. Firearms may not be discharged at or from a moving vehicle.
- D. Warning shots are not permitted.

If feasible and if to do so would not increase the danger to the Security Professional or others, a verbal warning to submit to the authority of the officer shall be given prior to the use of deadly force.

When the decision is made to use force, a Security Professional may continue its application only until the subject surrenders or otherwise no longer poses an imminent danger to the officer or to others.

When the application of deadly force is necessary, attempts to wound or otherwise cause minor injury are unrealistic and impractical, and can prove dangerous to the officer and others because such attempts are unlikely to neutralize the imminent danger he or she confronts.

The brandishing of an un-holstered firearm in a public setting is strictly prohibited unless the situation warrants the use of deadly force as stated herein. Even when deadly force is permissible, armed security officers should assess whether its use creates a danger to third parties that outweighs the likely benefits of its use. Consideration must be given to innocent bystanders and shall not unreasonably endanger the safety or welfare of bystanders.

### **Additional Criteria for All Uses of Force**

Whether deadly or less lethal, when force is used against a person it must cease when the resistance or threat is overcome. Allied Universal Security guards must be mindful that the purpose of force is to overcome aggression or threats and only to protect the lives of the officer or other persons. The application of force for any other purpose is not justified.

Allied Universal security officers will exercise only that level of force necessary to de-escalate an incident and safely achieve control. As indicated by the Use of Force Continuum, whenever feasible, verbal commands should be given before resort to physical compliance techniques or the use of O.C. spray, a baton, or stun device. The level of force necessary to safely achieve control will logically be proportionate with the level of resistance confronted.

Allied Universal security officers must be mindful that in all circumstances, disengagement in favor of calling law enforcement authorities is the proper choice provided doing so does not endanger the safety of the officer or other individuals.

### **Acknowledgement:**

I hereby acknowledge that I have received, read, fully understand, and agree to abide by this *Use of Force and Reporting Policy* as well as the Firearms, Less Lethal Weapons, Defensive Tactics Training and Equipment Policy and summary information provided herein.

---

**Signature**

**Date**

## IV. Firearms Receipt/Use Acknowledgement

(Complete one of three sections below.)

### A. Company Issued Firearm

I hereby acknowledge that I have received a \_\_\_\_\_ (firearm make and model), Serial # \_\_\_\_\_, from Allied Universal Security Services for use while on-duty at a specific client site as an armed Security Officer. I understand that I may carry this firearm only as authorized at the client site, and then loaded only with Allied Universal Security Services authorized ammunition.

I agree to return the firearm, holster, speed loaders, ammunition, and any other associated Allied Universal owned equipment to the Company immediately upon my removal or transfer from the client site, or upon my separation from the Company.

### B. Law Enforcement Agency Firearm

I am a sworn law enforcement / peace officer of the \_\_\_\_\_ (law enforcement agency), and have subject to Allied Universal's approval elected to carry my department-issued firearm, a \_\_\_\_\_ (firearm make and model), Serial # \_\_\_\_\_, while employed as an armed Allied Universal Security Services Officer. I further state that I have the express written permission of the law enforcement agency by which I am employed to carry this firearm while on Allied Universal Security Services official business, and will carry evidence of that written permission on my person as required by state, county, and local rules and regulations.

### C. Personally Owned Firearm

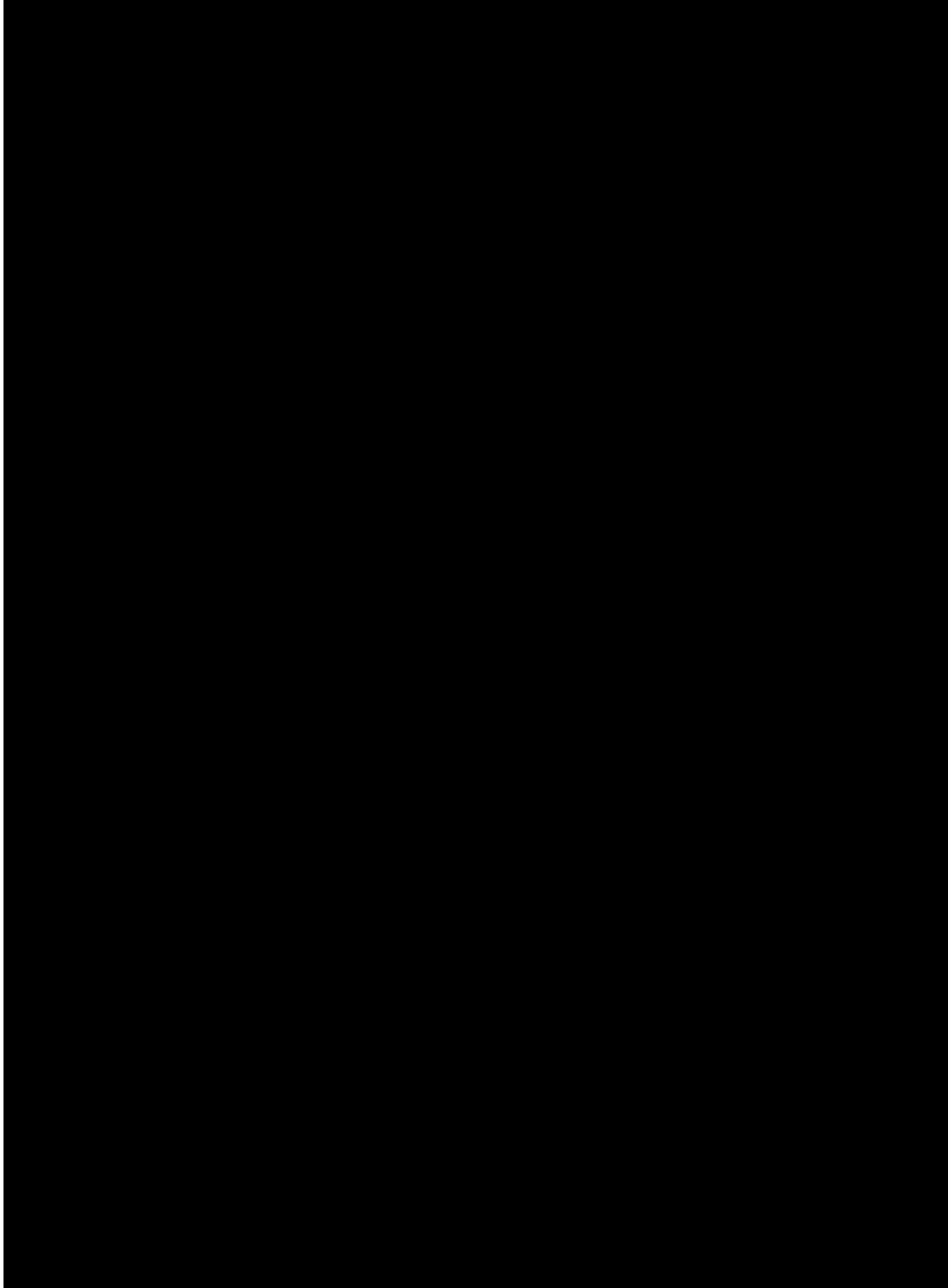
Subject to the approval of Allied Universal Security Services and with the concurrence of the client, I have elected to carry my personally owned firearm, a \_\_\_\_\_ (firearm make and model), Serial # \_\_\_\_\_, while employed as an armed Allied Universal Security Professional.

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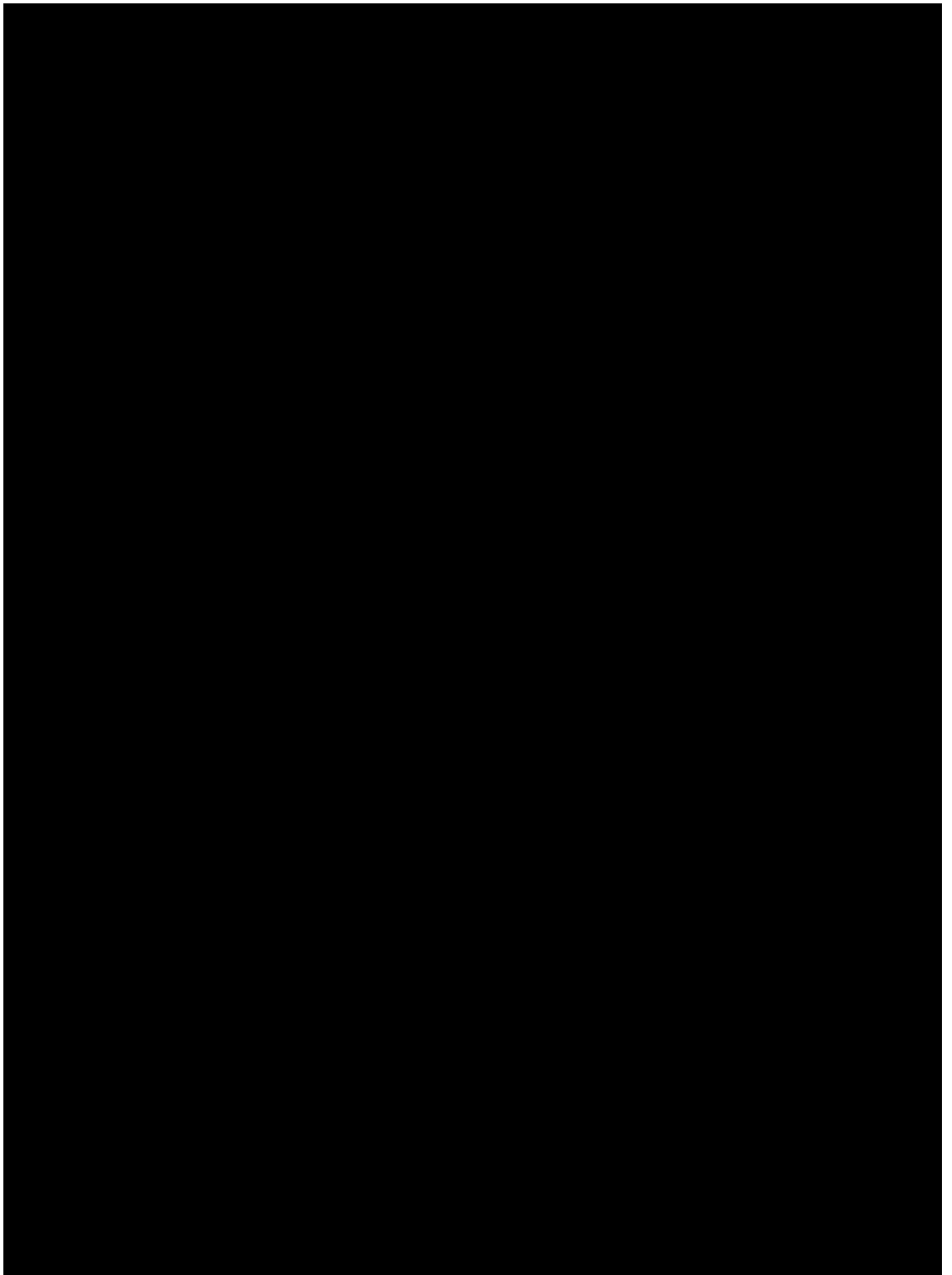
**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

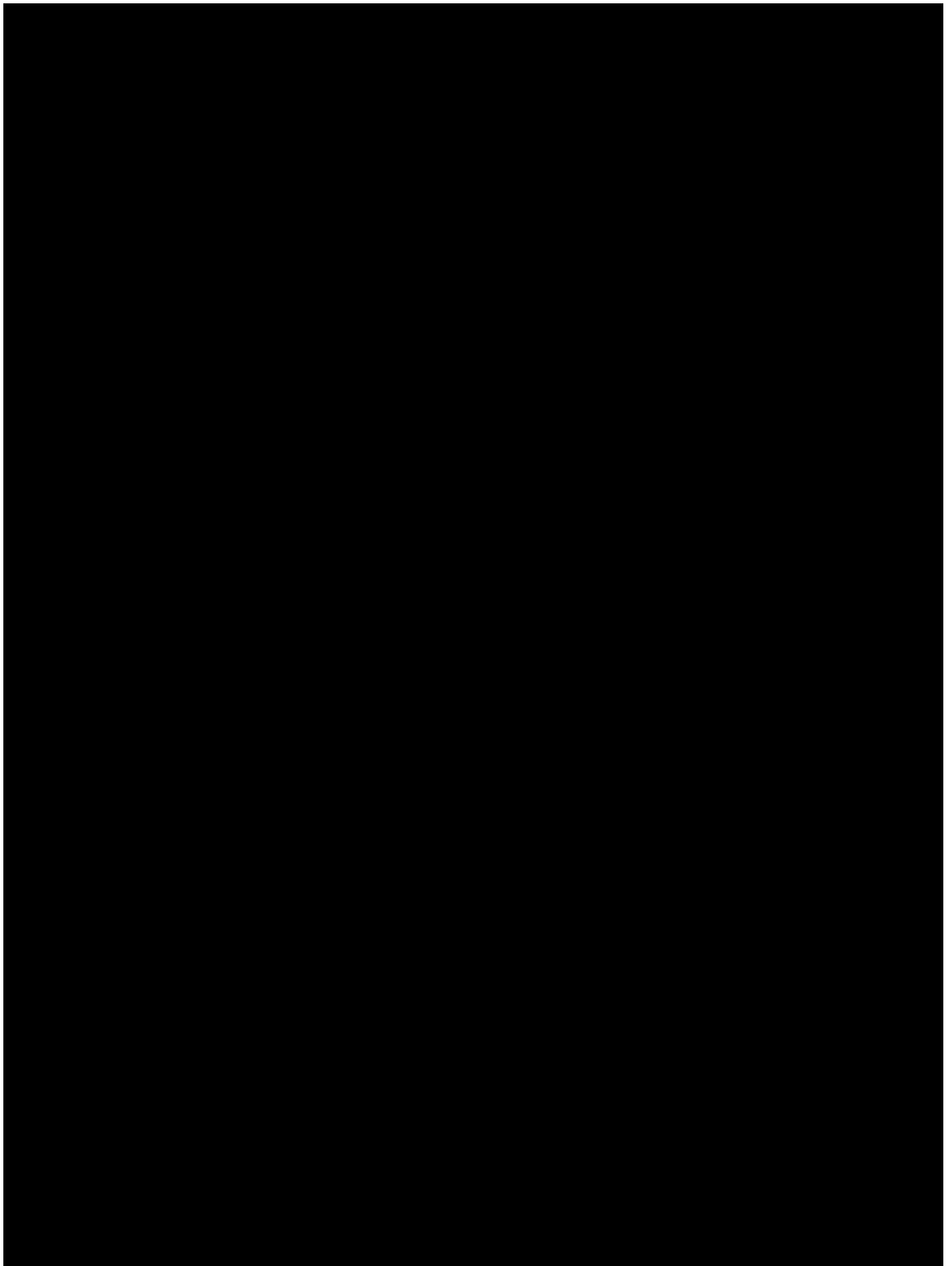
Distribution: 1 – Employee Personnel File  
 1 – Account / Client Location

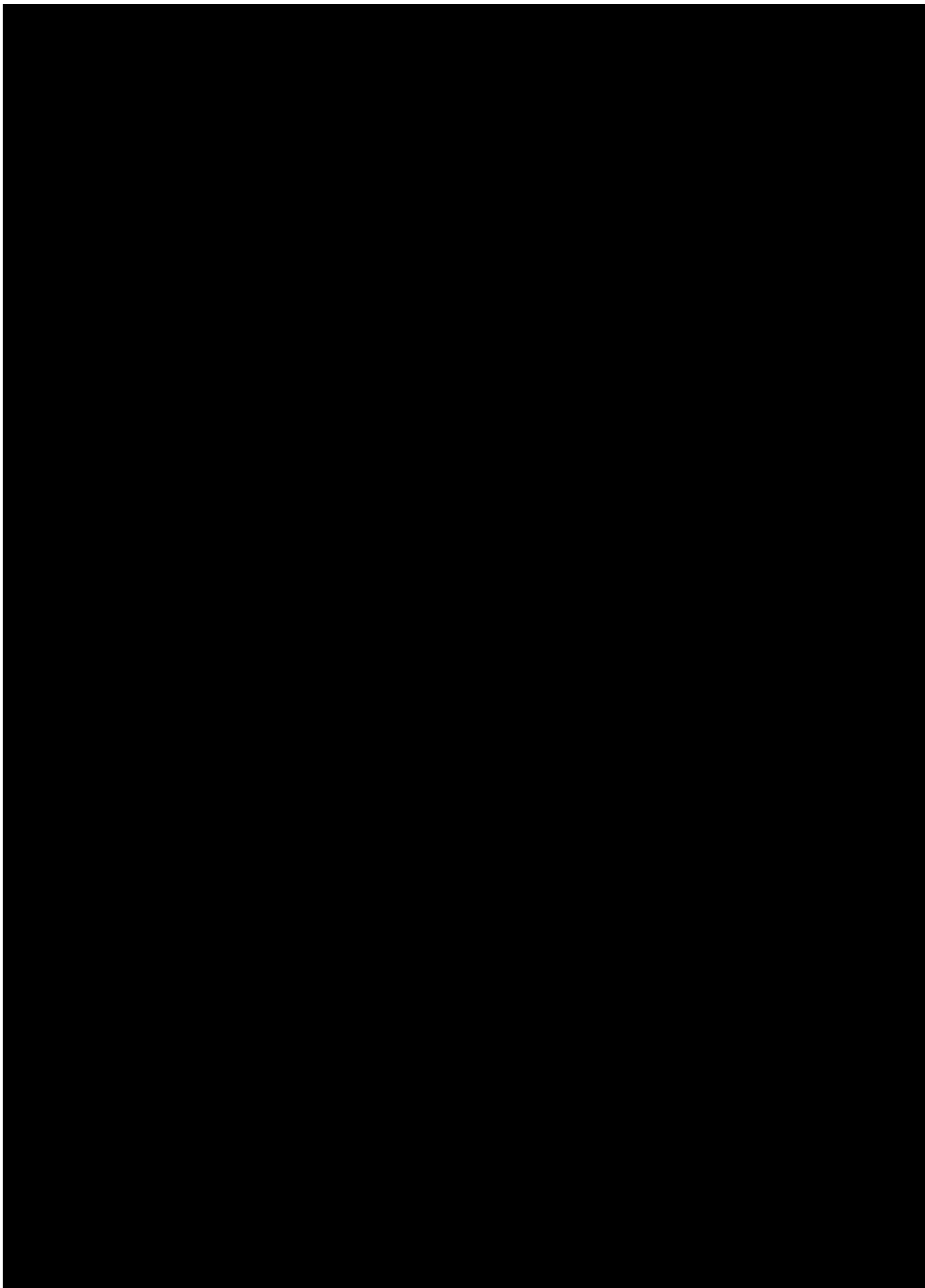
**EXHIBIT C: Financial Information (Allied Universal)**

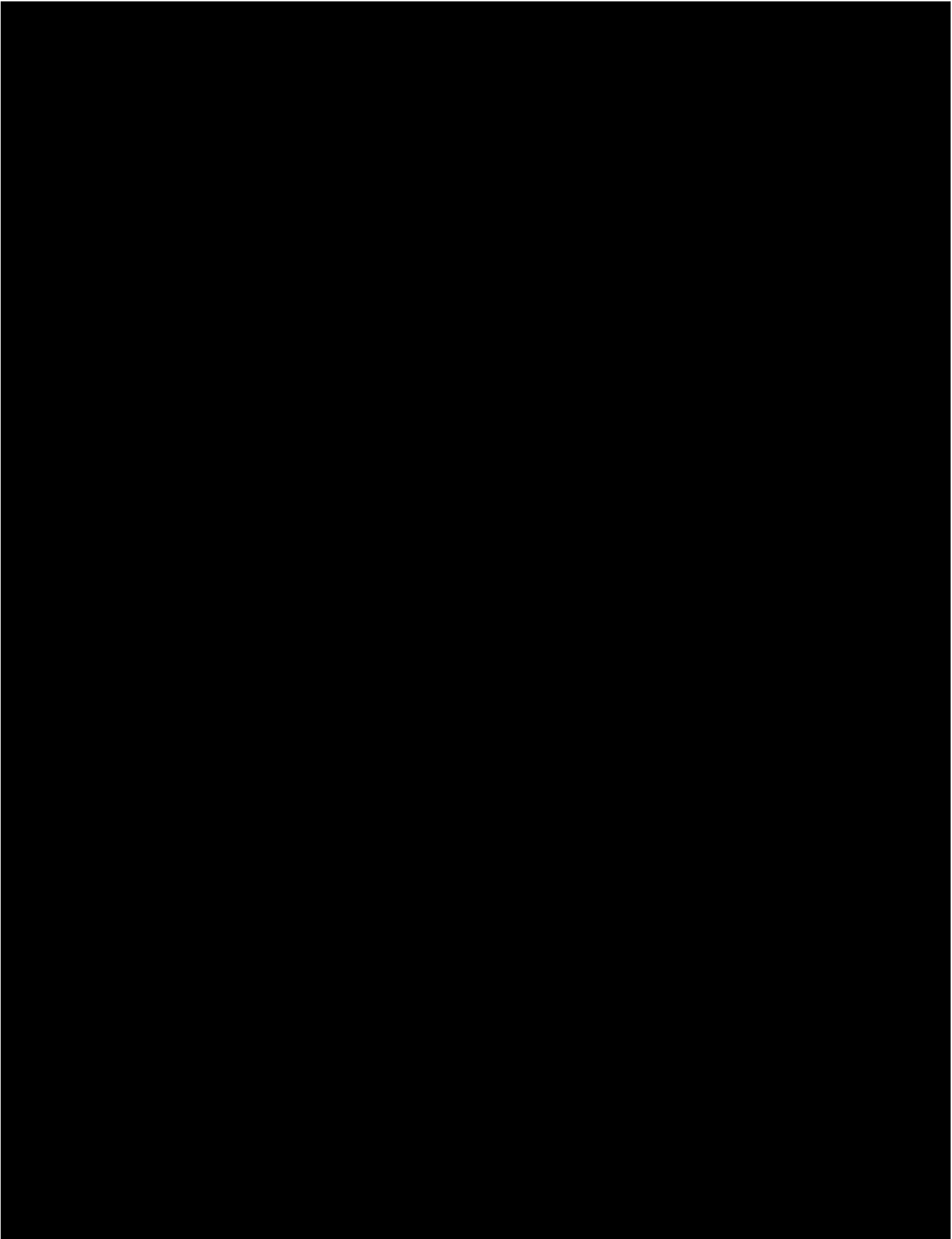


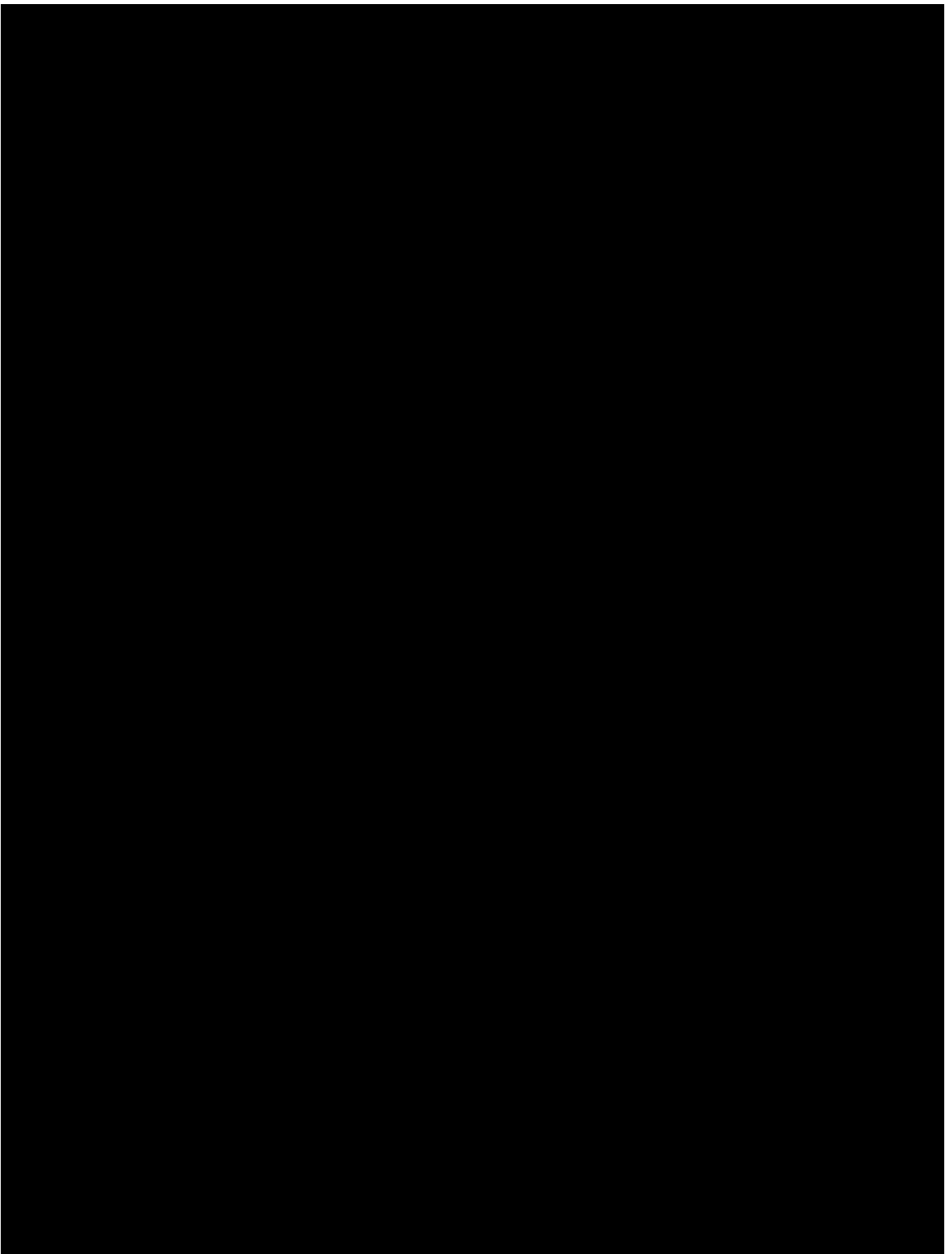


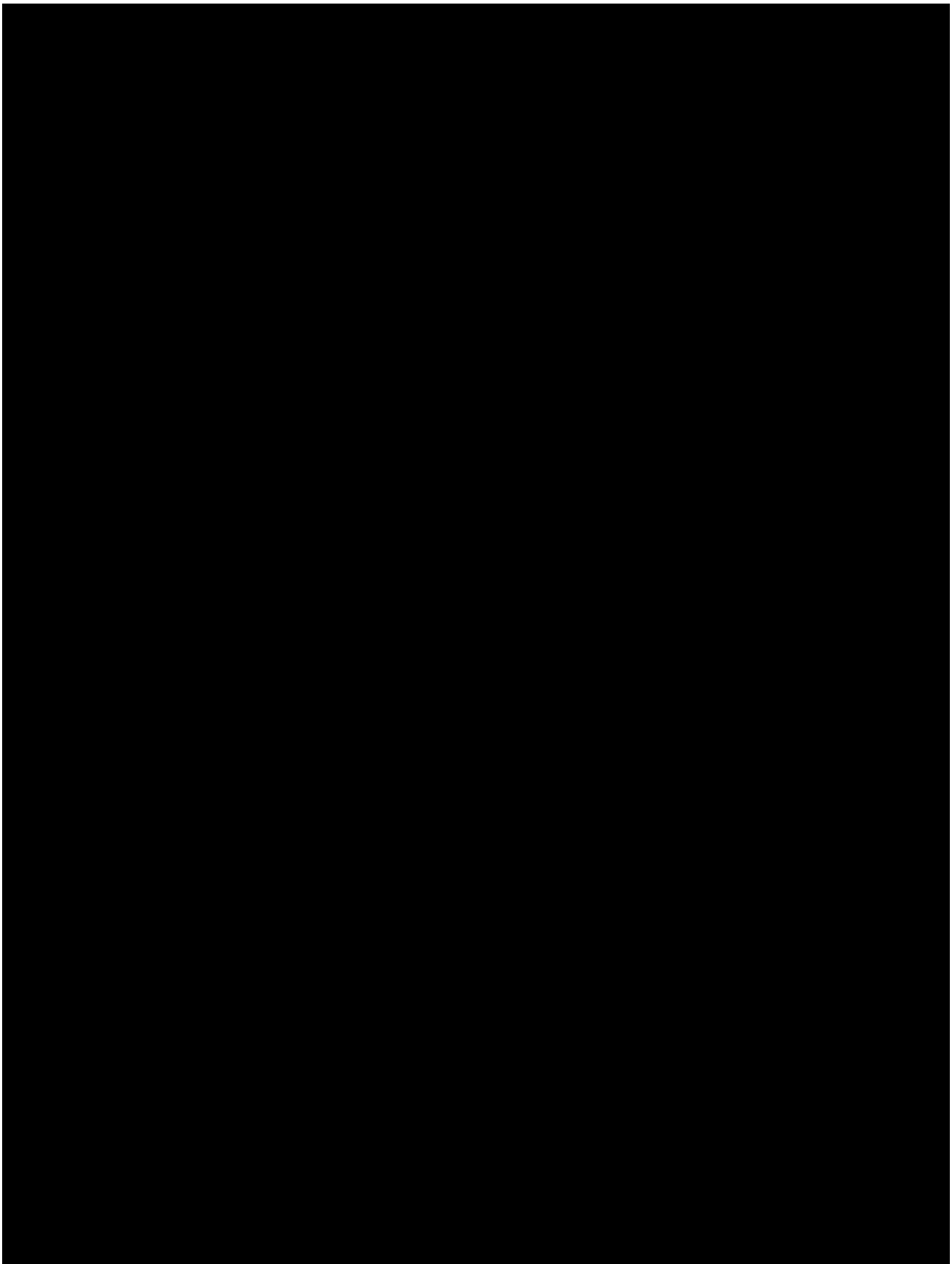


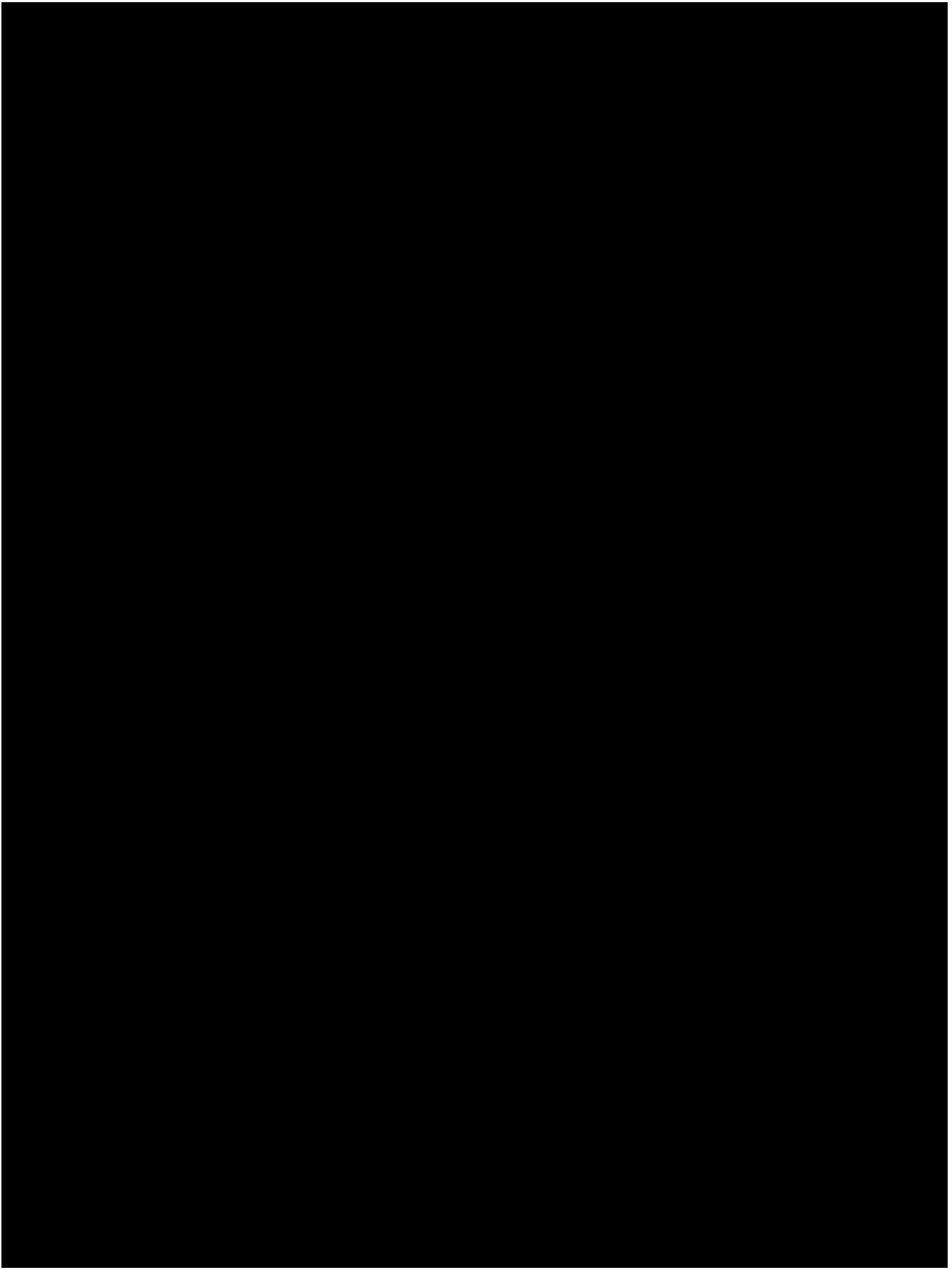












## **EXHIBIT D: Financial Information (Dun & Bradstreet Report)**

**Please review the Subsequent Pages for more information pertaining to the Dun & Bradstreet Report for Allied Universal.**

These documents provide the Dun & Bradstreet Report run on Allied universal. If PLCB requires further information regarding the contents please reach out directly and we will accommodate your request.



LIVE REPORT

UNIVERSAL SERVICES OF AMERICA, LP

TRADING AS: SUBSIDIARY OF ALLIED UNIVERSAL TOPCO LLC, SANTA ANA, CA, US

**D-U-N-S**

**Number:**

**Phone:** +1 866-877-1965

**Address:** 1551 N Tustin Ave Fl 6 Ste 650,Santa Ana, CA, 92705, United States Of America

**Web:** www.aus.com

**Endorsement:**stephen.gramiak@aus.com

Summary

KEY DATA ELEMENTS (Formerly SCORE BAR)

KDE Name	Current Status	Details
Delinquency Score	11	Moderate to High Risk of severe payment delinquency.

PAYDEX® TREND CHART

This Company Industry Benchmark

OWNERSHIP

Subsidiaries: 7 Branches: 12 Total Members: 239

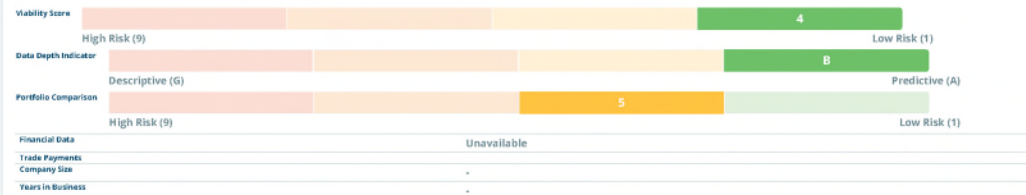
This company is a Headquarters, Parent, Subsidiary.

	Global Ultimate	Domestic Ultimate
Name	ALLIED UNIVERSAL TOPCO LLC	ALLIED UNIVERSAL TOPCO LLC
Country	UNITED STATES	UNITED STATES
D-U-N-S		
Others		

LEGAL EVENTS

Events	Occurrences	Last Filed
Bankruptcies	0	-
Judgements	1	08/21/2019
Liens	15	01/12/2021
Suits	8	07/16/2020
UCC	168	04/08/2021

VIABILITY RATING SUMMARY



COMPANY PROFILE

<b>D-U-N-S</b>	<b>Mailing Address</b>	<b>Annual Sales</b>
	PO Box 14417 Santa Ana, CA, 92705, UNITED STATES	2,000,000,000
<b>Legal Form</b>	<b>Telephone</b>	<b>Employees</b>
Limited Partnership	+1 866-877-1965	150,000-100 More
<b>History Record</b>	<b>Website</b>	<b>Age (Year Started)</b>
Clear	www.aus.com	20 Years (2001)
<b>Date Incorporated</b>	<b>Present Control Succeeded</b>	<b>Named Principal</b>
12/29/2009	2016	Steve Jones, CEO
<b>State of Incorporation</b>		<b>Line of Business</b>
CALIFORNIA		Detective/armeded car services
<b>Ownership</b>		
Not publicly traded		

STOCK PERFORMANCE	
<b>History</b>	<b>Performance</b>
Daily High	P/E:
52-Week High	EPS:
	Div/Yield:

WEB & SOCIAL
<ul style="list-style-type: none"> <li>Allied Universal Hiring 200 people in and around Lehigh Valley as demand jumps for security services. <a href="#">The Morning Call</a> 15-Feb-2021</li> <li>Allied Universal reappoints Cress Kennedy to the New York board supporting the Workforce Innovation and Opportunity Act. <a href="#">SourceSecurity.com</a> 27-Jun-2021</li> <li>Allied Universal's Regional President Reappointed to the Board for Workforce Innovation and Opportunity Act. <a href="#">Security Distributing and Marketing</a> 25-Jan-2021</li> </ul>

The scores and ratings included in this report are designed as a tool to assist the user in making their own credit related decisions, and should be used as part of a balanced and complete assessment relying on the knowledge and expertise of the reader, and where appropriate on other information sources. The score and rating models are developed using statistical analysis in order to generate a prediction of future events. Dun & Bradstreet monitors the performance of thousands of businesses in order to identify characteristics common to specific business events. These characteristics are weighted by significance to form rules within its models that identify other businesses with similar characteristics in order to provide a score or rating.

Dun & Bradstreet's scores and ratings are not a statement of what will happen, but an indication of what is more likely to happen based on previous experience. Though Dun & Bradstreet uses extensive procedures to maintain the quality of its information, Dun & Bradstreet cannot guarantee that it is accurate, complete or timely, and this may affect the included scores and ratings. Your use of this report is subject to applicable law, and to the terms of your agreement with Dun & Bradstreet.

### Risk Assessment

**D&B RISK ASSESSMENT**

OVERALL BUSINESS RISK					MAXIMUM CREDIT RECOMMENDATION
HIGH	<b>MODERATE-HIGH</b>	MODERATE	LOW-MODERATE	LOW	<b>US\$ 1,500,000</b>

Dun & Bradstreet thinks...

- Overall assessment of this organization over the next 12 months: **SIGNIFICANT-STABILITY-CONCERNS**
- Based on the predicted risk of business discontinuation: **MODERATELY-HIGHER-THAN-AVERAGE-RISK-OF-FINANCIAL-STRESS**
- Based on the predicted risk of severely delinquent payments: **HEIGHTENED POTENTIAL FOR SEVERELY DELINQUENT PAYMENTS**

The recommended limit is based on a moderately high probability of severe delinquency or b

### D&B VIABILITY RATING SUMMARY

The D&B Viability Rating uses D&B's proprietary analytics to compare the most predictive business risk indicators and deliver a highly reliable assessment of the probability that a company will go out of business, become dormant/inactive, or file for bankruptcy/insolvency within the next 12 months. The D&B Viability Rating is made up of 4 components:

<p><b>Viability Score</b> Compared to All US Businesses within the D&amp;B Database:</p> <ul style="list-style-type: none"> <li>Level of Risk: <b>Low Risk</b></li> <li>Businesses ranked 4 have a probability of becoming no longer viable: <b>5 %</b></li> <li>Percentage of businesses ranked 4: <b>14 %</b></li> <li>Across all US businesses, the average probability of becoming no longer viable: <b>14 %</b></li> </ul>	<p><b>Portfolio Comparison</b> Compared to All US Businesses within the same MODEL SEGMENT:</p> <ul style="list-style-type: none"> <li>Model Segment: <b>Established Trade Payments</b></li> <li>Level of Risk: <b>Moderate Risk</b></li> <li>Businesses ranked 5 within this model segment have a probability of becoming no longer viable: <b>5 %</b></li> <li>Percentage of businesses ranked 5 with this model segment: <b>11 %</b></li> <li>Within this model segment, the average probability of becoming no longer viable: <b>5 %</b></li> </ul>
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<p><b>Data Depth Indicator</b> Data Depth Indicator:</p> <ul style="list-style-type: none"> <li>✓ Rich Firmographics</li> <li>✓ Extensive Commercial Trading Activity</li> <li>✓ Basic Financial Attributes</li> </ul> <p>Greater data depth can increase the precision of the D&amp;B Viability Rating assessment.</p> <p>To help improve the current data depth of this company, you can ask D&amp;B to make a personalized request to this company on your behalf to obtain its latest financial information. To make the request, click the link below. Note, the company must be saved to a folder before the request can be made.</p> <p><b>Request Financial Statements</b></p> <p>Reference the FINANCIALS tab for this company to monitor the status of your request.</p>	<p><b>Company Profile:</b> Company Profile Details:</p> <ul style="list-style-type: none"> <li>Financial Data: <b>False</b></li> <li>Trade Payments:</li> <li>Company Size:</li> <li>Years in Business:</li> </ul> <p><b>Z</b> Subsidiary</p>
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**FAILURE SCORE** FOR MONTHLY FINANCIAL STRESS SCORE

High Risk (7)	<b>2</b>				Low Risk (100)
---------------	----------	--	--	--	----------------

- Low proportion of satisfactory payment experiences to total payment experiences
- UCC Filings reported
- High number of enquiries to D&B over last 12 months
- Evidence of open liens and judgments
- High proportion of slow payment experiences to total number of payment experiences

- High proportion of past due balances to total amount owing

<b>Level of Risk</b> Moderate-High	<b>Raw Score</b> 1354	<b>Probability of Failure</b> 2.29 %	<b>Average Probability of Failure for Businesses in D&amp;B Database</b> 0.48
---------------------------------------	--------------------------	---	--

**Business and Industry Trends**

FAILURE SCORE
 Industry Median Quartile

**BUSINESS AND INDUSTRY COMPARISON**

Selected Segments of Business Attributes

	Norms	National %
This Business	2	
Region:(PACIFIC)	52	
Industry:BUSINESS, LEGAL AND ENGINEERING SERVICES	52	
Employee range:(500+)	61	
Years in Business:(3-5)	39	

**DELINQUENCY SCORE** (CONSUMER COMMERCIAL CREDIT SCORE)

High Risk (1) | 11 | Low Risk (100)

- Proportion of slow payments in recent months
- Proportion of past due balances to total amount owing
- Increase in proportion of delinquent payments in recent payment experiences
- Higher risk industry based on delinquency rates for this industry
- Limited time under present management control
- Evidence of open suits, liens, and judgments

<b>Level of Risk</b> Moderate-High	<b>Raw Score</b> 453	<b>Probability of Delinquency</b> 12.17 %	<b>Compared to Businesses in D&amp;B Database</b> 10.2 %
---------------------------------------	-------------------------	--	---

**Business and Industry Trends**

DELINQUENCY SCORE
 Industry Median Quartile

**BUSINESS AND INDUSTRY COMPARISON**

Selected Segments of Business Attributes

	Norms	National %
This Business	11	
Region:(PACIFIC)	50	
Industry:BUSINESS, LEGAL AND ENGINEERING SERVICES	43	
Employee range:	-	
Years in Business:(3-5)	43	

**D&B PAYDEX**

High Risk (1) | 74 | Low Risk (100)

When weighted by amount, Payments to suppliers average 9 days beyond terms

- High risk of late payment (Average)
- Medium risk of late payment (Aver)
- Low risk of late payment (Average)

**3 MONTHS - D&B PAYDEX**

High Risk (1) | 69 | Low Risk (100)

Based on payments collected 3 months ago. When weighted by amount, Payments to suppliers average 16 days beyond terms

- High risk of late payment (Average)
- Medium risk of late payment (Aver)
- Low risk of late payment (Average)

Business and Industry Trends

PAYDEX
 Industry Lower Quartile
 Industry Median Quartile
 Industry Upper Quartile

7381 - Dataflex/Armored car services

**D&B RATING**

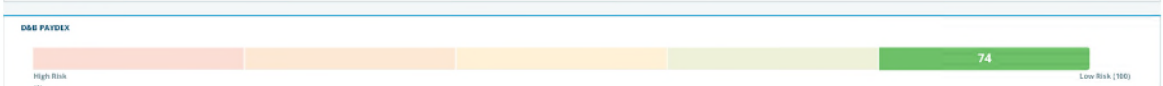
Current Rating as of 09/28/2020 | History since 06/02/2009

Special Rating	Date Applied	D&B Rating
Undetermined	06/04/2019	1R4
	10/28/2016	--
	07/16/2015	1R4
	06/23/2014	1R3
	06/04/2014	1R2

**Trade Payments**

**TRADE PAYMENTS SUMMARY** (based on 24 months of data)

Overall Payment Behaviour <b>9</b> Days Beyond Terms	% of Trade Within Terms <b>68%</b>	Highest Past Due <b>US\$ 30,000</b>
Highest Now Owing: US\$ 430,300	Total Trade Experiences: 47 Largest High Credit: US\$ 100,000 Average High Credit: US\$ 35,016	Total Unfavorable Comments: 0 Largest High Credit: US\$ 0 Total Placed in Collections: 0 Largest High Credit: US\$ 0



When weighted by amount, Payments to suppliers average 9 days beyond terms

- High risk of late payment (Average 90 to 120 days beyond terms)
- Medium risk of late payment (Average 30 days or less beyond terms)
- Low risk of late payment (Average prompt to 30+ days sooner)

**BUSINESS AND INDUSTRY TRENDS**

Based on 24 months of data

7361 - Detachable framed car services

▲ PAYDEX   ■ Industry Lower Quartile   |   ■ Industry Median Quartile   ■ Industry Upper Quartile

**TRADE PAYMENTS BY CREDIT EXTENDED** (Based on 12 months of data)

Range of Credit Extended (US\$)	Number of Payment Experiences	Total Value	% Within Terms
100,000 & over	5	US\$ 1,600,000	85
50,000 - 99,999	0	US\$ 0	0
15,000 - 49,999	1	US\$ 15,000	50
5,000 - 14,999	4	US\$ 27,500	54
1,000 - 4,999	6	US\$ 7,500	40
Less than 1,000	12	US\$ 2,450	86

**TRADE PAYMENTS BY INDUSTRY (BASED ON 24 MONTHS OF DATA)**

Collapse All | Expand All

Industry Category	Number of Payment Experiences	Largest High Credit (US\$)	% Within Terms (Expand to View)	1 - 30 Days Late (%)	31 - 60 Days Late (%)	61 - 90 Days Late (%)	91 + Days Late (%)
-27 - Printing, Publishing and Allied Industries	1	250					
2741 - Misc publishing	1	250	100	0	0	0	0
-35 - Industrial and Commercial Machinery and Computer Equipment	1	100,000					
3572 - Mfg computer storage	1	100,000	50	50	0	0	0
-48 - Communications	7	800,000					
4813 - Telephone communications	6	100,000	100	0	0	0	0
4812 - Radiotelephone commun	1	800,000	100	0	0	0	0
-50 - Wholesale Trade - Durable Goods	1	1,000					
5065 - Whol electronic parts	1	1,000	50	50	0	0	0
-51 - Wholesale Trade - Non-durable Goods	1	50					
5113 - Whol service paper	1	50	100	0	0	0	0
-61 - Nondepository Credit Institutions	5	200,000					
6159 - Misc business credit	4	7,500	0	30	58	0	3
6153 - Short-term busin credit	1	200,000	0	50	50	0	0
-73 - Business Services	8	400,000					
7389 - Misc business service	3	400,000	100	0	0	0	0
7363 - Help supply service	2	1,000	75	25	0	0	0
7361 - Employment	2	250	71	0	0	0	29

agency								
7374 - Data processing svcs	1	250	100	0	0	0	0	0
*97- Engineering Accounting Research Management and Related Services	1	15,000						
8734 - Testing laboratory	1	15,000	50	0	0	50	0	0
*91- Executive Logistic and General Government except Finance	1	250						
9111 - Executive office	1	250	0	100	0	0	0	0
*90- Public Finance Taxation and Monetary Policy	1	500						
9011 - Public Finance	1	500	100	0	0	0	0	0
*96- Administration of Economic Programs	1	50						
9611 - Admin economic prgm	1	50	100	0	0	0	0	0
*99- Nonclassifiable Establishments	1	1,000						
9999 - Nonclassifed	1	1,000	100	0	0	0	0	0

TRADE LINES

Date of Experience	Payment Status	Selling Terms	High Credit (US\$)	Now Owes (US\$)	Past Due (US\$)	Months Since Last Sale
2/21	Pays Promptly	-	70,000	70,000	0	1
2/21	Pays Promptly	-	250	0	0	1
2/21	Pays Promptly	-	50	0	0	Between 6 and 12 Months
2/21	Pays Prompt to Slow 30-	-	1,000	500	0	1
2/21	Pays Prompt to Slow 30-	-	15,000	0	0	Between 2 and 3 Months
2/21	Pays Slow 30-60-	Lease Agreement	7,500	7,500	5,000	1
2/21	Pays Slow 30-60-	-	5,000	0	0	Between 6 and 12 Months
2/21	Pays Slow 60-	Lease Agreement	2,500	2,500	2,500	1
2/21	Pays Slow 60-120-	-	1,000	0	0	Between 2 and 3 Months
2/21	Pays Slow 120-	-	100	100	100	-
2/21	-	Cash account	750	0	0	1
2/21	-	Cash account	500	0	0	1
2/21	-	Cash account	250	0	0	Between 2 and 3 Months
2/21	-	Cash account	250	0	0	1
2/21	-	-	250	0	0	Between 7 and 5 Months
2/21	-	Cash account	50	0	0	1
2/21	-	Cash account	50	0	0	Between 7 and 5 Months
2/21	-	Cash account	50	0	0	1
3/21	Pays Promptly	-	100,000	0	0	1
3/21	Pays Promptly	-	7,500	2,500	0	1
3/21	Pays Promptly	-	7,500	500	0	1
3/21	Pays Promptly	-	500	0	0	Between 2 and 3 Months
3/21	Pays Promptly	-	100	100	0	1
3/21	Pays Promptly	-	100	0	0	1
3/21	Pays Promptly	-	50	50	0	1
3/21	Pays Prompt to Slow 30-	-	100,000	0	0	Between 6 and 12 Months
3/21	Pays Prompt to Slow 30-	-	1,000	1,000	1,000	1
3/21	Pays Slow 30-60-	N30	200,000	55,000	30,000	1
3/21	-	Cash account	50	0	0	1
3/21	-	Cash account	50	0	0	1
3/21	-	Cash account	50	0	0	Between 2 and 3 Months
3/21	-	Cash account	500	0	0	1
3/21	-	Cash account	50	0	0	Between 2 and 3 Months
3/21	-	Cash account	50	0	0	Between 6 and 12 Months
3/21	-	Cash account	50	0	0	Between 7 and 5 Months
3/21	Pays Promptly	-	500	0	0	1
3/21	-	Cash account	250	0	0	1
3/21	-	Cash account	250	0	0	1
3/21	Pays Slow	-	250	0	0	1
3/21	-	Cash account	100	0	0	1
3/21	Pays Promptly	-	900,000	0	0	Between 6 and 12 Months
3/21	Pays Prompt to Slow 60-	-	0	0	0	Between 6 and 12 Months
3/21	-	Cash account	50	0	0	1
3/13	Pays Promptly	-	50	0	0	Between 6 and 12 Months
3/13	-	-	500	0	0	Between 6 and 12 Months
3/13	Pays Promptly	-	250	0	0	Between 7 and 5 Months
3/13	Pays Promptly	N30	250	0	0	Between 6 and 12 Months

OTHER PAYMENT CATEGORIES			
	Other Payment Categories	Experience	Total Amount
Cash experiences		15	JS\$ 3,250
Payment record - unknown		2	JS\$ 720
Unfavorable comments		0	JS\$ 0
Placed for collections		0	JS\$ 0
Total in D&B's file		47	JS\$ 1,056,420

### Corporate Linkage

Increase your understanding of the links and risks between your customers and suppliers with D&B's Interactive Global Family Tree

### DOMESTIC ULTIMATE

Company	City, State	D-U-N-S® NUMBER
ALLIED UNIVERSAL TOPCO LLC	SANTA ANA, California	[REDACTED]

### PARENT

Company	City, State	D-U-N-S® NUMBER
ALLIED UNIVERSAL HOLDCO LLC	SANTA ANA, California	[REDACTED]

### SUBSIDIARIES (DOMESTIC)

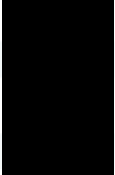
Company	City, State	D-U-N-S® NUMBER
SFI ELECTRONICS, LLC	CHARLOTTE, North Carolina	[REDACTED]
UNIVERSAL BUILDING MAINTENANCE, LLC	SANTA ANA, California	[REDACTED]
UNIVERSAL PROTECTION SECURITY SYSTEMS, LP	SANTA ANA, California	[REDACTED]
CYPRESS PRIVATE SECURITY, LP	SAN FRANCISCO, California	[REDACTED]
SECURADYNE SYSTEMS INTERMEDIATE LLC	CARROLLTON, Texas	[REDACTED]
COVENANT SECURITY SERVICES, LTD.	PHILADELPHIA, Pennsylvania	[REDACTED]
PHOENIX SYSTEMS & SERVICE, INC.	CAROL STREAM, Illinois	[REDACTED]

### BRANCHES (DOMESTIC)

Company	City, State	D-U-N-S® NUMBER
UNIVERSAL SERVICES OF AMERICA, LP	PHOENIX, Arizona	[REDACTED]
UNIVERSAL SERVICES OF AMERICA, LP	SAN JOSE, California	[REDACTED]
UNIVERSAL SERVICES OF AMERICA, LP	TEMPE, Arizona	[REDACTED]
UNIVERSAL SERVICES OF AMERICA, LP	SALINAS, California	[REDACTED]
UNIVERSAL SERVICES OF AMERICA, LP	PALM DESERT, California	[REDACTED]
UNIVERSAL SERVICES OF AMERICA, LP	GREENWOOD VILLAGE, Colorado	[REDACTED]
UNIVERSAL SERVICES OF AMERICA, LP	SAN ANTONIO, Texas	[REDACTED]
UNIVERSAL SERVICES OF AMERICA, LP	TUCSON, Arizona	[REDACTED]
UNIVERSAL SERVICES OF AMERICA, LP	CONSHOHOCKEN, Pennsylvania	[REDACTED]
UNIVERSAL SERVICES OF AMERICA, LP	LOS ANGELES, California	[REDACTED]
UNIVERSAL SERVICES OF AMERICA, LP	WYOMING, Michigan	[REDACTED]
UNIVERSAL SERVICES OF AMERICA, LP	SANTA ANA, California	[REDACTED]



**AFFILIATES (DOMESTIC)**

Company	City, State	D-U-N-S® NUMBER
ALLIEDBARTON SECURITY SERVICES LLC	CONSHOHOCKEN , Pennsylvania	
ADVENT SYSTEMS, LLC	ELMHURST , Illinois	
SECURAMERICA, LLC	ATLANTA , Georgia	
SERVICE WORKS INC.	FARMINGDALE , New Jersey	

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**Legal Events**

The following Public Filing data is for information purposes only and is not the official record. Certified copies can only be obtained from the official source.

Bankruptcies	Judgments	Liens	Suits	UCCs
<b>No</b>	<b>1</b>	<b>15</b>	<b>8</b>	<b>168</b>

**JUDGMENTS**

**Judgement** [Go to judgement](#)

Filing Date	08/21/2019
Filing Number	19-0140211
Status	Judgment
Date/Status Retained	08/21/2019
Retained Date	11/14/2019
Amount	J\$5,850
Debtors	ALLIED BARTON SECURITY SERVICES LLC
Creditors	JAMES W. CLARK
Court	NEW JERSEY COUNTY VULNERABILITY COURT, CIVIL DIVISION

**Liens** [Go to liens](#)

Filing Date	01/12/2021
Filing Number	003992320
Status	Open
Date/Status Retained	01/12/2021
Retained Date	01/17/2021
Amount	J\$5,30,177
Debtors	JAMES W. CLARK
Creditors	THE STATE OF NEW YORK
Court	NEW YORK COUNTY SUPERIOR COURT, NEW YORK, NY

**Liens** [Go to liens](#)

Filing Date	01/08/2020
Filing Number	2020-00307
Status	Open
Date/Status Retained	01/08/2020
Retained Date	02/05/2020
Amount	J\$5,60,253
Debtors	JAMES W. CLARK
Creditors	THE STATE OF NEW YORK
Court	NEW YORK COUNTY SUPERIOR COURT, NEW YORK, NY

**Liens** [Go to liens](#)

Filing Date	11/13/2019
Filing Number	19-2746502712
Status	Open

Date Status Attained	11/13/2019
Received Date	12/27/2019
Amount	US\$ 55,947
Debtors	UNIVERSAL SERVICES OF AMERICAN LP AND OTHERS
Creditors	EMPLOYMENT DEVELOPMENT DEPARTMENT
Court	SECRETARY OF STATE/JUCC DIVISION, SACRAMENTO, CA
Lien - Tax Lien	
Filing Date	04/10/2019
Filing Number	2019-04028
Status	Open
Date Status Attained	04/10/2019
Received Date	07/11/2019
Amount	US\$ 2,375
Debtors	UNIVERSAL SERVICES OF AMERICA INC
Creditors	PENNSYLVANIA BUREAU OF COMPLIANCE
Court	CUMBERLAND COUNTY PROTHONOTARY, CARLISLE, PA
Lien - Tax Lien	
Filing Date	02/14/2019
Filing Number	10210413
Status	Open
Date Status Attained	02/14/2019
Received Date	04/16/2019
Amount	US\$ 2,027
Debtors	UNIVERSAL SERVICES OF AMERICA LP, CONSHOHOCKEN, PA
Creditors	IL DEPT OF REVENUE
Court	SANGAMON COUNTY RECORDER OF DEEDS, SPRINGFIELD, IL
Lien - Tax Lien	
Filing Date	06/05/2018
Filing Number	2308/3716
Status	Open
Date Status Attained	06/05/2018
Received Date	07/19/2018
Amount	US\$ 10,619
Debtors	UNIVERSAL SERVICES OF AMERICA INC
Creditors	SOUTH CAROLINA DEPARTMENT OF REVENUE
Court	RICHLAND COUNTY REGISTER OF DEEDS, COLUMBIA, SC
Lien - Tax Lien	
Filing Date	11/22/2017
Filing Number	201711220166614
Status	Open
Date Status Attained	11/22/2017
Received Date	12/08/2017
Amount	US\$ 378
Debtors	UNIVERSAL SERVICES OF AMERICA
Creditors	STATE OF OHIO
Court	FRANKLIN COUNTY RECORDER OF DEEDS, COLUMBUS, OH
Lien - Tax Lien	
Filing Date	10/06/2017
Filing Number	17055301
Status	Open
Date Status Attained	10/06/2017
Received Date	11/08/2017
Amount	US\$ 77
Debtors	UNIVERSAL PROTECTION SERVICE, SALINAS, CA



<b>Creditors</b>	TAX COLLECTOR
<b>Court</b>	MONTEREY COUNTY RECORDER, SALINAS, CA
<b>Lien - Tax Lien</b>	
<b>Filing Date</b>	12/27/2016
<b>Filing Number</b>	2016000656810
<b>Status</b>	Open
<b>Date Status Attained</b>	12/27/2016
<b>Received Date</b>	01/25/2017
<b>Amount</b>	US\$ 367
<b>Debtors</b>	UNIVERSAL SERVICES OF AMERICA, INC. AND OTHERS
<b>Creditors</b>	CA EMPLOYMENT DEVELOPMENT DEPARTMENT
<b>Court</b>	ORANGE COUNTY RECORDER OF DEEDS, SANTA ANA, CA
<b>Lien - Tax Lien</b>	
<b>Filing Date</b>	12/21/2016
<b>Filing Number</b>	2016000649224
<b>Status</b>	Open
<b>Date Status Attained</b>	12/21/2016
<b>Received Date</b>	01/18/2017
<b>Amount</b>	US\$ 445
<b>Debtors</b>	UNIVERSAL SERVICES OF AMERICA, INC. AND OTHERS
<b>Creditors</b>	CA EMPLOYMENT DEVELOPMENT DEPARTMENT
<b>Court</b>	ORANGE COUNTY RECORDER OF DEEDS, SANTA ANA, CA
<b>Suit</b>	
<b>Filing Date</b>	07/16/2020
<b>Filing Number</b>	202000701091
<b>Status</b>	Pending
<b>Date Status Attained</b>	07/16/2020
<b>Received Date</b>	07/24/2020
<b>Cause</b>	Negligence
<b>Plaintiffs</b>	ASHBRIDGE, JAMES
<b>Plaintiffs</b>	ASHBRIDGE, DONNA
<b>Defendant</b>	UNIVERSAL SERVICES OF AMERICA, LP, CONSHOHOCKEN, PA
<b>Defendant</b>	AND OTHERS
<b>Court</b>	PHILADELPHIA COUNTY COMMON PLEAS COURT, PHILADELPHIA, PA
<b>Suit</b>	
<b>Filing Date</b>	05/29/2020
<b>Filing Number</b>	202000501795
<b>Status</b>	Pending
<b>Date Status Attained</b>	05/29/2020
<b>Received Date</b>	06/05/2020
<b>Cause</b>	Negligence
<b>Plaintiffs</b>	LEWIS, KEVIN, PHILADELPHIA, PA
<b>Defendant</b>	UNIVERSAL SERVICES OF AMERICA, LP
<b>Defendant</b>	AND OTHERS
<b>Court</b>	PHILADELPHIA COUNTY COMMON PLEAS COURT, PHILADELPHIA, PA
<b>Suit</b>	
<b>Filing Date</b>	06/03/2019
<b>Filing Number</b>	19CV14011
<b>Status</b>	Pending
<b>Date Status Attained</b>	06/03/2019
<b>Received Date</b>	06/13/2019
<b>Amount</b>	US\$ 1,000
<b>Plaintiffs</b>	LAWRONCE CLARON
<b>Defendant</b>	ALIED UNIVERSAL

Court	HAMILTON COUNTY MUNICIPAL COURT, CINCINNATI, OH
Suit	
Filing Date	09/04/2018
Filing Number	201801016044QC
Status	Pending
Date Status Attained	09/04/2018
Received Date	09/21/2018
Plaintiffs	OWEN TRENT
Defendant	ALLIED UNIVERSAL
Court	ORANGE COUNTY SUPERIOR COURT, SANTA ANA, CA
Suit	
Filing Date	07/14/2017
Filing Number	2017931849QC
Status	Pending
Date Status Attained	07/14/2017
Received Date	07/28/2017
Plaintiffs	ELIZABETH GARCIA
Defendant	ALLIED UNIVERSAL
Defendant	AND OTHERS
Court	ORANGE COUNTY SUPERIOR COURT, SANTA ANA, CA
Suit	
Filing Date	06/01/2017
Filing Number	2017923538QC
Status	Pending
Date Status Attained	06/01/2017
Received Date	06/23/2017
Amount	US\$ 2,103
Plaintiffs	MARINA CLEANERS
Defendant	ALLIED UNIVERSAL
Court	ORANGE COUNTY SMALL CLAIMS COURT/SANTA ANA, SANTA ANA, CA
Suit	
Filing Date	11/07/2016
Filing Number	201601100069
Status	Pending
Date Status Attained	11/07/2016
Received Date	11/11/2016
Cause	Negligence
Plaintiffs	WILLIS, STANICIA
Defendant	UNIVERSAL SERVICES OF AMERICA
Defendant	AND OTHERS
Court	PHILADELPHIA COUNTY COMMON PLEAS COURT, PHILADELPHIA, PA
Suit	
Filing Date	11/18/2014
Filing Number	2014757373QC
Status	Pending
Date Status Attained	11/18/2014
Received Date	10/26/2015
Amount	US\$ 460
Plaintiffs	DARREN GROSVENOR
Defendant	UNIVERSAL'S SERVICES OF AMERICA
Defendant	AND OTHERS
Court	ORANGE COUNTY SMALL CLAIMS COURT/SANTA ANA, SANTA ANA, CA
UCC Filing - Original	

Filing Date	04/08/2021
Filing Number	210037210321
Received Date	04/20/2021
Collateral	All Assets
Secured Party	CREDIT SUISSE AG, CAYMAN ISLANDS BRANCH, AS COLLATERAL AGENT, NEW YORK, NY
Debtors	UNIVERSAL SERVICES OF AMERICA, LP
Filing Office	SECRETARY OF STATE/UCC DIVISION, SACRAMENTO, CA
UCC Filing - Original	
Filing Date	04/08/2021
Filing Number	210037205624
Received Date	04/20/2021
Collateral	All Assets
Secured Party	CREDIT SUISSE AG, CAYMAN ISLANDS BRANCH, AS COLLATERAL AGENT, NEW YORK, NY
Debtors	UNIVERSAL SERVICES OF AMERICA, LP
Filing Office	SECRETARY OF STATE/UCC DIVISION, SACRAMENTO, CA
UCC Filing - Original	
Filing Date	03/18/2021
Filing Number	210031759733
Received Date	03/23/2021
Collateral	Negotiable instruments and proceeds - Accounts receivable and proceeds - Account[s] and proceeds - Chattel paper and proceeds - and OTHERS
Secured Party	BROADWAY FEDERAL BANK, F.S.B., INGLEWOOD, CA
Debtors	JONES, STEVEN S
Debtors	and OTHERS
Filing Office	SECRETARY OF STATE/UCC DIVISION, SACRAMENTO, CA
UCC Filing - Original	
Filing Date	07/17/2019
Filing Number	197723925207
Received Date	08/02/2019
Collateral	All Assets and proceeds
Secured Party	WILMINGTON TRUST, NATIONAL ASSOCIATION, AS NOTES COLLATERAL AGENT, GUILFORD, CT
Debtors	UNIVERSAL SERVICES OF AMERICA, LP
Filing Office	SECRETARY OF STATE/UCC DIVISION, SACRAMENTO, CA
UCC Filing - Original	
Filing Date	07/16/2019
Filing Number	197723673752
Received Date	08/02/2019
Collateral	All Assets and proceeds
Secured Party	CREDIT SUISSE AG, CAYMAN ISLANDS BRANCH, AS COLLATERAL AGENT, NEW YORK, NY
Debtors	UNIVERSAL SERVICES OF AMERICA, LP
Filing Office	SECRETARY OF STATE/UCC DIVISION, SACRAMENTO, CA
UCC Filing - Original	
Filing Date	07/15/2019
Filing Number	197723348216
Received Date	08/02/2019
Collateral	All Assets and proceeds
Secured Party	CITIBANK, N.A., AS COLLATERAL AGENT, NEW YORK, NY
Debtors	UNIVERSAL SERVICES OF AMERICA, LP
Filing Office	SECRETARY OF STATE/UCC DIVISION, SACRAMENTO, CA
UCC Filing - Original	
Filing Date	11/21/2016
Filing Number	2016 7212887
Received Date	01/06/2017
Collateral	All Assets and proceeds

Secured Party	JSHSIV ACQUISITION, LLC, SANTA ANA, CA
Debtor	ALLIED UNIVERSAL, \$2000, LLC
Filing Office	SECRETARY OF STATE, JUDICIAL SERVICES DIVISION, DOVER, DE
UCC Filing (Original)	
Filing Date	08/21/2015
Filing Number	2015 4542728
Received Date	09/09/2015
Collateral	A. Assets and proceeds.
Secured Party	GRANT FEDERAL SECURITIES, AS NOTICED PARTY REPRESENTATIVE, NEW YORK, NY
Debtor	JSHSIV SJD, LLC
Filing Office	SECRETARY OF STATE, JUDICIAL SERVICES DIVISION, DOVER, DE
UCC Filing (Original)	
Filing Date	07/28/2015
Filing Number	2015 3263174
Received Date	08/28/2015
Collateral	A. Assets and proceeds.
Secured Party	CREDIT SERVICES COMPANY, SERVICES PROVIDED AS SECONDARY COLLATERAL AGENT, NEW YORK, NY
Debtor	JSHSIV SJD, LLC
Filing Office	SECRETARY OF STATE, JUDICIAL SERVICES DIVISION, DOVER, DE
UCC Filing (Original)	
Filing Date	07/28/2015
Filing Number	2015 3261979
Received Date	08/28/2015
Collateral	A. Assets and proceeds.
Secured Party	CREDIT SERVICES COMPANY, SERVICES PROVIDED AS FIRST COLLATERAL AGENT, NEW YORK, NY
Debtor	JSHSIV SJD, LLC
Filing Office	SECRETARY OF STATE, JUDICIAL SERVICES DIVISION, DOVER, DE

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### Special Events

Date	Event Description
07/21/2021	MERGER ACQUISITION: According to published reports, G/S (United Kingdom) announced that it has been acquired by Allied Universal. DUNS 17937227 (Santa Ana, CA) will be acquired with an acquisition value of \$3.9 billion.
07/17/2021	ANNOUNCED WORK FORCE CHANGES: According to published reports, Allied Universal announced that it is seeking to hire 100-plus security professionals in Phoenix, Arizona.
03/23/2020	A Rating Change has occurred on this company.
03/23/2019	MERGER ACQUISITION: According to published reports, DUNS 17937227 (Santa Ana, CA) announced the acquisition of Midstate Security, DUNS 89977937 (Wyoming, MI). Terms of the deal were not disclosed.
05/21/2019	STOCK/BOND ISSUANCE/REDEMPTION/REFURCHASE: According to published reports, Allied Universal announced that Allied Universal Holdings LLC and Allied Universal Finance Corporation, the Company's wholly owned subsidiary, intend to offer \$500 million in aggregate principal amount of Senior Secured Notes due 2026 and \$1,350 million in aggregate principal amount of Senior Notes due 2027 subject to market and other conditions.

### Financials - D&B

Debt to Equity Ratio	Debt to Equity Ratio
Debt to Equity Ratio	Debt to Equity Ratio
Debt to Equity Ratio	Debt to Equity Ratio
Debt to Equity Ratio	Debt to Equity Ratio
Debt to Equity Ratio	Debt to Equity Ratio
Debt to Equity Ratio	Debt to Equity Ratio

## Company Profile

### COMPANY OVERVIEW

<b>DUNS</b> [REDACTED]	<b>Multiple Address</b> 13100 144th 54755-4451, CA, 95051, United States	<b>Annual Sales</b> \$52,000,000
<b>Legal Form</b> Limited Liability	<b>Telephone</b> +1 408 477 7103	<b>Employees</b> 10,000+ (00-99)
<b>History Board</b> CEO	<b>Website</b> <a href="http://www.dai.com">www.dai.com</a>	<b>Age (Year Started)</b> 20 (Year 2000)
<b>Date Incorporated</b> 12/23/2009	<b>Franchising</b> Franchising/Owned	<b>Named Principal</b> Steve Davis, CEO
<b>State of Incorporation</b> CA, USA		<b>Line of Business</b> Dermatological devices
<b>Ownership</b> Wholly owned		

### BUSINESS REGISTRATION

The following business registration information was reported by the registrant on 06/04/2021.  
This data is not intended to be used as a basis for any financial or legal decisions without the aid of an attorney.

<b>Registered Name</b>	JUNYON SYSTEMS OF AMERICA, L.P.
<b>Corporation Type</b>	Limited Partnership
<b>Business Commenced On</b>	2021
<b>State of Incorporation</b>	CA, USA
<b>Registration ID</b>	2021020009
<b>Registration Status</b>	ACTIVE
<b>Filing Date</b>	12/23/2009
<b>Who is Filed</b>	JUNYON SYSTEMS OF AMERICA
<b>Registered Agent</b>	
<b>Name</b>	CT CORPORATION SYSTEMS (03168405)
<b>Address</b>	CA
<b>Registered Principal</b>	
<b>Name</b>	JUNYON, LLC
<b>Title</b>	General Partner
<b>Address</b>	121 N. JST. AVENUE SUITE 222, SAN RAFAEL, CA 94903-0000

### PRINCIPALS

#### Officers

STEVE DAVIS, CEO

### COMPANY EVENTS

The following information was reported on 06/04/2021

The following business registration information was reported by the registrant on 06/04/2021.  
This data is not intended to be used as a basis for any financial or legal decisions without the aid of an attorney.

Business started 2009 by Steve Davis

#### REGISTRATION EVENTS

On May 4, 2021, you registered the following business registration information with the State of California: JUNYON SYSTEMS OF AMERICA, L.P. The registration number is 2021020009.

#### REGISTRATION EVENTS

On August 11, 2020, you registered the following business registration information with the State of California: JUNYON SYSTEMS OF AMERICA, L.P. The registration number is 2020020009.

#### REGISTRATION EVENTS

On August 11, 2020, you registered the following business registration information with the State of California: JUNYON SYSTEMS OF AMERICA, L.P. The registration number is 2020020009.

#### REGISTRATION EVENTS

On June 17, 2020, you registered the following business registration information with the State of California: JUNYON SYSTEMS OF AMERICA, L.P. The registration number is 2020020009.

#### REGISTRATION EVENTS

On May 19, 2020, you registered the following business registration information with the State of California: JUNYON SYSTEMS OF AMERICA, L.P. The registration number is 2020020009.

#### REGISTRATION EVENTS

On November 17, 2019, you registered the following business registration information with the State of California: JUNYON SYSTEMS OF AMERICA, L.P. The registration number is 2019020009.

#### REGISTRATION EVENTS

On February 22, 2019, you registered the following business registration information with the State of California: JUNYON SYSTEMS OF AMERICA, L.P. The registration number is 2019020009.

#### REGISTRATION EVENTS

On February 24, 2017, you registered the following business registration information with the State of California: JUNYON SYSTEMS OF AMERICA, L.P. The registration number is 2017020009.

#### REGISTRATION EVENTS

On February 17, 2013, you registered the following business registration information with the State of California: JUNYON SYSTEMS OF AMERICA, L.P. The registration number is 2013020009.

#### REGISTRATION EVENTS

On February 17, 2013, you registered the following business registration information with the State of California: JUNYON SYSTEMS OF AMERICA, L.P. The registration number is 2013020009.

#### REGISTRATION EVENTS

On February 17, 2013, you registered the following business registration information with the State of California: JUNYON SYSTEMS OF AMERICA, L.P. The registration number is 2013020009.

#### REGISTRATION EVENTS

On February 17, 2013, you registered the following business registration information with the State of California: JUNYON SYSTEMS OF AMERICA, L.P. The registration number is 2013020009.

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On February 17, 2013, you registered the following business registration information with the State of California: JUNYON SYSTEMS OF AMERICA, L.P. The registration number is 2013020009.

#### REGISTRATION EVENTS

On February 17, 2013, you registered the following business registration information with the State of California: JUNYON SYSTEMS OF AMERICA, L.P. The registration number is 2013020009.

#### REGISTRATION EVENTS

On February 17, 2013, you registered the following business registration information with the State of California: JUNYON SYSTEMS OF AMERICA, L.P. The registration number is 2013020009.





## EXHIBIT E: Appendixes (Completed & Signed Forms)

Please review the ATTACHED Documents for the required Forms you requested to be completed as part of our RFP Submission.

 APPENDIX A - PROPOSAL COVER S	<b>APPENDIX A - PROPOSAL COVER SHEET</b>
 APPENDIX B - CORPORATE SIGNAT	<b>APPENDIX B - CORPORATE SIGNATORY DELEGATION          AUTHORIZATION</b>
 APPENDIX C - IRAN FREE PROCUREMENT	<b>APPENDIX C - IRAN FREE PROCUREMENT          CERTIFICATION          FORM</b>
 APPENDIX D - Trade Secret Confidential Pi	<b>APPENDIX D - Trade Secret/Confidential Proprietary          Information Notice</b>

*(Please double click the PDF to open the document)*

If PLCB requires further information or if you have any questions, please reach out directly and we will accommodate your request.





Tammy McQuaid  
Issuing Officer  
Purchasing & Contract Administration Division  
Room 312 Northwest Office Building  
Harrisburg, PA 17124

Dear Tammy,

Thank you for your request for clarification.

This is to confirm that our **proposal includes multiple cameras per site, with thousands of cameras included in this proposal.** We provided the per site breakdown in the technical proposal. We totaled the price of all locations based on the equipment provided and installation fees, divided by the 597 locations (listed in the PLCB Facilities Information spreadsheet in the data pack) in order to provide a single price, as the Cost Sheet had a single line item available to enter.

As noted in our **technical proposal III-3, A, (a)**, we are **providing thousands of 360 degree See All Intelligent Cameras**, whereby each allows for multiple unlimited number of views and increased capabilities, reducing the need for multiple cameras in an area. These cameras enhance and increase the video capabilities over single camera installations. They are recording full areas, 360 degrees allowing **forensic review of more scene than a single camera** and can be reviewed after a slip and fall or an event where a typical camera would not have been pointed. The 360 design allows for storage of up to 2TB which **produces more storage than the 90-day storage requirement.**

The 360 See All Camera **provides motion detection to the alarm system and eliminates false alarms** from rodents, falling merchandise as they deploy an **AI analytic** that immediately communicates to our network alarm panels, providing an **increased level of detection.** This also **greatly reduces the number of standard motion detectors required** with its enhanced motion detector capabilities. It is UL listed and NDAA compliant for video and security.

**Our CCTV and Alarm system pricing contains multiple devices for each of the 597 locations listed in the Data Pack** (listed below).

*Please see the subsequent pages below.*

As example, the largest group, which is 275 locations, NuTech is providing and installing **1,650 cameras and 3,025 security devices** for this group.

<b># of Locations</b>	<b>Location Sq. Ft.</b>	<b>Complete CCTV</b>	<b>Integrated Security System</b>	<b>Panic Alarms</b>
<b>147</b>	<b>0-3,000</b>	<b>(1) 360 See All Camera 12MP with IR illuminators</b> <b>(1) 360 See All Camera 6MP IR illuminators</b> <b>(2) 2MP Cameras</b> <b>(1) UPS</b> <b>(1) POE Switch</b> <b>(*) CAT6 Cabling</b> <b>(*) Video Storage Devices</b>	<b>(1) Bosch B5512 Alarm Panel Kit</b> <b>(1) Battery</b> <b>(1) 360 Motion Detector</b> <b>(1) Overhead Door Contact</b> <b>(2) Man door contacts</b> <b>(1) Glassbreak</b>	<b>(4) Panic Buttons</b>
<b>275</b>	<b>3,001-6,000</b>	<b>(1) 360 See All Camera 12MP IR illuminators</b> <b>(2) 360 See All Camera 6MP IR illuminators</b> <b>(3) 2MP Cameras</b> <b>(1) UPS</b> <b>(1) POE Switch</b> <b>(*) CAT6 Cabling</b> <b>(*) Video Storage Devices</b>	<b>(1) Bosch B6512 Alarm Panel Kit</b> <b>(1) Battery</b> <b>(1) 360 Motion Detector</b> <b>(1) Overhead Door Contact</b> <b>(3) Man door contacts</b> <b>(1) Glassbreak</b>	<b>(4) Panic Buttons</b>

82	6,001-8,500	(1) 360 See All Camera 12MP IR illuminators (3) 360 See All Camera 6MP IR illuminators (3) 2MP Cameras (1) UPS (1) POE Switch (* ) CAT6 Cabling (* ) Video Storage Devices	(1) Bosch B8512 Alarm Panel Kit (1) Battery (1) 360 Motion Detector (1) Overhead Door Contact (3) <u>Man</u> door contacts (1) Glassbreak	(4) Panic Buttons
76	8,501-13,000	(1) 360 See All Camera 12MP IR illuminators (4) 360 See All Camera 6MP IR illuminators (3) 2MP Cameras (1) UPS (1) POE Switch (* ) CAT6 Cabling (* ) Video Storage Devices	1) Bosch B8512 Alarm Panel Kit (1) Battery (1) 360 Motion Detector (1) Overhead Door Contact (3) <u>Man</u> door contacts (1) Glassbreak	(4) Panic Buttons
18	13,000+	(1) 360 See All Camera 12MP IR illuminators (5) 360 See All Camera 6MP IR illuminators (3) 2MP Cameras (1) UPS (1) POE Switch	1) Bosch B8512 Alarm Panel Kit (1) Battery (1) 360 Motion Detector (1) Overhead Door Contact	(4) Panic Buttons

Additionally, Paragraph III-3. A (a) defines that NuTech will provide additional devices which include cameras on any one offs where the design may fall short, ensuring PLCB full coverage.

*NuTech has analyzed the size of the stores, LSC, warehouses, etc. and created a security model for security and cameras that fits each of these perspective environments. We have **additional devices quoted for several one offs**, that we expect to happen as we roll through changes that may have taken place in the store build out since the blueprints were originally put together. We have a **flexible plan** to meet the needs of the PLCB.*


It is understood the one-time installation total for Cameras/System and Alarms is only included in the first year and any installation fees in subsequent years will only be charged on an as needed bases for new stores.

**APPENDIX A  
PROPOSAL COVER SHEET  
PENNSYLVANIA LIQUOR CONTROL BOARD  
RFP# 20200924**

The proposal of the Offeror identified below for the above-referenced RFP is submitted electronically comprised of separate files for Technical and Cost:

<b>Offeror Information:</b>	
Offeror Name	Universal Protection Service LLC, dba Allied Universal Security Services
Offeror Mailing Address	75 South Houcks Rd., Harrisburg, PA. 17109
Offeror Website	www.aus.com
Offeror Contact Person	Ian Rothschild
Contact Person's Phone Number	[REDACTED]
Contact Person's E-Mail Address	[REDACTED]
Offeror Federal ID Number	[REDACTED]
Offeror SAP/SRM Vendor Number	N/A

<b>Electronic Submittals Enclosed:</b>	
<input checked="" type="checkbox"/>	Technical Submittal
<input checked="" type="checkbox"/>	Cost Submittal

<i>Signature</i>	
Signature of an official authorized to bind the Offeror to the provisions contained in the Offeror's proposal:	
	
Printed Name Ian Rothschild	
Title Business Development Manager	

**FAILURE TO COMPLETE, SIGN AND RETURN THIS FORM WITH THE OFFEROR'S PROPOSAL MAY RESULT IN THE REJECTION OF THE OFFEROR'S PROPOSAL**

**APPENDIX B**

**CORPORATE SIGNATORY DELEGATION AUTHORIZATION**

I, Ian Rothschild, of [REDACTED], City of [REDACTED],  
(Name) (Address)  
County of [REDACTED], State of [REDACTED], certify that I am the  
Business Development Manager of Universal Protection Service, LLC, a corporation organized  
(Title/Capacity) (Name of Corporation)

under the laws of the State of Delaware, having its principal office at  
161 Washington St., City of Conshohocken, County of Montgomery,  
(Address)

State of Pennsylvania; and that the following is a true and complete copy of a resolution duly  
adopted by the Board of Directors of Universal Protection Service, LLC at a meeting held by  
(Name of Corporation)

them on 14 day of June, 2021, at which a quorum was present; and that this resolution  
has not been altered, amended, repealed, rescinded or otherwise modified and that it is still in full  
force and effect. RESOLVED THAT

Ian Rothschild of [REDACTED] City of [REDACTED],  
(Name) (Address)

County of [REDACTED], State of [REDACTED] is hereby authorized to execute  
contracts on behalf of the corporation.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the seal of the corporation this  
14 day of June, 2021.

[Signature]  
(Signature of Certifying Official) (SEAL)

David I. Buckman  
(Typed or Printed Name)  
Secretary, Executive VP & General Counsel  
(Title)



**APPENDIX C**  
**IRAN FREE PROCUREMENT CERTIFICATION FORM**


(Pennsylvania's Procurement Code Sections 3501-3506, 62 Pa.C.S. §§ 3501-3506)

To be eligible for an award of a contract with a Commonwealth entity for goods or services worth at least \$1,000,000 or more, a vendor must either: a) certify it is **not** on the current list of persons engaged in investment activities in Iran created by the Pennsylvania Department of General Services ("DGS") pursuant to Section 3503 of the Procurement Code and is eligible to contract with the Commonwealth under Sections 3501-3506 of the Procurement Code; or b) demonstrate it has received an exception from the certification requirement for that solicitation or contract pursuant to Section 3503(e).

To comply with this requirement, please insert your vendor or financial institution name and complete **one** of the options below. Please note: Pennsylvania law establishes penalties for providing false certifications, including civil penalties equal to the greater of \$250,000 or twice the amount of the contract for which the false certification was made; contract termination; and three-year ineligibility to bid on contracts. (Section 3503 of the Procurement Code.)

**OPTION #1 - CERTIFICATION**

I, the official named below, certify I am duly authorized to execute this certification on behalf of the vendor/financial institution identified below, and the vendor/financial institution identified below is **not** on the current list of persons engaged in investment activities in Iran created by DGS and is eligible to contract with the Commonwealth of Pennsylvania Sections 3501-3506 of the Procurement Code.

<i>Vendor Name/Financial Institution (Printed)</i> Universal Protection Service LLC, dba Allied Universal Security Services	
<i>By (Authorized Signature)</i> 	
<i>Printed Name and Title of Person Signing</i> Ian Rothschild, Business Development Manager	<i>Date Executed</i> 6/9/21

**OPTION #2 – EXEMPTION**

Pursuant to Procurement Code Section 3503(e), DGS may permit a vendor/financial institution engaged in investment activities in Iran, on a case-by-case basis, to enter into a contract for goods and services.

If you have obtained a written exemption from the certification requirement, please fill out the information below, and attach the written documentation demonstrating the exemption approval.

<i>Vendor Name/Financial Institution (Printed)</i>	
<i>By (Authorized Signature)</i>	
<i>Printed Name and Title of Person Signing</i>	<i>Date Executed</i>

**APPENDIX D**  
**Trade Secret/Confidential Proprietary Information Notice**

Instructions:

The Commonwealth may not assert on behalf of a third party an exception to the public release of materials that contain trade secrets or confidential proprietary information unless the materials are accompanied, at the time they are submitted, by this form or a document containing similar information.

It is the responsibility of the party submitting this form to ensure that all statements and assertions made below are legally defensible and accurate. The Commonwealth will not provide a submitting party any advice with regard to trade secret law.

**Name of submitting party:**

**Contact information for submitting party:**

Universal Protection Service, LLC, dba Allied Universal Security Services

**Please provide a brief overview of the materials that you are submitting (e.g. bid proposal, grant application, technical schematics):**

Technical and Price Proposals in response to RFP Number: 20200924 to provide comprehensive security services for Fine Wine & Good Spirits Stores and other PLCB facilities.

**Please provide a brief explanation of why the materials are being submitted to the Commonwealth (e.g. response to bid #12345, application for grant XYZ being offered by the PLCB, documents required to be submitted under law ABC)**

To provide comprehensive security services for Fine Wine & Good Spirits Stores and other PLCB facilities.

**Please provide a list detailing which portions of the material being submitted you believe constitute a trade secret or confidential proprietary information, and please provide an explanation of why you think those materials constitute a trade secret or confidential proprietary information. Also, please mark the submitted material in such a way to allow a reviewer to easily distinguish between the parts referenced below. (You may attach additional pages if needed)**

**Note:** The following information will not be considered a trade secret or confidential proprietary information:

- Any information submitted as part of a vendor’s cost proposal
- Information submitted as part of a vendor’s technical response that does not pertain to specific business practices or product specification
- Information submitted as part of a vendor’s technical or disadvantaged business response that is otherwise publicly available or otherwise easily obtained
- Information detailing the name, quantity, and price paid for any product or service being purchased by the Commonwealth

<u>Page Number</u>	<u>Description</u>	<u>Explanation</u>
34 thru 39	Training section	Proprietary training information
56	Partial Client List	Proprietary client list
60	Reference Logos	Proprietary client list
62 & 63	Client References	Proprietary client list
83	Financial Capability	Proprietary financial information
90 thru 92	Objections & additions to standard contract terms & conditions	Allied Universal comments on contract objections and additions
93 & 94	Additional notes	Proprietary information of what is included in billing rates
107 thru 114	Financial Reports	Proprietary financial information



**Acknowledgment**

The undersigned party hereby agrees that it has read and completed this form, and has marked the material being submitted in accordance with the instructions above. The undersigned party acknowledges that the Commonwealth is not liable for the use or disclosure of trade secret data or confidential proprietary information that has not been clearly marked as such, and which was not accompanied by a specific explanation included with this form.

The undersigned agrees to defend any action seeking release of the materials it believes to be trade secret or confidential, and indemnify and hold harmless the Commonwealth, its agents and employees, from any judgments awarded against the Commonwealth in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives so long as the Commonwealth has possession of the submitted material, and will apply to all costs unless and until the undersigned provides a written statement or similar notice to the Commonwealth stating that it no longer wishes to exempt the submitted material from public disclosure.

The undersigned acknowledges that the Commonwealth is required to keep all records for at least as long as specified in its published records retention schedule.

The undersigned acknowledges that the Commonwealth reserves the right to reject the undersigned’s claim of trade secret/confidential proprietary information if the Commonwealth determines that the undersigned has not met the burden of establishing that the information constitutes a trade secret or is confidential. The undersigned also acknowledges that if only a certain part of the submitted material is found to constitute a trade secret or is confidential, the remainder of the submitted material will become public; only the protected information will be removed and remain nonpublic.

If being submitted electronically, the undersigned agrees that the mark below is a valid electronic signature.



Business Development Manager 11/1/21

---

Signature

Title

Date

# B10 Steel enclosure, medium, white

www.boschsecurity.com

**NuTech National**<sup>™</sup>  
The nation's largest alarm servicing network.



**BOSCH**  
Invented for life



- ▶ Easy-to-install standoff location for mounting supported modules
- ▶ Made with cold-rolled steel with a white semi-gloss finish
- ▶ Easy access locations for battery placement
- ▶ Optional tamper switch mounting location

The B10 is a white enclosure made of cold-rolled steel that is 1.0 mm (20 gauge) thick. It is compatible with the following peripherals:

- **D101 Lock and Key Set.** Standard lock set with one key supplied. Uses the D102 (#1358) replacement key. Order number **D101**.
- **D110 Tamper Switch.** Screw-on tamper switch that fits all enclosures. Shipped in packages of two. Order number **D110**.
- **ICP-EZTS Dual Tamper Switch.** Combination tamper switch with a wire loop for additional tamper outputs. Order number **ICP-EZTS**.

## Certifications and approvals

Region	Regulatory compliance/quality marks	
USA	UL	S1871-19850314-Certificate of Compliance
	UL	UL 864 - Standard for Control Units and Accessories for Fire Alarm Systems (10th edition)
	UL	UL 985 - Household Fire Warning System Units (6th edition)

Region	Regulatory compliance/quality marks	
	CSFM	California State Fire Marshal
Canada	ULC	[D8108A, D8108AH, D8109, D8109G, D8109H, D8109L, B8103, D8103, B12, B10, B10R, B11, B11R]

## Parts included

Quantity	Component
1	Enclosure
1	Hardware pack
1	Installation Manual

## Technical specifications

### Properties

Dimensions	37 cm x 32 cm x 8.9 cm (14.5 in x 12.5 in x 3.5 in)
Weight	3 kg (6.7 lb.)

Material	1.0 mm (20 gauge) cold-rolled steel
Color	White

**Environmental considerations**

Mounting considerations	Mount in dry indoor locations.
-------------------------	--------------------------------

**Ordering information**

**B10 Steel enclosure, medium, white**

White, steel enclosure. Accepts an optional lock and tamper switch. Measures 35.6 cm x 31.8 cm x 7.6 cm (14 in x 12.5 in x 3 in).

Order number **B10**

**Represented by:**

**Europe, Middle East, Africa:**  
Bosch Security Systems B.V.  
P.O. Box 80002  
5600 JB Eindhoven, The Netherlands  
Phone: + 31 40 2577 284  
emea.securitysystems@bosch.com  
emea.boschsecurity.com

**Germany:**  
Bosch Sicherheitssysteme GmbH  
Robert-Bosch-Ring 5  
85630 Grasbrunn  
Germany  
www.boschsecurity.com

**North America:**  
Bosch Security Systems, Inc.  
130 Perinton Parkway  
Fairport, New York, 14450, USA  
Phone: +1 800 289 0096  
Fax: +1 585 223 9180  
onlinehelp@us.bosch.com  
www.boschsecurity.us

**Asia-Pacific:**  
Robert Bosch (SEA) Pte Ltd, Security Systems  
11 Bishan Street 21  
Singapore 573943  
Phone: +65 6571 2808  
Fax: +65 6571 2699  
apr.securitysystems@bosch.com  
www.boschsecurity.asia

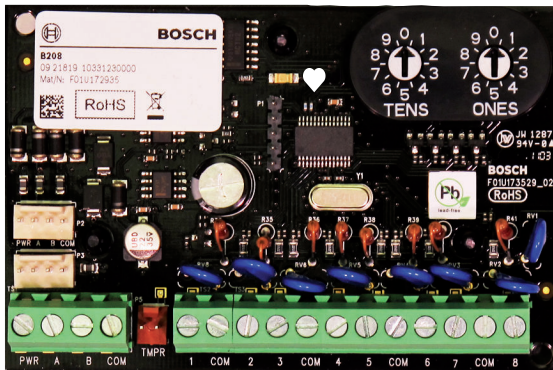
# B208 SDI2 8-Input Expansion Module

www.boschsecurity.com

**NuTech National**<sup>™</sup>  
The nation's largest alarm servicing network.



**BOSCH**  
Invented for life



- ▶ Programmable input point functions
- ▶ Easy to read switch addressing
- ▶ 2 interconnect wiring connectors
- ▶ Provides eight points

The B208 Octo-input Module is an 8 point expansion device that connects to the control panel through the SDI2 bus. This module is fully supervised and communicates back to the control panel all point status changes. The module expansion points operate the same as the points on the control panel. Industrial, commercial, and institutional facilities are typical installations for the B208 module. The B208 connects to the SDI2 bus on the control panel using SDI2 terminals, or using the interconnect cable. You can connect multiple B208 modules to a single control panel. The B208 address switches allow for ease of use in device addressing.

## System overview

The B208 Octo-input Module connects to a control panel through the SDI2 bus. This module is supervised and communicates back to the control panel all point status changes. The module's expansion points operate the same as the points on the control panel.

## Functions

### Loop inputs

The B208 uses up to eight inputs which may be Normally Open (NO), or Normally Closed (NC) with 1k  $\Omega$  EOL resistor(s) for supervision.

## Certifications and approvals

Region	Regulatory compliance/quality marks	
Australia	RCM	ACMA
Europe	CE	EMC, RoHS [B915, B920, B930, B430, B208, B308, B901]
USA	UL	
	UL	UL 365 - Police Station Connected Burglar Alarm Units
	UL	UL 609 - Standard for Local Burglar Alarm Units and Systems
	UL	UL 636 - Holdup Alarm Units and Systems
	UL	UL 864 - Standard for Control Units and Accessories for Fire Alarm Systems (10th edition)
	UL	UL 985 - Household Fire Warning System Units (6th edition)
	UL	UL 1023 - Household Burglar Alarm System Units
	UL	UL 1076 - Proprietary Burglar Alarm Units and Systems
	UL	UL 1610 - Central Station Burglar Alarm Units
	FM	FM 3010 - Fire Alarm Signaling Systems

Region	Regulatory compliance/quality marks	
	CSFM	California State Fire Marshal
	FCC	Part 15 Class B
	FDNY-CoA	6286 D7412GV4 D9412GV4 NYC COA 6286 2018-2021
	FDNY-CoA	6196
Canada	ULC	CAN/ULC S303 - Local Burglar Alarm Units and Systems
	ULC	CAN/ULC S304 - Standard for Signal Receiving Center and Premise Burglar Alarm
	ULC	ULC-ORD C1023 - Household Burglar Alarm System Units
	ULC	ULC-ORD C1076 - Proprietary Burglar Alarm Units and Systems
	IC	ICES-003 - Information Technology Equipment (ITE)

### Installation/configuration notes

#### Wiring considerations

The module to the control panel using the PWR, A, B, COM terminals on the control panel using the screw terminal strip or the interconnect wiring connector. Use 12 AWG to 22 AWG (1.5 mm to 0.6 mm) wires from the module to the control panel.

#### Compatibility

For UL 864 compliance, use a UL commercial fire approved control panel.

Control panels	B9512G/B9512G-E (Up to 59 modules) B8512G/B8512G-E (Up to 9 modules) B6512 (Up to 9 modules) B5512/B5512E (Up to 4 modules) B4512/B4512E (Up to 2 modules) D9412GV4 (Up to 24 modules) D7412GV4 (Up to 7 modules) D7212GV4 (Up to 3 modules)
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### Parts included

Quantity	Component
1	Module
1	Hardware pack

#### Represented by:

**Europe, Middle East, Africa:**  
Bosch Security Systems B.V.  
P.O. Box 80002  
5600 JB Eindhoven, The Netherlands  
Phone: + 31 40 2577 284  
emea.securitysystems@bosch.com  
emea.boschsecurity.com

**Germany:**  
Bosch Sicherheitssysteme GmbH  
Robert-Bosch-Ring 5  
85630 Grasbrunn  
Germany  
www.boschsecurity.com

**North America:**  
Bosch Security Systems, Inc.  
130 Perinton Parkway  
Fairport, New York, 14450, USA  
Phone: +1 800 289 0096  
Fax: +1 585 223 9180  
onlinehelp@us.bosch.com  
www.boschsecurity.us

**Asia-Pacific:**  
Robert Bosch (SEA) Pte Ltd, Security Systems  
11 Bishan Street 21  
Singapore 573943  
Phone: +65 6571 2808  
Fax: +65 6571 2699  
apr.securitysystems@bosch.com  
www.boschsecurity.asia

Quantity	Component
1	Interconnect cable
1	Installation manual

### Technical specifications

#### Properties

Dimensions	2.5 in x 3.8 in x 0.60 in (6.37 cm x 9.6 cm x 1.5 cm)
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#### Environmental considerations

Relative humidity	5% to 93% at +32°C (+90°F)
Temperature (operating)	0°C to +49°C (+32°F to +120°F)

#### Power requirements

Current	35 mA
Voltage	12 VDC nominal

#### Wiring

SDI2 wiring	Maximum distance – Wire size (unshielded wire only): 1000 ft (305 m) – 22 AWG (0.65 mm) 1000 ft (305 m) – 18 AWG (1.02 mm) Unshielded wire only
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#### Loop inputs

Loop Inputs	Up to eight inputs. Input contacts may be Normally Open (NO) or Normally Closed (NC) with 1kΩ EOL resistor(s) for supervision. Note: Normally Closed (NC) is not permitted in Fire installations.
-------------	---

### Ordering information

#### B208 SDI2 8-Input Expansion Module

Provides 8 programmable inputs.

Order number **B208**

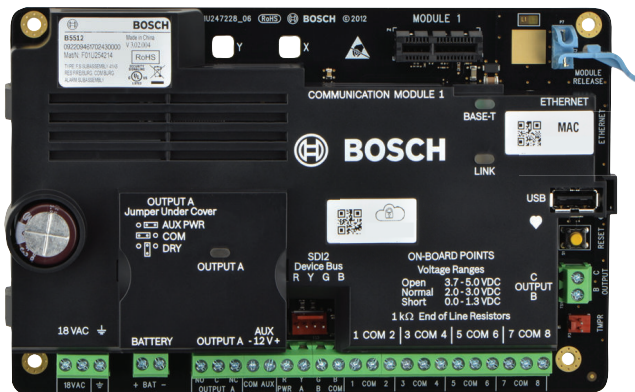
# B5512 Control Panels

www.boschsecurity.com

**NuTech National**<sup>™</sup>  
The nation's largest alarm servicing network.



**BOSCH**  
Invented for life



- ▶ Provides up to 48 points using a combination of hardwired or wireless points for installation flexibility and up to 4 areas with perimeter and interior control
- ▶ On-board Ethernet port for Conetix IP alarm communication and remote programming, compatible with modern IP networks including IPv6/IPv4, Auto-IP, and Universal Plug and Play
- ▶ Installer-friendly features for simple installation and communications, including plug-in PSTN and cellular communication modules
- ▶ Remote Security Control app which allows users to control their security systems - and view system cameras - remotely from mobile devices such as phones and tablets
- ▶ Programmable keypad shortcuts, situation sensitive on-screen help, and a bilingual user interface make system operation simple and easy

The B5512 Control Panel integrates intrusion and residential fire, providing one simple user interface for both systems. The B5512 provides up to 48 individually identified points that can be split into 4 areas.

The control panel can communicate through its built-in Ethernet port (not applicable to “E” control panels), or through compatible plug-in modules that can send events over the public switched telephone network (PSTN) or over cellular network communications.

With the B5512, you can monitor doors, windows, and motion within areas like showrooms or those that hold inventory. Each user can have a personalized passcode, a wireless keyfob, and an access credential to control the system.

Use programmable authority levels with restricted privileges to provide service, security, and cleaning personnel with full or limited access. Use the three programmable outputs (expandable up to 43) to turn on lights or lock and unlock doors. Users can:

- Turn on the system to secure the stockroom while you conduct daily business.
- Perform tests to ensure your system is working properly.
- Set your system to alarm immediately if a door opens.
- Activate the Watch feature so a tone sounds whenever a customer enters.
- Set a schedule for your system to automatically turn on at closing time.
- Use wireless security options to customize your system.

Central monitoring stations provide 24-hour system monitoring with access to vital services. Professional security personnel can test the system, monitor system activity, and alert the police, fire department, or other emergency response teams if necessary.

## Functions

### Programmable outputs

- Three programmable on-board outputs; one high current using a relay, and two trigger outputs
- Output A, with a contact rating of 3 Amps, can supply up to 1.0 A total current from AUX PWR
- Outputs B and C sink up to 50 mA at 12 VDC
- Four alarm-output patterns
- Programmable bell test

### Point response

- 20 custom point profiles
- Selectable point response time
- Cross point capability
- Fire alarm verification
- Dangerous gas indicator includes carbon monoxide (NFPA 720)
- Watch mode

### User interface

- Supervision of up to 8 keypads
- Custom keypad text is fully programmable through RPS or the Installer Services Portal programming tool (available in Europe, Middle East, Africa, and China)
- Full function menu including custom functions
- Authority by area and 32 character name for each user
- 14 custom authority levels to restrict system features that each user can access
- Programmable primary and secondary language by user and keypad
- 12 available languages (any two can be concurrently used)

### User interface languages

The following table shows the available languages per keypad type.

	B915/ B915I	B920	B921C	B930	B940 W/ B942/ B942 W
English	✓	✓	✓	✓	✓
Chinese	✓				✓
Dutch	✓	✓	✓	✓	✓
French	✓	✓	✓	✓	✓
German	✓	✓	✓	✓	✓
Greek	✓				✓
Hungarian	✓	✓	✓	✓	✓
Italian	✓	✓	✓	✓	✓
Polish	✓				✓

	B915/ B915I	B920	B921C	B930	B940 W/ B942/ B942 W
Portuguese	✓	✓	✓	✓	✓
Spanish	✓	✓	✓	✓	✓
Swedish	✓	✓	✓	✓	✓

### Area configurations

Link multiple areas to a shared area such as a lobby or common entryway. The shared area then automatically turns On (arms) when all associate areas are armed and turns Off (disarms) when any one associate area is disarmed. For higher security applications, the Area Re-Arm feature guarantees that areas are always rearmed, and are disarmed for no longer than a specific, configurable, amount of time (for example, service time).

### Custom functions

For added convenience, the installer can program custom functions that allow customers to complete complex tasks with one simple action. For example, a custom function can bypass a group of points and arm the system, allowing the user to perform these functions with one easy command. Users can activate custom functions with a keypad, keyfob, token, or card, or the control panel can activate a function in reaction to a faulted point, or automatically through a scheduled event (SKED).

### Passcode security

- Two-man rule. Requires two people with two unique passcodes to be present at the time of opening.
- Early ambush. Allows users to verify that the facility is safe by requiring two passcodes. The control panel sends a duress event if the user does not enter the passcode a second time after inspecting the premises.
- Dual authentication. Requires two forms of identification before processing certain system commands, including turning off the system and opening doors. A standard system user must have a passcode, a credential (token or card), and appropriate command authority permissions.

### Easy exit control

The control panel changes from one On (armed) state to another without turning off (disarming) the system. For example, if you change the state from Part On (Perimeter Arm) to All On (Master Arm), the control panel complies and reports the change. Easy exit control reduces the number of keystrokes, simplifying system operation.

### Programmable passcode-controlled menu list

Passcode-controlled shortcuts provide users only with the options and information pertinent to them, simplifying system operation.



**Flexible control**

The system provides the flexibility to choose added convenience or high security. For example, you can restrict to a keypad's immediate local area turning on (arming) and turning off (disarming) the system with a passcode, even if the user has access to other areas. This is particularly useful for high security areas, where a user may have access to the area, but would prefer to only turn off (disarm) the area individually rather than with the rest of the system.

**Monitor Delay/Delayed Response**

Create a special point profile that delays the reaction of a point for a specified time (up to 1 hour in minutes and seconds). This delay provides time for the specified condition to reset before activating any annunciation. The system can annunciate locally and send a report, if desired. When the system is armed, the point can respond like a normal point - providing dual functionality. Use this feature to ensure that perimeter doors have not been propped open, or to monitor critical areas such as computer rooms and safes, for example.

**System users**

The system supports up to 50 users. Each user can have a personalized passcode, a wireless keyfob, and an access credential to control the system. You can assign passcodes to one of 14 customized authority levels in each area that can be restricted to operate only during certain times. Programmable primary and secondary language by user and keypad; select from English, Chinese, French, Greek, Hungarian, Italian, Polish, Portuguese, and Spanish.

**Route groups and destinations**

The control panel can send reports to four different route groups using one primary and up to three backup destination devices for each route group.

**Reporting capabilities**

The control panel has flexible communications for most central station receivers with reporting capabilities such as:

- Individual point numbers
- Opening or closing reports by user and area number
- Remote programming attempts
- Diagnostic reports

**Destination test**

It is possible to send test reports to each and all destinations within each route group.

**Communication formats**

The control panel sends reports in these formats:

- Contact ID (PSTN)
- Modem4 (PSTN)
- Conettix Modem4
- Conettix ANSI-SIA Contact ID
- ANSI-SIA DC-09

**Notice****UL and ULC LISTED applications**

ANSI-SIA DC-09 format is not available for UL and ULC LISTED applications.

**IP communication**

The control panel can use IP to communicate with a Conettix D6600 or a Conettix D6100IPv6 communications receiver/gateway. Use one of the following for IP:

- The on-board Ethernet connection (not applicable to "E" control panels)
- Ethernet Communication Module: B426
- Plug-in cellular communicator: B440/B441/B442/B443/B444/B444-A/B444-V

Conettix IP communication provides a secure path that includes anti-replay/anti-substitution features, and enhanced security with up to AES 256-bit encryption (using Cipher Block Chaining (CBC)).

The control panel supports Domain Name System (DNS) for both remote programming and central station communication. DNS provides ease of use, eliminating the need to use static IP addresses as your reporting destination, and accommodates a simple solution for central station disaster recovery. The control panel supports both IPv6 and IPv4 networks.

**Communication paths**

The control panel accommodates up to four separate phone and four separate network paths to the central station receiver. When resetting alarms or turning a system on and off, the user is identified by name and number.

**Personal notification**

The control panel can send text messages and emails for personal notification over Ethernet or using a cellular communicator. You can configure up to 16 destinations using a combination of cellular phone numbers and email addresses. The control panel sends notifications in the user's programmed primary language.

**Bosch Remote Connect (Cloud)**

Remote Connect simplifies connections from RPS, and the Remote Security Control app, using Bosch Cloud services. This service creates a secure connection to the control panel without specific router settings or the need for a static IP address or DNS.

**Notice**

The Bosch Remote Connect service is not available in Europe, the Middle East, or Africa.

**Firmware updates**

Remote firmware updates are available.

**A wide variety of input options**

Each point:



- Single 1 kΩ, single 2 kΩ, dual 1 kΩ (1 kΩ + 1 kΩ), and No EOL (end-of-line) (EOL) resistor options (for on-board and B208 inputs)
- Programmable for Fire, Intrusion, Gas, and Supervisory devices
- Supports hardwired and wireless devices
- Supports IP cameras by Bosch as point and output devices

### IP camera support

The control panel can integrate directly with Bosch IP cameras, using them as fully supervised points and outputs.

Integration of cameras allows the camera's video motion detection to activate points on the control panel. The control panel's virtual outputs can be configured to trigger camera actions, including sending video snapshots via email.

### Video verification

Ensure priority response by law enforcement and elimination of fines for false alarms through a subscription to Bosch CBS video verification services. The services also optionally enable your monitoring center to speak real-time to an intruder to deter further damage to your site.



#### Notice

The CBS video verification service is not available in Europe, the Middle East, or Africa.

### Security and fire detection

The control panel provides eight on-board points, and up to 40 additional off-board points (depending on model and expansion interfaces). You can program individual points to monitor some types of burglar alarms, fire alarms, and supervision devices.

### Event log

The event log stores local and reported events. The event log includes information such as time, date, event, area, point, and user. View the event log from a keypad or use RPS or the Installer Services Portal programming tool (available in Europe, Middle East, Africa, and China) to remotely retrieve event information. When the event log reaches a programmed threshold of stored events, it can send an optional report to a receiver.

The event log stores up to 255 local and reported events.

### Scheduled events (SKEDs)

The internal clock and calendar start individually scheduled events (SKEDs). SKEDs perform several functions such as turn on or off, relay control, or point bypassing.

The control panel offers:

- Five scheduled events with up to 25 different functions
- Four opening windows and four closing windows
- Four user group windows
- Day-of-week, date-of-month, or holiday only schedules

- One holiday schedule of 366 days (leap year)

### Programming

Installers can perform limited programming on-site with a keypad (critical parameters; such as account IDs, central station and RPS IP addresses and phone numbers, reporting formats, and more). They can also do full programming on-site or remotely (attended or unattended) with RPS. A programmable system passcode prevents unauthorized remote programming. Full programming is also possible with the web-based Installer Services Portal programming tool. The Installer Services Portal programming tool is available for panel firmware version 3.06 or higher.



#### Notice

The Installer Services Portal programming tool is available in Europe, Middle East, Africa, and China.

The following table shows the available languages for RPS and Installer Services Portal programming tool.

	Installer Services Portal programming tool	RPS programming	RPS custom text*
English	✓	✓	✓
Chinese	✓		
Dutch	✓		✓
French	✓		✓
German	✓		✓
Greek	✓		
Hungarian	✓		✓
Italian	✓		✓
Polish	✓		
Portuguese	✓		✓
Spanish	✓		✓
Swedish	✓		✓

\* RPS custom text is text, that can be entered in RPS and which will then be displayed on keypads and on the Remote Security Control app.

### Diagnostics

Keypads, RPS and the Installer Services Portal programming tool (available in Europe, Middle East, Africa, and China) offer diagnostic help for monitoring and troubleshooting. The diagnostics features allow you to view the status of the wired and wireless devices. The features provide the status of the control panel and its connected devices, such as firmware version, power, and missing conditions. View the status of each area.

### Remote Security Control app

The Remote Security Control app allows users to control their security systems remotely from their devices. Users can:

- Turn their security system On or Off
- Turn specific areas On or Off
- Control outputs for applications such as lighting control
- View live video from Bosch IP cameras
- Grant access remotely by unlocking and locking doors

The app requires the installing dealer to create a Remote Access Profile for users, and to install the profile on their devices.

### Bosch Video Management System integration

With Bosch Video Management System (Bosch VMS) and an intrusion system, the VMS operator has a single user interface to monitor and control the intrusion system combined with video surveillance. With Bosch VMS and a control panel, the operator can, for example:

- View videos triggered by intrusion events, including all relevant information such as areas, point, and user show in the display with the event.
- View areas, points, outputs, and doors - with their statuses - on the Bosch VMS map, providing the exact location in the system.
- Turn on (arm) and turn off (disarm) areas.
- Bypass and unbypass points.

Requirements to integrate Bosch VMS with a control panel:

- A licensed Bosch VMS system using Professional Editions v5.5 or higher or Bosch VMS Enterprise.
- Edition v5.5 or higher.
- Expansion license to integrate the intrusion control panel. One license needed per control panel. Order number MBX-XINT-xx for the expansion license added to a Bosch VMS base license. Refer to the Bosch Video Management Software product page on the Bosch website, [www.boschsecurity.com](http://www.boschsecurity.com).
- Access to Remote Programming Software (RPS) and the Installer Services Portal programming tool (available in Europe, Middle East, Africa, and China).

### Certifications and approvals

Region	Regulatory compliance/quality marks	
USA	ANSI-SIA	CP-01-2010-Control Panel Standard - Features for False Alarm Reduction
Australia	RCM	ACMA
Europe	CE	EMC, LVD, RoHS [B6512, B5512, B5512E, B4512, B4512E, B3512, B3512E]
USA	UL	Underwriters Laboratories
	UL	UL 365 - Police Station Connected Burglar Alarm Units
	UL	UL 609 - Standard for Local Burglar Alarm Units and Systems
	UL	UL 636 - Holdup Alarm Units and Systems

Region	Regulatory compliance/quality marks	
	UL	UL 985 - Household Fire Warning System Units
	UL	UL 1023 - Household Burglar Alarm System Units
	UL	UL 1076 - Proprietary Burglar Alarm Units and Systems
	UL	UL 1610 - Central Station Burglar Alarm Units
	UL	UL 1635 - Standard for Digital Alarm Communicator System Units
	CSFM	California State Fire Marshal
	FCC	Part 15 Class B
Canada	ULC	Underwriters Laboratories of Canada S1871-20121210
	ULC	CAN/ULC S303 - Local Burglar Alarm Units and Systems
	ULC	CAN/ULC S304 - Standard for Signal Receiving Center and Premise Burglar Alarm
	ULC	CAN/ULC S545 - Residential Fire Warning System Control Units
	ULC	CAN/ULC S559 - Fire Signal Receiving Centres and Systems
	ULC	ULC-ORD C1023 - Household Burglar Alarm System Units
	ULC	ULC-ORD C1076 - Proprietary Burglar Alarm Units and Systems
	IC	ICES-003 - Information Technology Equipment (ITE)
Brazil	ANATEL	04712-16-01855

### Installation/configuration notes



#### Notice

Not all products and features are available in all regions. Consult your local Bosch representative for availability details.

#### Keypads

- B940W Touch screen KP, White (SDI2)
- B942/B942W Touch Screen Keypad (SDI2)
- B930 ATM Style Alphanumeric Keypad (SDI2)
- B921C Two-line Capacitive Keypad (SDI2)
- B920 Two-line Alphanumeric Keypad (SDI2)
- B915/B915I Basic Keypad (SDI2)

#### Power

- CX4010 Plug-in Transformer (18 VAC 22 VA 60 Hz)

ICP-TR1822-CAN Plug-in Transformer (110 VAC primary, 18 VAC 22 VA secondary)

DE-45-18 Transformer

D126 Standby Battery (12 V, 7 Ah)

D1218 Battery (12 V, 18 Ah)

D122 Dual Battery Harness

D122 Dual Battery Harness with long leads

### Enclosures

B10 Medium Control Panel Enclosure

B11 Small Control Panel Enclosure

B12 Mounting Plate for D8103 Enclosure

B8103 Universal Enclosure (requires a B12)

D8108A Attack Resistant Enclosure (requires a B12)

D8109 Fire Enclosure (requires a B12)

D8108A-CE Attack Resistant Enclosure with Built-in Transformer (requires a B12)

B-ENCL-1 Metal Enclosure Kit (includes B12 and transformer)

### Accessories

B56 Keypad Surface Mount Box

B96 Keypad Trim Bezel

B99 USB Direct Connect Cable

B501-10 Interconnect wiring cables (pack of 10)

### Detectors

FCC-380 Carbon Monoxide Detector

F220-P: Photoelectric Smoke Detector

F-220-PTH: Photoelectric/Heat Detector

FCP-OT320 Multisensor Detector Optical/Thermal

FCP-O320 Optical Smoke Detector

FCH-T320 Heat Detector

Bosch conventional detectors, including Professional Series, Blue Line Gen2, Blue Line, Classic Line, Commercial Line, and Ceiling Mount motion detectors, as well as glass break, seismic, request-to-exit, photoelectric, heat, and smoke detectors.

### Modules

B201 2-wire Powered Loop Module

B208 Octo-input Module

B308 Octo-output Module

B426 Conettix Ethernet Communication Module

B430 Plug-in Telephone Communicator

B442 Conettix Plug-in Cellular Communicator (using GPRS)

B443 Conettix Plug-in Cellular Communicator (using HSPA+)

B444 Conettix Plug-in Cellular Communicator

B444-A Plug-in cell module, AT&T LTE

B444-V Plug-in cell module, Verizon LTE

B450 Conettix Plug-in Communicator Interface

B520 Auxiliary Power Supply Module

B810 wireless receiver (RADION)

B820 SDI2 Inovonics Interface Module

D113 Battery Lead Supervision Module

D125B Dual Class B Initiating Module

D129 Class A Initiating Module

D130 Auxiliary Relay Module

D132A Smoke Detector Reversing Relay Module

D133/D134 Relay Module

D135A Low Battery Disconnect Module

D185 Reverse Polarity Signaling Module

D192G Class "B", Style Y Bell Circuit Supervision

### Applications

Remote Programming Software (RPS or RPS-LITE) v6.03 and higher

Installer Services Portal programming tool

Bosch Video Management System v5.5 and higher

Remote Security Control

### Conettix receivers

(Managed and configured with Conettix D6200 Programming/Administration Software v2.00)

Conettix D6600 Communications Receiver/Gateway (with only D6641 line cards installed) with CPU version 01.10.00

Conettix D6100IPv6 Communications Receiver/Gateway with CPU version 61.10.00

Conettix D6100i Communications Receiver/Gateway with CPU version 61.10.00

### RADION wireless from Bosch

B810 wireless receiver (RADION)

RFBT-A/RFBT bill trap

RFDL-11-A/RFDL-11 TriTech motion detector

RFDW-RM-A/RFDW-RM recessed mount door/window contact

RFDW-SM-A/RFDW-SM surface mount door/window contact

RFGB-A/RFGB glass break detector

RFKF-A/RFKF two-button keyfob  
 RFKF-FBS-A/RFKF-FBS four-button keyfob  
 RFKF-TBS-A/RFKF-TBS two-button keyfob  
 RFPB-SB-A/ RFPB-SB single-button panic  
 RFPB-TB-A/RFPB-TB two-button panic  
 RFRP-A/RFRP repeater  
 RFSM-A/RFSM smoke detector  
 RFPR-12-A/RFPR-12 PIR motion detector  
 RFPR-C12-A/RFPR-C12 PIR curtain motion detector  
 RFUN-A/RFUN universal transmitter

#### Inovonics Wireless

B820 SDI2 Inovonics Interface Module  
 ENKIT-SDI2 SDI2 Inovonics Interface and Receiver Kit. Includes B820 and EN4200  
 EN1210 Universal Transmitter (Single-input)  
 EN1210EOL Universal Transmitter with EOL Resistor  
 EN1210W Door-Window Transmitter with Reed Switch  
 EN1215EOL Universal Transmitter with Wall Tamper, Reed Switch, and EOL Resistor  
 EN1223D Water-resistant Pendant Transmitter (Double-button)  
 EN1223S Water-resistant Pendant Transmitter (Single-button)  
 EN1224-ON Multiple-Condition Pendant Transmitter  
 EN1233D Necklace Pendant Transmitter (Double-button)  
 EN1233S Necklace Pendant Transmitter (Single-button)  
 EN1235D Beltclip Pendant Transmitter (Double-button)  
 EN1235DF Fixed-location Transmitter (Double-button)  
 EN1235S Beltclip Pendant Transmitter (Single-button)  
 EN1235SF Fixed-location Transmitter (Single-button)  
 EN1247 Glass-break Detector Transmitter  
 EN1249 Bill Trap Transmitter  
 EN1242 Smoke Detector Transmitter  
 EN1260 Wall Mount Motion Detector  
 EN1261HT High Traffic Motion Detector  
 EN1262 Motion Detector with Pet Immunity  
 EN1265 360° Ceiling Mount Motion Detector  
 EN4200 Serial Receiver  
 EN5040-T High Power Repeater with Transformer

## Technical specifications

### Communications

Ethernet	10/100 full duplex (N/A for “E” control panels)
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### Environmental considerations

Relative humidity	5% to 93% at +90°F (+32°C), non-condensing
Temperature (operating)	+32°F to +122°F (0°C to +49°C)

### Power requirements

Current draw (maximum)	Idle 125 mA; alarm 155 mA
Output (alarm)	1.3 A at 12 VDC
Output (auxiliary, continuous power, and switched auxiliary combined)	800 mA at 12 VDC nominal
Voltage (operating):	12 VDC nominal
Voltage (AC)	16.5 - 18 VAC

### Number of...

Areas	4
Custom functions	4
Events	1024
Passcode users	50, plus 1 installer passcode
Points	48 (8 on-board, up to 40 off-board and virtual)
Programmable outputs	43 (3 on-board, up to 40 off-board and virtual)
RF points	40
IP cameras	4
SKEDs	5

## Ordering information

### B5512 IP control panel, 48 points

Supports up to 48 points, 3 on-board outputs, and 4 areas for intrusion, residential fire. On-board Ethernet. Order number **B5512**

### B5512E Control panel, 48 points, no IP

The B5512E is available only in kits. Order number **B5512E**

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**Accessories**
**B520 Auxiliary power supply module, 2A 12V**

Provides auxiliary power to 12 VDC devices or to SDI2 modules.

Order number **B520**

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**B201 2-Wire Powered Loop**

The module provides a single powered initiating device circuit. The module supports compatible 12 V 2-wire smoke detectors. It also supports connecting burglary devices to the control panel.

Order number **B201**

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**B208 SDI2 8-Input Expansion Module**

Provides 8 programmable inputs.

Order number **B208**

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**B308 SDI2 8-Output Expansion Module**

Provides 8 programmable relays.

Order number **B308**

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**B810 Wireless SDI2 bus interface**

Receives RF signals from RADION transmitters, repeaters, and glassbreaks. Operates at 433.42 MHz. For use with compatible SDI2 bus control panels.

Order number **B810**

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**D122 Dual battery harness, 17" 18AWG**

Harness with circuit breaker. Connects two batteries (in parallel) to a compatible control panel.

Order number **D122**

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**D122L Dual battery harness, 35", 12V**

Harness with circuit breaker and leads measuring 35 in. (89 cm). Connects two batteries (in parallel) to a compatible control panel in a separate enclosure.

Order number **D122L**

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**D126 Battery, 12V 7Ah**

A rechargeable sealed lead-acid power supply used as a secondary power supply or in auxiliary or ancillary functions.

Order number **D126**

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**D1218 Battery, 12V 18Ah**

The D1218 is a 12 V 18 Ah sealed lead-acid battery with two bolt-fastened terminals. It is used for standby and auxiliary power. It connects to a compatible control panel using a D122 or D122L Dual battery harness.

Order number **D1218**

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**CX4010 Transformer, plug-in, 18V 22VA**

For use in North America. 110 VAC primary voltage input. 18 VAC, 22 VA secondary input.

Order number **CX4010**

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**ICP-TR1822-CAN Transformer, plug-in, 18V 22VA, Canada**

For use in Canada. 110 VAC primary voltage input. 18 VAC, 22 VA secondary input.

Order number **ICP-TR1822-CAN**

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**B8103 Universal enclosure, white**

White steel enclosure measuring 41 cm x 41 cm x 9 cm (16 in. x 16 in. x 3.5 in.).

Order number **B8103**

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**D8108A Attack resistant enclosure, large, grey**

Grey steel enclosure measuring 41.5 cm x 41.5 cm x 9 cm (16 in. x 16 in. x 3.5 in.).

UL Listed. Includes a lock and key set.

Order number **D8108A**

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**D8109 Fire enclosure, 16x16x3.5", red**

Red enclosure, 16in. x 16in. x 3.5in. (41cm x 41cm x 9cm), 16 gauge (1.5mm) cold-rolled steel, full-length hinge, D101F lock and 2 D102F keys, UL Listed for commercial fire/burglary applications.

Order number **D8109**

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**B10 Steel enclosure, medium, white**

White, steel enclosure. Accepts an optional lock and tamper switch. Measures 35.6 cm x 31.8 cm x 7.6 cm (14 in x 12.5 in x 3 in).

Order number **B10**

---

**B11 Steel enclosure, small, white**

White, steel enclosure. Accepts an optional lock and tamper switch. Measures 27.8 cm x 25.9 cm x 8.32 cm (10.9 in x 10.2 in x 3.3 in).

Order number **B11**

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**B12 Mounting plate for D8103 enclosure**

Required for mounting select control panels and other devices in B8103, D8103, D8108A, D8109, and BATB Battery Box enclosures.

Order number **B12**

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**B-ENCL-1 Metal Enclosure kit w/transformer**

White steel enclosure with installed 220 VAC transformer.

Order number **B-ENCL-1**

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**D8004 Transformer enclosure kit, grey**

For applications that might require a remote transformer in an enclosure. Can be used with B Series control panels and D9412GV4/D7412GV4 control panels.

Order number **D8004**

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**D101 Enclosure lock and key set**

Short-body lock set with one key supplied. Uses the D102 (#1358) replacement key.

Order number **D101**

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**D110 Tamper switch for enclosure, 2pcs**

Screw-on tamper switch that fits all enclosures. Shipped in packages of two.

Order number **D110**

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**ICP-EZTS Dual tamper switch**

Combination tamper switch with a wire loop for additional tamper outputs.

Order number **ICP-EZTS**

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**B99 USB direct connect cable**

Male A to Male A USB cable for local programming of control panels with on-board USB ports.

Order number **B99**

**B915 Basic Keypad**

Two-line alphanumeric basic keypad with language function keys.

Available languages: English, Chinese, Dutch, French, German, Greek, Italian, Hungarian, Polish, Portuguese, Spanish, Swedish.

Order number **B915**

**B915I LCD keypad, icon keys, SDI2**

Two-line alphanumeric basic keypad with icon function keys.

Available languages: English, Chinese, Dutch, French, German, Greek, Italian, Hungarian, Polish, Portuguese, Spanish, Swedish.

Order number **B915I**

**B920 2 Line Alpha Numeric Keypad (SDI2)**

Two-line alphanumeric keypad

Available languages: English, Dutch, French, German, Hungarian, Italian, Portuguese, Spanish, Swedish.

Order number **B920**

**B921C Two-line Keypad w/Touch keys, Inputs**

Two-line alphanumeric keypad with inputs and capacitive touch keys in black.

Available languages: English, Dutch, French, German, Hungarian, Italian, Portuguese, Spanish, Swedish.

Order number **B921C**

**B930 ATM Style-Alpha Numeric Keypad (SD12)**

Five-line ATM style alphanumeric keypad

Available languages: English, Dutch, French, German, Hungarian, Italian, Portuguese, Spanish, Swedish.

Order number **B930**

**B940W Slim Touch Keypad**

SDI2 compatible touch screen keypad with function keys.

Available languages: English, Chinese, Dutch, French, German, Greek, Italian, Hungarian, Polish, Portuguese, Spanish, Swedish.

Order number **B940W**

**B942 Touch Screen KP Prox/Input/Output, black**

Black SDI2 touch screen keypad with inputs and one output.

Available languages: English, Chinese, Dutch, French, German, Greek, Italian, Hungarian, Polish, Portuguese, Spanish, Swedish.

Order number **B942**

**B942W Touch screen KP, prox/input/output,white**

White SDI2 touch screen keypad with inputs and one output.

Available languages: English, Chinese, Dutch, French, German, Greek, Italian, Hungarian, Polish, Portuguese, Spanish, Swedish.

Order number **B942W**

**B426 Ethernet Communication Module**

Supports two-way communications over Ethernet networks for compatible control panels

Order number **B426**

**B442 Plug-in cellular module, GPRS**

Multi-function cellular communicator that provides IP communication over a (GPRS) cellular network

Order number **B442**

**B443 Plug-in Cellular, HSPA+ (3G+)**

Multi-function 3G/4G cellular communicator providing IP communication over a GPRS/EDGE/UMTS/HSPA+ cellular network

Order number **B443**

**B444 Plug-in cellular module, VZW LTE, hot**

Pre-activated 4G LTE cellular communicator for secure two-way IP communication on the Verizon Wireless LTE network.

Order number **B444**

**B444-C Plug-in cell module, VZW LTE, cold**

Non-activated 4G LTE cellular communicator for secure two-way IP communication on the Verizon Wireless LTE network.

Order number **B444-C**

**B444-A Plug-in cell module, AMEC LTE**

This communication module provides secure two-way IP communication on North American wireless networks.

Order number **B444-A**

**B444-V Plug-in cell module, VZW LTE**

This communication module provides secure two-way IP communication on the Verizon Wireless network.

Order number **B444-V**

**Software Options****D5500CU Upgrade DVD**

RPS software is available for free download on the RPS product page. It is also available on DVD-ROM.

Order number **D5500CU**

**Represented by:**

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www.boschsecurity.asia

# CERTIFICATE OF COMPLIANCE

**Certificate Number** 20180828-S1871  
**Report Reference** S1871-20121210  
**Issue Date** 2018-AUGUST-28

**Issued to:** Bosch Security Systems Inc  
130 Perinton Pkwy  
Fairport NY 14450-9107

**This is to certify that  
representative samples of**

CONTROL UNITS AND ACCESSORIES, HOUSEHOLD  
SYSTEM TYPE; ACCESS CONTROL SYSTEM UNITS ;  
CENTRAL-STATION ALARM UNITS; CONTROL PANELS,  
SIA FALSE ALARM REDUCTION; HOLDUP ALARM  
UNITS; LOCAL ALARM UNITS; POLICE-STATION-  
CONNECTED ALARM UNITS; PROPRIETARY ALARM  
UNITS; CENTRAL-STATION FIRE ALARM SYSTEM  
UNITS CERTIFIED FOR CANADA; HOUSEHOLD  
BURGLAR ALARM SYSTEM UNITS; CONTROL UNIT  
ACCESSORIES, SYSTEM

See Next Page

Have been investigated by UL in accordance with the  
Standard(s) indicated on this Certificate.

**Standard(s) for Safety:** See Next Page

**Additional Information:** See the UL Online Certifications Directory at  
[www.ul.com/database](http://www.ul.com/database) for additional information

Only those products bearing the UL Certification Mark should be considered as being covered by UL's  
Certification and Follow-Up Service.

Look for the UL Certification Mark on the product.



Bruce Mahrenholz, Director North American Certification Program  
UL LLC

Any information and documentation involving UL Mark services are provided on behalf of UL LLC (UL) or any authorized licensee of UL. For questions, please  
contact a local UL Customer Service Representative at <http://ul.com/aboutul/locations/>





# CERTIFICATE OF COMPLIANCE

**Certificate Number** 20180828-S1871  
**Report Reference** S1871-20121210  
**Issue Date** 2018-AUGUST-28

This is to certify that representative samples of the product as specified on this certificate were tested according to the current UL requirements.

USL, CNL: Fire Alarm and Security Equipment:  
Models B3512, B4512 and B5512 Combination Residential Fire and Residential/Commercial Burglary Control Panels

ULC: Fire Alarm Equipment: Models B3512, B4512, B5512, and B6512 subscribers' units.

USL3, CNL: Fire Alarm and Security Equipment:  
Models B6512 Combination Fire and Burglary Control Panels

USL, CNL: Fire Alarm and Security Accessories:  
Models B915, B915I, B920, B930, B942, and B942W keypads, B56 Keypad Surface Mount Box

USL2, CNL2: Fire Alarm and Security Accessories:  
Model B921C, B921CW keypad

ULC: Fire Alarm Accessories: Models B915, B915I, B920 keypads

USL, CNL: Fire Alarm and Security Subassemblies:  
\* Model B201 Zone Module,

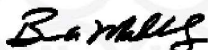
USL: Fire Alarm and Security Subassemblies: Model B430 Phone Module, Models B440, B441, B442, B443, B444 Cellular Module,

ULC: Fire Alarm Subassemblies: Models B430 Phone Module, B442 and B443 Cellular Modules, D135A Low Battery Disconnect Module

Standard(s) for Safety

USL: The products have been investigated to, and found to be in compliance with the:

- UL 365 - Police Station Connected Burglar Alarm Units and Systems
- UL 609 - Local Burglar Alarm Units and Systems
- UL 636 - Holdup Alarm Units and Systems
- UL 1076 - Proprietary Burglar Alarm Units and Systems
- UL 1610 - Central-Station Burglar Alarm Units
- UL 1023 - Household Burglar Alarm System Units
- UL 1635 - Digital Alarm Communicator System Units
- UL 985 - Household Fire Warning System Units
- CP-01-2010 - Control Panel Standard - Features for False Alarm Reduction



Bruce Mahrenholz, Director North American Certification Program

UL LLC

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# CERTIFICATE OF COMPLIANCE

**Certificate Number** 20180828-S1871  
**Report Reference** S1871-20121210  
**Issue Date** 2018-AUGUST-28

USL2: The products have been investigated to, and found to be in compliance with the:

- UL 365 - Police Station Connected Burglar Alarm Units and Systems
- UL 609 - Local Burglar Alarm Units and Systems
- UL 1076 - Proprietary Burglar Alarm Units and Systems
- UL 1610 - Central-Station Burglar Alarm Units
- UL 1023 – Household Burglar Alarm System Units
- UL 1635 - Digital Alarm Communicator System Units
- UL 985 – Household Fire Warning System Units
- CP-01-2010 - Control Panel Standard - Features for False Alarm Reduction

CNL: The products have been investigated to, and found to be in compliance with the:

- ULC ORD C1023 - Household Burglar-Alarm System Units
- ULC ORD C1076 - Proprietary Burglar Alarm Units and Systems
- ULC S303 - Local Burglar Alarm Units and Systems
- ULC S304 - Central-Station Burglar Alarm Units
- ULC S545 - Residential Fire Warning System Control Units

CNL2: The products have been investigated to, and found to be in compliance with the:

- ULC ORD C1076 - Proprietary Burglar Alarm Units and Systems
- ULC S545 - Residential Fire Warning System Control Units

USL3: The products have been investigated to, and found to be in compliance with the:

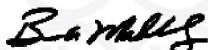
- UL 365 - Police Station Connected Burglar Alarm Units and Systems
- UL 609 - Local Burglar Alarm Units and Systems
- UL 636 - Holdup Alarm Units and Systems
- UL 1076 - Proprietary Burglar Alarm Units and Systems
- UL 1610 - Central-Station Burglar Alarm Units
- UL 1023 – Household Burglar Alarm System Units
- UL 1635 - Digital Alarm Communicator System Units
- UL 985 – Household Fire Warning System Units
- CP-01-2010 - Control Panel Standard - Features for False Alarm Reduction
  - UL 294 - Access Control System Units

USL: The products (Models B430, B440, B441, B442, B443, B444) have also been investigated to, and found to be in compliance with the:

UL 864 – Control Units and Accessories for Fire Alarm Systems.

ULC: The products have also been investigated to, and found to be in compliance with the:

ULC-S559 – Equipment for Fire Signal Receiving Centres and Systems.



Bruce Mahrenholz, Director North American Certification Program

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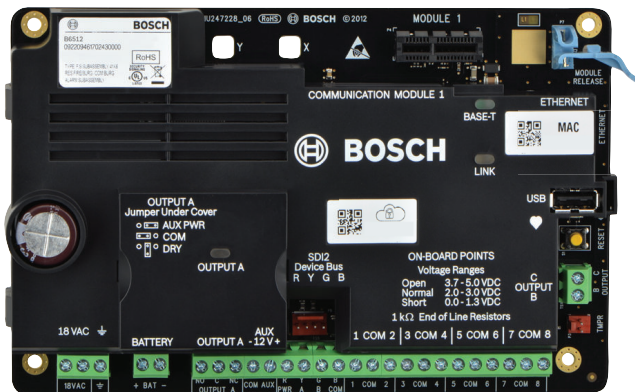
# B6512 IP control panel, 96 points

www.boschsecurity.com

**NuTech National**<sup>™</sup>  
The nation's largest alarm servicing network.



**BOSCH**  
Invented for life



- ▶ Provides up to 96 points using a combination of hardwired or wireless devices for installation flexibility and up to 6 areas with perimeter and interior control
- ▶ On-board Ethernet port for Conettix IP alarm communication and remote programming, compatible with modern IP networks including IPv6/IPv4, Auto-IP, and Universal Plug and Play
- ▶ Installer-friendly features for simple installation and communications, including plug-in PSTN and cellular communication modules
- ▶ Remote Security Control app which allows users to control their security systems - and view system cameras - remotely from mobile devices such as phones and tablets
- ▶ Provides up to 4 access doors

The B6512 integrates intrusion and residential fire, providing one simple user interface for both systems. The B6512 provides up to 96 individually identified points that can be split into 6 areas.

The control panel can communicate through its built-in Ethernet port, or through compatible plug-in modules that can send events over the public switched telephone network (PSTN) or over cellular network communications.

With the B6512, you can monitor doors, windows, and motion within areas like showrooms or those that hold inventory. Each user can have a personalized passcode, a wireless keyfob, and an access credential to control the system.

Use programmable authority levels with restricted privileges to provide service, security, and cleaning personnel with full or limited access. Use the three programmable outputs (expandable up to 91) to turn on lights or lock and unlock doors. Users can:

- Turn on the system to secure the stock room while you conduct daily business.
- Perform tests to ensure your system is working properly.
- Set your system to alarm immediately if a door opens.
- Activate the Watch feature so a tone sounds whenever a customer enters.
- Set a schedule for your system to automatically turn on at closing time.
- Use wireless security options to customize your system.
- Add up to 4 doors of access control using the B901 Access Control Module.

Central monitoring stations provide 24-hour system monitoring with access to vital services. Professional security personnel can test the system, monitor system activity, and alert the police, fire department, or other emergency response teams if necessary.



## Functions

### Programmable outputs

- Three programmable on-board outputs; one high current using a relay, and two trigger outputs
- Output A, with a contact rating of 3 Amps, can supply up to 1.0 A total current from AUX PWR
- Outputs B and C sink up to 50 mA at 12 VDC
- Four alarm-output patterns
- Programmable bell test

### Point response

- 20 custom point profiles
- Selectable point response time
- Cross point capability
- Fire alarm verification
- Dangerous gas indicator includes carbon monoxide (NFPA 720)
- Watch mode

### User interface

- Supervision of up to 12 keypads
- Custom keypad text is fully programmable through RPS or the Installer Services Portal programming tool (available in Europe, Middle East, Africa, and China)
- Full function menu including custom functions
- Authority by area and 32 character name for each user
- 14 custom authority levels to restrict system features that each user can access
- Programmable primary and secondary language by user and keypad
- 12 available languages (any two can be concurrently used)

### User interface languages

The following table shows the available languages per keypad type.

	B915/ B915I	B920	B921C	B930	B940 W/ B942/ B942 W
English	✓	✓	✓	✓	✓
Chinese	✓				✓
Dutch	✓	✓	✓	✓	✓
French	✓	✓	✓	✓	✓
German	✓	✓	✓	✓	✓
Greek	✓				✓
Hungarian	✓	✓	✓	✓	✓
Italian	✓	✓	✓	✓	✓
Polish	✓				✓
Portuguese	✓	✓	✓	✓	✓
Spanish	✓	✓	✓	✓	✓
Swedish	✓	✓	✓	✓	✓

### Area configurations

Link multiple areas to a shared area such as a lobby or common entryway. The shared area then automatically turns On (arms) when all associate areas are armed and turns Off (disarms) when any one associate area is disarmed. For higher security applications, the Area Re-Arm feature guarantees that areas are always rearmed, and are disarmed for no longer than a specific, configurable, amount of time (for example, service time).

### Custom functions

For added convenience, the installer can program custom functions that allow customers to complete complex tasks with one simple action. For example, a custom function can bypass a group of points and arm the system, allowing the user to perform these functions with one easy command. Users can activate custom functions with a keypad, keyfob, token, or card, or the control panel can activate a function in reaction to a faulted point, or automatically through a scheduled event (SKED).

### Passcode security

- Two-man rule. Requires two people with two unique passcodes to be present at the time of opening.
- Early ambush. Allows users to verify that the facility is safe by requiring two passcodes. The control panel sends a duress event if the user does not enter the passcode a second time after inspecting the premises.
- Dual authentication. Requires two forms of identification before processing certain system commands, including turning off the system and opening doors. A standard system user must have a passcode, a credential (token or card), and appropriate command authority permissions.

### Door control

Using the B901 Access Control Module, the control panel provides a fully supervised access control solution. The solution offers 14 programmable levels of access authority. Authority for door access is controlled by the user level, the group of the user, the time of day, the door state, and the area armed (On/Off) state.

### Easy exit control

The control panel changes from one On (armed) state to another without turning off (disarming) the system. For example, if you change the state from Part On (Perimeter Arm) to All On (Master Arm), the control panel complies and reports the change. Easy exit control reduces the number of keystrokes, simplifying system operation.

### Programmable passcode-controlled menu list

Passcode-controlled shortcuts provide users only with the options and information pertinent to them, simplifying system operation.

**Flexible control**

The system provides the flexibility to choose added convenience or high security. For example, you can restrict to a keypad's immediate local area turning on (arming) and turning off (disarming) the system with a passcode, even if the user has access to other areas. This is particularly useful for high security areas, where a user may have access to the area, but would prefer to only turn off (disarm) the area individually rather than with the rest of the system.

**Monitor Delay/Delayed Response**

Create a special point profile that delays the reaction of a point for a specified time (up to 1 hour in minutes and seconds). This delay provides time for the specified condition to reset before activating any annunciation. The system can annunciate locally and send a report, if desired. When the system is armed, the point can respond like a normal point - providing dual functionality. Use this feature to ensure that perimeter doors have not been propped open, or to monitor critical areas such as computer rooms and safes, for example.

**System users**

The system supports up to 100 users. Each user can have a personalized passcode, a wireless keyfob, and an access credential to control the system. You can assign passcodes to one of 14 customized authority levels in each area that can be restricted to operate only during certain times. Programmable primary and secondary language by user and keypad; select from English, Chinese, French, Greek, Hungarian, Italian, Polish, Portuguese, and Spanish.

**Route groups and destinations**

The control panel can send reports to four different route groups using one primary and up to three backup destination devices for each route group.

**Reporting capabilities**

The control panel has flexible communications for most central station receivers with reporting capabilities such as:

- Individual point numbers
- Opening or closing reports by user and area number
- Remote programming attempts
- Diagnostic reports

**Destination test**

It is possible to send test reports to each and all destinations within each route group.

**Communication formats**

The control panel sends reports in these formats:

- Contact ID (PSTN)
- Modem4 (PSTN)
- Conettix Modem4
- Conettix ANSI-SIA Contact ID
- ANSI-SIA DC-09

**Notice****UL and ULC LISTED applications**

ANSI-SIA DC-09 format is not available for UL and ULC LISTED applications.

**IP communication**

The control panel can use on-board Ethernet to communicate with a Conettix D6600 or a Conettix D6100IPv6 communications receiver/gateway. The control panel can optionally use a Conettix plug-in cellular communicator (B440/B441/B442/B443/B444/B444-A/B444-V). Using Conettix IP communication offers a secure path that includes anti-replay/anti-substitution features and provides enhanced security with up to AES 256-bit encryption (using Cipher Block Chaining (CBC)). The control panel supports Domain Name System (DNS) for both remote programming and central station communication. DNS provides ease of use, eliminating the need to use static IP addresses as your reporting destination, and accommodates a simple solution for central station disaster recovery. The control panel supports both IPv6 and IPv4 networks.

**Communication paths**

The control panel accommodates up to four separate phone and four separate network paths to the central station receiver. When resetting alarms or turning a system on and off, the user is identified by name and number.

**Personal notification**

The control panel can send text messages and emails for personal notification over Ethernet or using a cellular communicator. You can configure up to 16 destinations using a combination of cellular phone numbers and email addresses. The control panel sends notifications in the user's programmed primary language.

**Bosch Remote Connect (Cloud)**

Remote Connect simplifies connections from RPS, and the Remote Security Control app, using Bosch Cloud services. This service creates a secure connection to the control panel without specific router settings or the need for a static IP address or DNS.

**Notice**

The Bosch Remote Connect service is not available in Europe, the Middle East, or Africa.

**Firmware updates**

Remote firmware updates are available.

**A wide variety of input options**

Each point:

- Single 1 k $\Omega$ , single 2 k $\Omega$ , dual 1 k $\Omega$  (1 k $\Omega$  + 1 k $\Omega$ ), and No EOL (end-of-line) (EOL) resistor options (for on-board and B208 inputs)

- Programmable for Fire, Intrusion, Access, Gas, and Supervisory devices
- Supports hardwired and wireless devices
- Supports IP cameras by Bosch as point and output devices

### IP camera support

The control panel can integrate directly with Bosch IP cameras, using them as fully supervised points and outputs.

Integration of cameras allows the camera's video motion detection to activate points on the control panel. The control panel's virtual outputs can be configured to trigger camera actions, including sending video snapshots via email.

### Video verification

Ensure priority response by law enforcement and elimination of fines for false alarms through a subscription to Bosch CBS video verification services. The services also optionally enable your monitoring center to speak real-time to an intruder to deter further damage to your site.



#### Notice

The CBS video verification service is not available in Europe, the Middle East, or Africa.

### Security and fire detection

The control panel provides eight on-board points, and up to 88 additional off-board points (depending on model and expansion interfaces). You can program individual points to monitor some types of burglar alarms, fire alarms, and supervision devices.

### Event log

The event log stores local and reported events. The event log includes information such as time, date, event, area, point, and user. View the event log from a keypad or use RPS or the Installer Services Portal programming tool (available in Europe, Middle East, Africa, and China) to remotely retrieve event information. When the event log reaches a programmed threshold of stored events, it can send an optional report to a receiver.

The event log stores up to 1,000 local and reported events.

### Scheduled events (SKEDs)

The internal clock and calendar start individually scheduled events (SKEDs). SKEDs perform several functions such as turn on or off, relay control, or point bypassing.

The control panel offers:

- Ten scheduled events with up to 25 different functions
- Six opening windows and four closing windows
- Six user group windows
- Day-of-week, date-of-month, or holiday only schedules
- Two holiday schedules of 366 days (leap year)

### Programming

Installers can perform limited programming on-site with a keypad (critical parameters; such as account IDs, central station and RPS IP addresses and phone numbers, reporting formats, and more). They can also do full programming on-site or remotely (attended or unattended) with RPS. A programmable system passcode prevents unauthorized remote programming. Full programming is also possible with the web-based Installer Services Portal programming tool. The Installer Services Portal programming tool is available for panel firmware version 3.06 or higher.



#### Notice

The Installer Services Portal programming tool is available in Europe, Middle East, Africa, and China.

The following table shows the available languages for RPS and Installer Services Portal programming tool.

	Installer Services Portal programming tool	RPS programming	RPS custom text*
English	✓	✓	✓
Chinese	✓		
Dutch	✓		✓
French	✓		✓
German	✓		✓
Greek	✓		
Hungarian	✓		✓
Italian	✓		✓
Polish	✓		
Portuguese	✓		✓
Spanish	✓		✓
Swedish	✓		✓

\* RPS custom text is text, that can be entered in RPS and which will then be displayed on keypads and on the Remote Security Control app.

### Diagnostics

Keypads, RPS and the Installer Services Portal programming tool (available in Europe, Middle East, Africa, and China) offer diagnostic help for monitoring and troubleshooting. The diagnostics features allow you to view the status of the wired and wireless devices. The features provide the status of the control panel and its connected devices, such as firmware version, power, and missing conditions. View the status of each area.

### Remote Security Control app

The Remote Security Control app allows users to control their security systems remotely from their devices. Users can:

- Turn their security system On or Off
- Turn specific areas On or Off
- Control outputs for applications such as lighting control
- View live video from Bosch IP cameras
- Grant access remotely by unlocking and locking doors

The app requires the installing dealer to create a Remote Access Profile for users, and to install the profile on their devices.

### Bosch Video Management System integration

With Bosch Video Management System (Bosch VMS) and an intrusion system, the VMS operator has a single user interface to monitor and control the intrusion system combined with video surveillance. With Bosch VMS and a control panel, the operator can, for example:

- View videos triggered by intrusion events, including all relevant information such as areas, point, and user show in the display with the event.
- View areas, points, outputs, and doors - with their statuses - on the Bosch VMS map, providing the exact location in the system.
- Turn on (arm) and turn off (disarm) areas.
- Bypass and unbypass points.
- Lock and unlock doors (Bosch VMS 6.0 and higher).

Requirements to integrate Bosch VMS with a control panel:

- A licensed Bosch VMS system using Professional Editions v5.5 or higher or Bosch VMS Enterprise Edition v5.5 or higher.
- Expansion license to integrate the intrusion control panel. One license needed per control panel. Order number MBX-XINT-xx for the expansion license added to a Bosch VMS base license. Refer to the Bosch Video Management Software product page on the Bosch website, [www.boschsecurity.com](http://www.boschsecurity.com).
- Access to the control panel account and Remote Programming Software (RPS) and the Installer Services Portal programming tool (available in Europe, Middle East, Africa, and China).

### Certifications and approvals

Region	Regulatory compliance/quality marks	
USA	ANSI-SIA	CP-01-2010-Control Panel Standard - Features for False Alarm Reduction
Australia	RCM	ACMA
Europe	CE	EMC, LVD, RoHS [B6512, B5512, B5512E, B4512, B4512E, B3512, B3512E]
USA	UL	Underwriters Laboratories
	UL	UL 294 - Standard for Access Control Units and Systems
	UL	UL 365 - Police Station Connected Burglar Alarm Units

Region	Regulatory compliance/quality marks	
	UL	UL 609 - Standard for Local Burglar Alarm Units and Systems
	UL	UL 636 - Holdup Alarm Units and Systems
	UL	UL 985 - Household Fire Warning System Units
	UL	UL 1023 - Household Burglar Alarm System Units
	UL	UL 1076 - Proprietary Burglar Alarm Units and Systems
	UL	UL 1610 - Central Station Burglar Alarm Units
	UL	UL 1635 - Standard for Digital Alarm Communicator System Units
	CSFM	California State Fire Marshal
	FCC	Part 15 Class B
	Canada	ULC
	ULC	CAN/ULC S303 - Local Burglar Alarm Units and Systems
	ULC	CAN/ULC S304 - Standard for Signal Receiving Center and Premise Burglar Alarm
	ULC	CAN/ULC S545 - Residential Fire Warning System Control Units
	ULC	CAN/ULC S559 - Fire Signal Receiving Centres and Systems
	ULC	ULC-ORD C1023 - Household Burglar Alarm System Units
	ULC	ULC-ORD C1076 - Proprietary Burglar Alarm Units and Systems
	IC	ICES-003 - Information Technology Equipment (ITE)
	Brazil	ANATEL

### Installation/configuration notes



#### Notice

Not all products and features are available in all regions. Consult your local Bosch representative for availability details.

#### Keypads

- B940W Touch screen KP, White (SDI2)
- B942/B942W Touch Screen Keypad (SDI2)
- B930 ATM Style Alphanumeric Keypad (SDI2)
- B921C Two-line Capacitive Keypad (SDI2)
- B920 Two-line Alphanumeric Keypad (SDI2)
- B915/B915I Basic Keypad (SDI2)

**Power**

CX4010 Plug-in Transformer (18 VAC 22 VA 60 Hz)  
 ICP-TR1822-CAN Plug-in Transformer (110 VAC primary, 18 VAC 22 VA secondary)  
 DE-45-18 Transformer  
 D126 Standby Battery (12 V, 7 Ah)  
 D1218 Battery (12 V, 18 Ah)  
 D122 Dual Battery Harness  
 D122 Dual Battery Harness with long leads

**Enclosures**

B10 Medium Control Panel Enclosure  
 B11 Small Control Panel Enclosure  
 B12 Mounting Plate for D8103 Enclosure  
 B8103 Universal Enclosure (requires a B12)  
 D8108A Attack Resistant Enclosure (requires a B12)  
 D8109 Fire Enclosure (requires a B12)  
 D8108A-CE Attack Resistant Enclosure with Built-in Transformer (requires a B12)  
 B-ENCL-1 Metal Enclosure Kit (includes B12 and transformer)

**Accessories**

B56 Keypad Surface Mount Box  
 B96 Keypad Trim Bezel  
 B99 USB Direct Connect Cable  
 B501-10 Interconnect wiring cables (pack of 10)

**Detectors**

FCC-380 Carbon Monoxide Detector  
 F220-P: Photoelectric Smoke Detector  
 F-220-PTH: Photoelectric/Heat Detector  
 FCP-OT320 Multisensor Detector Optical/Thermal  
 FCP-O320 Optical Smoke Detector  
 FCH-T320 Heat Detector  
 Bosch conventional detectors, including Professional Series, Blue Line Gen2, Blue Line, Classic Line, Commercial Line, and Ceiling Mount motion detectors, as well as glass break, seismic, request-to-exit, photoelectric, heat, and smoke detectors.

**Modules**

B201 2-wire Powered Loop Module  
 B208 Octo-input Module  
 B308 Octo-output Module

B426 Conettix Ethernet Communication Module  
 B430 Plug-in Telephone Communicator  
 B442 Conettix Plug-in Cellular Communicator (using GPRS)\*  
 B443 Conettix Plug-in Cellular Communicator (using HSPA+)\*  
 B444 Conettix Plug-in Cellular Communicator  
 B444-A Plug-in cell module, AT&T LTE  
 B444-V Plug-in cell module, Verizon LTE  
 B450 Conettix Plug-in Communicator Interface  
 B520 Auxiliary Power Supply Module  
 B810 wireless receiver (RADION)  
 B820 SDI2 Inovonics Interface Module  
 B901 Access Control Module  
 D113 Battery Lead Supervision Module  
 D125B Dual Class B Initiating Module  
 D129 Class A Initiating Module  
 D130 Auxiliary Relay Module  
 D132A Smoke Detector Reversing Relay Module  
 D133/D134 Relay Module  
 D135A Low Battery Disconnect Module  
 D185 Reverse Polarity Signaling Module  
 D192G Class "B", Style Y Bell Circuit Supervision

**Applications**

Remote Programming Software (RPS or RPS-LITE) v6.03 and higher  
 Installer Services Portal programming tool  
 Bosch Video Management System v5.5 and higher  
 Remote Security Control

**Conettix receivers**

(Managed and configured with Conettix D6200 Programming/Administration Software v2.00)  
 Conettix D6600 Communications Receiver/Gateway (with only D6641 line cards installed) with CPU version 01.10.00  
 Conettix D6100IPv6 Communications Receiver/Gateway with CPU version 61.10.00  
 Conettix D6100i Communications Receiver/Gateway with CPU version 61.10.00

**RADION wireless from Bosch**

B810 wireless receiver (RADION)  
 RFBT-A/RFBT bill trap  
 RFDL-11-A/RFDL-11 TriTech motion detector



RFDW-RM-A/RFDW-RM recessed mount door/window contact

RFDW-SM-A/RFDW-SM surface mount door/window contact

RFGB-A/RFGB glass break detector

RFKF-A/RFKF two-button keyfob

RFKF-FBS-A/RFKF-FBS four-button keyfob

RFKF-TBS-A/RFKF-TBS two-button keyfob

RFPB-SB-A/RFPB-SB single-button panic

RFPB-TB-A/RFPB-TB two-button panic

RFRP-A/RFRP repeater

RFSM-A/RFSM smoke detector

RFPR-12-A/RFPR-12 PIR motion detector

RFPR-C12-A/RFPR-C12 PIR curtain motion detector

RFUN-A/RFUN universal transmitter

### Inovonics Wireless

B820 SDI2 Inovonics Interface Module

ENKIT-SDI2 SDI2 Inovonics Interface and Receiver Kit. Includes B820 and EN4200

EN1210 Universal Transmitter (Single-input)

EN1210EOL Universal Transmitter with EOL Resistor

EN1210W Door-Window Transmitter with Reed Switch

EN1215EOL Universal Transmitter with Wall Tamper, Reed Switch, and EOL Resistor

EN1223D Water-resistant Pendant Transmitter (Double-button)

EN1223S Water-resistant Pendant Transmitter (Single-button)

EN1224-ON Multiple-Condition Pendant Transmitter

EN1233D Necklace Pendant Transmitter (Double-button)

EN1233S Necklace Pendant Transmitter (Single-button)

EN1235D Beltclip Pendant Transmitter (Double-button)

EN1235DF Fixed-location Transmitter (Double-button)

EN1235S Beltclip Pendant Transmitter (Single-button)

EN1235SF Fixed-location Transmitter (Single-button)

EN1247 Glass-break Detector Transmitter

EN1249 Bill Trap Transmitter

EN1242 Smoke Detector Transmitter

EN1260 Wall Mount Motion Detector

EN1261HT High Traffic Motion Detector

EN1262 Motion Detector with Pet Immunity

EN1265 360° Ceiling Mount Motion Detector

EN4200 Serial Receiver

EN5040-T High Power Repeater with Transformer

### Parts included

Quantity	Component
1	Control panel
1	Literature pack: <ul style="list-style-type: none"> <li>• UL Installation Guide</li> <li>• ULC Installation Guide (English and French)</li> <li>• Owner's Manual</li> <li>• Release Notes</li> <li>• SIA Quick Reference Guide</li> </ul> Quick Installation Guide
1	Literature CD containing product literature
1	Wiring label for enclosure door
1	Hardware pack: <ul style="list-style-type: none"> <li>• Mounting clips</li> <li>• 1 kΩ EOL resistors</li> <li>• Battery wires</li> <li>• Four #6 x 3/4 in self threading screws</li> </ul>

### Technical specifications

#### Communications

Ethernet	10/100 full duplex
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#### Environmental considerations

Relative humidity	5% to 93% at +90°F (+32°C), non-condensing
Temperature (operating)	+32°F to +122°F (0°C to +49°C)

#### Power requirements

Current draw (maximum)	Idle 125 mA; alarm 155 mA
Output (alarm)	1.3 A at 12 VDC
Output (auxiliary, continuous power, and switched auxiliary combined)	800 mA at 12 VDC nominal
Voltage (operating):	12 VDC nominal
Voltage (AC)	16.5 - 18 VAC

#### Number of...

Areas	6
Custom functions	6
Events	1024
Passcode users	100, plus 1 installer passcode
Points	96 (8 on-board, up to 88 off-board and virtual)

Programmable outputs	91 (3 on-board, up to 88 off-board and virtual)
RF points	88
Cameras	6
SKEDs	10

### Ordering information

#### B6512 IP control panel, 96 points

Supports up to 96 points, 3 on-board outputs, and 6 areas for intrusion, residential fire.

Order number **B6512**

#### Accessories

##### B520 Auxiliary power supply module, 2A 12V

Provides auxiliary power to 12 VDC devices or to SDI2 modules.

Order number **B520**

##### B201 2-Wire Powered Loop

The module provides a single powered initiating device circuit. The module supports compatible 12 V 2-wire smoke detectors. It also supports connecting burglary devices to the control panel.

Order number **B201**

##### B208 SDI2 8-Input Expansion Module

Provides 8 programmable inputs.

Order number **B208**

##### B308 SDI2 8-Output Expansion Module

Provides 8 programmable relays.

Order number **B308**

##### B901 Door Controller

Fully supervised, addressable SDI2/SDI bus device that allows access control integration for Bosch G and B Series Control Panels.

Order number **B901**

##### B810 Wireless SDI2 bus interface

Receives RF signals from RADION transmitters, repeaters, and glassbreaks. Operates at 433.42 MHz. For use with compatible SDI2 bus control panels.

Order number **B810**

##### D122 Dual battery harness, 17" 18AWG

Harness with circuit breaker. Connects two batteries (in parallel) to a compatible control panel.

Order number **D122**

##### D122L Dual battery harness, 35", 12V

Harness with circuit breaker and leads measuring 35 in. (89 cm). Connects two batteries (in parallel) to a compatible control panel in a separate enclosure.

Order number **D122L**

##### D126 Battery, 12V 7Ah

A rechargeable sealed lead-acid power supply used as a secondary power supply or in auxiliary or ancillary functions.

Order number **D126**

##### D1218 Battery, 12V 18Ah

The D1218 is a 12 V 18 Ah sealed lead-acid battery with two bolt-fastened terminals. It is used for standby and auxiliary power. It connects to a compatible control panel using a D122 or D122L Dual battery harness.

Order number **D1218**

##### CX4010 Transformer, plug-in, 18V 22VA

For use in North America. 110 VAC primary voltage input. 18 VAC, 22 VA secondary input.

Order number **CX4010**

##### ICP-TR1822-CAN Transformer, plug-in, 18V 22VA, Canada

For use in Canada. 110 VAC primary voltage input. 18 VAC, 22 VA secondary input.

Order number **ICP-TR1822-CAN**

##### B8103 Universal enclosure, white

White steel enclosure measuring 41 cm x 41 cm x 9 cm (16 in. x 16 in. x 3.5 in.).

Order number **B8103**

##### D8108A Attack resistant enclosure, large, grey

Grey steel enclosure measuring 41.5 cm x 41.5 cm x 9 cm (16 in. x 16 in. x 3.5 in.).

UL Listed. Includes a lock and key set.

Order number **D8108A**

##### D8109 Fire enclosure, 16x16x3.5", red

Red enclosure, 16in. x 16in. x 3.5in. (41cm x 41cm x 9cm), 16 gauge (1.5mm) cold-rolled steel, full-length hinge, D101F lock and 2 D102F keys, UL Listed for commercial fire/burglary applications.

Order number **D8109**

##### B10 Steel enclosure, medium, white

White, steel enclosure. Accepts an optional lock and tamper switch. Measures 35.6 cm x 31.8 cm x 7.6 cm (14 in x 12.5 in x 3 in).

Order number **B10**

##### B11 Steel enclosure, small, white

White, steel enclosure. Accepts an optional lock and tamper switch. Measures 27.8 cm x 25.9 cm x 8.32 cm (10.9 in x 10.2 in x 3.3 in).

Order number **B11**

##### B12 Mounting plate for D8103 enclosure

Required for mounting select control panels and other devices in B8103, D8103, D8108A, D8109, and BATB Battery Box enclosures.

Order number **B12**

**B-ENCL-1 Metal Enclosure kit w/transformer**

White steel enclosure with installed 220 VAC transformer.

Order number **B-ENCL-1**

**D101 Enclosure lock and key set**

Short-body lock set with one key supplied. Uses the D102 (#1358) replacement key.

Order number **D101**

**D8004 Transformer enclosure kit, grey**

For applications that might require a remote transformer in an enclosure. Can be used with B Series control panels and D9412GV4/D7412GV4 control panels.

Order number **D8004**

**D110 Tamper switch for enclosure, 2pcs**

Screw-on tamper switch that fits all enclosures. Shipped in packages of two.

Order number **D110**

**ICP-EZTS Dual tamper switch**

Combination tamper switch with a wire loop for additional tamper outputs.

Order number **ICP-EZTS**

**B99 USB direct connect cable**

Male A to Male A USB cable for local programming of control panels with on-board USB ports.

Order number **B99**

**B915 Basic Keypad**

Two-line alphanumeric basic keypad with language function keys.

Available languages: English, Chinese, Dutch, French, German, Greek, Italian, Hungarian, Polish, Portuguese, Spanish, Swedish.

Order number **B915**

**B915I LCD keypad, icon keys, SDI2**

Two-line alphanumeric basic keypad with icon function keys.

Available languages: English, Chinese, Dutch, French, German, Greek, Italian, Hungarian, Polish, Portuguese, Spanish, Swedish.

Order number **B915I**

**B920 2 Line Alpha Numeric Keypad (SDI2)**

Two-line alphanumeric keypad

Available languages: English, Dutch, French, German, Hungarian, Italian, Portuguese, Spanish, Swedish.

Order number **B920**

**B921C Two-line Keypad w/Touch keys, Inputs**

Two-line alphanumeric keypad with inputs and capacitive touch keys in black.

Available languages: English, Dutch, French, German, Hungarian, Italian, Portuguese, Spanish, Swedish.

Order number **B921C**

**B930 ATM Style-Alpha Numeric Keypad (SD12)**

Five-line ATM style alphanumeric keypad

Available languages: English, Dutch, French, German, Hungarian, Italian, Portuguese, Spanish, Swedish.

Order number **B930**

**B940W Slim Touch Keypad**

SDI2 compatible touch screen keypad with function keys.

Available languages: English, Chinese, Dutch, French, German, Greek, Italian, Hungarian, Polish, Portuguese, Spanish, Swedish.

Order number **B940W**

**B942 Touch Screen KP Prox/Input/Output, black**

Black SDI2 touch screen keypad with inputs and one output.

Available languages: English, Chinese, Dutch, French, German, Greek, Italian, Hungarian, Polish, Portuguese, Spanish, Swedish.

Order number **B942**

**B942W Touch screen KP, prox/input/output,white**

White SDI2 touch screen keypad with inputs and one output.

Available languages: English, Chinese, Dutch, French, German, Greek, Italian, Hungarian, Polish, Portuguese, Spanish, Swedish.

Order number **B942W**

**B426 Ethernet Communication Module**

Supports two-way communications over Ethernet networks for compatible control panels

Order number **B426**

**B442 Plug-in cellular module, GPRS**

Multi-function cellular communicator that provides IP communication over a (GPRS) cellular network

Order number **B442**

**B443 Plug-in Cellular, HSPA+ (3G+)**

Multi-function 3G/4G cellular communicator providing IP communication over a GPRS/EDGE/UMTS/HSPA+ cellular network

Order number **B443**

**B444 Plug-in cellular module, VZW LTE, hot**

Pre-activated 4G LTE cellular communicator for secure two-way IP communication on the Verizon Wireless LTE network.

Order number **B444**

**B444-C Plug-in cell module, VZW LTE, cold**

Non-activated 4G LTE cellular communicator for secure two-way IP communication on the Verizon Wireless LTE network.

Order number **B444-C**

**B444-A Plug-in cell module, AMEC LTE**

This communication module provides secure two-way IP communication on North American wireless networks.

Order number **B444-A**

**B444-V Plug-in cell module, VZW LTE**

This communication module provides secure two-way IP communication on the Verizon Wireless network. Order number **B444-V**

**Software Options**

**D5500CU Upgrade DVD**

RPS software is available for free download on the RPS product page. It is also available on DVD-ROM. Order number **D5500CU**

**Services**

**EWE-CTRCOM-IW 12mths wrty ext Control Communicator**

12 months warranty extension  
Order number **EWE-CTRCOM-IW**

**Represented by:**

**Europe, Middle East, Africa:**  
Bosch Security Systems B.V.  
P.O. Box 80002  
5600 JB Eindhoven, The Netherlands  
Phone: + 31 40 2577 284  
emea.securitysystems@bosch.com  
emea.boschsecurity.com

**Germany:**  
Bosch Sicherheitssysteme GmbH  
Robert-Bosch-Ring 5  
85630 Grasbrunn  
Germany  
www.boschsecurity.com

**North America:**  
Bosch Security Systems, Inc.  
130 Perinton Parkway  
Fairport, New York, 14450, USA  
Phone: +1 800 289 0096  
Fax: +1 585 223 9180  
onlinehelp@us.bosch.com  
www.boschsecurity.us

**Asia-Pacific:**  
Robert Bosch (SEA) Pte Ltd, Security Systems  
11 Bishan Street 21  
Singapore 573943  
Phone: +65 6571 2808  
Fax: +65 6571 2699  
apr.securitysystems@bosch.com  
www.boschsecurity.asia

# B8103 Universal enclosure, white

www.boschsecurity.com

**NuTech National**<sup>TM</sup>  
The nation's largest alarm servicing network.



**BOSCH**  
Invented for life



- ▶ Easy-to-install standoff location for mounting supported modules
- ▶ Made with cold-rolled steel with a white semi-gloss finish
- ▶ Easy access locations for battery placement
- ▶ Optional tamper switch mounting location

The enclosure houses many control panels and modules by Bosch. It is compatible with an enclosure tamper switch and can hold up to two batteries. Use the enclosure for residential fire and burglary installations and commercial burglary applications that do not require attack resistance.

### Certifications and approvals

Region	Regulatory compliance/quality marks	
USA	UL	UL 294 - Standard for Access Control Units and Systems
	UL	UL 365 - Police Station Connected Burglar Alarm Units
	UL	UL 609 - Standard for Local Burglar Alarm Units and Systems
	UL	UL 864 - Standard for Control Units and Accessories for Fire Alarm Systems
	UL	UL 985 - Household Fire Warning System Units
	UL	UL 1023 - Household Burglar Alarm System Units
	UL	UL 1610 - Central Station Burglar Alarm Units

Region	Regulatory compliance/quality marks	
	UL	UL 1635 - Standard for Digital Alarm Communicator System Units
	UL	S1871-19850314-Certificate of Compliance
	CSFM	see www.boschsecurity.com (the Bosch website)
	FDNY-CoA	6196
Canada	ULC	CAN/ULC S303 - Local Burglar Alarm Units and Systems
	ULC	CAN/ULC S304 - Standard for Signal Receiving Center and Premise Burglar Alarm
	ULC	ULC-ORD C1023 - Household Burglar Alarm System Units
	ULC	[D8108A, D8108AH, D8109, D8109G, D8109H, D8109L, B8103, D8103, B12, B10, B10R, B11, B11R

### Installation/configuration notes

**Compatible locksets**  
D101 (Key #1358)  
D101F (Key #203)

**Compatible tamper switches**

D110  
ICP-EZTS

**Parts included**

Quantity	Component
1	Enclosure
1	Hardware pack
1	Literature pack

**Technical specifications**

Dimensions 41 cm x 41 cm x 9 cm

(16 in. x 16 in. x 3.5 in.)

Weight 4.5 kg (10 lb)

Material Cold-rolled steel

Color White

**Ordering information****B8103 Universal enclosure, white**

White steel enclosure measuring 41 cm x 41 cm x 9 cm  
(16 in. x 16 in. x 3.5 in.).

Order number **B8103**

**Represented by:**

**Europe, Middle East, Africa:**  
Bosch Security Systems B.V.  
P.O. Box 80002  
5600 JB Eindhoven, The Netherlands  
Phone: + 31 40 2577 284  
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**Germany:**  
Bosch Sicherheitssysteme GmbH  
Robert-Bosch-Ring 5  
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Bosch Security Systems, Inc.  
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Phone: +1 800 289 0096  
Fax: +1 585 223 9180  
onlinehelp@us.bosch.com  
www.boschsecurity.us

**Asia-Pacific:**  
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Singapore 573943  
Phone: +65 6571 2808  
Fax: +65 6571 2699  
apr.securitysystems@bosch.com  
www.boschsecurity.asia



# B8512G Control Panels

www.boschsecurity.com

**NuTech National**<sup>™</sup>  
The nation's largest alarm servicing network.



**BOSCH**  
Invented for life



- ▶ Fully integrated intrusion, fire, and access control allows users to interface with one system instead of three
- ▶ Provides up to 99 points using a combination of hardwired or wireless devices for installation flexibility, and up to 8 areas and 8 doors for up to 500 users
- ▶ On-board Ethernet port for Conetix IP alarm communication and remote programming, compatible with modern IP networks including IPv6/IPv4, Auto-IP, and Universal Plug and Play
- ▶ Installer-friendly features for simple installation and communications, including plug-in PSTN and cellular communication modules
- ▶ Remote Security Control app which allows users to control their security systems - and view system cameras - remotely from mobile devices such as phones and tablets

The B9512G Control Panel and the B8512G Control Panel are the new premier commercial control panels from Bosch. B8512G control panels integrate intrusion, fire, and access control providing one simple user interface for all systems.

With the ability to adapt to large and small applications, the B8512G provides up to 99 individually identified points that can be split into 8 areas.

The control panel can communicate through its built-in Ethernet port (not applicable to “E” control panels), or through compatible plug-in modules that can send events over the public switched telephone network (PSTN) or over cellular network communications.

For users, programmable keypad shortcuts, situation sensitive on-screen help, and a bilingual user interface make system operation simple and easy.

With the B8512G, you can:

- Monitor alarm points for intruder, gas, or fire alarms.
- Program all system functions local or remote using Remote Programming Software (RPS) or by using basic programming through the keypad.
- Add up to 8 doors of access control using the optional B901 Access Control Module or D9210C Access Control Interface Module.

The B8512G is a direct replacement for previous control panel models D7412GV4, D7412GV3, D7412GV2, and D7412G.

## Functions

### Programmable outputs

- Four alarm-output patterns
- Programmable bell test

### Point response

- Selectable point response time
- Selectable EOL values and configuration

- Cross point capability
- Fire alarm verification
- Dangerous gas indicator includes carbon monoxide (NFPA 720)
- Watch mode
- Selectable point response time

### User interface

- Supervision of up to 32 keypads
- Custom keypad text is fully programmable through RPS or the Installer Services Portal programming tool (available in Europe, Middle East, Africa, and China)
- Full function menu including customizable shortcuts
- Authority by area and 32 character name for each user
- 14 custom authority levels to restrict system features that each user can access
- Programmable primary and secondary language by user and keypad
- 12 available languages (any two can be concurrently used)

### User interface languages

The following table shows the available languages per keypad type.

	B915/ B915I	B920	B921C	B930	B940 W/ B942/ B942 W
English	✓	✓	✓	✓	✓
Chinese	✓				✓
Dutch	✓	✓	✓	✓	✓
French	✓	✓	✓	✓	✓
German	✓	✓	✓	✓	✓
Greek	✓				✓
Hungarian	✓	✓	✓	✓	✓
Italian	✓	✓	✓	✓	✓
Polish	✓				✓
Portuguese	✓	✓	✓	✓	✓
Spanish	✓	✓	✓	✓	✓
Swedish	✓	✓	✓	✓	✓

### Area configurations

Link multiple areas to a shared area such as a lobby or common entryway. The shared area then automatically turns On (arms) when all associate areas are armed and turns Off (disarms) when any one associate area is disarmed. For higher security applications, the Area Re-Arm feature guarantees that areas are always rearmed, and are disarmed for no longer than a specific, configurable, amount of time (for example, service time).

### Custom functions

For added convenience, the installer can program custom functions that allow customers to complete complex tasks with one simple action. For example, a custom function can bypass a group of points and arm the system, allowing the user to perform these functions with one easy command. Users can activate custom functions with a keypad, keyfob, token, or card, or the control panel can activate a function in reaction to a faulted point, or automatically through a scheduled event (SKED).

### Passcode security

- Two-man rule. Requires two people with two unique passcodes to be present at the time of opening.
- Early ambush. Allows users to verify that the facility is safe by requiring two passcodes. The control panel sends a duress event if the user does not enter the passcode a second time after inspecting the premises.
- Dual authentication. Requires two forms of identification before processing certain system commands, including turning off the system and opening doors. A standard system user must have a passcode, a credential (token or card), and appropriate command authority permissions.

### Door control

Using the B901 Access Control Module or D9210C Access Control Interface Module, the control panel provides a fully supervised access control solution. The solution offers 14 programmable levels of access authority. Authority for door access is controlled by the user level, the group of the user, the time of day, the door state, and the area armed (On/Off) state.

### Easy exit control

The control panel changes from one On (armed) state to another without turning off (disarming) the system. For example, if you change the state from Part On (Perimeter Arm) to All On (Master Arm), the control panel complies and reports the change. Easy exit control reduces the number of keystrokes, simplifying system operation.

### Programmable passcode-controlled menu list

Passcode-controlled shortcuts provide users only with the options and information pertinent to them, simplifying system operation.

### Flexible control

The system provides the flexibility to choose added convenience or high security. For example, you can restrict to a keypad's immediate local area turning on (arming) and turning off (disarming) the system with a passcode, even if the user has access to other areas. This is particularly useful for high security areas, where a user may have access to the area, but would prefer to only turn off (disarm) the area individually rather than with the rest of the system.



### Monitor Delay/Delayed Response

Create a special point profile that delays the reaction of a point for a specified time (up to 1 hour in minutes and seconds). This delay provides time for the specified condition to reset before activating any annunciation. The system can annunciate locally and send a report, if desired. When the system is armed, the point can respond like a normal point - providing dual functionality. Use this feature to ensure that perimeter doors have not been propped open, or to monitor critical areas such as computer rooms and safes, for example.

### System users

The system supports up to 500 users. Each user can have a personalized passcode, a wireless keyfob, and an access credential to control the system. You can assign passcodes to one of 14 customized authority levels in each area that can be restricted to operate only during certain times. You can program a primary and secondary language for each user and by keypad (select from English, Chinese, French, Greek, Hungarian, Italian, Polish, Portuguese, and Spanish). The keypad changes to the user's programmed language when the user enters his passcode or holds the Help key.

### Route groups and destinations

The control panel can send reports to four different route groups using one primary and up to three backup destination devices for each route group.

### Reporting capabilities

The control panel has flexible communications for most central station receivers with reporting capabilities such as:

- Individual point numbers
- Opening or closing reports by user and area number
- Remote programming attempts
- Diagnostic reports

### Destination test

It is possible to send test reports to each and all destinations within each route group.

### Communication formats

The control panel sends reports in these formats:

- Contact ID (PSTN)
- Modem4 (PSTN)
- Conettix Modem4
- Conettix ANSI-SIA Contact ID
- ANSI-SIA DC-09



#### Notice

##### UL and ULC LISTED applications

ANSI-SIA DC-09 format is not available for UL and ULC LISTED applications.

### IP communication

The control panel can use IP to communicate with a Conettix D6600 or a Conettix D6100IPv6 communications receiver/gateway. Use one of the following for IP:

- The on-board Ethernet connection (not applicable to "E" control panels)
- Ethernet Communication Module: B426
- Plug-in cellular communicator: B440/B441/B442/B443/B444/B444-A/B444-V

Conettix IP communication provides a secure path that includes anti-replay/anti-substitution features, and enhanced security with up to AES 256-bit encryption (using Cipher Block Chaining (CBC)).

The control panel supports Domain Name System (DNS) for both remote programming and central station communication. DNS provides ease of use, eliminating the need to use static IP addresses as your reporting destination, and accommodates a simple solution for central station disaster recovery. The control panel supports both IPv6 and IPv4 networks.

### Communication paths

The control panel accommodates up to four separate phone and four separate network paths to the central station receiver. When resetting alarms or turning a system on and off, the user is identified by name and number.

### Personal notification

The control panel can send text messages and emails for personal notification over Ethernet or using a cellular communicator. You can configure up to 32 destinations using a combination of cellular phone numbers and email addresses. The control panel sends notifications in the user's programmed primary language.

### Bosch Remote Connect (Cloud)

Remote Connect simplifies connections from RPS, and the Remote Security Control app, using Bosch Cloud services. This service creates a secure connection to the control panel without specific router settings or the need for a static IP address or DNS.



#### Notice

The Bosch Remote Connect service is not available in Europe, the Middle East, or Africa.

### Firmware updates

Remote firmware updates are available.

### A wide variety of input options

Each point:

- Single 1 k $\Omega$ , single 2 k $\Omega$ , dual 1 k $\Omega$  (1 k $\Omega$  + 1 k $\Omega$ ), and No EOL (end-of-line) (EOL) resistor options (for on-board and B208 inputs)
- Programmable for Fire, Intrusion, Access, Gas, and Supervisory devices
- Supports hardwired and wireless devices
- Supports IP cameras by Bosch as point and output devices

### IP camera support

The control panel can integrate directly with Bosch IP cameras, using them as fully supervised points and outputs.

Integration of cameras allows the camera's video motion detection to activate points on the control panel. The control panel's virtual outputs can be configured to trigger camera actions, including sending video snapshots via email.

### Security and fire detection

The control panel provides eight on-board points, and up to 91 additional off-board points (depending on model and expansion interfaces). You can program individual points to monitor some types of burglar alarms, fire alarms, and supervision devices.

### Event log

The event log stores up to 2048 local and reported events. The event log includes time, date, event, area, point, and user. View the event log from a keypad or use RPS or the Installer Services Portal programming tool (available in Europe, Middle East, Africa, and China) to remotely retrieve event information. When the event log reaches a programmed threshold of stored events, it can send an optional report to a receiver.

### Scheduled events (SKEDs)

The internal clock and calendar start individually scheduled events (SKEDs). SKEDs perform several functions such as turn on or off, relay control, or point bypassing.

The control panel offers:

- 40 scheduled events with up to 31 different functions
- 8 opening windows and 8 closing windows
- 8 user group windows
- Day-of-week, date-of-month, or holiday only schedules
- 4 holiday schedules of 366 days (leap year)

### Dual bus and SDI keypad retrofits

The dual SDI2 device bus design provides greater installation flexibility, such as bus isolation for Intrusion and Fire. To use popular SDI keypads (for example D1255 and D1260), program one of the two SDI2 buses for SDI operation.

### ZONEX and POPEX retrofits

To retrofit legacy Bosch control panels that use ZONEX and POPEX devices, the control panel is compatible with the B600 Retrofit (ZONEX) Module. The B600 adds two ZONEX buses to the control panel which can connect to existing legacy point bus (POPEX) devices (for example, the D8125).

### Programming

Installers can perform limited programming on-site with a keypad (critical parameters; such as account IDs, central station and RPS IP addresses and phone numbers, reporting formats, and more). They can also do full programming on-site or remotely (attended or unattended) with RPS. A programmable system passcode prevents unauthorized remote programming.

Full programming is also possible with the web-based Installer Services Portal programming tool. The Installer Services Portal programming tool is available for panel firmware version 3.06 or higher.



### Notice

The Installer Services Portal programming tool is available in Europe, Middle East, Africa, and China.

The following table shows the available languages for RPS and Installer Services Portal programming tool.

	Installer Services Portal programming tool	RPS programming	RPS custom text*
English	✓	✓	✓
Chinese	✓		
Dutch	✓		✓
French	✓		✓
German	✓		✓
Greek	✓		
Hungarian	✓		✓
Italian	✓		✓
Polish	✓		
Portuguese	✓		✓
Spanish	✓		✓
Swedish	✓		✓

\* RPS custom text is text, that can be entered in RPS and which will then be displayed on keypads and on the Remote Security Control app.

### Diagnostics

Keypads, RPS and the Installer Services Portal programming tool (available in Europe, Middle East, Africa, and China) offer diagnostic help for monitoring and troubleshooting. The diagnostics features allow you to view the status of the wired and wireless devices. The features provide the status of the control panel and its connected devices, such as firmware version, power, and missing conditions. View the status of each area.

### Remote Security Control app

The Remote Security Control app allows users to control their security systems remotely from their devices. Users can:

- Turn their security system On or Off
- Turn specific areas On or Off
- Control outputs for applications such as lighting control
- View live video from Bosch IP cameras

- Grant access remotely by unlocking and locking doors. The app requires the installing dealer to create a Remote Access Profile for users, and to install the profile on their devices.

### Bosch Video Management System integration

With Bosch Video Management System (Bosch VMS) and an intrusion system, the VMS operator has a single user interface to monitor and control the intrusion system combined with video surveillance. With Bosch VMS and a control panel, the operator can, for example:

- View videos triggered by intrusion events, including all relevant information such as areas, point, and user show in the display with the event.
- View areas, points, outputs, and doors - with their statuses - on the Bosch VMS map, providing the exact location in the system.
- Turn on (arm) and turn off (disarm) areas.
- Bypass and unbypass points.
- Lock and unlock doors (Bosch VMS 6.0 and higher).

Requirements to integrate Bosch VMS with a control panel:

- A licensed Bosch VMS system using Professional Editions v5.5 or higher or Bosch VMS Enterprise Edition v5.5 or higher.
- Expansion license to integrate the intrusion control panel. One license needed per control panel. Order number MBX-XINT-xx for the expansion license added to a Bosch VMS base license. Refer to the Bosch Video Management Software product page on the Bosch website, [www.boschsecurity.com](http://www.boschsecurity.com).
- Access to the control panel account and Remote Programming Software (RPS) and the Installer Services Portal programming tool (available in Europe, Middle East, Africa, and China).

### Certifications and approvals

Region	Regulatory compliance/quality marks	
USA	ANSI-SIA	CP-01-2010-Control Panel Standard - Features for False Alarm Reduction
Australia	RCM	Regulatory Compliance Mark
	RCM	Regulatory Compliance Mark
	RCM	ACMA
Europe	CE	EMC, LVD, RoHS
USA	UL	Underwriters Laboratories
	UL	UL 294 - Standard for Access Control Units and Systems
	UL	UL 365 - Police Station Connected Burglar Alarm Units
	UL	UL 609 - Standard for Local Burglar Alarm Units and Systems
	UL	UL 636 - Holdup Alarm Units and Systems
	UL	UL 864 - Standard for Control Units and Accessories for Fire Alarm Systems

Region	Regulatory compliance/quality marks	
	UL	UL 985 - Household Fire Warning System Units
	UL	UL 1023 - Household Burglar Alarm System Units
	UL	UL 1076 - Proprietary Burglar Alarm Units and Systems
	UL	UL 1610 - Central Station Burglar Alarm Units
	UL	UL 1635 - Standard for Digital Alarm Communicator System Units
	FM	Central Station
	FM	Local Protective Signaling
	FM	Remote Station
	CSFM	California State Fire Marshal
	FCC	Part 15 Class B
	FDNY-CoA	Fire Department of New York City [B9512G, B9512G-E, B8512G, B8512G-E]
Canada	ULC	Underwriters Laboratories of Canada
	ULC	CAN/ULC S303 - Local Burglar Alarm Units and Systems
	ULC	CAN/ULC S304 - Standard for Signal Receiving Center and Premise Burglar Alarm
	ULC	CAN/ULC S545 - Residential Fire Warning System Control Units
	ULC	CAN/ULC S559 - Fire Signal Receiving Centres and Systems
	ULC	ULC-ORD C1023 - Household Burglar Alarm System Units
	ULC	ULC-ORD C1076 - Proprietary Burglar Alarm Units and Systems
	IC	ICES-003 - Information Technology Equipment (ITE)
Brazil	ANATEL	04450-16-01855 [B9512G, B8512G when used with B430 or B442]

### Installation/configuration notes



#### Notice

Not all products and features are available in all regions. Consult your local Bosch representative for availability details.

### Compatible products

#### Keypads

B940W Touch screen KP, White (SDI2)

B942/B942W Touch Screen Keypad (SDI2)

B930 ATM Style Alphanumeric Keypad (SDI2)

B926F Fire Keypad (SDI2)  
 B925F Fire Keypad (SDI2)  
 B921C Two-line Capacitive Keypad (SDI2)  
 B920 Two-line Alphanumeric Keypad (SDI2)  
 B915/B915I Basic Keypad (SDI2)  
 D1255 Series Keypads  
 D1260 Series Keypads  
 D1256RB Fire Keypad  
 D1257RB Remote Fire Alarm Annunciator

#### Power

D1640 16.5 VAC 40 VA Transformer  
 DE-45-18 Transformer  
 D126 Standby Battery (12 V, 7 Ah)  
 D1218 Battery (12 V, 18 Ah)  
 D122 Dual Battery Harness  
 D122L Dual Battery Harness with Long Leads

#### Enclosures

B8103 Universal Enclosure (White)  
 D8103 Universal Enclosure (Gray)  
 D8108A Attack Resistant Enclosure  
 D8108A-CE Attack Resistant Enclosure with Built-in Transformer  
 D8109 Fire Enclosure

#### Accessories

B56 Keypad Surface Mount Box  
 B96 Keypad Trim Bezel  
 B99 USB Direct Connect Cable  
 B501-10 Interconnect wiring cables (pack of 10)  
 D161 Dual Modular Telephone Cord (7 f)  
 D162 Modular Telephone Cord (2 ft)  
 D166 Telephone Jack (RJ31X)

#### Detectors

D7050 Series Addressable Photoelectric Smoke and Smoke Heat Detector Heads  
 F220-B6PM/S 12/24 VDC Addressable Detector Bases with POPITs  
 F220-B6 12/24 VDC Two-wire Base  
 F220-B6R Standard 12/24 VDC Four-wire Base)  
 F220-P Photoelectric Smoke Detector

F220-PTH Photoelectric Smoke Detector with +135°F (+57°C) Heat Sensor  
 F220-PTH Photoelectric Smoke Detector with +135°F (+57°C) Heat Sensor and Carbon Monoxide Sensors  
 F220-B6C 12/24 VDC Four-wire Base with Auxiliary Form C Relay  
 FCC-380 Carbon Monoxide Detector  
 FCH-T320 Heat Detector  
 FCP-OT320 Multisensor Detector Optical/Thermal  
 FCP-O320 Optical Smoke Detector  
 MX775i Addressable PIR Detector  
 MX794i Long Range Multiplex PIR Detector  
 MX934i Addressable PIR Detector  
 MX938i Addressable PIR Detector  
 ZX776Z PIR Detector  
 ZX794Z Long Range PIR Detector  
 ZX835 TriTech Microwave/PIR Detector  
 ZX935Z PIR Detector  
 ZX938Z PIR Detector  
 ZX970 PIR/Microwave Detector

Bosch conventional detectors, including Professional Series, Blue Line Gen2, Blue Line, Classic Line, Commercial Line, and Ceiling Mount motion detectors, as well as glass break, seismic, request-to-exit, photoelectric, heat, and smoke detectors.

#### Modules

B208 Octo-input Module  
 B299 POPEX Module  
 B308 Octo-output Module  
 B426 Conettix Ethernet Communication Module  
 B430 Plug-in Telephone Communicator  
 B442 Conettix Plug-in Cellular Communicator (using GPRS)  
 B443 Conettix Plug-in Cellular Communicator (using HSPA+)  
 B444 Conettix Plug-in Cellular Communicator  
 B444-A Plug-in cell module, AT&T LTE  
 B444-V Plug-in cell module, Verizon LTE  
 B450 Conettix Plug-in Communicator Interface  
 B520 Auxiliary Power Supply Module  
 B600 Retrofit (ZONEX) Module  
 B810 wireless receiver (RADION)  
 B820 SDI2 Inovonics Interface Module  
 B901 Access Control Module

D113 Battery Lead Supervision Module  
 D125B Dual Class B Initiating Module  
 D126 Standby Battery (12 V, 7 Ah)  
 D129 Class A Initiating Module  
 D130 Auxiliary Relay Module  
 D132A Smoke Detector Reversing Relay Module  
 D133 Single Relay Module  
 D134 Dual Relay Module  
 D185 Reverse Polarity Signaling Module  
 D192G Class "B", Style Y Bell Circuit Supervision  
 D1218 Battery (12 V, 18 Ah)  
 D8125 Addressable Expansion Module  
 D8125MUX Multiplex Bus Interface  
 D8128D OctoPOPIT Eight-point Expander  
 D8129 Octo-relay Module  
 D8130 Door Release Module  
 D9127U/T POPIT Module  
 DS7461i Single-zone Input Module  
 DS7465i Input-output Module  
 D9210C Access Control Interface Module  
 ICP-EZTS Cover and Wall Tamper Switch  
 ICP-SDI-9114 SDI Splitter

### Applications

Remote Programming Software (RPS or RPS-LITE) v6.03 and higher  
 Installer Services Portal programming tool  
 Bosch Video Management System v5.5 and higher  
 Remote Security Control

### Conettix receivers

(Managed and configured with Conettix D6200 Programming/ Administration Software v2.10)

Conettix D6600 Communications Receiver/Gateway (with only D6641 line cards installed) with CPU version 01.10.00

Conettix D6100IPv6 Communications Receiver/Gateway with CPU version 61.10.00

Conettix D6100i Communications Receiver/Gateway with CPU version 61.10.00

### RADION wireless from Bosch

B810 wireless receiver (RADION)  
 RFBT-A/RFBT bill trap

RFDL-11-A/RFDL-11 TriTech motion detector  
 RFDW-RM-A/RFDW-RM recessed mount door/window contact  
 RFDW-SM-A/RFDW-SM surface mount door/window contact  
 RFGB-A/RFGB glass break detector  
 RFKF-A/RFKF two-button keyfob  
 RFKF-FBS-A/RFKF-FBS four-button keyfob  
 RFKF-TBS-A/RFKF-TBS two-button keyfob  
 RFPB-SB-A/ RFPB-SB single-button panic  
 RFPB-TB-A/RFPB-TB two-button panic  
 RFRP-A/RFRP repeater  
 RFSM-A/RFSM smoke detector  
 RFPR-12-A/RFPR-12 PIR motion detector  
 RFPR-C12-A/RFPR-C12 PIR curtain motion detector  
 RFUN-A/RFUN universal transmitter

### Inovonics Wireless

B820 SDI2 Inovonics Interface Module  
 ENKIT-SDI2 SDI2 Inovonics Interface and Receiver Kit. Includes B820 and EN4200  
 EN1210 Universal Transmitter (Single-input)  
 EN1210EOL Universal Transmitter with EOL Resistor  
 EN1210W Door-Window Transmitter with Reed Switch  
 EN1215EOL Universal Transmitter with Wall Tamper, Reed Switch, and EOL Resistor  
 EN1223D Water-resistant Pendant Transmitter (Double-button)  
 EN1223S Water-resistant Pendant Transmitter (Single-button)  
 EN1224-ON Multiple-Condition Pendant Transmitter  
 EN1233D Necklace Pendant Transmitter (Double-button)  
 EN1233S Necklace Pendant Transmitter (Single-button)  
 EN1235D Beltclip Pendant Transmitter (Double-button)  
 EN1235DF Fixed-location Transmitter (Double-button)  
 EN1235S Beltclip Pendant Transmitter (Single-button)  
 EN1235SF Fixed-location Transmitter (Single-button)  
 EN1247 Glass-break Detector Transmitter  
 EN1249 Bill Trap Transmitter  
 EN1242 Smoke Detector Transmitter  
 EN1260 Wall Mount Motion Detector  
 EN1261HT High Traffic Motion Detector  
 EN1262 Motion Detector with Pet Immunity

EN1265 360° Ceiling Mount Motion Detector

EN4200 Serial Receiver

EN5040-T High Power Repeater with Transformer

## Technical specifications

### Properties

Dimensions	10.625 in x 7.75 in x 1.875 in (26.99 x 19.69 x 4.76 cm)
Weight	1.95 lbs (0.88 kg)

### Communications

Ethernet	10/100 full duplex (N/A for "E" control panels)
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### Environmental considerations

Relative humidity	5% to 93% at +32°C (+90°F)
Temperature (operating)	0°C to +49°C (+32°F to +120°F)

### Power requirements

Current (maximum)	Standby: 180 mA Alarm: 260 mA
Output (alarm)	2 A at 12 VDC
Output (auxiliary, continuous power, and switched auxiliary combined)	1.4 A at 12 VDC nominal
Voltage (operating)	12 VDC nominal
Voltage (AC)	16.5 - 18 VAC

### Wiring

Terminal wire size	12 AWG to 22 AWG (2.0 mm to 0.65 mm)
SDI2 wiring	Maximum distance – Wire size (unshielded wire only): 7,500 ft (2,286 m) - 22 AWG (0.65 mm)

### Number of...

Areas	8
Custom functions	8
Events	Up to 2048
Passcode users	500, plus 1 installer passcode
Points	99 (8 on-board, up to 91 off-board and virtual)
Programmable outputs	99 (3 on-board, up to 96 off-board and virtual)
RF points	91

IP cameras	8
SKEDs	40

## Ordering information

### B8512G IP control panel, 8 areas, 99 points

Supports up to 99 points, 3 on-board outputs, and 8 areas for intrusion, commercial fire. On-board Ethernet.

Order number **B8512G**

### EWE-GSERIE-IW 12mths wrty ext G Series panel

12 months warranty extension

Order number **EWE-GSERIE-IW**

### B8512G-E Control panel, 8 areas, 99 points, no IP

The B8512G-E is available only in kits.

Order number **B8512G-E**

### EWE-GSERIE-IW 12mths wrty ext G Series panel

12 months warranty extension

Order number **EWE-GSERIE-IW**



**Accessories****B520 Auxiliary power supply module, 2A 12V**

Provides auxiliary power to 12 VDC devices or to SDI2 modules.

Order number **B520**

**B208 SDI2 8-Input Expansion Module**

Provides 8 programmable inputs.

Order number **B208**

**B308 SDI2 8-Output Expansion Module**

Provides 8 programmable relays.

Order number **B308**

**B901 Door Controller**

Fully supervised, addressable SDI2/SDI bus device that allows access control integration for Bosch G and B Series Control Panels.

Order number **B901**

**B810 Wireless SDI2 bus interface**

Receives RF signals from RADION transmitters, repeaters, and glassbreaks. Operates at 433.42 MHz. For use with compatible SDI2 bus control panels.

Order number **B810**

**D122 Dual battery harness, 17" 18AWG**

Harness with circuit breaker. Connects two batteries (in parallel) to a compatible control panel.

Order number **D122**

**D122L Dual battery harness, 35", 12V**

Harness with circuit breaker and leads measuring 35 in. (89 cm). Connects two batteries (in parallel) to a compatible control panel in a separate enclosure.

Order number **D122L**

**D126 Battery, 12V 7Ah**

A rechargeable sealed lead-acid power supply used as a secondary power supply or in auxiliary or ancillary functions.

Order number **D126**

**D1218 Battery, 12V 18Ah**

The D1218 is a 12 V 18 Ah sealed lead-acid battery with two bolt-fastened terminals. It is used for standby and auxiliary power. It connects to a compatible control panel using a D122 or D122L Dual battery harness.

Order number **D1218**

**D137 Accessory mounting bracket for enclosure**

Used to mount accessory modules in B8103, D8108A, and D8109 enclosures.

Order number **D137**

**D1640 Transformer plug-in, 16V 40VA**

System transformer rated at 16.5 VAC, 40 VA.

Order number **D1640**

**D1640-CA Transformer, plug-in, 16V 40VA, Canada**

For use in Canada. System transformer rated at 16.5 VAC, 40 VA.

Order number **D1640-CA**

**D9002-5 Mounting plate, 6 location 3-hole, 5 pcs**

5 pack of mounting skirts for B8103, D8103, D8108A, and D8109 enclosures. Each skirt can hold up to six standard 3-hole mounting modules.

Order number **D9002-5**

**D101 Enclosure lock and key set**

Short-body lock set with one key supplied. Uses the D102 (#1358) replacement key.

Order number **D101**

**D110 Tamper switch for enclosure, 2pcs**

Screw-on tamper switch that fits all enclosures. Shipped in packages of two.

Order number **D110**

**ICP-EZTS Dual tamper switch**

Combination tamper switch with a wire loop for additional tamper outputs.

Order number **ICP-EZTS**

**B8103 Universal enclosure, white**

White steel enclosure measuring 41 cm x 41 cm x 9 cm (16 in. x 16 in. x 3.5 in.).

Order number **B8103**

**D8108A Attack resistant enclosure, large, grey**

Grey steel enclosure measuring 41.5 cm x 41.5 cm x 9 cm (16 in. x 16 in. x 3.5 in.).

UL Listed. Includes a lock and key set.

Order number **D8108A**

**D8109 Fire enclosure, 16x16x3.5", red**

Red enclosure, 16in. x 16in. x 3.5in. (41cm x 41cm x 9cm), 16 gauge (1.5mm) cold-rolled steel, full-length hinge, D101F lock and 2 D102F keys, UL Listed for commercial fire/burglary applications.

Order number **D8109**

**D8004 Transformer enclosure kit, grey**

For applications that might require a remote transformer in an enclosure. Can be used with B Series control panels and D9412GV4/D7412GV4 control panels.

Order number **D8004**

**BATB-40 Battery box/enclosure, 22x21x7.25"**

22 x 20.75 x 7.25" (56 x 53 x 18.5 cm). Holds two dry or wet cell batteries. Optional BATB-SHELF battery shelf increases number of batteries. Suitable for residential/commercial fire or burglary applications.

Order number **BATB-40**

**BATB-80 Battery box/enclosure, 22x21x7.25"**

14 x 20.75 x 7.25" (36 x 53 x 18.5 cm). Battery box/enclosure with shelf holds up to four dry or wet cell batteries. Suitable for residential/commercial fire or burglary applications.  
Order number **BATB-80**

**B99 USB direct connect cable**

Male A to Male A USB cable for local programming of control panels with on-board USB ports.  
Order number **B99**

**B915 Basic Keypad**

Two-line alphanumeric basic keypad with language function keys.  
Available languages: English, Chinese, Dutch, French, German, Greek, Italian, Hungarian, Polish, Portuguese, Spanish, Swedish.  
Order number **B915**

**B915I LCD keypad, icon keys, SDI2**

Two-line alphanumeric basic keypad with icon function keys.  
Available languages: English, Chinese, Dutch, French, German, Greek, Italian, Hungarian, Polish, Portuguese, Spanish, Swedish.  
Order number **B915I**

**B920 2 Line Alpha Numeric Keypad (SDI2)**

Two-line alphanumeric keypad  
Available languages: English, Dutch, French, German, Hungarian, Italian, Portuguese, Spanish, Swedish.  
Order number **B920**

**B921C Two-line Keypad w/Touch keys, Inputs**

Two-line alphanumeric keypad with inputs and capacitive touch keys in black.  
Available languages: English, Dutch, French, German, Hungarian, Italian, Portuguese, Spanish, Swedish.  
Order number **B921C**

**B930 ATM Style-Alpha Numeric Keypad (SD12)**

Five-line ATM style alphanumeric keypad  
Available languages: English, Dutch, French, German, Hungarian, Italian, Portuguese, Spanish, Swedish.  
Order number **B930**

**B940W Slim Touch Keypad**

SDI2 compatible touch screen keypad with function keys.  
Available languages: English, Chinese, Dutch, French, German, Greek, Italian, Hungarian, Polish, Portuguese, Spanish, Swedish.  
Order number **B940W**

**B942 Touch Screen KP Prox/Input/Output, black**

Black SDI2 touch screen keypad with inputs and one output.

Available languages: English, Chinese, Dutch, French, German, Greek, Italian, Hungarian, Polish, Portuguese, Spanish, Swedish.  
Order number **B942**

**B942W Touch screen KP, prox/input/output,white**

White SDI2 touch screen keypad with inputs and one output.  
Available languages: English, Chinese, Dutch, French, German, Greek, Italian, Hungarian, Polish, Portuguese, Spanish, Swedish.  
Order number **B942W**

**B925F Fire and intrusion keypad, SDI2**

Two-line alphanumeric fire and intrusion keypad.  
Order number **B925F**

**B926F Fire keypad, SDI2**

Two-line alphanumeric fire keypad  
Order number **B926F**

**B426 Ethernet Communication Module**

Supports two-way communications over Ethernet networks for compatible control panels  
Order number **B426**

**B442 Plug-in cellular module, GPRS**

Multi-function cellular communicator that provides IP communication over a (GPRS) cellular network  
Order number **B442**

**B443 Plug-in Cellular, HSPA+ (3G+)**

Multi-function 3G/4G cellular communicator providing IP communication over a GPRS/EDGE/UMTS/HSPA+ cellular network  
Order number **B443**

**B444 Plug-in cellular module, VZW LTE, hot**

Pre-activated 4G LTE cellular communicator for secure two-way IP communication on the Verizon Wireless LTE network.  
Order number **B444**

**B444-C Plug-in cell module, VZW LTE, cold**

Non-activated 4G LTE cellular communicator for secure two-way IP communication on the Verizon Wireless LTE network.  
Order number **B444-C**

**B444-A Plug-in cell module, AMEC LTE**

This communication module provides secure two-way IP communication on North American wireless networks.  
Order number **B444-A**

**B444-V Plug-in cell module, VZW LTE**

This communication module provides secure two-way IP communication on the Verizon Wireless network.  
Order number **B444-V**



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**Software Options**

**D5500C-USB Kit with DVD and USB security dongle**  
Remote Programming Software (RPS) with USB security key (dongle).

Order number **D5500C-USB**

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## FLEXIDOME IP turret 3000i IR

**Nutech National**<sup>™</sup>  
The nation's largest alarm servicing network.



The FLEXIDOME IP turret 3000i IR is built for high quality, 24/7 performance, with a range of reliable surveillance features, including Essential Video Analytics.

The compact and minimalist design provides ease of installation.

### Functions

#### Essential Video Analytics

The built-in video analysis reinforces the Intelligence-at-the-Edge concept and now delivers even more powerful features. Essential Video Analytics is ideal for use in controlled environments with limited detection ranges.

The system reliably detects, tracks, and analyzes objects, and alerts you when predefined alarms are triggered. A smart set of alarm rules makes complex tasks easy and reduces false alarms to a minimum. Metadata is attached to your video to add sense and structure. This enables you to quickly retrieve the relevant images from hours of stored video. Metadata can also be used to deliver irrefutable forensic evidence or to optimize business processes based on people counting or crowd density information.

#### High Dynamic Range

The high dynamic range mode is based on a multiple-exposure process that captures more details in the highlights and in the shadows even in the same scene. The result is that you can easily distinguish objects and features, for example, faces with bright backlight.



- ▶ 1080p and 5MP resolutions
- ▶ Built-in Essential Video Analytics to trigger relevant alerts and quickly retrieve data
- ▶ Fully configurable H.265 multi-streaming
- ▶ High Dynamic Range (120 dB) for challenging bright and dark scenes
- ▶ Built-in IR illuminator with 15 m (49 ft) viewing distance

The actual dynamic range of the camera is measured using Opto-Electronic Conversion Function (OECF) analysis according to IEC 62676 Part 5.

#### Intelligent streaming

Smart encoding capabilities, together with Intelligent Dynamic Noise Reduction technology and analytics, reduce the bandwidth consumption to extremely low levels. Only relevant information in the scene, like motion, or objects found with the analytics, need to be encoded.

The camera is capable of triple streaming which allows the camera to deliver independent, configurable streams for live viewing, recording, or remote monitoring via constrained bandwidths. Each of these streams can be adapted independently to deliver high quality video, perfectly tailored to purpose, while reducing bit rate by up to 90% compared to a standard camera.

#### H.265 high-efficiency video encoding

The camera is designed on the most efficient and powerful H.264 and H.265/HEVC encoding platform. The camera is capable of delivering high-quality and high-resolution video with very low network load. With a doubling of encoding efficiency, H.265 is the compression standard of choice for IP video surveillance systems.

### Tamper and motion detection

A wide range of configuration options is available for alarms signaling camera tampering. A built-in algorithm for detecting movement in the video can also be used for alarm signaling.

### Built-in microphone and audio alarm

The camera has a built-in microphone to allow operators to listen in on the monitored area. Audio detection can be used to generate an alarm if needed.

### Recording and storage management

Recording management can be controlled by the Bosch Video Recording Manager application, or the camera can use local storage and iSCSI targets directly without any recording software. Local storage can be used for recording "at the edge" or for Automatic Network Replenishment (ANR) technology to improve the overall recording reliability. Pre-alarm recording in RAM reduces bandwidth consumption on the network and extends the effective life of the memory card.

### Edge recording

Insert a memory card into the card slot to store up to 2 TB of local alarm recording. Pre-alarm recording in RAM reduces recording bandwidth on the network, and extends the effective life of the memory card. It has advanced edge recording providing a reliable storage solution possible due to the combination of these functions:

- Industrial SD card support allows for extreme lifetime
- Health monitoring of industrial SD cards provide early service indications.

### DORI coverage

DORI (Detect, Observe, Recognize, Identify) is a standard system (EN-62676-4) for defining the ability of a person viewing the video to distinguish persons or objects within a covered area. The maximum distance at which a camera/lens combination can meet these criteria is shown below:

#### 1080p camera with 2.3 mm or 2.8 mm lens

DORI	DORI definition	Distance 2.3 mm/2.8 mm	Horizontal width
Detect	25 px/m (8 px/ft)	17 m/28 m (56 ft/93 ft)	77 m (252 ft)
Observe	63 px/m (19 px/ft)	7 m/11 m (22 ft/37 ft)	30 m (100 ft)
Recognize	125 px/m (38 px/ft)	3 m/6 m (11 ft/19 ft)	15 m (50 ft)

DORI	DORI definition	Distance 2.3 mm/2.8 mm	Horizontal width
Identify	250 px/m (76 px/ft)	2 m/3 m (6 ft/9 ft)	8 m (25 ft)

#### 5.3MP camera with 2.3 mm or 2.8 mm lens

DORI	DORI definition	Distance 2.3 mm/2.8 mm	Horizontal width
Detect	25 px/m (8 px/ft)	37 m/57 m (121 ft/188 ft)	123 m (403 ft)
Observe	63 px/m (19 px/ft)	15 m/23 m (48 ft/75 ft)	49 m (160 ft)
Recognize	125 px/m (38 px/ft)	7 m/11 m (24 ft/38 ft)	25 m (81 ft)
Identify	250 px/m (76 px/ft)	4 m/6 m (12 ft/19 ft)	12 m (40 ft)

### True day/night switching

The camera incorporates mechanical filter technology for vivid daytime color and exceptional night-time imaging while maintaining sharp focus under all lighting conditions.

### Easy installation

Power for the camera can be supplied via a Power-over-Ethernet compliant network cable connection. With this configuration, only a single cable connection is required to view, power, and control the camera. Using PoE makes installation easier and more cost-effective, as cameras do not require a local power source.

The camera can also be supplied with power from +12 VDC power supplies.

For trouble-free network cabling, the camera supports Auto-MDIX which allows the use of straight or cross-over cables.

### Data security

Special measures have been put in place to ensure the highest level of security for device access and data transport. The three-level password protection with security recommendations allows users to customize device access. Web browser access can be protected using HTTPS and firmware updates can also be protected with authenticated secure uploads. The on-board Trusted Platform Module (TPM) and Public Key Infrastructure (PKI) support, guarantee superior protection from malicious attacks. The 802.1x network authentication with EAP/TLS, supports TLS 1.2 with updated cipher suites including AES 256 encryption.

The advanced certificate handling offers:

- Self-signed unique certificates automatically created when required
- Client and server certificates for authentication
- Client certificates for proof of authenticity
- Certificates with encrypted private keys

### System integration and ONVIF conformance

The camera conforms to the ONVIF Profile S, ONVIF Profile G and ONVIF Profile T specifications. For H.265 configuration, the camera supports Media Service 2, which is part of ONVIF Profile T. Compliance with these standards guarantees interoperability between network video products regardless of manufacturer. Third-party integrators can easily access the internal feature set of the camera for integration into large projects. Visit the Bosch Integration Partner Program (IPP) website ([ipp.boschsecurity.com](http://ipp.boschsecurity.com)) for more information.

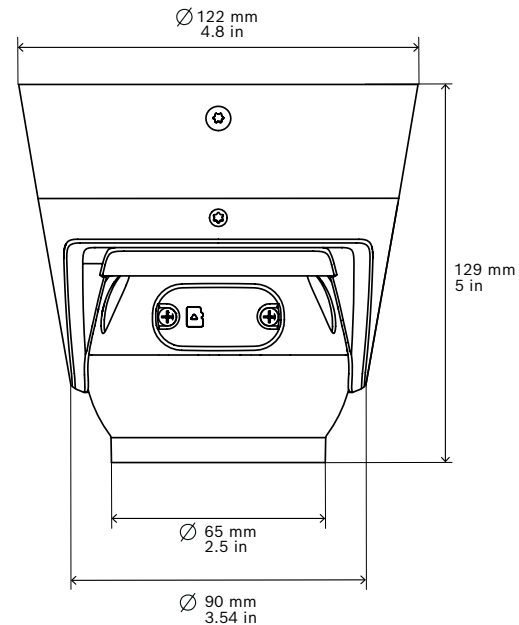
### Certifications and approvals

Standard	Type
Emission	EN 55032 CFR 47 FCC part 15, Class B AS/NZS CISPR 32
Immunity	EN 50130-4 EN 50121-4
Environmental	EN 50130-5 (Class II); EN 60068-2-1, EN 60068-2-2, EN 60068-2-6, EN 60068-2-18, EN 60068-2-27, EN 60068-2-30, EN 60068-2-75, EN 60068-2-78
Safety	EN 62368-1 UL 62368-1 CAN/CSA-C22.2 No. 60950-1 IEC 62471
Image performance	IEC 62676-5
HD	SMPTE 296M-2001 (Resolution: 1280x720) SMPTE 274M-2008 (Resolution: 1920x1080)
Color representation	ITU-R BT.709-6
ONVIF conformance	EN 50132-5-2 EN 62676-2
Impact protection	EN 62262 (IK08)
Environmental	EN 50581 (RoHS)

Standard	Type
Marks	FCC, cULus, WEEE, RCM, VCCI, CMIM, EAC

Region	Regulatory compliance/quality marks	
Europe	CE	FLEXIDOME IP 3000i IR   FLEXIDOME IP micro 3000i   FLEXIDOME IP turret 3000i IR   DINION IP 3000i IR

### Installation/configuration notes



### Technical specifications

Power	
Input voltage	POE IEEE 802.3af / 802.3 at Type 1, Class 3 12 VDC ±30%
Power consumption (typical / maximum)	PoE: 3.5 W / 10.5 W 12 VDC: 3.1 W / 9.5 W

Sensor - 2 MP	
Sensor type	1/2.8 inch CMOS
Effective pixels	1920 (H) x 1080 (V)

Sensor - 5.3 MP	
Sensor type	1/2.9 inch CMOS
Effective pixels	3072 (H) x 1728 (V)

### Video performance - Sensitivity

2MP

Measured according to IEC 62676 Part 5 (1/30, F1.6 or F2.2)

Video performance - Sensitivity	
• Color	0.1 lx
• Mono	0.02 lx
• With IR	0.0 lx

5.3MP  
Measured according to IEC 62676 Part 5 (1/30, F1.6 or F2.2)

• Color	0.5 lx
• Mono	0.08 lx
• With IR	0.0 lx

Video performance - Dynamic range	
High Dynamic Range	120 dB WDR

Measured according to IEC 62676 Part 5

2 MP	103 dB
5.3 MP	101 dB

Optical	
Lens type	2.3 mm fixed, F2.2 2.8 mm fixed, F1.6
Day/Night	Switchable IR-cut filter
Field of view	
2 MP	2.3 mm: 132° x 77° (H x V) 2.8 mm: 107° x 57° (H x V)
5.3 MP	2.3 mm: 118° x 69° (H x V) 2.8 mm: 94° x 51° (H x V)

Night vision	
Distance	15 m (49 ft)
LED	2 LEDs, 850 nm
IR intensity	Adjustable

Video streaming	
Video compression	H.265; H.264; M-JPEG
Sensor modes	
2 MP	30 fps, HDR, 1920 x 1080 25 fps, HDR, 1920 x 1080
5.3 MP	20 fps, HDR, 3072 x 1728 (5.3 MP) 25 fps, HDR, 2720 x 1530 (4.1 MP)

Video streaming	
Streaming	Multiple configurable streams in H.264 or H.265 and M-JPEG, configurable frame rate and bandwidth. Regions of Interest (ROI)
GOP structure	IP
Encoding interval	
2 MP	1 to 30 fps
5.3 MP	1 to 20 fps (5.3 MP) 1 to 25 fps (4.1 MP)
Signal-to-noise ratio (SNR)	>55 dB

Video resolution	
2 MP	
1080p HD	1920 x 1080
720p HD	1280 x 720
SD	768 x 432
D1	720 x 480
VGA	640 x 480
5.3 MP	
5.3 MP	3072 x 1728
4.1 MP	2720 x 1530
3 MP	2304 x 1296
1080p	1920 x 1080
720p	1280 x 720
SD	768 x 432
D1	720 x 480
VGA	640 x 480

Camera installation	
Mirror image	On / Off
Rotation	0° / 90° upright / 180° / 270° upright

Camera installation	
Camera LED	Enable / Disable
Video functions - color	
Adjustable picture settings	Contrast, Saturation, Brightness
White Balance	2500 to 10000K, 4 automatic modes (Basic, Standard, Sodium lamp, Dominant color), Manual mode and Hold mode
Video functions - ALC	
Shutter	Automatic Electronic Shutter (AES); Fixed (1/25[30] to 1/15000) selectable; Default shutter
Day/Night	Auto (adjustable switch points), Color, Monochrome
Video functions - enhance	
Sharpness	Sharpness enhancement level selectable
Backlight compensation	On/off
Contrast enhancement	On/off
Noise reduction	Intelligent Dynamic Noise Reduction with separate temporal and spatial adjustments
Intelligent defog	Intelligent Defog automatically adjusts parameters for best picture in foggy or misty scenes (switchable)
Video content analysis	
Analysis type	Essential Video Analytics
Features	Rule based alarms and tracking, Line crossing, Enter / leave field, Follow route, Loitering, Idle / removed object, People counting, Crowd density estimation, 3D tracking
Additional functions	
Privacy Masking	Eight independent areas, fully programmable
Display stamping	Name, Logo, Time; Alarm message
Pixel counter	Selectable area
Local storage	
Internal RAM	up to 5 s pre-alarm recording
Memory card slot	microSDHC / microSDXC SD card slot

Local storage	
Industrial SD cards	Extreme lifetime and health monitoring support that provides early service indication
Input/output	
Audio input	Built-in mic
Audio line out	16 Ohm typical; output 0.875 Vrms
Alarm input	Short or DC 5 V activation
Alarm output	Maximum load: 12 VDC / 50 mA
Ethernet	RJ45 connector
Audio streaming	
Standard	G. 711, 8 kHz sampling rate L16, 16 kHz sampling rate AAC-LC, 48 kbps at 16 kHz sampling rate AAC-LC, 80 kbps at 16 kHz sampling rate
Signal-to-Noise Ratio	>50 dB
Audio Streaming	Full-duplex / half duplex
Network	
Protocols	IPv4, IPv6, UDP, TCP, HTTP, HTTPS, RTP/RTCP, IGMP V2/V3, ICMP, ICMPv6, RTSP, FTP, ARP, DHCP, APIPA (Auto-IP, link local address), NTP (SNTP), SNMP (V1, V3, MIB-II), 802.1x, DNS, DNSv6, DDNS (DynDNS.org, selfHOST.de, no-ip.com), SMTP, iSCSI, UPnP (SSDP), DiffServ (QoS), LLDP, SOAP, Dropbox™, CHAP, digest authentication
Encryption	TLS1.0/1.2, AES128, AES256
Ethernet	10/100 Base-T
Interoperability	ONVIF Profile S; ONVIF Profile G; ONVIF Profile T: GB/T 28181
Mechanical	
Dimensions (Ø x H)	122 x 129 mm (4.8 x 5.1 in)
Weight (approx.)	576 g (1.3 lbs)
Mounting	Surface mount
Color	White (RAL9003)
3-axis adjustment (pan/tilt/rotation)	Pan: 0° to 350° Tilt: 0° to 78°

Mechanical	
	Roll: 0° to 360°
Environmental	
Operating temperature (continuous)	-20 °C to +50 °C (-4 °F to +122 °F)
Storage temperature	-30 °C to +70 °C (-22 °F to +158 °F)
Humidity	5% to 100% relative humidity (condensing) 5% to 93% relative humidity (non condensing)
Storage humidity	Up to 98% relative humidity
Impact resistance	IK08
Water/dust protection	IP42

### Ordering information

**NTV-3502-F02L Turret camera 2MP HDR 130° IK08 IR**  
IP turret camera with tamper and motion detection; 2MP HD 1080p resolution; 130° lens; with built-in IR illuminator; indoor; EVA.  
Order number **NTV-3502-F02L | F.01U.386.154**  
**F.01U.360.364**

**NTV-3502-F03L Turret camera 2MP HDR 100° IK08 IR**  
IP turret camera with tamper and motion detection; 2MP HD 1080p resolution; 100° lens; with built-in IR illuminator; indoor; EVA.  
Order number **NTV-3502-F03L | F.01U.386.155**  
**F.01U.360.363**

**NTV-3503-F02L Turret camera 5MP HDR 120° IK08 IR**  
IP turret camera with tamper and motion detection; 5MP 1080p resolution; 120° lens; with built-in IR illuminator; indoor; EVA.  
Order number **NTV-3503-F02L | F.01U.386.156**  
**F.01U.360.362**

**NTV-3503-F03L Turret camera 5MP HDR 100° IK08 IR**  
IP turret camera with tamper and motion detection; 5MP 1080p resolution; 100° lens; with built-in IR illuminator; indoor; EVA.  
Order number **NTV-3503-F03L | F.01U.386.157**  
**F.01U.360.361**

**NTV-3502-F02L-P Turret camera 2MP HDR 130° IK08 IR**  
IP turret camera with tamper and motion detection; 2MP HD 1080p resolution; 130° lens; with built-in IR illuminator; indoor; EVA.  
Order number **NTV-3502-F02L-P | F.01U.396.872**

**NTV-3502-F03L-P Turret camera 2MP HDR 100° IK08 IR**  
IP turret camera with tamper and motion detection; 2MP HD 1080p resolution; 100° lens; with built-in IR illuminator; indoor; EVA.  
Order number **NTV-3502-F03L-P | F.01U.396.873**

**NTV-3503-F02L-P Turret camera 5MP HDR 120° IK08 IR**  
IP turret camera with tamper and motion detection; 5MP 1080p resolution; 120° lens; with built-in IR illuminator; indoor; EVA.  
Order number **NTV-3503-F02L-P | F.01U.396.874**

**NTV-3503-F03L-P Turret camera 5MP HDR 100° IK08 IR**  
IP turret camera with tamper and motion detection; 5MP 1080p resolution; 100° lens; with built-in IR illuminator; indoor; EVA.  
Order number **NTV-3503-F03L-P | F.01U.396.875**

### Accessories

**NPD-5001-POE Midspan, 15W, single port, AC in**  
Power-over-Ethernet midspan injector for use with PoE enabled cameras; 15.4 W, 1-port  
Weight: 200 g (0.44 lb)  
Order number **NPD-5001-POE | F.01U.305.288**

**NPD-5004-POE Midspan, 4 port x 15W, AC in**  
Power-over-Ethernet midspan injector for use with PoE enabled cameras; 15.4 W, 4-ports  
Weight: 620 g (1.4 lb)  
Order number **NPD-5004-POE | F.01U.305.289**

**UPA-1220-50 Power supply, 220VAC 50Hz, 12VDC 1A out**  
Power supply for camera. 110-240 VAC, 50/60 Hz In; 12 VDC, 1 A Out; regulated.  
Input connector: 2-prong, European Europlug standard (4 mm / 19 mm).  
Order number **UPA-1220-50 | F.01U.076.158**

**UPA-1220-60 Power supply, 120VAC 60Hz, 12VDC 1A out**  
Power supply for camera. 100-240 VAC, 50/60 Hz In; 12 VDC, 1 A Out; regulated.  
Input connector: 2-prong, North American standard (non-polarized).  
Order number **UPA-1220-60 | F.01U.076.155**

### Services

**EWE-3000II -IW 12 mths wrty ext 3000i series indoor**  
12 months warranty extension  
Order number **EWE-3000II -IW | F.01U.382.248**

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The nation's largest alarm servicing network.

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TO WHOM IT MAY CONCERN

Bosch Security Systems  
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5617 BA Eindhoven  
The Netherlands

**Product Test Report**
**Products**
**FLEXIDOME IP micro 3000i**

F.01U.360.369	NDV-3502-F02	Fixed micro dome 2MP HDR 130° IK08
F.01U.360.368	NDV-3502-F03	Fixed micro dome 2MP HDR 100° IK08
F.01U.360.366	NDV-3503-F02	Fixed micro dome 5MP HDR 120° IK08
F.01U.360.365	NDV-3503-F03	Fixed micro dome 5MP HDR 100° IK08

The above mentioned Bosch Security Systems products have been tested in accordance and were found to comply with the tests listed below which were carried out during the development phase of the product.

**EMC approvals**

<b>EMC EU</b>	<b>Description</b>
EN 55032: 2015 / AC: 2016 EN 55024: 2010+ A1: 2015	Information Technology Equipment- Radio disturbance characteristics Limits and Methods of measurement. Class B
EN 50130-4: 2011+ A1: 2014	Alarm systems - Part 4: Electromagnetic compatibility - Product family standard: Immunity requirements for components of fire, intruder and social alarm systems.
EN 50121-4: 2016	Railway applications – Electromagnetic compatibility – Part 4: Emission and immunity of signaling and telecommunications apparatus.
EN 61000-3-2: 2014	Mains harmonics Part 3-2: Limits - Limits for harmonic current emissions
EN 61000-3-3: 2013	Voltage fluctuations Part 3-3: Limits - Limitation of voltage changes, voltage fluctuations and flicker in public low-voltage supply systems.
<b>EMC US</b>	
CFR 47 FCC part 15 Class B	Code of Federal Regulations, Radio Frequency Devices, Unintentional Radiators. Radiated Emission based on verification procedure.
<b>EMC Australia</b>	
AS/NZS CISPR 32 equal to CISPR 32	Electromagnetic compatibility of multimedia equipment - Emission requirements. Compliance via EN 55032:2012, Product marked with RCM logo
<b>EMC Japan</b>	
VCCI: VCCI-CISPR 32: 2016	EMC certification for Japan.



### Safety approvals

<b>Safety EU</b>	
EN 60950-1: 2006+ A11: 2009+A1: 2010+ A12: 2011+A2: 2013 IEC 60950-1: 2005(Second Edition)+ A1: 2009+ A2: 2013	Safety standard ITE information technology equipment
<b>Safety USA + Canada</b>	
UL 60950-1, 2nd Edition, 2019-05-09.	Information Technology Equipment - Safety - Part 1: General Requirements
CAN/CSA C22.2 No. 60950-1-07, second Edition 2014-10.	Information Technology Equipment - Safety - Part 1: General Requirements

### Environmental approvals

<b>Directive or standard</b>	<b>Description</b>
RoHS EU, 2011/65/EU EN 50581:2012	Restriction of the use of certain hazardous substances (RoHS)
WEEE EU, 2012/19/EU	Waste Electrical and Electronic Equipment (WEEE)
Packaging EU, 94/62/EC (amended by 2014/12/EC)	Packaging and packaging waste
N2580-1 (Bosch standard)	Central directive Bosch-Norm N 2580-1: "Prohibition and declaration of substances" Bosch-Norm N 2580-1 regulates prohibited substances and those rated declarable in materials, and it is part of the requirements for materials.
N33 6 (Bosch standard)	Design for Environment (DfE): Design and manufacturing rules.

### Management system

<b>Directive or standard</b>	<b>Description</b>
ISO 9001:2008	Quality management systems – Requirements Scope: Development, Production, Installation and Sales.
ISO 14001:2004 /AC:2009	Environmental management systems – Requirements with guidance for use Scope: Development, Production, Sales and After Sales.

### Reliability tests

<b>EN50130-5:2011 Alarm systems Part 5: Environmental test methods</b>	<b>Class II, fixed equipment, indoor in general</b>
Dry heat (Operational) (EN 60068-2-2:2007)	Temperature +50°C, Duration 16 hours.
Cold operation (Operational) (EN 60068-2-1:2007)	Temperature -20°C, Duration 16 hours.
Damp heat, steady state (Endurance) (EN 60068-2-78:2012)	Temperature +40°C, Relative Humidity 93%, duration 21 days.
Damp heat, cyclic (Operational) (EN 60068-2-30:2005)	Temperature +25°C to +50°C, Relative Humidity 93%, 2 cycles.
Damp heat, cyclic (Endurance) (EN 60068-2-30:2005)	Temperature +25°C to +50°C, Relative Humidity 93%, 6 cycles.
Shock (Operational) (EN 60068-2-27:2009)	Halve sine wave pulse, duration 6ms, 3 pulses per direction, 6 directions.
Impact (Operational) (EN 60068-2-75:2014)	Impact energy 5 Joule , 3 impacts per point (Similar to EN 62262 IK08 rating).
Vibration sinusoidal (Operational) (EN 60068-2-6:2008)	Frequency Range 10~150Hz, 10 m/s <sup>2</sup> , 3 axes, Sweep rate 1 octave/min, 1 sweep/axis.
Vibration sinusoidal (Endurance) (EN 60068-2-6:2008)	Frequency Range 10~150Hz, 10 m/s <sup>2</sup> , 3 axes, Sweep rate 1 octave/min, 20 sweep/axis.
Dust tightness (Endurance) (EN 60529:1991 A1:2000)	N/A

### Additional Reliability tests

Environmental test methods	Specific Test description
MTBF (Mean Time Between Failures) calculation of used components	Based on: Siemens SN29500, or FIT figures manufacturer. Theoretical MTBF is about 410000 hours.
HALT (Highly Accelerating Life Test)	Overstress test to Fail, Operational, Lower Of Limitation = -50°C, High Of Limitation = +100°C, Vibration OL > 50Grms Combined Environment Stress: Temperature -50°C to +100°C, with 45 Grms for each cycle.
Cold start test	At ambient temperature -20°C.
<b>Transport tests acc. AV18-Q0681 ISTA-2A: 2011</b>	
1. Conditioning	Pre-conditioning: Temp. +25°C, 43%RH, Duration 6 hours. Conditioning: Temp. +38°C, 85%RH, Duration 72 hours. Temp. +60°C, 30%RH, Duration 6 hours.
2. Compression	Top to Bottom, Apply and Hold, Duration 60min. Calculated test load = 813N
3. First vibration test	CPM: 300, 5Hz, Duration 48 min.
4. Drop test after 1 <sup>st</sup> vibration test	Height depending of weight of product. Drop height (mm): 810; drop times: 10
5. Second vibration test	CPM: 300, 5Hz, Duration 48 min.

Data subject to change without notice.  
Eindhoven, January 2020.

TO WHOM IT MAY CONCERN

Bosch Security Systems  
Torenallee 49  
5617 BA Eindhoven  
The Netherlands

**Product Test Report**
**Products**
**FLEXIDOME IP 3000i IR**

F.01U.360.360 NDE-3502-AL Fixed dome 2MP HDR 3.2-10mm IP66 IK10 IR  
F.01U.360.359 NDE-3503-AL Fixed dome 5MP HDR 3.2-10mm IP66 IK10 IR

The above mentioned Bosch Security Systems products have been tested in accordance and were found to comply with the tests listed below which were carried out during the development phase of the product.

**EMC approvals**

<b>EMC EU</b>	<b>Description</b>
EN 55032: 2015 / AC: 2016 EN 55024: 2010+A1: 2015	Information Technology Equipment- Radio disturbance characteristics Limits and Methods of measurement. Class B
EN 50130-4: 2011+A1: 2014	Alarm systems - Part 4: Electromagnetic compatibility - Product family standard: Immunity requirements for components of fire, intruder and social alarm systems.
EN 50121-4: 2016	Railway applications – Electromagnetic compatibility – Part 4: Emission and immunity of signaling and telecommunications apparatus.
EN 61000-3-2: 2014	Mains harmonics Part 3-2: Limits - Limits for harmonic current emissions
EN 61000-3-3:2013	Voltage fluctuations Part 3-3: Limits - Limitation of voltage changes, voltage fluctuations and flicker in public low-voltage supply systems.
<b>EMC US</b>	
CFR 47 FCC part 15 Class B	Code of Federal Regulations, Radio Frequency Devices, Unintentional Radiators. Radiated Emission based on verification procedure.
<b>EMC Australia</b>	
AS/NZS CISPR 32 equal to CISPR 32	Electromagnetic compatibility of multimedia equipment - Emission requirements. Compliance via EN 55032:2012, Product marked with RCM logo
<b>EMC Japan</b>	
VCCI: VCCI-CISPR 32: 2016	EMC certification for Japan.

### Safety approvals

<b>Safety EU</b>	
IEC 60950-1: 2005/A1: 2009/A2: 2013 EN 60950-1: 2006/A11: 2009/A1: 2010/A12: 2011/A2: 2013 EN 60950-22 :2017	Safety standard ITE information technology equipment
IEC 60950-22 : 2016(2nd Edition) EN 60950-22: 2017	Information technology equipment - Safety - Part 22: Equipment installed outdoors.
IEC 62471: 2006 (Only for IR version) EN 62471: 2008 (Only for IR version)	Eye Safety
<b>Safety USA + Canada</b>	
UL 60950-1, 2nd Edition, 2019-05-09 CAN/CSA C22.2 No. 60950-1-07, 2nd Edition, 2014-10	Information Technology Equipment - Safety - Part 1: General Requirements
UL 60950-22, 2nd Edition, 2017-03-31 CSA C22.2 NO. 60950-22-17, 2nd Edition, 2017-03	Information technology equipment - Safety - Part 22: Equipment installed outdoors.

### Environmental approvals

<b>Directive or standard</b>	<b>Description</b>
RoHS EU, 2011/65/EU EN 50581:2012	Restriction of the use of certain hazardous substances (RoHS)
WEEE EU, 2012/19/EU	Waste Electrical and Electronic Equipment (WEEE)
Packaging EU, 94/62/EC (amended by 2014/12/EC)	Packaging and packaging waste
N2580-1 (Bosch standard)	Central directive Bosch-Norm N 2580-1: "Prohibition and declaration of substances" Bosch-Norm N 2580-1 regulates prohibited substances and those rated declarable in materials, and it is part of the requirements for materials.
N33 6 (Bosch standard)	Design for Environment (DfE): Design and manufacturing rules.

### Management system

<b>Directive or standard</b>	<b>Description</b>
ISO 9001:2008	Quality management systems – Requirements Scope: Development, Production, Installation and Sales.

ISO 14001:2004 /AC:2009	Environmental management systems – Requirements with guidance for use <u>Scope:</u> Development, Production, Sales and After Sales.
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### Reliability tests

<b>EN50130-5:2011 Alarm systems Part 5: Environmental test methods</b>	<b>Class IV, fixed equipment, outdoor in general</b>
Dry heat (Operational) (EN 60068-2-2:2007)	Temperature +50°C, Duration 16 hours.
Dry heat (Endurance) (EN 60068-2-2:2007)	Temperature +50°C, Duration 21 days.
Cold operation (Operational) (EN 60068-2-1:2007)	Temperature -30°C, Duration 16 hours.
Damp heat, steady state (Endurance) (EN 60068-2-78:2012)	Temperature +40°C, Relative Humidity 93%, duration 21 days.
Damp heat, cyclic (Operational) (EN 60068-2-30:2005)	Temperature +25°C to +50°C, Relative Humidity 93%, 2 cycles.
Damp heat, cyclic (Endurance) (EN 60068-2-30:2005)	Temperature +25°C to +50°C, Relative Humidity 93%, 6 cycles.
Water ingress (Operational) (EN 60068-2-18:2001)	Test procedure similar to EN60529 IPX6.
Salt mist, cyclic (Endurance) (EN 60068-2-52:1996)	Temperature +40°C, Relative Humidity 93%, 4 cycles, Duration 28 days.
Shock (Operational) (EN 60068-2-27:2009)	Halve sine wave pulse, duration 6ms, 3 pulses per direction, 6 directions.
Impact (Operational) (EN 60068-2-75:2014)	Impact energy 20 Joule , 3 impacts per point (Similar to EN 62262 IK10 rating).
Vibration sinusoidal (Operational) (EN 60068-2-6:2008)	Frequency Range 10~150Hz, 5 m/s <sup>2</sup> , 3 axes, Sweep rate 1 octave/min, 1 sweep/axis.
Vibration sinusoidal (Endurance) (EN 60068-2-6:2008)	Frequency Range 10~150Hz, 10 m/s <sup>2</sup> , 3 axes, Sweep rate 1 octave/min, 20 sweep/axis.
Dust tightness (Endurance) (EN 60529:1991 A1:2000)	Duration 8h (similar to EN 60529 IP6X).
Simulated solar radiation, surface degradation (endurance) (EN 60068-2-5:1999, for procedure C)	Temperature: 40°C, duration 10 days for class IV

### Additional Reliability tests

Environmental test methods	Specific Test description
MTBF calculation of used components	Based on: Siemens SN 29500, or FIT figures manufacturer. Theoretical MTBF is about 320000 hours.
HALT (Highly Accelerating Life Test)	Overstress test to Fail, Operational, Lower Of Limitation = -50°C, High Of Limitation = +100°C, Vibration OL > 50Grms Combined Environment Stress: Temperature -50°C to +100°C, with 45 Grms for each cycle.
Cold start test	At ambient temperature -20°C.
<b>Transport tests acc. AV18-Q0681 ISTA-2A: 2011</b>	
1. Conditioning	Pre-conditioning: Temp. +25°C, 43%RH, Duration 6 hours. Conditioning: Temp. +38°C, 85%RH, Duration 72 hours. Temp. +60°C, 30%RH, Duration 6 hours.
2. Compression	Top to Bottom, Apply and Hold, Duration 60min. Calculated test load = 3100N.
3. First vibration test	CPM: 300, 5Hz, Duration 48 min.
4. Drop test after 1 <sup>st</sup> vibration test	Height depending of weight of product. Drop height (mm): 660; drop times: 10
5. Second vibration test	CPM: 300, 5Hz, Duration 48 min.

Data subject to change without notice.  
Eindhoven, January 2020.



## FLEXIDOME panoramic 5100i IR



- ▶ 360° panoramic overview in 6MP and 12MP resolution without blind spots
- ▶ Optimized for all lighting conditions with integrated IR and High Dynamic Range
- ▶ Edge or client-side dewarping for easy integration and flexible viewing and recording
- ▶ Built-in Intelligent Video Analytics and Audio AI to trigger relevant alerts and quickly retrieve data
- ▶ Compact design protected against vandalism and all weather conditions

The FLEXIDOME panoramic 5100i IR is a discreet and aesthetic panoramic camera for indoor and outdoor surveillance.

Its stereographic, panoramic lens provides full 360° coverage without blind spots, ideal for surveillance applications that require wide area coverage in a single, detailed view. The camera offers full situational awareness and simultaneous high-resolution zoomed-in images. The high-end system on chip (SoC) provides dewarping for easy integration and flexible viewing and recording.

Built-in Intelligent Video Analytics enriches full situational awareness and triggers relevant alerts.

Audio AI gives meaning to the sounds it hears.

The camera's integrated IR provides the flexibility to control IR intensity in multiple zones to prevent IR saturation. Additionally, with its wide range of inputs and outputs, such as Alarm and HDMI, it can be used for any application.

The camera has an IK10 and IP66 design to protect itself against vandalism and all weather conditions.

### Functions

#### Up to 12MP sensor resolution

The camera offers a choice between a 6MP or 12MP sensor to optimize for the amount of details required. Both options offer 30 fps to ensure real-time motion in your scenes.

Taking into account the image circle projection, the cameras offer a 4.5MP and 9MP effective resolution. Combined with the stereographic lens in these cameras it also provides improved resolution in the peripheral areas of the image

#### Panoramic vision and Intelligent Video Analytics

Combining Bosch Intelligent Video Analytics software with full panoramic vision, produces an extremely powerful surveillance tool, which enriches full situational awareness. With intelligent tracking, movement can be followed continuously throughout the full image circle. There is no need to hand off tracking from one camera to another, greatly simplifying movement analysis.

The system reliably detects, tracks, and analyzes objects, and alerts you when predefined alarms are triggered. A smart set of alarm rules makes complex tasks easy and reduces false alarms to a minimum. Moving objects can be classified in four different object classes: person, car, bike, truck.

Specifically designed for the most demanding environments. It is extremely resistant to false triggers caused by challenging environments with snow, wind (moving trees), rain, hail, and water reflections. Calibration is quick and easy - just enter the mounting height of the camera. The internal gyro/accelerometer sensor provides the rest of the information to precisely calibrate the video analytics.

### Camera Trainer

Based on examples of target objects and non-target objects, the Camera Trainer program uses machine learning to allow the user to define objects of interest and generate detectors for them. In contrast to the moving objects that the Intelligent Video Analytics application detects, the Camera Trainer program detects both moving and non-moving objects and classifies them immediately. Using Configuration Manager, you can configure the Camera Trainer program using both live video as well as recordings available through the respective camera. The resulting detectors can be downloaded and uploaded for distribution to other cameras.

A free of charge license is required to activate the Camera Trainer program.

### Audio AI

The camera has an integrated microphone array with three digital microphones for audio analytics and Audio AI. It offers an alarm functionality for events such as glass breaking, gunshot detection, screaming, or other loud noises. The camera is not only able to classify sounds, but also to provide an approximate location of the sound. There is no need to record audio, as it is possible to examine sound characteristics only.

If required by local laws, the microphone can be permanently blocked via a secure license key.

As Audio AI is under development, certain features might not be available at release or performance can be limited.

### Dewarping

The lens captures a circular image. Our dewarping software transforms this circular image into several different distortion-free rectangular views. To facilitate system integration, you can choose edge dewarping inside the camera or client-side dewarping on an external platform.

Dewarping on the camera will be available with a future firmware version.

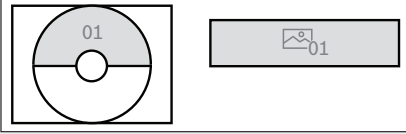
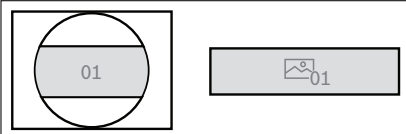
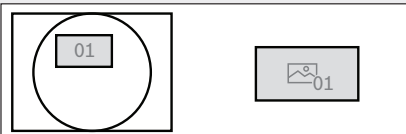
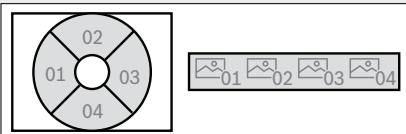
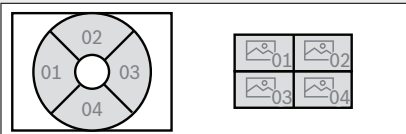
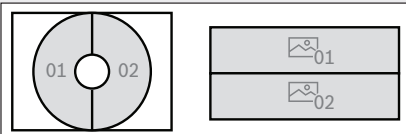
The edge dewarping in the camera provides three separate video channels simultaneously:

- Full image circle (Video 1 channel)
- Dewarped view mode (Video 2 channel)
- E-PTZ (Video 3 channel)

Different view modes can be selected for the video 2 channel. Your selection depends on the resolution you require and how you wish to view the dewarped image.

### View modes

The following view modes can be select in the camera or on the client:

	Full image cut-out and displayed image
Panoramic view (ceiling mount)	
Panoramic view (wall mount)	
E-PTZ view	
Full panoramic view	
Quad view	
Double panoramic view	

### HDMI output

The camera has HDMI output with 1080p resolution for live streaming to a public view monitor ideal for retail usage or for local video display. Via its micro HDMI connector, the camera can display the full image circle.

With a future firmware version, it will offer the flexibility to display both warped and dewarped images, including quad view and ePTZ.

### High Dynamic Range

The camera has High Dynamic Range. This is based on a multiple-exposure process that captures more details in the highlights and in the shadows even in

the same scene. The result is that you can easily distinguish objects and features, for example, faces with bright backlight.

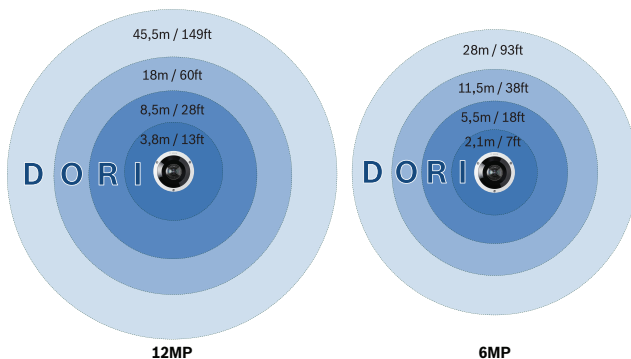
The actual dynamic range of the camera is measured using Opto-Electronic Conversion Function (OECF) analysis according to IEC 62676 Part 5. This method is used to provide standardized measurements, which can be used to compare different cameras.

### DORI coverage

DORI (Detect, Observe, Recognize, Identify) is a standard system (EN-62676-4) for defining the ability of a person viewing the video to distinguish persons or objects within a covered area. The maximum distance at which a camera/lens combination can meet these criteria is shown below:

When mounted at 3 m (10 ft) height the camera has the following coverage radius for the four DORI levels for a person in the scene:

DORI	DORI definition	Coverage radius
Detect	25 px/m (8 px/ft)	12MP: 45.5 m / 149 ft 6MP: 28 m / 93 ft
Observe	63 px/m (19 px/ft)	12MP: 18 m / 60 ft 6MP: 11.5 m / 38 ft
Recognize	125 px/m (38 px/ft)	12MP: 8.5 m / 28 ft 6MP: 5.5 m / 18 ft
Identify	250 px/m (76 px/ft)	12MP: 3.8 m / 13 ft 6MP: 2.1 m / 7 ft



### E-PTZ and regions of interest

The remote E-PTZ (Electronic Pan, Tilt and Zoom) controls allow you to select specific areas of the full image circle. With onboard dewarping enabled, these Regions of Interest (ROI) can be easily defined, allowing the most interesting part of a scene to be monitored separately. The high resolution ensures that details are not lost even when using the electronic zoom.

The E-PTZ feature of a panoramic camera has some advantages over normal PTZ cameras. There is no camera movement so the camera does not draw attention to itself or appear intrusive. Situational

awareness is still retained even when zooming in on a particular object of interest. The smooth E-PTZ function helps navigation, and presets are available for setting up a guard tour.

Intelligent tracking is also available to track people through the entire view of the camera.

### Record exactly what you want

The camera provides the full resolution circular image for recording even if you are viewing only a portion of the scene. This means that you can always perform retrospective dewarping and analyses on the complete area covered and then zoom in on the region or object of interest.

With edge-dewarping you can also choose to only record the relevant parts of the scene which helps reduce bitrates significantly.

### Priority exposure control

To optimize image quality, the user can draw a zone for optimizing the exposure in that specific area. The zone is given a higher priority when the camera calculates the exposure level. This ensures that the important areas of the scene have the ideal exposure level.

### Intelligent Auto Exposure

Fluctuations in backlight and front light can ruin your images. To achieve the perfect picture in every situation, Intelligent Auto Exposure automatically adjusts the exposure of the camera. It offers superb front light compensation and incredible backlight compensation by automatically adapting to changing light conditions.

### Scene modes

The camera has a very intuitive user interface that allows fast and easy configuration. Multiple preset configurable modes are provided with the best settings for a variety of applications. Different scene modes can be selected for different situations, such as sodium lighting or dark environments.

### Edge recording

Insert a memory card into the card slot to store up to 2 TB of local alarm recording. Pre-alarm recording in RAM reduces recording bandwidth on the network, and extends the effective life of the memory card. It has advanced edge recording providing a reliable storage solution possible due to the combination of these functions:

- Industrial SD card support allows for extreme lifetime
- Health monitoring of industrial SD cards provide early service indications.

### Data security

Special measures have been put in place to ensure the highest level of security for device access and data transport. The three-level password protection with security recommendations allows users to customize device access. Web browser access can be protected using HTTPS and firmware updates can also be protected with authenticated secure uploads. The cameras have built-in Secure Element (SE) hardware providing main Trusted Platform Module (TPM) functionality to ensure the highest levels of data security and privacy protection. Together with Public Key Infrastructure (PKI) support, superior protection from malicious attacks is guaranteed. It also supports RSA encryption key lengths of up to 4096 bits, ensuring data safety beyond 2030. The 802.1x network authentication with EAP/TLS, supports TLS 1.2 with updated cipher suites including AES 256 encryption. The advanced certificate handling offers:

- Self-signed unique certificates automatically created when required
- Client and server certificates for authentication
- Client certificates for proof of authenticity
- Certificates with encrypted private keys

### Modular accessories

A full line of modular accessories is available that allows a consistent design across different cameras and a wide range of installation possibilities. Available options include wall or pipe mount, a surveillance cabinet with power and fiber optic options, and an in-ceiling mounting kit. There is also a conduit adapter available for installations on concrete walls or ceilings.

### H.265 high-efficiency video encoding

The camera is designed on the most efficient and powerful H.264 and H.265/HEVC encoding platform. The camera is capable of delivering high-quality and high-resolution video with very low network load. With a doubling of encoding efficiency, H.265 is the compression standard of choice for IP video surveillance systems.

### System integration and ONVIF conformance

The camera conforms to the ONVIF Profile S, ONVIF Profile G and ONVIF Profile T specifications. For H.265 configuration, the camera supports Media Service 2, which is part of ONVIF Profile T. Compliance with these standards guarantees interoperability between network video products regardless of manufacturer. Third-party integrators can easily access the internal feature set of the camera for integration into large projects. Visit the Bosch Integration Partner Program (IPP) website ([ipp.boschsecurity.com](http://ipp.boschsecurity.com)) for more information.

### Cloud-based services

The camera supports time-based or alarm-based JPEG posting to four different accounts. These accounts can address FTP servers or cloud-based storage facilities (for example, Dropbox). Video clips or JPEG images can also be exported to these accounts.

Alarms can be set up to trigger an e-mail or SMS notification so you are always aware of abnormal events.

### Bosch Remote Portal

With the secure cloud infrastructure, Bosch Remote Portal, you can manage your connected Bosch devices. From the Bosch Remote Portal you can:

- Complete initial configuration of your connected Bosch devices (online or offline).
- Update firmware for single or multiple devices.
- Manage certificates.
- Monitor the health of your connected Bosch devices.

### Two-way audio and built-in microphone

Two-way audio allows the operator to communicate with visitors or intruders via an external audio line input and output. Alternatively, there is an integrated microphone to capture crisp and clear audio. By using the integrated or external microphone, audio detection can be used to generate alarms to alert the security operator quicker and act more proactively. If required by local laws, the microphone can be blocked via a secure license key.

### Resists rain, dust, and tampering with reliable operation across a wide temperature range

Suitable for indoor and outdoor usage.

The robust design of the camera is rated to IP66 and IK10 standards, safeguarding the camera against rain and dust while also offering protection against vandalism and tampering.

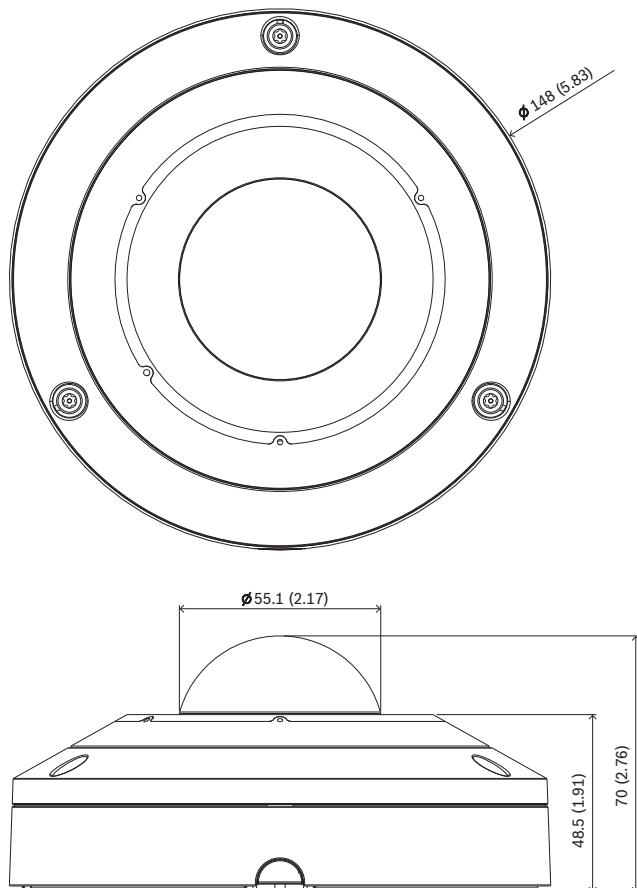
The camera can operate in a wide ambient temperature range between -40 °C up to +55 °C / -40 °F up to 131 °F.

### Certifications and approvals

Standards	Type
Emission	EN 55032 CFR 47 FCC part 15, Class B
Environmental	EN IEC 63000: 2018 EN 50130-5: 2011, A1: 2014 RoHS EU, 2011/65/EU and 2015/863/EU WEEE EU, 2012/19/EU NEMA TS-2 chapter 2.1
Immunity	EN 50121-4

Standards	Type
	EN 50130-4
Marks	CE, FCC, UL, WEEE, RCM, VCCI, CMIM, UKCA, China RoHS
Safety	EN 62368-1 EN 60950-22 UL 60950-22 UL 62368-1, 2nd edition CSA C22.2 No. 62368-1-14, 2nd edition
Image performance	IEC 62676-5
ONVIF conformance	EN 50132-5-2, EN 62676-2
Impact protection	EN 62262 (IK10)
Ingress protection	EN 60529 (IP66) and UL50E (NEMA Type 4X)
IR lighting	IEC 62471

### Installation/configuration notes



Dimensions in mm (inch)

### Technical specifications

Power	
Input voltage	PoE IEEE 802.3af / 802.3at Type 1, Class 3 24 VAC $\pm 10\%$ 12 VDC $\pm 10\%$ PoE and auxiliary power can be connected simultaneously for redundant operation
Power consumption (DC)	13.4 W max.
Power consumption (AC)	13.3 W max.
Power consumption (PoE)	11.4 W max.

Sensor	
Total sensor pixels	6 MP
Type (6 MP)	1/1.8-inch CMOS
Used pixels (6 MP)	2110 x 2110 (4.5 MP)
Total sensor pixels	12 MP
Type (12 MP)	1/2.3 inch CMOS
Used pixels (12 MP)	3008 x 3008 (9 MP)

### Video performance - Sensitivity

#### Measured according to IEC 62676 Part 5 (1/25, F2.0)

Color (6 MP)	0.069 lx
Mono (6 MP)	0.019 lx
With IR (6 MP)	0 lx
Color (12 MP)	0.157 lx
Mono (12 MP)	0.056 lx
With IR (12 MP)	0 lx

### Video performance - Dynamic range

Dynamic range	120 dB WDR
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### Video streaming

Video compression	H.265; H.264 (MP); M-JPEG
Streaming	Multiple configurable streams in H.265, H.264 and M-JPEG, configurable frame rate and bandwidth.

Video streaming	
	Multiple channels with edge dewarping (available with a future firmware version) Regions of Interest (ROI)
Overall IP Delay	Min. 120 ms, Max. 340 ms
GOP structure	IP, IBP, IBBP
Frame rate	1-30fps
Encoder regions	Eight independent areas for setting encoder quality to optimize bitrate.
Video resolution (H x V)	
Video 1 channel	Full image circle 2110 x 2110 (6 MP) 3008 x 3008 (12 MP)
Video 2 channel (available with a future firmware version)	Various dewarped modes (Full panoramic, double panoramic, quad, corridor, E-PTZ)
Video 3 channel (available with a future firmware version)	E-PTZ
Video functions	
Day/Night	Color, Monochrome, Auto (adjustable switchover points)
Adjustable picture settings	Contrast, Saturation level and control, Brightness, Sharpness
White Balance	2500 to 10000K, 4 automatic modes (Basic, Standard, Sodium vapor, Dominant color), Manual mode and Hold mode
Shutter	Automatic Electronic Shutter (AES) Fixed (1/30 [1/25] to 1/15000) selectable Default shutter
Backlight compensation	Off / On / Intelligent Auto Exposure (BLC)
Noise reduction	Intelligent Dynamic Noise Reduction
Intelligent defog	Intelligent defog automatically adjusts parameters for best picture in foggy or misty scenes
Exposure region	Selectable region
Privacy Masking	Eight independent areas, fully programmable
Scene modes	Multiple default modes with scheduler

Video functions	
Pre-positions	Six independent sectors (available with a future firmware version)
Display stamping	Individual names and stamps for all video channels
Other functions	Pixel counter, Video watermarking, Location
Video content analysis	
Analysis type	Intelligent Video Analytics, Camera Trainer
Alarm rules (combinable)	Any object, Object in field, Line crossing, Enter / leave field, Loitering, Follow route, Idle / removed object, Counting, Occupancy, Crowd density estimation, Condition change, Similarity search, Flow / counter flow
Object filters	Duration, Size, Aspect ratio, Speed, Direction, Color, Object classes (4)
Tracking modes	Standard (2D) tracking, 3D tracking, 3D people tracking, Ship tracking, Museum mode
Object classes	Person, car, bike, truck
Calibration / Geolocation	Automatic, based on gyro sensor and camera height
Audio AI	Gunshot detection, glass-break detection, loud noises detection (available with a future firmware version)
Night vision	
Distance	20 m (66 ft)
LED	360° LED high efficiency array, 850 nm
IR intensity	5 controllable zones
Optical	
Lens	1.155 mm fixed-focus lens F2.0 (6 MP) 1.26 mm fixed-focus lens F2.0 (12 MP)
Lens mount	Board mounted
Iris control	Fixed iris
Day/Night	Switchable IR-cut filter
Field of view	182° (H) x 182° (V)



Optical	
Minimum object distance	0.1 m
Local storage	
Internal RAM	5 s pre-alarm recording
Memory card slot	Micro SDXC / SDHC / SD card
Industrial SD cards	Extreme lifetime and health monitoring support (if supported by the SD card) that provides early service indication.
Input/output	
Audio line in	0.707 Vrms max, 10 kOhm typical
Audio line out	0.707 Vrms at 16 Ohm typical
Alarm input	1 input
Alarm input activation	Short or DC 5V activation
Alarm output	1 output
Alarm output voltage	30 VDC, max. load 0.5 A
HDMI output	Micro HDMI connector and 1080p resolution with dewarped viewing possibilities (dewarped viewing available with a future firmware version)
Microphone	Integrated microphone array with 3 three digital MEMS microphones
Ethernet	RJ-45
Fiber optics (sold separately)	The Fiber Optic Ethernet Media Converter kit (VG4-SFPSCKT) installed inside a Surveillance Cabinet (NDA-U-PA0, NDA-U-PA1 or NDA-U-PA2) provides the fiber optic interface to the mounted camera.
Audio streaming	
Standard	G.711, 8 kHz sampling rate L16, 16 kHz sampling rate AAC-LC, 96 kbps at 32/48 kHz sampling rate
Signal-to-Noise Ratio	>50 dB

Audio streaming	
Audio Streaming	Full-duplex / half duplex
Platform	
Common product platform	CPP14
Data security	
Secure Element ("TPM")	RSA 4096 bit, AES/CBC 256 bit
PKI	X.509 certificates
Encryption	Full end-to-end encryption with supported VMS Network: TLS1.0/1.1/1.2, AES128, AES256 Local storage: XTS-AES
Video authentication	checksum, MD5, SHA-1, SHA-256
Firmware protection	Signed firmware, secure boot
Firmware protection	Signed firmware, secure boot
Network	
Protocols	IPv4, IPv6, UDP, TCP, HTTP, HTTPS, RTP/RTCP, IGMP V2/V3, ICMP, ICMPv6, RTSP, FTP, ARP, DHCP, APIPA (Auto-IP, link local address), NTP (SNTP), SNMP (V1, V3, MIB-II), 802.1x, DNS, DNSv6, DDNS (DynDNS.org, selfHOST.de, no-ip.com), SMTP, iSCSI, UPnP (SSDP), DiffServ (QoS), LLDP, SOAP, Dropbox™, CHAP, digest authentication
Ethernet	10/100/1000 Base-T, auto-sensing, half/full duplex
Connectivity	Auto-MDIX
Interoperability	ONVIF Profile S; ONVIF Profile G; ONVIF Profile T
Mechanical	
Dimensions (Ø x H)	148 x 70 mm (5.83 x 2.76 in)
Lens adjustment (rotation)	355°
Weight	0.82 kg (1.81 lbs)
Color	White (RAL9003)
Gyrosensor	Yes
Dome bubble	Polycarbonate, clear with UV blocking anti-scratch coating

Mechanical	
Housing	Aluminum with dehumidifying membrane and waterproof connection area
Mounting	Mounting plate included for surface mount, 4-inch square junction box, single and double gang box
Conduit	Compatible with conduit back box for 3/4-inch NPT (M25) conduit side entry (sold separately)

Environmental	
Operating temperature	IR on: -40 °C to +55 °C (-40 °F to 131 °F) IR off: -40 °C to +50 °C (-40 °F to 122 °F)
Storage temperature	-40 °C to +60 °C (-40 °F to 140 °F)
Operating humidity	5% to 93% RH non-condensing 5% to 100% RH condensing
Storage humidity	Up to 98% RH
Impact protection	IK10
Ingress protection	IP66 and NEMA Type 4X
Sustainability	PVC free

## Ordering information

**NDS-5703-F360LE Fixed dome 6MP 360° IR IP66**  
360° 6MP panoramic camera with HDR, IVA, microphone array for Audio AI, HDMI, H.265, vandal and weather protection  
Order number **NDS-5703-F360LE | F.01U.385.630**

**NDS-5704-F360LE Fixed dome 12MP 360° IR IP66**  
360° 12MP panoramic camera with HDR, IVA, microphone array for Audio AI, HDMI, H.265, vandal and weather protection  
Order number **NDS-5704-F360LE | F.01U.385.631**

## Accessories

**NDA-5080-PIP Pendant interface plate, 148mm**  
Pendant interface plate for FLEXIDOME panoramic 5100i IR  
Order number **NDA-5080-PIP | F.01U.389.607**

**NDA-U-WMT Pendant wall mount**  
Universal wall mount for dome cameras, white  
Order number **NDA-U-WMT | F.01U.324.939**

**NDA-U-WMP Wall mount plate**  
Back plate for universal wall mount, corner mount and pole mount, white, IP66  
Order number **NDA-U-WMP | F.01U.324.950**

**NDA-U-PMT Pendant pipe mount, 12" (31cm)**  
Universal pipe mount for dome cameras, 31 cm, white  
Order number **NDA-U-PMT | F.01U.324.940**

## NDA-U-PMTE Pendant pipe extension, 20" (50cm)

Extension for universal pipe mount, 50 cm, white  
Order number **NDA-U-PMTE | F.01U.324.941**

## NDA-U-PMTS Pendant pipe mount, 4" (11 cm)

Universal pendant pipe mount for dome cameras, 11 cm (4"), white  
Order number **NDA-U-PMTS | F.01U.385.046**

## NDA-U-PSMB Pendant wall/ceiling mount SMB

Surface mount box (SMB) for wall mount or pipe mount.  
Order number **NDA-U-PSMB | F.01U.324.942**

## NDA-U-PMAS Pole mount adapter small

Pole mount adapter small  
Universal pole mount adapter, white; small.  
Order number **NDA-U-PMAS | F.01U.324.943**

## NDA-U-PMAL Pole mount adapter large

Universal pole mount adapter, white; large  
Order number **NDA-U-PMAL | F.01U.324.944**

## NDA-5080-PC Paintable cover, NDS-570\*-F360E, 4 pcs

Paintable cover for FLEXIDOME panoramic 5100i IR  
Order number **NDA-5080-PC | F.01U.394.004**

## NDA-5080-TM Tilt mount 20-deg, 148mm

Tilt mount (20°) for FLEXIDOME IP 4000i / 5000i (IR) and FLEXIDOME panoramic 5100i IR camera families  
Order number **NDA-5080-TM | F.01U.389.606**

## NDA-U-CBB Conduit back box, 148mm

Outdoor conduit back box, 148mm, IP66 rated  
Order number **NDA-U-CBB | F.01U.394.006**

## NDA-U-CMT Corner mount adapter

Universal corner mount, white  
Order number **NDA-U-CMT | F.01U.324.946**

## NDA-U-PMTG Pendant pipe mount, gang box

Universal pipe mount, compatible with gang box installation for fixed dome cameras only, white  
Order number **NDA-U-PMTG | F.01U.358.359**

## NDA-U-WMTG Pendant wall mount, gang box

Universal wall mount, compatible with gang box installation for fixed dome cameras only, white  
Order number **NDA-U-WMTG | F.01U.358.358**

## NPD-3001-WAP Portable installation tool

Bosch camera portable and wireless installation tool  
Order number **NPD-3001-WAP | F.01U.353.329**

## NPD-5001-POE Midspan, 15W, single port, AC in

Power-over-Ethernet midspan injector for use with PoE enabled cameras; 15.4 W, 1-port  
Weight: 200 g (0.44 lb)  
Order number **NPD-5001-POE | F.01U.305.288**

## NPD-5004-POE Midspan, 4 port x 15W, AC in

Power-over-Ethernet midspan injector for use with PoE enabled cameras; 15.4 W, 4-ports  
Weight: 620 g (1.4 lb)  
Order number **NPD-5004-POE | F.01U.305.289**

## VG4-SFPCKT Ethernet to SFP interface kit

Ethernet media converter video transmitter/data receiver fiber optic kit for AUTODOME cameras, for MIC-IP-PSU for MIC analog cameras and for the Surveillance cabinets (NDA-U-PA0, NDA-U-PA1 and NDA-U-PA2).  
Order number **VG4-SFPCKT | F.01U.142.529**



**SFP-2 Fiber module, multimode, 1310nm, 2LC**

SFP Fiber Optic Module, 2 km (1.2 miles), 2 LC connectors.

Multi-mode

1310 nm

Order number **SFP-2 | F.01U.136.537**

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**SFP-3 Fiber module, single-mode, 1310nm, 2LC**

SFP Fiber Optic Module, 20 km (12.4 miles), 2 LC connectors.

Single-mode

1310 nm

Order number **SFP-3 | F.01U.136.538**

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**SFP-25 Fiber module, 1310/1550nm, 1SC**

SFP Fiber Optic Module, 2 km (1.2 miles), 1 SC connector

Multi-mode

1310/1550 nm

Order number **SFP-25 | F.01U.136.541**

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**SFP-26 Fiber module, 1550/1310nm, 1SC**

SFP Fiber Optic Module, 2 km (1.2 miles), 1 SC connector

Multi-mode

1550/1310 nm

Order number **SFP-26 | F.01U.136.542**

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# FLEXIDOME panoramic 5100i (IR)

A 360-degree overview in a single image with no blind spots

The new FLEXIDOME panoramic 5100i cameras offer complete overview with higher effective resolution and feature built-in AI and machine learning to support predictive solutions for various commercial applications. They are prepared for Audio Analytics with a built-in microphone array that captures audio from any direction.



**BOSCH**  
Invented for life

**NuTech National**<sup>TM</sup>  
The nation's largest alarm servicing network.



**FLEXIDOME panoramic 5100i**



**FLEXIDOME panoramic 5100i IR**

## Specifications

FLEXIDOME panoramic 5100i

NDS-5703-F360

6MP  
(2110x2110)

30fps



-10 to 45°C  
(-14 to 113°F)

NDS-5704-F360

12MP  
(3008x3008)

30fps



-10 to 45°C  
(-14 to 113°F)

FLEXIDOME panoramic 5100i IR

NDS-5703-F360LE

6MP  
(2110x2110)

30fps



20m / 66ft



-40 to 55°C  
(-40 to 131°F)

NDS-5704-F360LE

12MP  
(3008x3008)

30fps



20m / 66ft



-40 to 55°C  
(-40 to 131°F)



Audio I/O,  
Alarm I/O



## Installation made simple



Twist and click for indoor models



Mounting and cabling in three easy steps for outdoor models



Unified set of accessories



HDMI

## Built-in Artificial Intelligence

with Intelligent Video Analytics and Camera Trainer, prepared for Audio Analytics



Video Analytics extremely reliable in various environments



Camera Trainer functionality



Integrated microphone array for Audio Analytics and audio AI

## Outdoor models have



IR illumination



High impacts

**IK10**



Withstands challenging weather conditions

**IP66**

## Excellent imaging



Stereographic lens



120 dB

- Ease of installation
- Data security
- Bitrate reduction ≤80%

# IP Video

## Dome Cameras

►FLEXIDOME panoramic 5100i

►FLEXIDOME panoramic 5100i IR



■ Available – Not available

► = indication of main differentiator(s)

Commercial Type Number		NDS-5703-F360	NDS-5704-F360	NDS-5703-F360LE	NDS-5704-F360LE
Video analytics at the edge	Essential Video Analytics	–	–	–	–
	Intelligent Video Analytics + Camera Trainer	■	■	■	■
	Audio Analytics Future support	■	■	■	■
Bitrate management	Intelligent Dynamic Noise Reduction	■	■	■	■
	Intelligent streaming	■	■	■	■
	Compression (H.265 / H.264 & MJPEG) / multi-streaming	■/4 streams	■/4 streams	■/4 streams	■/4 streams
Basic features	Maximum resolution	6MP	12MP	6MP	12MP
	Image sensor type	1/1.8	1/2.3	1/1.8	1/2.3
	Max. frames per second (fps)	30	30	30	30
	Indoor / outdoor	■/-	■/-	■/■	■/■
	Day / night	■	■	■	■
	Wide Dynamic Range (WDR)	120dB HDR	120dB HDR	120dB HDR	120dB HDR
	ONVIF conformant	■	■	■	■
	Built-in microphone	Microphone array	Microphone array	Microphone array	Microphone array
	HMDI out	■	■	■	■
	Advanced features	Intelligent Auto Exposure / Intelligent Defog	-/■	-/■	-/■
Edge dewarping		future support	future support	future support	future support
Privacy masking		■	■	■	■
Region Of Interest tracking		future support	future support	future support	future support
Alarm triggering	Tamper detection / Video motion detection	■	■	■	■
	Built-in video analytics	■	■	■	■
	Audio detection	■	■	■	■
	PTZ Intelligent Tracking	future support	future support	future support	future support
Sensitivity	Night vision	–	–	■ (IR)	■ (IR)
	Max. range at night	–	–	20 m (66 ft)	20 m (66 ft)
Lens	Focal length	1.155 mm	1.26 mm	1.155 mm	1.26 mm
	Horizontal Angle of View (HAoV)	360°	360°	360°	360°
DORI distances	Detect / Observe / Recognize / Identify (Distances in according to EN-IEC 62676-4 standard)	28 m/11.5 m/5.5 m/2.1 m	45.5 m/18 m/8.5 m/3.8 m	28 m/11.5 m/5.5 m/2.1 m	45.5 m/18 m/8.5 m/3.8 m
Storage	Industrial SD card support with health monitoring	■	■	■	■
	Cloud application storage	Auto or Alarm JPEG Posting, Video Clips or JPEG Exporting	Auto or Alarm JPEG Posting, Video Clips or JPEG Exporting	Auto or Alarm JPEG Posting, Video Clips or JPEG Exporting	Auto or Alarm JPEG Posting, Video Clips or JPEG Exporting
Connections	Alarm input / output	–	–	1/1	1/1
	Audio in / out	–	–	■	■
	HDMI output / public view monitor	■/■	■/■	■/■	■/■
Housing	Weather rating	–	–	IP66 NEMA Type 4X	IP66 NEMA Type 4X
	Vandal resistant	IK08 (except lens)	IK08 (except lens)	IK10	IK10
	Operating temperature	-10° to +45° C	-10° to +45° C	-40° to +55° C	-40° to +55° C
Power input voltage	Power over Ethernet / 12V / 24V	PoE/-/-	PoE/-/-	PoE/■/■	PoE/■/■
Accessories	Modular mount compatible	■	■	■	■

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A 360-degree overview in a single image with no blind spots



The new FLEXIDOME panoramic 5100i cameras offer complete overview with higher effective resolution and feature built-in AI and machine learning to support predictive solutions for various commercial applications. They are prepared for Audio Analytics with a built-in microphone array that captures audio from any direction.

**NuTech National**<sup>TM</sup>  
The nation's largest alarm servicing network.



**FLEXIDOME panoramic 5100i**



**FLEXIDOME panoramic 5100i IR**

## Specifications

FLEXIDOME panoramic 5100i

NDS-5703-F360



6MP (2110x2110) 30fps ● -10 to 45°C (-14 to 113°F)

NDS-5704-F360

12MP (3008x3008) 30fps ● -10 to 45°C (-14 to 113°F)

FLEXIDOME panoramic 5100i IR

NDS-5703-F360LE

6MP (2110x2110) 30fps ● 20m / 66ft ● ● -40 to 55°C (-40 to 131°F)

NDS-5704-F360LE

12MP (3008x3008) 30fps ● 20m / 66ft ● ● -40 to 55°C (-40 to 131°F)

## Installation made simple



Twist and click for indoor models



Mounting and cabling in three easy steps for outdoor models



Unified set of accessories



HDMI

## Built-in Artificial Intelligence with Intelligent Video Analytics and Camera Trainer, prepared for Audio Analytics



Video Analytics extremely reliable in various environments



Camera Trainer functionality



Integrated microphone array for Audio Analytics and audio AI

## Outdoor models have



IR illumination



High impacts **IK10**



Withstands challenging weather conditions

**IP66**

## Excellent imaging



Stereographic lens



120 dB

- Ease of installation
- Data security
- Bitrate reduction ≤80%

# IP Video

## Dome Cameras

►FLEXIDOME panoramic 5100i

►FLEXIDOME panoramic 5100i IR



■ Available – Not available

► = indication of main differentiator(s)

Commercial Type Number		NDS-5703-F360	NDS-5704-F360	NDS-5703-F360LE	NDS-5704-F360LE
Video analytics at the edge	Essential Video Analytics	–	–	–	–
	Intelligent Video Analytics + Camera Trainer	■	■	■	■
	Audio Analytics Future support	■	■	■	■
Bitrate management	Intelligent Dynamic Noise Reduction	■	■	■	■
	Intelligent streaming	■	■	■	■
	Compression (H.265 / H.264 & MJPEG) / multi-streaming	■/4 streams	■/4 streams	■/4 streams	■/4 streams
Basic features	Maximum resolution	6MP	12MP	6MP	12MP
	Image sensor type	1/1.8	1/2.3	1/1.8	1/2.3
	Max. frames per second (fps)	30	30	30	30
	Indoor / outdoor	■/-	■/-	■/■	■/■
	Day / night	■	■	■	■
	Wide Dynamic Range (WDR)	120dB HDR	120dB HDR	120dB HDR	120dB HDR
	ONVIF conformant	■	■	■	■
	Built-in microphone	Microphone array	Microphone array	Microphone array	Microphone array
	HMDI out	■	■	■	■
	Advanced features	Intelligent Auto Exposure / Intelligent Defog	-/■	-/■	-/■
Edge dewarping		future support	future support	future support	future support
Privacy masking		■	■	■	■
Region Of Interest tracking		future support	future support	future support	future support
Alarm triggering	Tamper detection / Video motion detection	■	■	■	■
	Built-in video analytics	■	■	■	■
	Audio detection	■	■	■	■
	PTZ Intelligent Tracking	future support	future support	future support	future support
Sensitivity	Night vision	–	–	■ (IR)	■ (IR)
	Max. range at night	–	–	20 m (66 ft)	20 m (66 ft)
Lens	Focal length	1.155 mm	1.26 mm	1.155 mm	1.26 mm
	Horizontal Angle of View (HAoV)	360°	360°	360°	360°
DORI distances	Detect / Observe / Recognize / Identify (Distances in according to EN-IEC 62676-4 standard)	28 m/11.5 m/5.5 m/2.1 m	45.5 m/18 m/8.5 m/3.8 m	28 m/11.5 m/5.5 m/2.1 m	45.5 m/18 m/8.5 m/3.8 m
Storage	Industrial SD card support with health monitoring	■	■	■	■
	Cloud application storage	Auto or Alarm JPEG Posting, Video Clips or JPEG Exporting	Auto or Alarm JPEG Posting, Video Clips or JPEG Exporting	Auto or Alarm JPEG Posting, Video Clips or JPEG Exporting	Auto or Alarm JPEG Posting, Video Clips or JPEG Exporting
Connections	Alarm input / output	–	–	1/1	1/1
	Audio in / out	–	–	■	■
	HDMI output / public view monitor	■/■	■/■	■/■	■/■
Housing	Weather rating	–	–	IP66 NEMA Type 4X	IP66 NEMA Type 4X
	Vandal resistant	IK08 (except lens)	IK08 (except lens)	IK10	IK10
	Operating temperature	-10° to +45° C	-10° to +45° C	-40° to +55° C	-40° to +55° C
Power input voltage	Power over Ethernet / 12V / 24V	PoE/-/-	PoE/-/-	PoE/■/■	PoE/■/■
Accessories	Modular mount compatible	■	■	■	■

TO WHOM IT MAY CONCERN

Bosch Security Systems  
Torenallee 49  
5617 BA Eindhoven  
The Netherlands  
AT18-Q1616

## Product Test report

Product name: **BOSCH FLEXIDOME IP panoramic 5000 MP**  
Model numbers: **cameras NUC-52051-F0/ MSI-5M360-F0**

The above mentioned Bosch Security Systems products have been tested in accordance and were found to comply with the tests listed below which were carried out during the development phase of the product.

### ENVIRONMENTAL TEST

<b>EN50130-5:1999 Alarm systems Part 5: Environmental test methods</b>	<b>Specific Test description &gt;&gt;class II, indoor in general , fixed equipment&gt;&gt;</b>	<b>Passed</b>
1) till 7) is Introduction		
8) Dry heat (Operational) IEC60068-2-2:1974 + A1:1993 + A2:1994	Temp. +55°C (131°F), Duration 16 hours. Note: Tested at more severe condition: +70°C (158°F)	Yes
9) Dry heat (Endurance) IEC60068-2-2:1974 + A1:1993 + A2:1994	Not test for class II product.	N.A.
10) Cold operation (Operational) IEC60068-2-1:1990 + A1:1993 + A2:1994	Temp. -10°C (14°F), Duration 16 hours. Note: Tested at more severe condition: -40°C (-40°F).	Yes
11) Temperature change (Operational) IEC60068-2-14:1984 + A1:1986	Only for portable equipment, no test for fixed equipment.	N.A.
12) Damp heat, steady state (Operational) IEC60068-2-2:1988	No test for class II product.	N.A.
13) Damp heat, steady state (Endurance) IEC60068-2-3:1969 + A1:1984	Temp. +40°C (104°F), Relative humidity 93%, duration 21 days. Note: Tested at more severe with relative humidity 95%	Yes
14) Damp heat, cyclic (Operational) IEC60068-2-30:1980 + A1:1985	Temp. +25°C~+40°C (77°F~104°F), Relative humidity 93%, 24 hr/cycle, 2 cycles. Note: Tested at more severe condition: Temp. +25°C~+55°C (77°F~131°F), Relative humidity 95%, 24 hr/cycle, 6 cycles.	Yes
15) Damp heat, cyclic (Endurance) IEC60068-2-30:1980 + A1:1985	No test for class II product.	N.A.
16) Water ingress (Operational)	No test for class II product.	N.A.

IEC60529 Edition 2.2: 2013		
17) Sulphur Dioxide SO <sub>2</sub> (Endurance) IEC60068-2-42:1982	Not tested Sulphur Dioxide 25 ppm, Temp. 25°C (77°F), Relative humidity 93%, Duration 4 days	N.A.
18) Salt mist, cyclic (Endurance) IEC60068-2-52:1996	Not test for class II product.	N.A.
19) Shock (Operational) IEC60068-2-27:1987	Half sine wave 6 ms, Acceleration = 100G, Shock direction ±X ±Y ±Z, 3 shocks/axis.	Yes
20) Impact (Operational) IEC60068-2-75:1997	Impact energy 0.5 Joule , 3 impacts per point Note: Tested at IK04	Yes
21) Free fall (Operational) IEC60068-2-32:1975 + A1:1982 + A2:1990	No test for Fixed equipment	N.A.
22) Vibration sinusoidal (Operational) IEC60068-2-6:1995	Freq. Range 10~150Hz, 5 m/s <sup>2</sup> , X Y Z axes, Sweep rate 1 octave/min, 1 sweep/axis Note: Note: Tested at more severe with 10m/s <sup>2</sup> , 3 axes, sweep rate 1 octave/min 20 sweep/axis	Yes
23) Vibration sinusoidal (Endurance) IEC60068-2-6:1995	Freq. Range 10~150Hz, 10 m/s <sup>2</sup> , X Y Z axes, Sweep rate 1 octave/min, 20 sweep/axis Note: Covered by 22)	Yes
24) Simulated solar radiation Temperature rise (Operational) IEC60068-2-5 Edition 2.0: 2010, Procedure A	No test for class II product.	N.A.
25) Simulated solar radiation Surface degradation (Endurance) IEC60068-2-5 Edition 2.0: 2010, Procedure C	No test for class II product.	N.A.
26) Dust tightness (Endurance) IEC60529 Edition 2.2: 2013	This product is not a specific enclosure to protect ingress of dust. Optical path is tested to IP5X.	Yes

**ADDITIONAL ENVIRONMENTAL – FUNCTIONAL BOSCH TESTS**

<b>Environmental test methods</b>	<b>Specific Test description</b>	<b>Passed</b>
MTBF calculation of used components	Based on: Siemens SN 29500, or FIT figures manufacturer. Theoretical MTBF = 921,242 hrs	Yes
FMEA (failure Mode and Effect Analysis)	Design and Process analyses based on Bosch template.	Yes
HALT (Highly Accelerating Life Test)	Overstress test to Fail, Operational, LOL = -50°C (-58°F), HOL = +100°C (212°F), Vibration OL > 50Grms Combined Environment Stress: Temp. -40°C~+80°C (-40°F~176°F), with 5/10/15/20/25/30 Grms for each cycle.	Yes
Type plate test	Rubbing by hand with water and 95% industrial alcohol, Duration 15s.	Yes
Hot spots on components.	With Infra red scanner at room temperature Temp. 25 ±5 °C (+77°F).	Yes
Temperature of Hot spots components	With thermocouples at room temperature Temp. 50 ±5 °C (+122°F).	Yes
Bump Non operating IEC 60068-2-27 Ea	Half sine wave, Acceleration 10G, Duration 16ms, 1 bump/sec, 1000 bumps/axis, X,Y,Z axes, total 6000 bumps	N.A.
Cold start test	At -40°C(-40°F).	Yes
<b>Transport tests acc. AV18-Q0681 ISTA-2A: 2011</b>		
1. Conditioning	Pre-conditioning: Temp. +25°C, 43%RH, Duration 6 hours. Conditioning: Temp. +38°C, 85%RH, Duration 72 hours. Temp. +60°C, 30%RH, Duration 6 hours.	Yes
2. Compression	Top to Bottom, Apply and Hold, Duration 60min. Calculated test load = 972 lbs	Yes
3. First vibration test	Frequency 232CPM, Duration 62 min. ; Number of Impact (cycle): 14200 cycles	Yes
4. Drop test after 1 <sup>st</sup> vibration test	Height depending of weight of product. Drop height (inch): 32; drop times: 10	Yes
5. Second vibration test	Frequency 232CPM, Duration 62 min. ; Number of Impact (cycle): 14200 cycles	Yes



### Approvals Safety, EMC and Environmental

<b>EMC Europe</b>	<b>Description</b>	<b>Passed</b>
EN 55022: 2010 / AC:2011 EN 55024: 2010	Information Technology Equipment- Radio disturbance characteristics Limits and Methods of measurement. Class B	Yes
EN 50130-4:2011	Part 4: Electromagnetic compatibility - Product family standard: Immunity requirements for components of fire, intruder and social alarm systems.	Yes
EN 50121-4: 2006 / AC: 2008	Railway EMC	Yes
EN 61000-3-2:2006+A1:2009+A2:2009	Mains harmonics Part 3-2: Limits - Limits for harmonic current emissions	Yes
EN 61000-3-3:2013	Voltage fluctuations Part 3-3: Limits - Limitation of voltage changes, voltage fluctuations and flicker in public low-voltage supply systems.	Yes
<b>EMC USA</b>		<b>Passed</b>
CFR 47 FCC part 15 Class B	Conducted + Radiated Emission based on VERIFICATION procedure	Yes
<b>Australian</b> AS/NZS CISPR 22 equal to CISPR 22	Product market with BOSCH supplier code N663	Yes
<b>Japan</b> VCCI: V-2/2012.04 & V-3/2013.04	EMC certification for Japan.	Yes
<b>Safety Europe</b>		<b>Passed</b>
EN 60950-1:2006 + A11:2009 + A1:2010 + A12:2011 + A2:2013 EN 60950-22:2006 + A11:2008	Information technology equipment — Safety — Part 1: General requirements	Yes
<b>Safety USA + Canada</b>		<b>Passed</b>
UL 60950-1 & -22 CAN/CSA-C22.2 No.E60950-1 & -22	UL listing + cUL listing. First edition dated April 1, 2003. Information technology equipment — Safety — Part1: General requirements	Yes
<b>Environmental</b>		<b>Passed</b>
Prohibited and declarable substances in products, components, materials and preparations.	Bosch internal environmental standard. Manufacturer's declaration database based on N 2580-1.	Yes
Restriction of Hazardous Substances	RoHS compliant.	Yes

The product is produced by a manufacturing organization, which is certified on **ISO9001** and **ISO14001** standards. Data subject to change without notice.

Eindhoven, July 2015.

UL LLC

# CERTIFICATE OF COMPLIANCE COVER PAGE

Applicant Subscriber No: 913889-001  
Service Center Number: 1  
Contract Number is: LLC20116075

<u>CCN</u>	<u>ACTIVE LISTINGS</u>	
	<u>File No.</u>	<u>Vol. No.</u>
CRZH	BP9726	1
CVSG	BP8609	1
UUFX	S5262	1

Listed Service From: MAITLAND, FL

Alarm Service Company:

NUTECH FIRE & SECURITY INC  
150 CANDACE DR  
MAITLAND FL 32751-3331

Service Center:

NUTECH FIRE & SECURITY INC  
150 CANDACE DR  
MAITLAND FL 32751-3331

08-JAN-2021



Applicant ID No: **913889-001**  
 Service Center No **1**  
 Expires: **31-MAR-2022**

## CERTIFICATE OF COMPLIANCE

**THIS IS TO CERTIFY** that the Alarm Service Company indicated below is included by Underwriters Laboratories Inc. (UL) in its Product Directories as eligible to use the UL Listing Mark in connection with Certificated Alarm Systems. The only evidence of compliance with UL's requirements is the issuance of a UL Certificate for the Alarm System and the Certificate is current under UL's Certificate Verification Service. This Certificate does not apply in any way to the communication channel between the protected property and any facility that monitors signals from the protected property unless the use of a UL listed or Classified Alarm Transport Company is specified on the Certificate.

Listed Service From: **MAITLAND, FL**

Alarm Service Company: (913889-001)

**NUTECH FIRE & SECURITY INC**  
**150 CANDACE DR**  
**MAITLAND FL 32751-3331**

Service Center: (913889-001)

**NUTECH FIRE & SECURITY INC**  
**150 CANDACE DR**  
**MAITLAND FL 32751-3331**

The Alarm Service Company is Listed in the following Certificate Service Categories:

<u>File - Vol No.</u>	<u>CCN</u>	<u>Listing Category</u>
BP9726 - 1	CRZH	[Burglar Alarm Systems] National Industrial Security Systems
BP8609 - 1	CVSG	[Burglar Alarm Systems] Mercantile
S5262 - 1	UUFX	[Signal and Fire Alarm Equipment and Services] (Protective Signaling Services) Central Station



**\*\*\*THIS CERTIFICATE EXPIRES ON 31-MAR-2022 \*\*\***

**"LOOK FOR THE UL ALARM SYSTEM CERTIFICATE"**

# CERTIFICATE OF COMPLIANCE COVER PAGE

-

Applicant Subscriber No: 913889-001

Service Center Number: 1

Service Contract No :

ACTIVE LISTINGS

<u>CCN</u>	<u>File No.</u>	<u>Vol. No.</u>
CRZH	BP9726	2

Listed Service From: GRAND PRAIRIE, TX

Alarm Service Company:

-

Service Center:

-



Applicant ID No: **913889-001**  
Service Center No: **1**  
Expires: **31-MAR-2022**

## CERTIFICATE OF COMPLIANCE

**THIS IS TO CERTIFY** that the Alarm Service Company indicated below is included by Underwriters Laboratories Inc. (UL) in its Product Directories as eligible to use the UL Listing Mark in connection with Certificated Alarm Systems. The only evidence of compliance with UL's requirements is the issuance of a UL Certificate for the Alarm System and the Certificate is current under UL's Certificate Verification Service. This Certificate does not apply in any way to the communication channel between the protected property and any facility that monitors signals from the protected property unless the use of a UL listed or Classified Alarm Transport Company is specified on the Certificate.

Listed Service From: **GRAND PRAIRIE, TX**

Alarm Service Company: (822286-000)

Service Center: (822286-000)

The Alarm Service Company is Listed in the following Certificate Service Categories:

<u>File - Vol No.</u>	<u>CCN</u>	<u>Listing Category</u>
BP9726-2	CRZH	[Burglar Alarm Systems] National Industrial Security Systems

**\*\*\*THIS CERTIFICATE EXPIRES ON 31-MAR-2022\*\*\***

**"LOOK FOR THE UL ALARM SYSTEM CERTIFICATE"**

# CERTIFICATE OF COMPLIANCE

**Certificate Number** 20160430-S1871  
**Report Reference** S1871-20121210  
**Issue Date** 2016-APRIL-30

**Issued to:** BOSCH SECURITY SYSTEMS INC  
130 Perinton Pkwy, Fairport NY 14450-9107

**This is to certify that  
representative samples of**

CONTROL UNITS AND ACCESSORIES, HOUSEHOLD  
SYSTEM TYPE,  
ACCESS CONTROL SYSTEM UNITS, CENTRAL  
STATION ALARM UNITS, CONTROL PANELS, SIA  
FALSE ALARM REDUCTION, HOLDUP ALARM UNITS,  
LOCAL ALARM UNITS, POLICE-STATION-CONNECTED  
ALARM UNITS, PROPRIETARY ALARM UNITS,  
HOUSEHOLD BURGLAR ALARM SYSTEM UNITS,  
CONTROL UNITS, SYSTEM

See addendum page for models

Have been investigated by UL in accordance with the  
Standard(s) indicated on this Certificate.

**Standard(s) for Safety:**  
**Additional Information:**

Refer to addendum page for Standards for Safety  
See the UL Online Certifications Directory at  
[www.ul.com/database](http://www.ul.com/database) for additional information

Only those products bearing the UL Certification Mark should be considered as being covered by UL's  
Certification and Follow-Up Service.

Look for the UL Certification Mark on the product.



Bruce Mahrenholz, Director North American Certification Program  
UL LLC

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contact a local UL Customer Service Representative at <http://ul.com/aboutul/locations/>



# CERTIFICATE OF COMPLIANCE

**Certificate Number** 20160430-S1871  
**Report Reference** S1871-20121210  
**Issue Date** 2016-APRIL-30

This is to certify that representative samples of the product as specified on this certificate were tested according to the current UL requirements.

## Products Covered:

USL, CNL: Fire Alarm and Security Equipment:  
Models B3512, B4512 and B5512 Combination Fire and Burglary Control Panels

USL3, CNL: Fire Alarm and Security Equipment:  
Models B6512 Combination Fire and Burglary Control Panels

USL, CNL: Fire Alarm and Security Accessories:  
Models B915, B915I, B920, B930, B942, and B942W keypads, B56 Keypad Surface Mount Box

USL2, CNL2: Fire Alarm and Security Accessories:  
Model B921C, B921CW keypad

USL, CNL: Fire Alarm and Security Subassemblies:  
\* Model B201 Zone Module,

USL\*\*: Fire Alarm and Security Subassemblies: Model B430 Phone Module, Models B440, B441, B442, B443 Cellular Module,



Bruce Mahrenholz, Director North American Certification Program  
UL LLC

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# CERTIFICATE OF COMPLIANCE

**Certificate Number** 20160430-S1871  
**Report Reference** S1871-20121210  
**Issue Date** 2016-APRIL-30

## Standards for Safety:

CP-01-2010-Control Panel Standard - Features for False Alarm Reduction

UL 1610 Central Station Burglar-Alarm Units, 3rd Ed., Rev. Sept. 10, 2010

UL 1076 Proprietary Burglar Alarm Units and Systems, 5th Ed., Rev. Sept. 10, 2010

UL 609 Local Burglar Alarm Units and Systems, 11th Ed., Rev Sept. 10, 2010

UL 365 Police Station Connected Burglar Alarm Units and Systems, 4th Ed., Rev. Sept. 17, 2010

UL 1023 Household Burglar-Alarm System Units, 6th Ed., Rev. Jan 11, 2010

UL 985 Household Fire Warning System Units, 5th Ed., Rev. Oct. 31, 2008

UL 636 Holdup Alarm Units and Systems, 10th Ed., Rev. January 6th, 2010

UL 1635, Standard for Digital Alarm Communicator System Units, 3rd Ed., Rev. Jan. 5, 2010

C1023, Preliminary Standard for Household Burglar Alarm System Units, 1st Ed., Issue Date Jan. 1, 1974

C1076, Proprietary Burglar Alarm Units and Systems, 1st Ed., Issue Date Sep. 1, 1986

ULC S303, Standard for Local Burglar Alarm Units and Systems, 1st Ed., Issue Date May 1, 1991

ULC S304, Central and Monitoring Station Burglar Alarm Units, 2nd Ed., Issue Date July 1, 2006

ULC S545, Residential Fire Warning System Control Units, 2nd Ed., Issue Date July 1, 2002

UL 294, Access Control System Units, Sixth Edition, Issue Date May 10, 2013, including revisions through February 2, 2015



Bruce Mahrenholz, Director North American Certification Program

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## CEILING MOUNT PASSIVE INFRARED MOTION SENSOR (360°)

0E-PIRCM



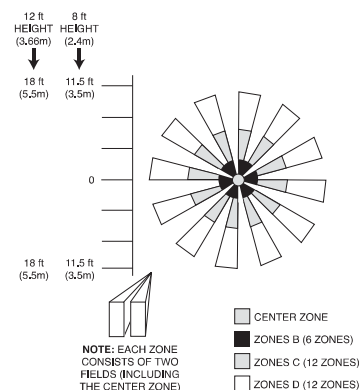
The W Box Ceiling Mount Passive Infrared Motion Sensor is designed to be mounted in small to medium sized rooms between 8' and 12' high. Optimal performance is achieved when the detector is mounted on the ceiling in the center of the protected area. While a single ceiling mount sensor is ideal for sensing motion in rooms up to 30' x 30', multiple detectors are recommended when protecting larger areas like classrooms, meeting rooms, public lobbies and storage areas.

Mounting the detector on the ceiling helps minimize vandalism and tampering—making it especially effective in public areas such as schools and retail establishments. The compact, discrete size makes it a nearly invisible way to detect motion, so it will not detract from the style or architecture of the protected area.

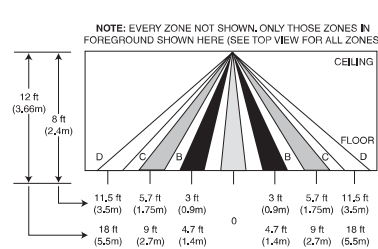
- Twist-off cover for easy removal
- Tampered front cover
  
- **Power:** 17mA @ 12VDC
- **Temperature:** 32°F - 122°F (0°C - 50°C)
- **Humidity:** 95% Non-condensing
- **Dimensions:** 3.5" Diameter x 1" H

**PART #:** 0E-PIRCM  
**UPC:** 811914024095  
**DIAMETER COVERAGE PATTERN:**  
UP to 36' (11m)  
**LOOK-DOWN CAPABILITY:** 360°  
**MOUNTING HEIGHT:** 8' to 12'

Top View



Side View



### Product Certification:

Approval listing  
UL639 Intrusion Detection Unit



FOR MORE INFORMATION,  
CONTACT YOUR ADI SALES PERSON .

wboxtech.com

**APPENDIX E**

**COST SUBMITTAL**

**COMPREHENSIVE SECURITY SERVICES**

**RFQ 20200924**

## INSTRUCTIONS

1. Submit this Appendix E - Cost Submittal as the Offeror's cost submittal, entering the requested data in cells highlighted yellow. Do not attempt to alter this Appendix E - Cost Submittal by creating another version.
2. Questions must be submitted to the Issuing Officer no later than the date indicated on the Calendar of Events.

	SECURITY CAMERAS/SYSTEM			
	PER-UNIT COST	# UNITS	RECURRENCE	ANNUAL COST
INSTALLATION (one-time)	9034.14	597	1	5393381.58
EQUIPMENT/MAINTENANCE (monthly)	19.38	597	12	138838.32
MONITORING (monthly)	17.34	597	12	124223.76
<b>TOTAL ANNUAL CAMERA COST</b>				5656443.66
	ALARMS (DOOR, WINDOW, PANIC, ETC)			
	PER-UNIT COST	# UNITS	RECURRENCE	ANNUAL COST
INSTALLATION (one-time)	2393.94	597	1	1429182.18
EQUIPMENT/MAINTENANCE (monthly)	39.52	597	12	283121.28
MONITORING (monthly)	12.24	597	12	87687.36
<b>TOTAL ANNUAL ALARM COST</b>				1799990.82

	SECURITY GUARDS	ANNUAL ESTIMATED HOURS	
	HOURLY RATE		ANNUAL COST
ARMED GUARD	36.23	106062	3842626.26
UNARMED GUARD	27.46	218134	5989959.64
<b>TOTAL ANNUAL GUARD COST</b>			9832585.9

<b>TOTAL ANNUAL CONTRACT COST</b>	17289020.38
-----------------------------------	-------------



January 6, 2022

Mr. Ian Rothschild  
Universal Pro Serv LP DBA  
Universal Pro Serv LLC DBA  
Allied Universal Scy Srvs  
161 Washington St Ste 600  
Conshohocken, PA 19428-2083

Re: Blanket Purchase Agreement No. 63021822

Dear Mr. Rothschild,

Enclosed is your approved copy of Blanket Purchase Agreement (BPA) No. 63021822.

You are authorized to proceed with the requirements of the BPA effective January 5, 2022 through January 4, 2027.

Individual Purchase Orders will be issued against this BPA for each Wine & Spirits Store and/or location listed on this Contract. Upon delivery of service, an invoice itemized by Purchase Order line item should be created and submitted via the PLCB's new Supplier Portal. The invoice should include only the itemized amounts due under the Purchase Order.

**If assistance is needed to create and submit an invoice via the new Supplier Portal, please review the course on how suppliers enter an invoice in the PLCB's new Oracle Supplier Portal and/or Quick Reference Guide located on PLCB's public website at the following link, [ERP Resources for Goods and Services Suppliers \(pa.gov\)](#).**

Please contact Tammy McQuaid at [REDACTED] if you have any questions.

Sincerely,

*TAMMY MCQUAID*

Tammy McQuaid, Procurement Specialist II  
Purchasing & Contract Administration Division