## PURCHASE OF SERVICE AGREEMENT

THIS AGREEMENT ("Agreement") is made this <u>6</u><sup>th</sup> day of <u>JULY</u> 2015, by and between the Adams County Board of County Commissioners, located at 4430 South Adams County Parkway, Brighton, Colorado 80601, hereinafter referred to as the "County," and Contemporary Services Corporation (CSC), located at 2696 South Colorado Blvd Suite 390, Denver, Colorado 80224, hereinafter referred to as the "Contractor." The County and the Contractor may be collectively referred to herein as the "Parties".

The County and the Contractor, for the consideration herein set forth, agree as follows:

# 1. SERVICES OF THE CONTRACTOR:

- 1.1. All work shall be in accordance with the attached RFP 2015.039 and the Contractor's response to the RFP 2015.039 attached hereto as Exhibit A, and incorporated herein by reference. Should there be any discrepancy between Exhibit A and this Agreement the terms and conditions of this Agreement shall prevail.
- 1.2 At least one (1) week prior to the first day of an Event for which Services will be necessary, COUNTY shall provide to CONTRACTOR a written job order that includes the number and classifications of personnel requested and the time periods for which they will be needed. If COUNTY does not provide such timely notice, CONTRACTOR shall make best efforts to provide the requested personnel for the Event; however, CONTRACTOR's inability to do so shall not be a breach of this Agreement. In order to provide the staffing level required by COUNTY, it may be necessary to schedule additional numbers of employees to insure complete coverage at the Event. COUNTY agrees to absorb the costs for up to ten percent (10%) of any overstaffing for events. However, should the overstaffing be in excess of ten percent (10%), CONTRACTOR must obtain written approval from COUNTY. If such written approval is not obtained, COUNTY shall not be required to compensate CONTRACTOR for overstaffing in excess of 10%.
- 1.3 Staffing levels and specific posts will be determined by COUNTY following consultation with CONTRACTOR. COUNTY shall have the final decision as to the number of CONTRACTOR's personnel to be used and the deployment (i.e., placement at the Job Site). COUNTY agrees that for all requests for CONTRACTOR personnel: (i) at least one Supervisor shall be ordered and such Supervisor shall act as the Event Coordinator where the personnel request is for less than ten (10) personnel; (ii) for any event where ten (10) or more personnel are requested, an Event Coordinator shall be ordered. The Event Coordinator and Supervisor shall be ordered. The Event Coordinator and Supervisor shall be ordered. The Event Coordinator and Supervisor shall be ordered.
- 1.4 If an employee works more than eight (8) hours per day or forty (40) hours per week, overtime hours shall be paid at one and one half (1.5) times the rates or as otherwise required by applicable laws. If an employee works in excess of four hours, such excess shall be paid in fifteen-minute increments. Should County provide less than twenty-four (24) hours notice of changes in its manpower requirements, such changes shall be paid at one and one-half (1.5) times the rates. Should County cancel any or all of its manpower requests less than twenty-four (24) hours prior to reporting time, County

shall pay at the regular rate for each canceled employee as if such employee had worked four (4) hours.

1.4.1 CONTRACTOR's hourly wages are set as follows:

- 1.4.1.1 Event Manager: \$26.35 (Twenty Six Dollars and Thirty Five Cents)
- 1.4.1.2 Supervisor: \$20.25 (Twenty Dollars and Twenty Five Cents)
- 1.4.1.3 Staff: \$17.00 (Seventeen Dollars)
- 1.5 If State, Federal, local City or county Minimum Wage Standards, applicable Living Wages, governmentally mandated health benefits payments or related levies or taxes or the like are increased or levied, as the case may be, against Contractor during this Agreement, the rates paid to Contractor by County shall be adjusted by any such increase, levy, payments or taxes, times 1.4 to reflect the increase in minimum wages and/or related benefits payments, levies or taxes.
- 1.6 County understands the time and expense Contractor incurs to recruit and train personnel. County shall not solicit, offer to hire, or hire, Contractor's employees (defined as anyone employed by Contractor during this Agreement or within one (1) year prior to such solicitation, offering or hiring, whichever is longer) either during this Agreement or for one year thereafter. County shall be given thirty (30) days written notice of any such violation. If County does not fix such violation within thirty (30) days, it shall pay twenty percent (20%) of the employee's expected first year's gross earnings from County or five thousand dollars (\$5,000), whichever is greater. County further agrees not to assist or encourage any such employees to start up a business that would provide similar services to County or to retain or hire any such businesses during this Agreement or for one year thereafter. Contractor shall receive its attorney's fees in enforcing this paragraph.

# 1.7 SUPERVISION AND AUTHORITY:

- 1.7.1 In order for CONTRACTOR to be effective in the delivery of Services, CONTRACTOR must manage and supervise its employees. Therefore, CONTRACTOR shall be accountable for the direct supervision of its employees. COUNTY shall make all requests regarding deployment, positioning, post assignments and conduct through CONTRACTOR's Event Coordinator. The Event Coordinator will be accountable for the satisfaction of such requests to the extent that such requests are consistent with Job Site policies, this Agreement and local, state and federal laws.
- 1.7.2 If at any time COUNTY feels that any employee of CONTRACTOR is not satisfactory; COUNTY shall notify CONTRACTOR of the reasons for its dissatisfaction with such employee verbally and in writing. CONTRACTOR shall attempt to promptly correct the employee's conduct to the satisfaction of COUNTY. If the employee continues to be unsatisfactory to COUNTY, or if the initial conduct was so egregious as to warrant dismissal, COUNTY may demand that CONTRACTOR cease using said employee at the Job Site. CONTRACTOR shall promptly comply with such request. COUNTY agrees that any requests pursuant to this paragraph shall not be based upon unlawful discrimination in regards to an employee's race, religion, national origin, age, gender, sexual orientation or disability.

- 1.8 EVENT STAFF RESPONSIBILITIES: CONTRACTOR's personnel shall be responsible for the carrying out of the written Job Site rules, regulations and policies applicable to CONTRACTOR and issued by COUNTY to CONTRACTOR. CONTRACTOR's personnel shall work with and assist the proper local authorities when necessary and appear in court and other proceedings as becomes necessary. COUNTY shall pay the hourly rate of any such CONTRACTOR personnel that attend such proceedings on behalf of or at the request of COUNTY or the proper local authorities, but only if such attendance is required in connection with an Event at the Job Site and if such proceeding does not involve CONTRACTOR liability.
- 1.9 **EVENT REPORTING TIMES:** CONTRACTOR requires time prior to an Event for the briefing and distribution of employees at the Job Site. The following reporting time requirements shall be used:
  - 1.9.1 Where the number of employees ordered is ten (10) or less, the reporting time shall be fifteen minutes prior to the facility opening.
  - 1.9.2 Where the number of employees ordered is more than ten (10) but less than fiftyone (51), the reporting time shall be thirty (30) minutes prior to the facility opening.
  - 1.9.3 Where the number of employees ordered is fifty-one (51) but less than one hundred (100), the reporting time shall be forty-five (45) minutes prior to the facility opening.
  - 1.9.4 Where the number of employees ordered is one hundred one (101) but less than two hundred (200) then the reporting time shall be one (1) hour.
  - 1.9.5 Where the number of employees ordered is two hundred one (201) or more, the reporting time shall be one and one-half (1-1/2) hours.
- 1.10 COUNTY shall supply CONTRACTOR with a suitable check-in area for employee roll call, office space, and locked storage area for the exclusive use of CONTRACTOR and its employees.
- 1.11 CONTRACTOR's personnel shall be provided parking at the Job Site, or off-Job Site parking with a shuttle service to the Job Site, at no cost to CONTRACTOR or its personnel.
- 1.12 <u>Emergency Services:</u> In the event the Adams County Board of County Commissioners declares an emergency, the County may request additional services (of the type described in this Agreement or otherwise within the expertise of the Contractor) to be performed by the Contractor. If the County requests such additional services, the Contractor shall provide such services in a timely fashion given the nature of the emergency, pursuant to the terms of this Agreement. Unless otherwise agreed to in writing by the parties, the Contractor shall bill for such services at the rates provided for in this Agreement.
- 2. <u>RESPONSIBILITIES OF THE COUNTY:</u> The County shall provide information as necessary or requested by the Contractor to enable the Contractor's performance under this Agreement.

# 3. <u>TERM:</u>

3.1. <u>Term of Agreement:</u> The Term of this Agreement shall be for one-year from the date of this Agreement.

- 3.2. <u>Extension Option</u>: The County, at its sole option, may offer to extend this Agreement as necessary for up to two, one year extensions providing satisfactory service is given and all terms and conditions of this Agreement have been fulfilled. Such extensions must be mutually agreed upon in writing by the County and the Contractor.
- 4. PAYMENT AND FEE SCHEDULE: The County shall pay the Contractor for services furnished under this Agreement, and the Contractor shall accept as full payment for those services, the sum of: Twenty Four Thousand Two Hundred Twenty Five Dollars and Twenty Cents (\$24,225.20). All payments made by COUNTY to CONTRACTOR should be remitted as follows: If by mail: Contemporary Services Corporation, PO Box 511282, Los Ángeles, CA 90051-7837; If Via overnight/Fed Ex: US Bank c/o lockbox 511282, Attn: Wholesale Lockbox, 16420 Valley View Avenue, La Mirada, CA 90638.
  - 4.1. Payment pursuant to this Agreement, whether in full or in part, is subject to and contingent upon the continuing availability of County funds for the purposes hereof. In the event that funds become unavailable, as determined by the County, the County may immediately terminate this Agreement or amend it accordingly.
- 5. <u>INDEPENDENT CONTRACTOR:</u> In providing services under this Agreement, the Contractor acts as an independent contractor and not as an employee of the County. The Contractor shall be solely and entirely responsible for his/her acts and the acts of his/her employees, agents, servants, and subcontractors during the term and performance of this Agreement. No employee, agent, servant, or subcontractor of the Contractor shall be deemed to be an employee, agent, or servant of the County because of the performance of any services or work under this Agreement. The Contractor, at its expense, shall procure and maintain workers' compensation insurance as required by law. Pursuant to the Workers' Compensation Act § 8-40-202(2)(b)(IV), C.R.S., as amended, the Contractor understands that it and its employees and servants are not entitled to workers' compensation benefits from the County. The Contractor further understands that it is solely obligated for the payment of federal and state income tax on any moneys earned pursuant to this Agreement.

# 6. NONDISCRIMINATION:

- 6.1. <u>The Contractor shall not discriminate against any employee or qualified applicant</u> for employment because of age, race, color, religion, marital status, disability, sex, or national origin. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices provided by the local public agency setting forth the provisions of this nondiscrimination clause. Adams County is an equal opportunity employer.
  - 6.1.1. The Contractor will cause the foregoing provisions to be inserted in all subcontracts for any work covered by this Agreement so that such provisions will be binding upon each subcontractor, provided that the foregoing provisions shall not apply to contracts or subcontracts for standard commercial supplies or raw materials.
- 7. <u>INDEMNIFICATION</u>: The Contractor agrees to indemnify and hold harmless the County, its officers, agents, and employees for, from, and against any and all claims, suits, expenses, damages, or other liabilities, including reasonable attorney fees and court costs, arising out of

damage or injury to persons, entities, or property, caused or sustained by any person(s) as a result of the Contractor's negligent conduct or willful misconduct or failure to perform pursuant to the terms of this Agreement or as a result of any subcontractors' negligent conduct or willful misconduct or failure to perform pursuant to the terms of this Agreement. Contractor shall not indemnify, defend or hold harmless the County from and against any liability, cost or expense arising out of the negligence or willful misconduct of the County or the independent acts of third parties not affiliated with the Contractor.

- 8. <u>INSURANCE</u>: The Contractor agrees to maintain insurance of the following types and amounts:
  - 8.1. <u>Commercial General Liability Insurance</u>: to include products liability, completed operations, contractual, broad form property damage and personal injury.
     8.1.1. Each Occurrence: \$1,000,000

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8.1.2.	General Aggregate:	\$2,000,000

- 8.2. <u>Comprehensive Automobile Liability Insurance:</u> to include all motor vehicles owned, hired, leased, or borrowed.
  8.2.1. Bodily Injury/Property Damage: \$1,000,000 (each accident) 8.2.2. Personal Injury Protection: Per Colorado Statutes
- 8.3. <u>Workers' Compensation Insurance:</u> Per Colorado Statutes
- 8.4. <u>Professional Liability Insurance</u>: to include coverage for damages or claims for damages arising out of the rendering, or failure to render, any professional services, as applicable.
  - 8.4.1. Each Occurrence:
  - 8.4.2. This insurance requirement applies only to the Contractors who are performing services under this Agreement as professionals licensed under the laws of the State of Colorado, such as physicians, lawyers, engineers, nurses, mental health providers, and any other licensed professionals.

\$1,000,000

- 8.5. <u>Adams County as "Additional Insured":</u> The Contractor's commercial general liability, comprehensive automobile liability, and professional liability insurance policies and/or certificates of insurance shall be issued to include Adams County as an "additional insured" subject and limited to the Contractor's Indemnification obligations and other terms and conditions of this Agreement and further limited to those claims to which Contractor's Indemnification obligations under this Agreement apply and shall include the following provisions:
  - 8.5.1. Underwriters shall have no right of recovery or subrogation against the County as it applies to Automotive and General Liability, it being the intent of the parties that the insurance policies so affected shall protect both parties and be primary coverage for any and all losses resulting from the negligence of the Contractor.
  - 8.5.2. The insurance companies issuing the policy or policies shall have no recourse against the County for payment of any premiums due or for any assessments under any form of any policy.
  - 8.5.3. Any and all deductibles contained in any insurance policy shall be assumed by and at the sole risk of the Contractor.
  - 8.5.4. Notwithstanding any other language to the contrary, Contractor shall not waive its right of recovery or subrogation against the County for claims arising out of the sole negligence of willful misconduct of the County.

- 8.6. <u>Licensed Insurers:</u> All insurers of the Contractor must be licensed or approved to do business in the State of Colorado. Upon failure of the Contractor to furnish, deliver and/or maintain such insurance as provided herein, this Agreement, at the election of the County, may be immediately declared suspended, discontinued, or terminated. Failure of the Contractor in obtaining and/or maintaining any required insurance shall not relieve the Contractor from any liability under this Agreement, nor shall the insurance requirements be construed to conflict with the obligations of the Contractor concerning indemnification.
- 8.7. <u>Endorsement:</u> Each insurance policy herein required shall be endorsed to state that coverage shall not be suspended, voided, or canceled without thirty (30) days prior written notice by certified mail, return receipt requested, to the County.
- 8.8. <u>Proof of Insurance:</u> At any time during the term of this Agreement, the County may require the Contractor to provide proof of the insurance coverage or policies required under this Agreement.

# 9. WARRANTY:

9.1. The Contractor warrants and guarantees to the County that all work, equipment, and materials furnished under the Agreement are free from defects in workmanship and materials for a period of one year after final acceptance by the County. The Contractor further warrants and guarantees that the plans and specifications incorporated herein are free of fault and defect sufficient for Contractor to warrant the finished product after completion date. Should the Contractor fail to proceed promptly in accordance with this guarantee, the County may have such work performed at the expense of the Contractor. This section does not relieve the Contractor from liability for defects that become known after one year.

# 10. TERMINATION:

- 10.1. For Cause: If, through any cause, the Contractor fails to fulfill its obligations under this Agreement in a timely and proper manner, or if the Contractor violates any of the covenants, conditions, or stipulations of this Agreement, the County shall thereupon have the right to immediately terminate this Agreement, upon giving written notice to the Contractor of such termination and specifying the effective date thereof.
- 10.2. For Convenience: The County may terminate this Agreement at any time by giving written notice as specified herein to the other party, which notice shall be given at least thirty (30) days prior to the effective date of the termination. If this Agreement is terminated by the County, the Contractor will be paid an amount that bears the same ratio to the total compensation as the services actually performed bear to the total services the Contractor was to perform under this Agreement, less payments previously made to the Contractor under this Agreement.

# 11. MUTUAL UNDERSTANDINGS:

11.1. Jurisdiction and Venue: The laws of the State of Colorado shall govern as to the interpretation, validity, and effect of this Agreement. The parties agree that jurisdiction and venue for any disputes arising under this Agreement shall be with Adams County, 2015.039 Contemporary Services Group (CSC)

Colorado.

- 11.2. <u>Compliance with Laws:</u> During the performance of this Agreement, the Contractor agrees to strictly adhere to all applicable federal, state, and local laws, rules and regulations, including all licensing and permit requirements. The parties hereto aver that they are familiar with § 18-8-301, et seq., C.R.S. (Bribery and Corrupt Influences), as amended, and § 18-8-401, et seq., C.R.S. (Abuse of Public Office), as amended, and that no violation of such provisions are present. The Contractor warrants that it is in compliance with the residency requirements in §§ 8-17.5-101, et seq., C.R.S. Without limiting the generality of the foregoing, the Contractor expressly agrees to comply with the privacy and security requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
- 11.3. <u>OSHA</u>: The Contractor shall comply with the requirements of the Occupational Safety and Health Act (OSHA) and shall review and comply with the County's safety regulations while on any County property. Failure to comply with any applicable federal, state or local law, rule, or regulation shall give the County the right to terminate this agreement for cause.
- 11.4. <u>Record Retention</u>: The Contractor shall maintain records and documentation of the services provided under this Agreement, including fiscal records, and shall retain the records for a period of three (3) years from the date this Agreement is terminated. Said records and documents shall be subject at all reasonable times to inspection, review, or audit by authorized Federal, State, or County personnel. Notwithstanding this provision, however, County acknowledges and agrees that materials, reports and other documentation of any kind generated with the ordinary course and scope of CSC's business operations (including but not limited to event file documentation, incident reports, personnel files, etc.), and communications and documents are subject to attorney-client privilege and attorney work product privileges and as such the ownership of such materials remains with CSC.
- 11.5. <u>Assignability:</u> Neither this Agreement, nor any rights hereunder, in whole or in part, shall be assignable or otherwise transferable by the Contractor without the prior written consent of the County.
- 11.6. <u>Waiver:</u> Waiver of strict performance or the breach of any provision of this Agreement shall not be deemed a waiver, nor shall it prejudice the waiving party's right to require strict performance of the same provision, or any other provision in the future, unless such waiver has rendered future performance commercially impossible.
- 11.7. Force Majeure: Neither party shall be liable for any delay or failure to perform its obligations hereunder to the extent that such delay or failure is caused by a force or event beyond the control of such party including, without limitation, war, embargoes, strikes, governmental restrictions, riots, fires, floods, earthquakes, or other acts of God.
- 11.8. <u>Notice:</u> Any notices given under this Agreement are deemed to have been received and to be effective: 1) Three (3) days after the same shall have been mailed by certified mail, return receipt requested; 2) Immediately upon hand delivery; or 3) Immediately upon receipt of confirmation that an E-mail was received. For the purposes of this Agreement, any and all notices shall be addressed to the contacts listed below:

Department: Adams County Parks and Open Space Contact: Melanie Snodell Address: 9755 Henderson Road City, State, Zip: Brighton, Colorado 80601 Phone: 303.637.8027 E-mail: MSnodell@adcogov.org

Department: Adams County Purchasing Contact: Ben DeRomanis Address: 4430 South Adams County Parkway City, State, Zip: Brighton, Colorado 80601 Phone: 720.523.6043 E-mail: bderomanis@adcogov.org

Department: Adams County Attorney's Office Address: 4430 South Adams County Parkway City, State, Zip: Brighton, Colorado 80601 Phone: 720.523.6116

Contractor: Contemporary Services Group (CSC) Contact: Mark Glaser Address: 2696 South Colorado Blvd Suite 390 City, State, Zip: Denver, Colorado 80224 Phone: 303-808-5987 E-mail: mglaser@csc-usa.com

- 11.9. <u>Integration of Understanding:</u> This Agreement contains the entire understanding of the parties hereto and neither it, nor the rights and obligations hereunder, may be changed, modified, or waived except by an instrument in writing that is signed by the parties hereto.
- 11.10. <u>Severability</u>: If any provision of this Agreement is determined to be unenforceable or invalid for any reason, the remainder of this Agreement shall remain in effect, unless otherwise terminated in accordance with the terms contained herein.
- 11.11. <u>Authorization</u>: Each party represents and warrants that it has the power and ability to enter into this Agreement, to grant the rights granted herein, and to perform the duties and obligations herein described.
- 11.12. <u>Confidentiality:</u> All documentation related to this Agreement will become the property of Adams County. All documentation maintained or kept by Adams County shall be subject to the Colorado Open Records Act, C.R.S. 24-72-201 *et seq.* ("CORA"). The County does not guarantee the confidentiality of any records.

# 12. CHANGE ORDERS OR EXTENSIONS:

12.1. <u>Change Orders:</u> The County may, from time to time, require changes in the scope of the services of the Contractor to be performed herein including, but not limited to, additional instructions, additional work, and the omission of work previously ordered. The Contractor shall be compensated for all authorized changes in services, pursuant to the applicable provision in the Invitation to Bid, or, if no provision exists, pursuant

to the terms of the Change Order.

- 12.2. <u>Extensions:</u> The County may, upon mutual written agreement by the parties, extend the time of completion of services to be performed by the Contractor.
- 13. <u>COMPLIANCE WITH C.R.S. § 8-17.5-101, ET. SEQ. AS AMENDED 5/13/08:</u> Pursuant to Colorado Revised Statute (C.R.S.), § 8-17.5-101, *et. seq.*, as amended May 13, 2008, the Contractor shall meet the following requirements prior to signing this Agreement (public contract for service) and for the duration thereof:
  - 13.1. The Contractor shall certify participation in the E-Verify Program (the electronic employment verification program that is authorized in 8 U.S.C. § 1324a and jointly administered by the United States Department of Homeland Security and the Social Security Administration, or its successor program) or the Department Program (the employment verification program established by the Colorado Department of Labor and Employment pursuant to C.R.S. § 8-17.5-102(5)) on the attached certification.
  - 13.2. The Contractor shall not knowingly employ or contract with an illegal alien to perform work under this public contract for services.
  - 13.3. The Contractor shall not enter into a contract with a subcontractor that fails to certify to the Contractor that the subcontractor shall not knowingly employ or contract with an illegal alien to perform work under this public contract for services.
  - 13.4. At the time of signing this public contract for services, the Contractor has confirmed the employment eligibility of all employees who are newly hired for employment to perform work under this public contract for services through participation in either the E-Verify Program or the Department Program.
  - 13.5. The Contractor shall not use either the E-Verify Program or the Department Program procedures to undertake pre-employment screening of job applicants while this public contract for services is being performed.
  - 13.6. If the Contractor obtains actual knowledge that a subcontractor performing work under this public contract for services knowingly employs or contracts with an illegal alien, the Contractor shall: notify the subcontractor and the County within three (3) days that the Contractor has actual knowledge that the subcontractor is employing or contracting with an illegal alien; and terminate the subcontract with the subcontractor if within three days of receiving the notice required pursuant to the previous paragraph, the subcontractor does not stop employing or contracting with the illegal alien; except that the Contractor shall not terminate the contract with the subcontractor if during such three (3) days the subcontractor provides information to establish that the subcontractor has not knowingly employed or contracted with an illegal alien.
  - 13.7. Contractor shall comply with any reasonable requests by the Department of Labor and Employment (the Department) made in the course of an investigation that the Department is undertaking pursuant to the authority established in C.R.S. § 8-17.5-102(5).

13.8. If Contractor violates this Section, of this Agreement, the County may terminate this Agreement for breach of contract. If the Agreement is so terminated, the Contractor shall be liable for actual and consequential damages to the County.

The remainder of this page is left blank intentionally.

IN WITNESS WHEREOF, the Parties have caused their names to be affixed hereto:

## **Adams County Manager's Office**

Date Date Deputy Camby Manuger

<u>Sr UP- Operations</u> Title

**Contemporary Services Corporation (CSC)** 

Canales

Signature

Glasen Mark

Attest:

Deputy Clerk

Stan Martin, Clerk and Recorder

Approved as to Form:

Scounty Attorney Adam

NOTARIZATION OF CONTRACTOR'S SIGNATURE:

-)enver COUNTY OF

)SS. STATE OF Signed and sworn to before me this  $\frac{131}{34}$  day of  $\frac{1}{34}$ , 2015,

by Thomas A. Wallace, Motary Public	THOMAS A. WALLACE Notary Public State of Colorado Notary ID: 20134072707 My Commission Expires Nov. 19, 2017
My commission expires on: Nov . 19	,2017

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## **CONTRACTOR'S CERTIFICATION OF COMPLIANCE**

Pursuant to Colorado Revised Statute, § 8-17.5-101, et.seq., as amended 5/13/08, as a prerequisite to entering into a contract for services with Adams County, Colorado, the undersigned Contractor hereby certifies that at the time of this certification, Contractor does not knowingly employ or contract with an illegal alien who will perform work under the attached contract for services and that the Contractor will participate in the E-Verify Program or Department program, as those terms are defined in C.R.S. § 8-17.5-101, et. seq. in order to confirm the employment eligibility of all employees who are newly hired for employment to perform work under the attached contract for services.

#### **CONTRACTOR:**

Contemporary Services July 1, 2015 Date Date

Signature

Mar K Glaser Name (Print or Type)

<u>Sr VP - Operations</u> Title

Note: Registration for the E-Verify Program can be completed at: https://www.visdhs.com/employerregistration. It is recommended that employers review the sample "memorandum of understanding" available at the website prior to registering

# ADAMS COUNTY FORMAL REQUEST FOR PROPOSAL 2015.039

# Parking and Ticketing Services for the Adams County Fair

All documents and Addendum related to this RFP will be posted on the Rocky Mountain Bid System at: http://www.rockymountainbidsystem.com/Bids/ViewOpenSolicitations.asp

RFP Issuance: March 27, 2015

Mandatory Pre-Proposal Walkthrough: April 2, 2015 Time: 2:30 p.m. Location: 9755 Henderson Road Brighton, Colorado 80601

Written questions regarding this RFP will be accepted through April 7, 2015

> An Addendum to answer submitted questions will be issued no later than April 9, 2015

> > Proposal Deadline: April 16, 2015 Time: 3:00 p.m. There will be no public opening

Location: Adams County Government Center 4430 South Adams County Parkway 4<sup>th</sup> Floor, C4000A Brighton, CO 80601



#### **GENERAL INSTRUCTIONS**

- 1. The Adams County Board of Commissioners by and through its Purchasing Division of the Finance Department is accepting proposals for RFP-BD 2015.039 Parking and Ticketing Services for the Adams County Fair.
- 2. All documents related to this RFP will be posted on the Rocky Mountain Bid System at: http://www.rockymountainbidsystem.com/Bids/ViewOpenSolicitations.asp
  - 2.1. Vendors must register with this service to receive these documents.
  - 2.2. This service is offered free or with an annual fee for automatic notification services.
- 3. Written questions may be submitted through April 7, 2015. All questions are to be submitted to Ben DeRomanis, Purchasing Agent by email at bderomanis@adcogov.org.
- 4. An Addendum to answer all questions will be issued no later than April 9, 2015
- 5. There will be a Mandatory Pre-Proposal conference at the Adams County Regional Park Administration Building located at 9755 Henderson Road, Brighton, Colorado 80601 at 2:30 p.m. on April 2, 2015.
- 6. Proposals
  - 6.1. Sealed proposals for consideration will be received at the office of the Purchasing Division of the Finance Department at the Adams County Government Center, 4430 South Adams County Parkway, Fourth Floor, C4000A Brighton Colorado 80601, up to 3:00 p.m. on April 16, 2015.
  - 6.2. The proposal opening time shall be according to our clock.
  - 6.3. There will be no public opening.
  - 6.4. Proposals may be mailed or delivered in person and **must be** in a sealed envelope clearly labeled with Company Name, Proposal Number and Project Title.
  - 6.5. No proposals will be accepted after the time and date established above except by written addenda.
  - 6.6. The proposal must be submitted on a CD or USB drive in a single PDF file. Brochures or other supportive documents may be included with the proposal narrative.
  - 6.7. The two proposal signature pages "CONTRACTOR'S CERTIFICATION OF COMPLIANCE" pursuant to Colorado Revised Statute (C.R.S.), § 8-17.5-101, et. seq., as amended 5/13/08, and the "PROPOSAL FORM" acknowledging the receipt

of addendum(s) must be signed and included as hard copy with the CD or USB drive. These are the last two pages of the RFP.

- 6.8. Proposals may not be withdrawn after date and hour set for closing. Failure to enter contract or honor the purchase order will be cause for removal of supplier's name from the Vendor's List for a period of twelve (12) months from the date of this opening.
- 6.9. In submitting the proposal, the vendor agrees that acceptance of any or all proposals by the Purchasing Manager within a reasonable time or period constitutes a contract. No delivery shall become due or be accepted unless a purchase order shall first have been issued by the Purchasing Division.
- 6.10. The County assumes no responsibility for late deliveries of mail on behalf of the United States Post Office or any other delivery system.
- 6.11. The County assumes no responsibility for a proposal being either opened early or improperly routed if the envelope is not clearly marked on the outside: Parking and Ticketing Services ADCO Fair and 2015.039.
- 6.12. In the event of a situation severe enough to cause the Adams County Board of Commissioners to close the County offices for any reason, the Purchasing Manager has the prerogative of rescheduling the proposal opening time and date. No proposal will be considered above all other proposals by having met the proposal opening time and date requirements to the exclusion of those who were unable to present their proposal due to a situation severe enough to cause the Board of Commissioners to close the County offices.
- 6.13. Proposal must be submitted in the format supplied and/or described by the County. Failure to submit in the format provided may be cause for rejection of the proposal. Proposals must be furnished exclusive of taxes.
- 6.14. No award will be made to any person, firm, or corporation, which is in arrears upon any obligation to the County.
- 6.15. If submitting a joint venture proposal or a proposal involving a partnership arrangement, articles of partnership stating each partner's responsibilities shall be furnished and submitted with the proposal.
- 6.16. The County reserves the right to waive any irregularities or informalities, and the right to accept or reject any and all proposals, including but not limited to:
  - 6.16.1. Any Proposal which does not meet bonding requirements, or,
  - 6.16.2. Proposals which do not furnish the quality, or,
  - 6.16.3. Offer the availability of materials, equipment or services as required by the specifications, description or scope of services, or,
  - 6.16.4. Proposals from offerors who lack experience or financial responsibility, or,

6.16.5. Proposals which are not made to form.

- 6.17. The Board of County Commissioners may rescind the award of any proposal within one week thereof or at its next regularly scheduled meeting; whichever is later, when the public interest will be served thereby.
- 6.18. Issuance of this solicitation does not commit the County to award any Agreement or to procure or Agreement for any equipment, materials or services.
- 6.19. If a formal Agreement is required, the Contractor agrees and understands that a Notice of Award does not constitute an Agreement or create a property interest of any nature until an Agreement is signed by the Awardee and the Board of County Commissioners and/or their authorized designee.
- 6.20. Only sealed proposals received by the Purchasing Division of the Finance Department will be accepted; proposals submitted telephone, email, or facsimile machines are not acceptable.
- 7. Adams County is an equal opportunity employer.
- 8. The County ensures that disadvantaged business enterprises will be afforded full opportunity to submit bids in response to all invitations and will not be discriminated against on the grounds of race, color, national origin, age, gender, or disability in consideration for an award.
- 9. **INSURANCE:** The Contractor agrees to maintain insurance of the following types and amounts:
  - 9.1. <u>Commercial General Liability Insurance</u>: to include products liability, completed operations, contractual, broad form property damage and personal injury.

9.1.1.	Each Occurrence	-	-	-	\$1,000,000
9.1.2.	General Aggregate				\$2,000,000

- 9.2.
   Comprehensive Automobile Liability Insurance: to include all motor vehicles owned, hired, leased, or borrowed.
   9.2.1. Bodily Injury/Property Damage
   \$1,000,000 (each accident)

   9.2.2.
   Personal Injury Protection
   Per Colorado Statutes
- 9.3. Workers' Compensation Insurance: Per Colorado Statutes
- 9.4. <u>Professional Liability Insurance</u>: to include coverage for damages or claims for damages arising out of the rendering, or failure to render, any professional services.
  - 9.4.1. Each Occurrence \$1,000,000
  - 9.4.2. This insurance requirement applies only to Contractors who are performing services under this Agreement as professionals licensed under the laws of the

State of Colorado, such as physicians, lawyers, engineers, nurses, mental health providers, and any other licensed professionals.

- 9.5. The Contractor's commercial general liability, and comprehensive automobile liability insurance policies and/or certificates of insurance shall be issued to include Adams County as an "additional insured," and shall include the following provisions:
  - 9.5.1. Underwriters shall have no right of recovery or subrogation against the County, it being the intent of the parties that the insurance policies so affected shall protect both parties and be primary coverage for any and all losses resulting from the actions or negligence of the Contractor.
  - 9.5.2. The insurance companies issuing the policy or policies shall have no response against the County for payment of any premiums due or for any assessments under any form of any policy.
  - 9.5.3. Any and all deductibles contained in any insurance policy shall be assumed by and at the sole risk of the Contractor.
- 9.6. All insurers of the Contractor must be licensed or approved to do business in the State of Colorado. Upon failure of the Contractor to furnish, deliver and/or maintain such insurance as provided herein, this Agreement, at the election of the County, may be immediately declared suspended, discontinued, or terminated. Failure of the Contractor in obtaining and/or maintaining any required insurance shall not relieve the Contractor from any liability under this Agreement, nor shall the insurance requirements be construed to conflict with the obligations of the Contractor concerning indemnification.
- 9.7. Each insurance policy herein required shall be endorsed to state that coverage shall not be suspended, voided, or canceled without thirty (30) days prior written notice by certified mail, return receipt requested, to the County.
- 9.8. At any time during the term of this Agreement, the County may require the Contractor to provide proof of the insurance coverage's or policies required under this Agreement.
- 9.9. The Contractor shall not commence work under this contract until they have submitted to the County and received approval thereof, certificates of insurance showing that they have complied with the foregoing insurance.
- 9.10. All referenced insurance policies and/or certificates of insurance shall be issued to include Adams County as an "additional insured." The name of the proposal or project must appear on the certificate of insurance.
- 9.11. Underwriters shall have no right of recovery or subrogation against the County; it being the intent of the parties that the insurance policies so affected shall protect both parties and be primary coverage for any and all losses covered by the described insurance.
- 9.12. The clause entitled "Other Insurance Provisions" contained in any policy including the County as an additional insured shall not apply to The County.

- 9.13. If any of the said policies shall be or at any time become unsatisfactory to the County as to form or substance, or if a company issuing any such policy shall be or at any time become unsatisfactory to the County, the Contractor shall promptly obtain a new policy, submit the same to the Purchasing Manager of Adams County for approval and thereafter submit a certificate of insurance as herein above provided. Upon failure of the Contractor to furnish, deliver and maintain such insurance as provided herein, this contract, at the election of the County, may be immediately declared suspended, discontinued or terminated.
- 10. Contractor shall comply with the requirements of the Occupational Safety and Health Act (OSHA) and shall review and comply with the County's safety regulations while on any County property. Failure to comply with any applicable federal, state or local law, rule, or regulation shall give the County the right to terminate this agreement for cause.
- 11. COMPLIANCE WITH C.R.S. § 8-17.5-101, ET. SEQ. AS AMENDED 5/13/08: Pursuant to Colorado Revised Statute (C.R.S.), § 8-17.5-101, et. seq., as amended 5/13/08, the Contractor shall meet the following requirements prior to signing this Agreement (public contract for service) and for the duration thereof:
  - 11.1. The Contractor shall certify participation in the E-Verify Program (the electronic employment verification program that is authorized in 8 U.S.C. § 1324a and jointly administered by the United States Department of Homeland Security and the Social Security Administration, or its successor program) or the Department Program (the employment verification program established by the Colorado Department of Labor and Employment pursuant to C.R.S. § 8-17.5-102(5)) on the attached certification.
  - 11.2. The Contractor shall not knowingly employ or contract with an illegal alien to perform work under this public contract for services.
  - 11.3. The Contractor shall not enter into a contract with a subcontractor that fails to certify to the Contractor that the subcontractor shall not knowingly employ or contract with an illegal alien to perform work under this public contract for services.
  - 11.4. At the time of signing this public contract for services, the Contractor has confirmed the employment eligibility of all employees who are newly hired for employment to perform work under this public contract for services through participation in either the E-Verify Program or the Department Program.
  - 11.5. The Contractor shall not use either the E-Verify Program or the Department Program procedures to undertake pre-employment screening of job applicants while this public contract for services is being performed.
  - 11.6. If Contractor obtains actual knowledge that a subcontractor performing work under this public contract for services knowingly employs or contracts with an illegal alien, the Contractor shall: notify the subcontractor and the County within three days that the Contractor has actual knowledge that the subcontractor is employing or contracting

with an illegal alien; and terminate the subcontract with the subcontractor if within three days of receiving the notice required pursuant to the previous paragraph, the subcontractor does not stop employing or contracting with the illegal alien; except that the Contractor shall not terminate the contract with the subcontractor if during such three days the subcontractor provides information to establish that the subcontractor has not knowingly employed or contracted with an illegal alien.

- 11.7. Contractor shall comply with any reasonable requests by the Department of Labor and Employment (the Department) made in the course of an investigation that the Department is undertaking pursuant to the authority established in C.R.S. § 8-17.5-102(5).
- 11.8. If Contractor violates this Section, of this Agreement, the County may terminate this Agreement for breach of contract. If the Agreement is so terminated, the Contractor shall be liable for actual and consequential damages to the County.

#### **End General Information**

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## **Statement of Work**

12. Background: The 2015 Adams County Fair will take place from August 5-9. This year, Adams County will be hosting a series of concert events in conjunction with the Fair. As they are expected to draw a significant amount of additional attendance, the County will be using parking facilities at the Adams County Government Center, located at 4430 South Adams County Parkway, Brighton, Colorado 80601, to offset the parking demand from both the Fair and concert events. Shuttles will be used to transport patrons from the Government Center to the Fairgrounds. Adams County is in need of a contractor to provide necessary parking services as well as personnel, equipment and supplies for ticket handling services and related functions for both the Fair and concert events. The providing of shuttles is not part of this RFP. The term of the awarded Agreement will be for one year with the possibility of two, one year renewal options.

#### 13. Required Personnel-Description and Duties:

- 1. Ticket Sellers cash handling personnel, selling tickets at the event gate
- 2. Ticket Scanners personnel scanning tickets for entry at grandstands & concert
- 3. Will Call personnel
- 4. Gate Collectors cash handling personnel, selling parking tickets and checking parking passes
- 5. Treasury Service Handlers cash handling personnel; distribution of funds and balancing tickets sold and cash received; deliver cash to Adams County personnel.
- 6. Designate Representative vendor will identify a designate representative for counting and reconciling cash drawers and collections, and who will serve at the liaison between vendor and Adams County

#### Adams County will supply training on the use of electronic tickets and scanners

14. Contractor Responsibilities and Requirements: The vendor is responsible for scheduling all rest, lunch and dinner breaks and any personnel shifts and/or changes.

#### 15. Contractor Daily Responsibilities:

#### 15.1 Wednesday, August 5, 2015

Details: Opening Day of the Fair – Citizen Appreciation Night Fair hours – 5 p.m. to 10 p.m.
Free Parking on Wednesday Only; No fee for offsite parking Carnival hours – 5 p.m. to 11 p.m.
Chris Cagle Concert 7:00 p.m. @ the Grandstands – Free

**Description:** Typically this is the slowest day at the fair. However, it is also employee night and a free concert has been added to this day.

#### Personnel Required at Fairgrounds:

- 1 Event Manager from 9 a.m. to 10 p.m.
- 1 Parking Supervisor from 9 a.m. to 5 p.m.
- 1 Parking Supervisor from 3 p.m. to 10 p.m.
- 8 Parking Staff from 10 a.m. to 9 p.m.
- 3 Front Gate Attendants at the Grandstands from 6:00 to 8:00 p.m. \*times to be confirmed
- 3 Back Gate Attendants at the Grandstands from 6:00 p.m. 11:00 p.m. \*times to be confirmed
- 3 Back Stage Attendants at the Grandstands from 3:00 p.m. to 11:00 p.m. \*times to be confirmed

#### Personnel Required at Government Center: 4 p.m. to midnight

- 2 Gate Attendants for Mann Lakes Road from 4:00 p.m. to midnight
- 1 Traffic Control Attendant on 124<sup>th</sup> Avenue from 4:00 p.m. to midnight
- 1 Parking Supervisor from 4:00 p.m. to midnight
- 2 Security Staff from 4:00 p.m. to midnight
- 4 Parking Attendants from 4:00 p.m. to midnight

#### 15.2 Thursday, August 6, 2015

#### Details: Senior Day at the Fair

Bull Riding Show with Cody Johnson in Concert Fair Hours – 10 a.m. to 10 p.m. \$10.00 parking fee; No fee for offsite parking Carnival hours – 5 p.m. to 10 p.m.

**Description:** This is typically a slower day at the fair. However, Senior Day (10:00 a.m. to 3:00 p.m. with free parking until 2:00 p.m.) hosts a lunch this year along with bingo and a resource fair. The Bull Riding Event is new along with the concert. We could potentially see larger crowds at this event.

#### Personnel Required at Fairgrounds:

- 1 Event Manager from 8 a.m. to 10 p.m.
- 1 Cash Manager from 8 a.m. to 10 p.m.
- 1 Parking Supervisor from 8 a.m. to 5 p.m.
- 1 Parking Supervisor from 3 p.m. to 11 p.m.
- 3 Lot Flaggers from 9 a.m. to 7 p.m.
- 3 Lot Flaggers from 3 p.m. to 11 p.m.
- 6 Directional Staff from 9 a.m. to 7 p.m.
- 6 Directional Staff from 3 p.m. to 11 p.m.
- 1 VIP Directional Staff from 9 a.m. to 7 p.m.
- 1 VIP Directional Staff from 3 p.m. to 11 p.m.
- 1 Grandstand Supervisor from 5 p.m. to 9 p.m.
- 4 Grandstand Ticket Sellers from 5 p.m. to 9:30 p.m.

- 4 Grandstand Ticket Scanners from 5 p.m. to 9:30 p.m.
- 2 Grandstand Gate Attendants from 5 p.m. to 11:00 p.m.
- 2 Back Gate Grandstand Attendants from 5 p.m. to 11:00 p.m.
- 2 Back Stage Grandstand Attendants from 3:00 p.m. to Midnight

#### Personnel Required at Government Center: 9 a.m. to midnight

- 2 Gate Attendants for Mann Lakes Road from 9 a.m. to midnight
- 1 Traffic Control Attendant on 124<sup>th</sup> Avenue from 9 a.m. to midnight
- 1 Parking Supervisor from 9 a.m. to midnight
- 2 Security Staff from 9:00 a.m. to midnight
- 2 Parking Attendants from 9 a.m. to 4:00 pm.
- 4 Parking Attendants from 4:00 p.m. to midnight

#### 15.3 Friday, August 7, 2015

Details: Kids Day & NSPA Truck Pull

Fair Hours – 10 a.m. to Midnight \$10.00 parking fee; No fee for offsite parking Carnival hours – 10 a.m. to Midnight

**Description:** Friday typically starts our larger crowds beginning with kid's day followed by the truck pull at night. Day care buses will be present on this day and are admitted for free.

#### Personnel Required at Fairgrounds:

- I Event Manager from 8 a.m. to 1:00 a.m.
- 1 Cash Manager from 8 p.m. to 11 p.m.
- 1 Parking Supervisor from 9 a.m. to 7 p.m.
- 1 Parking Supervisor from 3 p.m. to 1:00 a.m.
- 3 Lot Flaggers from 9:00 a.m. to 7:00 p.m.
- 6 Lot Flaggers from 3 p.m. to 1:00 a.m.
- 6 Directional Staff from 9 a.m. to 7:00 p.m.
- 6 Directional Staff from 3 p.m. to 1:00 a.m.
- 2 VIP Directional Staff from 9 a.m. to 9 p.m.
- 1 Grandstand Supervisor from 4 p.m. to 9 p.m.
- 4 Grandstand Ticket Sellers from 4 p.m. to 9:30 p.m.
- 4 Grandstand Ticket Scanners from 4 p.m. to 9:30 p.m.
- 2 Grandstand Will Call Attendants from 4 p.m. to end of ticket distribution
- 1 Pit Pass Seller from 10 a.m. to 8:30 p.m.
- 1 Pit Pass Seller from 5:00 p.m. to 8:30 p.m.
- 2 Back Gate Grandstand Attendant from 10 a.m. to midnight
- 1 Back Gate Grandstand (beer gate) Attendant from 5 p.m. to midnight
- 1 Pit Pass Gate Grandstand Security Attendants (cat walk and announcer booth) from 4:00 p.m. to midnight

#### Personnel Required at Government Center: 9 a.m. to 1:00 a.m.

- 2 Gate Attendants for Mann Lakes Road from 9 a.m. to 1:00 a.m.
- 1 Traffic Control Attendant on 124<sup>th</sup> Avenue from 9 a.m. to 1:00 a.m.
- 1 Parking Supervisor from 9 a.m. to 1:00 a.m.
- 2 Security Staff from 9:00 a.m. to 1:00 a.m.
- 6 Parking Attendants from 9 a.m. to 1:00 a.m.

#### 15.4 Saturday, August 8, 2015

Details: Demolition Derby, 5 & 10K Funnel Cake Run

Fair hours – 10 a.m. to Midnight

\$10.00 parking fee; No fee for offsite parking

Carnival hours – 10 a.m. to 12:30 a.m.

Concert in the Park - 6 p.m.

**Description:** The demo derby is typically a sellout event and has large crowds. A concert in the park has been added this year and we do not have figures for this event. Fireworks normally are fired at 9:30 p.m. after the demo derby.

#### **Personnel Required at Fairgrounds:**

- 1 Event Manager from 8 a.m. to 1:00 a.m.
- 1 Cash Manager from 8 a.m. to 11 p.m.
- 1 Parking Supervisor from 9 a.m. to 7 p.m.
- 1 Parking Supervisor from 3 p.m. to 1:00 a.m.
- 3 Lot Flaggers from 9:00 a.m. to 7:00 p.m.
- 6 Lot Flaggers from 3 p.m. to 1:00 a.m.
- 6 Directional Staff from 9 a.m. to 7:00 p.m.
- 6 Directional Staff from 3 p.m. to 1:00 a.m.
- 2 VIP Directional Staff from 9 a.m. to 9 p.m.
- 1 Grandstand Supervisor from 4 p.m. to 9 p.m.
- 4 Grandstand Ticket Sellers from 4 p.m. to 9:30 p.m.
- 4 Grandstand Ticket Scanners from 4 p.m. to 9:30 p.m.
- 2 Grandstand Will Call Attendants from 4 p.m. to end of ticket distribution
- 1 Pit Pass Seller from 10 a.m. to 8:30 p.m.
- 1 Pit Pass Seller from 5:00 p.m. to 8:30 p.m.
- 2 Back Gate Grandstand Attendant from 10 a.m. to midnight
- 1 Back Gate Grandstand (beer gate) Attendant from 5 p.m. to midnight

• 1 Pit Pass Gate Grandstand Security Attendants (cat walk and announcer booth) from 4:00 p.m. to midnight

#### Personnel Required at Government Center: 9 a.m. to 1:00 a.m.

- 2 Gate Attendants for Mann Lakes Road from 9 a.m. to 1:30 a.m.
- 1 Traffic Control Attendant on 124<sup>th</sup> Avenue from 9 a.m. to 1:30 a.m.
- 1 Parking Supervisor from 9 a.m. to 1:30 a.m.
- 2 Security Staff from 9:00 a.m. to 1:30 a.m.

• 6 Parking Attendants from 9 a.m. to 1:30 a.m.

#### Personnel required for concert in the Park:

- 4 Ticket Sellers from 4 p.m. to 10:00 p.m.
- 4 Ticket Scanners from 4 p.m. to 10:00 p.m.
- 6 Gate Security (check bags) from 4:00 p.m. to 11:00 p.m.
- 4 Back Stage Security from Noon to midnight
- 8 T-Shirt Security from 4:00 p.m. to midnight

#### 15.5 Sunday, August 9, 2015

#### Details: Fiesta Day

Fair hours – Noon to 8 p.m. \$10.00 parking fee; No fee for offsite parking Carnival hours – Noon to Midnight

**Description:** Large crowds expected on final day of the Fair that will feature an all day concert event in the park.

#### Personnel Required at Fairgrounds:

- 1 Event Manager from 10:00 a.m. to 1:00 a.m.
- 1 Cash Manager from 8 a.m. to 1:00 a.m.
- 2 Parking Supervisors from 10:00 a.m. to 1:00 a.m.
- 3 Lot Flaggers from 10 a.m. to 10:00 p.m.
- 6 Lot Flaggers from 3 p.m. to 1:00 a.m.
- 6 Directional Staff from 10:00 a.m. to 7:00 p.m.
- 8 Directional Staff from 3 p.m. to 1:00 a.m.
- 2 VIP Directional Staff from 10:00 a.m. to 9:00 p.m.

#### Personnel Required for Concert in the Park

- 4 Ticket Sellers from 10:00 a.m. to 8:30 p.m.
- 4 Ticket Scanners from 10:00 a.m. to 9:30 p.m.
- 6 Gate Security (check bags) from 10:00 a.m. to 9:30 p.m.
- 4 Back Stage Security from 10:00 a.m. to midnight
- 8 T-Shirt Security from 10:00 a.m. to midnight

#### Personnel Required at Government Center: 11:00 a.m. to 1:00 a.m.

- 2 Gate Attendants for Mann Lakes Road from 11 a.m. to 1:00 a.m.
- 1 Traffic Control Attendant on 124<sup>th</sup> Avenue from 11 a.m. to 1:00 a.m.
- 1 Parking Supervisor from 11 a.m. to 1:00 a.m.
- 2 Security Staff from 11:00 a.m. to 1:00 a.m.
- 6 Parking Attendants from 11 a.m. to 1:00 a.m.

16. RFP Evaluation Criteria: Responses will be evaluated on the following criteria.

- 1. Vendor qualifications
- 2. List of current and former clients
- 3. Experience working events of similar size and scope
- 4. Proposed Service Plan
- 5. Ability to providing equipment and supplies necessary to perform this service
- 6. Pricing

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End Statement of Work

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CONTEMPORARY SERVICES CORPORATION THE LEADER IN CROWD MANAGEMENT®

# PROPOSAL TO ADAMS COUNTY FOR PARKING AND TICKET SERVICES DURING THE ADAMS COUNTY FAIR

Submitted to: Adams County Government Center 4430 South Adams County Pkwy, 4th Floor, C4000A Brighton, CO 80601 Due: April 16, 2015 3:00PM MST



COLORADO

#### April 16, 2015

Adams County Government Center 4430 South Adams County Pkwy, 4th Floor, C4000A Brighton, CO 80601



I am pleased to present this proposal from Contemporary Services Corporation ("CSC") to Adams County. CSC is a California incorporated company with branch offices throughout the United States and Canada and is qualified to do business in the State of Colorado from our Denver branch office. CSC is known for providing crowd management and guest services that are unequalled by any other firm. The nation's top venues and events have turned to CSC for reliability, honesty and performance. We strive to exceed each client's expectations for crowd management.

Our national and local structure has allowed us to build an experienced and dedicated team that will meet your requirements. These team members understand the importance of positive guest services and are committed to making each one of your events successful. Additionally, our national training program continues to exceed industry standards. All CSC managers hold certifications for National Incident Management System (NIMS)/National Command System, (ICS) and all supervisors and managers have completed and are certified in Module 1 of Trained Crowd Manager (TCM).

Established in 1967, CSC has provided staffing services for every type of entertainment and sporting event, including 30 Super Bowls, 5 World Series, 2 MLB All-Star Games, 7 of the last 10 NCAA Men's Final Four, 11 annual College Bowl Games (including the 2002, 2006, 2010 & 2014 BCS National Championship Games), 4 NBA Finals, 9 Olympic Games, 4 Presidential Inaugurations, 2 Papal Visits, and 2 FIFA World Cups. Other relevant highlights include providing annual services for Coachella Valley Music and Arts Festival, The PGA Championship, Houston Livestock Show and Rodeo, the Ryder Cup and the US Open Tennis Championships. CSC has handled security management for some of the largest concert tours in the nation including U2, Madonna, Tim McGraw, Rihanna, Jay-Z and Beyoncé. CSC provided security for NHL team members & VIPs during the 2014 Winter Olympics in Sochi, Russia and will be providing services for the 2015 Special Olympics Summer World Games in Los Angeles, CA and for the 2016 Summer Olympics in Rio de Janeiro, Brazil.

Having over 80,000 active, trained personnel nationally, CSC also currently provides crowd management services at over 150 stadiums, amphitheaters and arenas, over 100 colleges and universities, more than 30 convention centers, 7 Major League Baseball teams, 9 National Football League teams, 5 Major League Soccer teams, 5 National Hockey League teams, and 4 National Basketball Association teams.

CSC has extensive experience preforming screening services utilizing metal detection devices at major venues and events including US Open Tennis Championships, Los Angeles Angels of Anaheim, Los Angeles Dodgers Major League Baseball and NRG Stadium, home to NFL's Houston Texans and other events. These services also extended to 30 Super Bowls, which have been designated as a National Special Security Event. NSSE is an event of national or international significance deemed by the Department of Homeland Security to be a potential target for terrorism and requires a high degree of scrutiny on security procedures.

As events become more high-profile and complex, it is imperative to require a crowd management vendor who will not only meet your staffing requirements, but who will also be a strategic partner to help manage and reduce your risks. Recently, the U.S. Department of Homeland Security (DHS) "Designated" Contemporary Services Corporation's (CSC) Event Security Services under the Support Anti-terrorism by Fostering Effective Technologies Act (SAFETY Act). This means that CSC becomes the sole entity that can be sued for third-party injuries associated with the services we provide in the event of a terrorist attack, effectively protecting our clients from liability.

Included in this proposal is an overview of our Qualifications, Experience, References, Management Team, our Operations and Guest Services Philosophy, Training, Cost Proposal and other information that will demonstrate that we are proven leader for Adams County. If you have any questions concerning this proposal, please contact me at: 303.808.5987 (mglaser@csc-usa.com). We look forward to working with you and your team.

Sincerely,

Mark Glaser Sr. Vice President, Operations Contemporary Services Corporation

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Contemporary Services Corporation is recognized worldwide as the pioneer and expert in the crowd management field. Nearly five decades ago, CSC developed the concept of peer group security and its techniques. Through the continual refinement and evolution of those techniques, CSC has remained the leader in the crowd management industry.

CSC has a history of successfully delivering services for events ranging from A to Z. We have applied our technology at events and venues from as small as one participant to multiday events hosting hundreds of thousands. This broad experience has enabled us to build a knowledgeable group of professionals with expertise in every crowd management application. This allows for an interactive flow of knowledge and resources to you - the client. Our international network of managers has the ability to share information about an event before it reaches your venue.

sc has a team of experienced managers to handle your events. They will work together to effectively recruit, vet, hire and train ambassadors who represent both you and CSC in a professional manner.

CSC's management team, corporate infrastructure and support, chain of command approach, training, and quality supervision are what set us apart from other crowd management companies. CSC has found that investing its revenue and resources back into clients' programs assures long-term success over short-term profits.

CSC bases its success on the continual focus of quality and innovation within the following four key areas:

- ► Knowledgeable & Experienced Management
- **High Quality Workforce**
- World-Class Training
- Cutting-Edge Technology

Our investments in systems, tools, and personnel come together in a service designed to meet the needs of the event industry around the world. We have recruited and retained an outstanding set of professional event managers with the expertise to manage the most comprehensive array of functional areas in the business. Our workforce selection recruitment. and management processes, as well as our access to the nation's largest pool of event staff ensures the most qualified workforce available. We impart our knowledge and experience to that workforce through world-class training solutions that are continually developed and improved.

CSC has a team of experienced managers to handle your events. They will work together to effectively recruit, vet, hire and train ambassadors who represent both you and CSC in a professional manner. They will assist in creating tools, such as post orders, deployment sheets, key locations cards, and operational plans as well as carry out the training necessary to prepare CSC's event staff with exceptional guest services knowledge and the tools to provide a safe and secure environment for each venue. CSC relies on a chain of command approach, both as a corporation and in our event operations. This allows for a clearly defined method of issue resolution that benefits both the venue and its guests.

The key to a successful crowd management operation is proper supervision. We rely heavily upon our supervisors/managers to ensure that our events run smoothly. We are proud of the fact

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that the average tenure of our staff members is over three years, and our supervisors/managers' average tenure is ten years in the crowd management field. Progression through the CSC ranks makes our supervisor and management teams extremely knowledgeable with the entire CSC operation and the events that they lead. CSC supervisors have been identified through their leadership skills among their peers and receive additional skills training such as Trained Crowd Manager, TEAM training, NIMS Certification and additional DHS training programs.

CSC has developed extensive operational plans for sporting and entertainment venues. These plans include successful recruiting and training materials as well as knowledge of major events and the challenges specific to managing these events over multiple days. Through time, effort, and experience, CSC has developed a unique and exceptional labor pool from which we recruit. We continually hire from this pool, which consists mainly of staff that engage with CSC through "target recruiting". Although we permit anyone to fill out an application, the majority of the staff that we hire belong to specific "target groups".

Cidentified through their leadership skills among their peers and receive additional skills training such as Trained Crowd Manager, TEAM Training, NIMS Certification and additional DHS training programs.

CSC is known for having the most welltrained and managed employees in the crowd management industry. Staff are subjected to an extensive orientation and training, and training continues throughout the course of employment. Our personnel are trained crowd management professionals, and our exceptional track record

with venues as well as our cooperation with law enforcement and fire authorities is a direct reflection of CSC's focus on continuous training. To ensure that we have the best possible training in all areas, our corporate, regional and local management continue to develop & oversee the training necessary for events such as yours. Our national training coordinator has an extensive background in developing proven training programs for our clients and branches. We host an annual Training Symposium for our dedicated recruiting and training staff to discuss and implement updated training techniques, which are regularly modified to accommodate changes in culture, client demands and guest expectations.

Our guest services program is continually updated in response to industry needs.

Our guest services program is continually updated in response to industry needs. We have received high grades from secret shoppers and NFL "best practices" personnel at facilities around the country. We also improved our practices during the development of training materials for the Olympic Games around the world.

Recruiting, training, scheduling and managing a large workforce can be an administratively intensive experience. Even with an experienced HR team, each workforce member can require multiple personal support interactions. To efficiently deal with this workload, a workforce management system must accurately and efficiently track each step of the process and its myriad activities. Because of this enormous task. CSC's affiliate company ProtaTECH has developed a customized software support system that successfully manages recruitment, scheduling, training, and deployment of staff in all of our national business units. This software is web based, fully integrated, and rapidly deployable. This system also allows for scanned "real-time" check-in and check-out of employees at each event so that staffing levels and costs can be viewed in real-time.

# SAFETY ACT DESIGNATION

As events become increasingly more high-profile, the complexities of staging them have grown exponentially. Rising entertainment prices have raised the public's expectations of the event experience. Threats of terrorism and crowd violence require well trained and managed personnel to implement complex security procedures. More than ever, today's events rely on the abilities of service providers to help deliver an excellent customer experience while managing and mitigating risks.

On July 18, 2013, the U.S. Department of Homeland Security (DHS) "Designated" CSC's Event Security Services under the Support Anti-terrorism by Fostering Effective Technologies Act (SAFETY Act). In order to receive this highly distinguished Designation, CSC was required to demonstrate effective measures in the following key areas:

- Vetting and Hiring Methods
- Training Methods
- Supervision and Managerial Oversight
- Checklists and Effective Briefing Techniques
- Audits, Assessments, and Annual Reviews

What this means for the CSC client is that under this coveted award, when a Technology is Designated as a Qualified Anti-Terrorism Technology (QATT), the Seller of the QATT (i.e., CSC) is granted limited liability for third-party claims arising out of the deployment of the QATT with respect to an "Act of Terrorism" (as defined in the SAFETY Act and the implementing regulations). The most important thing for our clients and potential clients to know is that according to DHS's interpretation of the SAFETY Act, CSC becomes the sole entity that can be sued for third-party injuries associated with the services we provide, effectively protecting our clients from liability. In other words, if an Act of Terrorism occurs at a locale where CSC is deployed, any third-party lawsuits brought against the services CSC provides can only be brought against CSC, thus shielding the client from lawsuits that they might otherwise face in the absence of CSC's SAFETY Act Designation.

CSC was designated by DHS after a very thorough evaluation of our policies, training procedures, and operations. DHS made several site visits to venues that CSC protects and was complimentary of the professionalism and effectiveness of our guard force. CSC representatives spent countless hours on the phone, in meetings and face to face with DHS officials demonstrating to them that CSC is not a "traditional" guard service. DHS has since adopted CSC standards as their own outline for future applications of similar services.

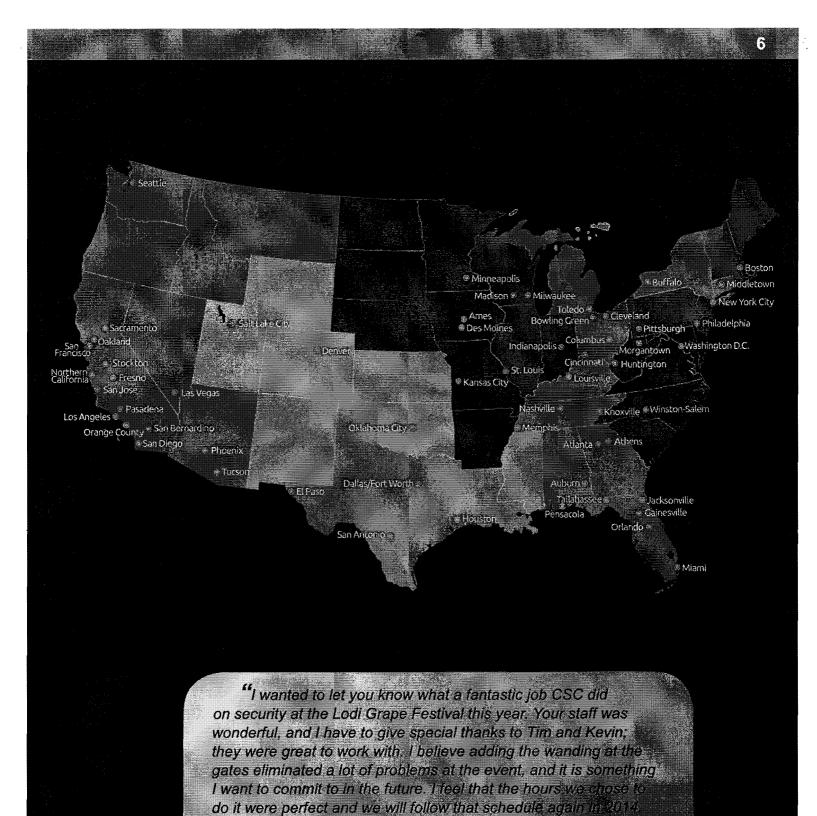
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"We have always strived to remain at the top of our industry, and this Designation highlights our ongoing commitment to provide superior services that will contribute to the fight against terrorism and the ultimate goal of keeping America safe. We are extremely honored to receive this groundbreaking award and also pleased with the impact that it will have on our existing clients, as they will benefit from the liability protections associated with our Designation."

- Damon Zumwalt **CSC Founder & CEO** 

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Again, thank you for all your hard work. Choosing to go with CSC as our security company has been a great move for us.

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- Mark A. Armströng General Manager

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Lodi Grape Festival & Harvest Fair

# Proposal Information



# 2. PROPOSAL INFORMATION

#### **RFP Contact Information**

Mark Glaser Sr. Vice President, Operations mglaser@csc-usa.com 303.808.5987

Key Event Personnel

Mary Wolf Denver Branch Manager mwolf@csc-usa.com 720.347.8591 Contemporary Services Corporation 17101 Superior St. Northridge, CA 91325

CSC Denver 2696 S. Colorado Blvd., Ste. 390 Denver, CO 80222

Mr. Glaser and Ms. Wolf's bios can be found in Section 5, Management Team.

Bandimere Speedway	Larry Crispe
Morrison, CO	larry@bandimere.com
	303-697-6001
Lakewood Concert Series	Greg Lovell
Lakewood, CA	GreLove@lakewood.org
	303-987-7859
Colorado Convention Center	James Wolfe
Denver, CO	jwolfe@denverconvention.com
	303-228-8116
Cherry Creek School Distric	Joyce Williams
Greenwood Village, CO	jwilliams@cherrycreekschools.org
	720.554.2023

"Since 1969, CSC has been providing services to the Hollywood Bowl. Their focus has always been the same... to treat each event as if it were the "Super Bowl". CSC's expertise in venue security and guest services is unparalleled and is essential to the Hollywood Bowl experience." - Ed Tom

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Phone Number for Quotes or Placing Orders a	and Fax Number to send a Purchase Order or a Request for Quote	
303-850-0500	303-232-0900	
Phone Number	Fax Number	
Company Information		
www.csc-usa.com	mglaser@csc-usa.com	
Web Address	Company Email Address	
<ul> <li>classifications:</li> <li>Small Business</li> <li>Disadvantaged</li> <li>Woman Owned</li> <li>Hub-Zone</li> <li>Business is 51% owned by physically disa</li> </ul> ETHNICITY OF BUSINESS – Please check <ul> <li>Black American</li> <li>Hispanic American</li> <li>Asian Pacific American</li> <li>Subcontinent Asian American</li> </ul> CONFLICT OF INTEREST	SVP, Operations         Position/Title         818-885-0609         Contact Fax Number         heck all that apply and attach supporting documents for these business         Veteran Owned         Vietnam Veteran         Service Disabled Veteran         bled individual(s)	
Does this company have any financial interest If YES, please explain	ts with an Adams County employee? YES NO	
Thank you!		
Vendor Information Form	09/2014	

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# **3. COMPANY HISTORY**

Damon Zumwalt founded Contemporary Services Corporation (CSC) in 1967. Following Mr. Zumwalt's freshman year at UCLA, he recognized the need for an alternative approach to security in the emerging rock and roll industry. In an effort to fill that need, Mr. Zumwalt recruited a group of young athletes from various ethnic communities who were champions in their respective sports, physically impressive, and leaders in their communities. They were also in the same age group as the patrons attending the rock and roll shows, and thus, CSC established the notion of 'peer group security'. Since its emergence in 1967, CSC has evolved from its concert security beginnings into a full spectrum crowd management and event security firm with over 50 branch locations throughout the United States and Canada.

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#### CSC branch locations and affiliates established:

1967-1969

Los Angeles, CA San Diego, CA

1970's

Phoenix, AZ Seattle, WA

1980's

Denver, CO Des Moines, IA Fresno, CA Miami, FL Philadelphia, PA Salt Lake City, UT San Francisco, CA Washington, D.C.

Jacksonville, FL

Memphis, TN Nashville, TN

**19**90's

Orlando, FL San Jose, CA Tucson, AZ CSC affiliate - Contemporary International CSC affiliate - APEX Security Group

Atlanta, GA Auburn, AL Buffalo, NY Columbus, OH Middletown, CT Dallas, TX El Paso, TX Houston, TX Indianapolis, IN Kansas City, MO Knoxville, TN Louisville, KY Milwaukee, WI Minneapolis, MN Oklahoma City, OK Orange County, CA Pensacola, FL San Antonio, TX St. Louis, MO Stockton, CA Tallahassee, FL Vancouver, Canada Morgantown, WV CSC affiliate - ProtaTECH

SAFETY Act Designation awarded Cleveland, OH Huntington, WV Las Vegas, NV New York City, NY Reno, NV San Bernardino, CA Toledo, OH Winston-Salem, NC

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# **4. CORPORATE STRUCTURE**

The corporate headquarters of Contemporary Services Corporation is located in Northridge, California, where operations of 50 branch offices and affiliated companies are directed. CSC provides a wide variety of services including security, ushering, ticket taking, guest services, parking and general crowd management.

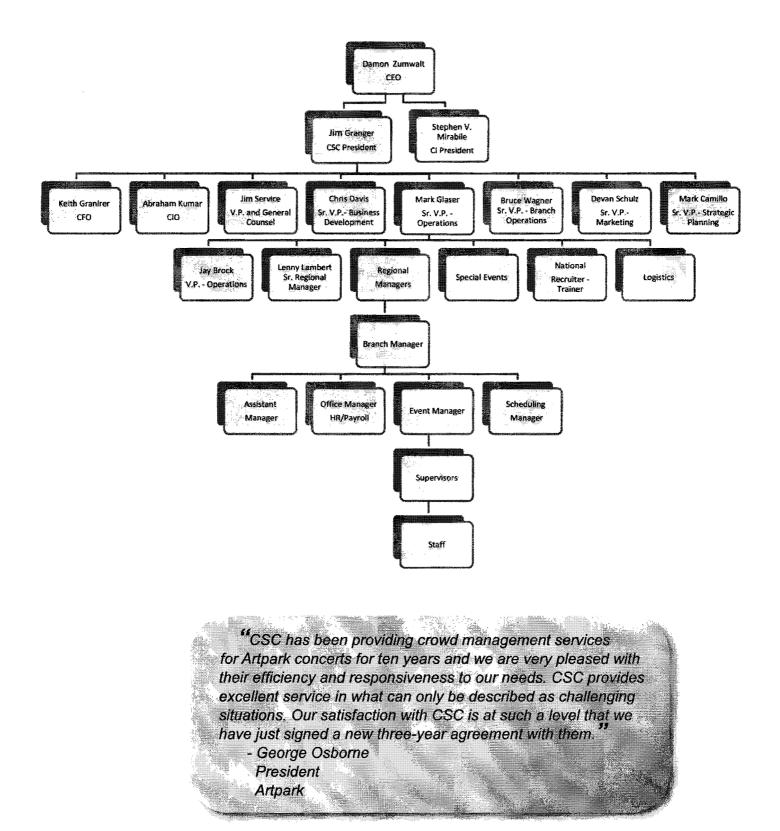
The CSC corporate team consists of Administrative Management, Human Resources, Event Operations, Client Affairs, Legal Affairs, Marketing, Accounting and Payroll. These teams have over 10 decades of combined leadership experience in their respective fields, and provide guidance and support to the branch managers and their staff.

Regional Managers oversee the branch operations and ensure that each branch is managing its dayto-day responsibilities as required. These managers communicate with each client to ensure that the delivery of services is meeting expectations, to work through any identified deficiencies, and to implement solutions. Regional managers correspond with CSC's corporate office to make sure that each branch is meeting its obligations and goals of the company. They report directly to corporate management and ownership.

Each branch office has a manager who is responsible for the day-to-day operation of the branch. This manager makes personnel decisions, oversees the event scheduling operation, consults with the client on crowd management issues, and directs the CSC event operation. Branch managers are responsible for overseeing branch accounting, HR, and payroll duties, and many branch offices have designated management teams who are responsible for each of these administrative functions.

At events, CSC uses the chain of command approach. That is, an event manager directs the operation by passing on instructions to the supervisors. The supervisors then pass the instructions on to the line employees, who carry out the plan. This enables CSC to be flexible in our event operation plan and able to respond to the needs and changing circumstances of events. Event supervisors work with branch management to direct the field staff. CSC asks its supervisors to teach, coach, and oversee field staff employees. They must direct the employees on their job responsibilities, and they must monitor the employee and intervene with corrective action when job roles are deficient.

CSC's management team and corporate support set it apart from other crowd management companies. This, combined with nearly five decades of experience, makes CSC the logical choice to provide crowd management services for any venue.



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# **5. MANAGEMENT TEAM**

### Local Team

#### Mark Glaser, Senior Vice President - Operations



Mark Glaser began his CSC career in 1987 while attending the University of Northern Colorado and currently serves as Senior Vice President of Operations and Regional Manager. In 1989, Mark transferred to CSC's Miami branch office to assist with CSC's Joe Robbie Stadium operations. During his time in Miami, Mark also developed crowd management plans for the Miami Arena and the 1989 Orange Bowl. In 1991, he returned to Colorado in order to work for his family business, but continued as a part-time CSC supervisor. Mark coordinated security plans for the Papal visit events in 1992 and returned to full-time management in CSC's Jacksonville office in 1993, where he developed crowd management plans for the Jacksonville Jaguars, the Jacksonville Coliseum, Convention Center and Performing Arts Center. In 1996, Mark was promoted to the position of CSC

Denver Branch Manager, where he managed event operations at Coors Field, including the 1998 MLB All-Star Game. A veteran of 10 Super Bowls, Mark has completed the Disney Institute's People Management Course and was the recipient of CSC's 1998 Branch Manager of the Year Award.

Mark wrote 2004 NFL Best Practices for Stadium Security and has been the Guest Speaker at IAVM International Crowd Management Conference and the Guest Speaker at IAVM Arena Management Conference. He has been certified in Trained Crowd Manager (TCM) and has certifications and awards including, Subject Matter Expert for Stadium Manager Association conference meeting regarding Gate Screening and Security Staffing, ICS/NIMS 100, 200, 700a & 800a Certifications, ICS 15.b Special Events Contingency Planning for Public Safety, ICS 106.11 Workplace Violence Awareness Training, ICS 906.11 Workplace Security Awareness, ICS 907 Active Shooter: What Can You Do?, and DPSST Qualified Manager.

#### Mary Wolf, Denver Branch Manager



Mary Wolf began her CSC career in 2007 while attending the University of Texas at El Paso. In her second year with CSC's El Paso branch, Mary was promoted to Supervisor and West Area Director for UTEP football games while also assisting with branch recruiting and scheduling. In 2009 Mary accepted a full-time Administrative Assistant position with CSC El Paso and also assumed the responsibility of Event Manager for UTEP women's basketball and other events. Mary has worked as the administrative liaison for six Sun Bowl Games and has been certified by the International Association of Venue Managers as a Trained Crowd Manager. She has also attended training in Crisis Management given by Federal Emergency Management Agency.

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Mary currently serves as CSC's Denver Branch Manager and has been certified in Trained Crowd Manager (TCM) and has certifications including, ICS/NIMS 100, 200, 700a, 800a, Active Shooter, Workplace Violence, Workplace Safety and Special Events Planning Certifications.

#### **Corporate Team**

#### Damon Zumwalt, Chief Executive Officer/Founder



Damon Zumwalt founded CSC in 1967 following his freshman year of college. While attending UCLA, Damon balanced the management of his newly established company with his academic and athletic pursuits. He was a member of both the UCLA wrestling and football teams. After receiving his degree, Damon expanded CSC from a single-city operation with only 20 employees to over 80,000 employees and more than 50 branch locations throughout the United States. The pioneer of peer group security, Damon also facilitated CSC's evolution from its original focus on concert security into a full spectrum crowd management and event security firm. His innovative methods and CSC's success over the past 48 years have made Damon a highly respected event management authority.

In addition to CSC, Damon has since founded other companies including ProtaTECH, APEX Security Group, and Contemporary International. ProtaTECH, an information technology firm, supports CSC through its workforce management program, e-learning platform, and accreditation system. APEX Security Group, an executive protection firm, utilizes highly trained security personnel to work in conjunction with CSC at events that require support above and beyond standard event security and crowd management services. Contemporary International provides expertise and services for the world's largest events and has provided services for the 2006 Commonwealth Games in Melbourne, the 2010 G8/G20 Summit in Toronto, and 9 Olympic Games. CSC and its affiliate companies provide services for more events that any other firm in the world, and through Damon's leadership, have set the global industry bar for quality event security and crowd management services.



#### Jim Granger, President

Jim Granger began his CSC career in June of 1991 as the Director of Operations. Within two years, Jim was promoted to Co-Branch Manager of the Los Angeles Branch. Over the next several years, Jim was given more responsibility and was promoted to Regional Manager (1997), Vice President of Administration (1999), Senior Vice President (2001) and President of CSC (2011).

Jim has over 38 years of experience in the crowd management field, including management of CSC's Los Angeles branch office. Jim has formulated and executed operational plans at numerous major events, including the Rose Bowl Game and Rose Parade, UCLA football, World Cup Soccer, Super Bowl, USC football, Raiders football, as well as festivals, numerous concerts and special events. Prior to his CSC experience, Jim worked in the crowd management field for several

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years. As President of CSC, Jim is responsible for overseeing all corporate administrative functions and branch operations for 50 regional US offices.

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#### Stephen V. Mirabile, CSC Director & CI President



Stephen V. Mirabile is a 26-year veteran of the global event industry and has unmatched experience spanning the largest public events of the last two decades. His impressive portfolio has included executive roles on ten Olympic and Paralympic Games as well as an Expert Advisor to the International Olympic Committee for Event Operations. In addition to his position on CSC's Board of Directors, Stephen is the President of Contemporary International (CI) and the lead executive overseeing all day to day management of international business endeavors.

Along with his role in several Olympic Games, including the most recent successful delivery of the Sochi 2014 Olympic and Paralympic Games, Stephen has led teams in some of the largest and most complex events in the world. He is currently

the lead executive for the Toronto 2015 Pan Am & Parapan Am Games in Ontario, Canada. Other highlights include: 1994 FIFA World Cup, 2003 Special Olympics World Games, NFL Super Bowls, the 2005 Visit of His Holiness the Dalai Lama, the Melbourne 2006 Commonwealth Games, Rio 2007 Pan American Games and the G8 & G20 Summits in Ontario, Canada.

Stephen plays a crucial role in client services, corporate strategy, business development, financial oversight and the management of international affiliates throughout the world. He is widely recognized for his ability to build and manage teams of executive professionals toward a common goal, and his talents are instrumental in turning an organization's vision into a successful event experience. Stephen's work ethic, discipline, and focus on results have led clients to consider him a true partner in delivering a world-class event.

#### Dan Sidders, Senior Vice President - Special Events



Dan Sidders began his CSC career in 1988 while he was still a member of the US Marine Corps. As a Senior Non-Commissioned Officer, he recruited other Marines for crowd management services at Super Bowls across the country. Dan retired from the Marine Corps after more than 22 years of honorable active duty and accepted the position of CSC Orlando Branch Manager.

It wasn't until 1994 that Dan's visionary idea of a CSC Special Events division materialized. Now over 20 years later, Special Events continues to thrive with Dan's initial concept of providing clients the unique benefits of CSC's event services, customer care, turnkey event planning, and event leadership. Dan has maintained long-lasting relationships with clients such as the PGA, PGA TOUR, MLB, NBA, NFL, and Octagon Sports Marketing. He has managed security operations at over

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300 sporting events and is recognized both nationally and internationally as a security expert for high profile sports and entertainment events.

Dan joined the United States Marine Corps at the age of 17 and served with honor and distinction for 22 years. His career as a Marine included multiple tours on ships for Special Security and travels to foreign soils including Japan and Spain. Dan continues to combine his military training and unequaled event knowledge with his national and international security licensing, training, and no non-sense approach. Although based in Orlando, Dan spends over 200 days each year traveling for special events throughout the country. Dan received a Bachelor's Degree from the University of Maryland and has also received countless industry accreditations.

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#### **Chris Davis, Senior Vice President - Business Development**



Chris Davis serves as CSC's Senior Vice President of Business Development and has received global recognition for his law enforcement and security expertise. He completed a distinguished 23-year career as a Special Agent of the Federal Bureau of Investigation before retiring from Senior Executive Service. Chris began his CSC career in 1982 while he was a student-athlete at both Purdue and San Diego State Universities. Following completion of his undergraduate academic requirements, Chris pursued a career in professional football as a member of the National Football League's New York Giants and the New England Patriots.

Following his NFL experience, Chris joined the FBI, where he investigated a wide variety of matters and served in various leadership capacities. He was

a Bureau-certified Defensive Tactics Instructor, Post Blast Bomb Investigator, General Police Instructor, SWAT Commander, and was collaterally involved in many of the FBI's most significant counterterrorism investigations. As a result of his expertise, Chris was selected to participate as a member of the FBI's Executive Management Special Events Security planning and preparedness teams for events including, but not limited to, 5 Super Bowls, 2 Presidential National Conventions, NBA Finals, NBA All-Star Game and Weekend, World Series, G-8 Summit, and the 2002 Salt Lake City Winter Olympic Games, where he served as the FBI Sector Commander. Chris has received numerous Incentive Awards and letters of commendation for his investigative and managerial accomplishments and for his dedicated work with underprivileged children. He also maintains memberships with the National Organization of Black Law Enforcement Executives (NOBLE), the American Society of Industrial Security (ASIS), and the NFL Alumni.

#### Bruce Wagner, Senior Vice President - Branch Operations



Bruce Wagner began his CSC career in the early 1980's. In 1990, he was promoted to Manager of Event Staff Operations at the Hollywood Bowl. During this time, Bruce was also the General Manager for CSC's affiliate company, Crowd Management Inc., where he managed the ushers, ticket takers and gate stub audits at the Los Angeles Memorial Coliseum, Los Angeles Sports Arena, and Rose Bowl Stadium.

Bruce relocated to Nashville in 1996 in order to serve as Branch Manager for CSC's newest location, which continues to thrive today. CSC Nashville clients currently include Gaylord Entertainment Center, Titans Coliseum, Vanderbilt University, Belmont University, and MTSU. Bruce was promoted to Vice President of Operations and Regional Manager in 2000. It was also in 2000 that Bruce received CSC's Branch Manager of the Year Award for his exemplary leadership

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and success in the Nashville branch office. Bruce continues to travel throughout the U.S. in order to oversee CSC's operations and to assist with staff training and the opening of new offices and venues. Bruce attended Santa Ana College in California.

Bruce has been certified in Trained Crowd Manager (TCM) and has certifications and awards including, ICS/ NIMS 100, 200, 700a and 800a, Active Shooter, Workplace Violence, and Workplace Safety and Special **Events Planning Certifications.** 

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Mark Camillo began his CSC career in 2009 and currently serves as Senior Vice President of Strategic Planning. Prior to joining CSC, Mark completed a distinguished 21-year career as a Special Agent in the U.S. Secret Service, which included three separate assignments at the White House. Specialized assignments required protecting four U.S. Presidents and family members in various capacities and ultimately serving as head of the White House Security Branch, which encompassed the supervision of daily security, emergency preparedness and all-hazards operations at the White House Complex. Following his final White House tour of duty, Mark was appointed to the position of Secret Service Deputy Assistant Director, detailed to the headquarters of the newly created Department of Homeland Security.

Mark has held several key positions during his career in major event planning, most notably being appointed as the Olympic Coordinator for the 2002 Salt Lake Winter Olympics. Under his direction, the Secret Service executed its mission through Presidential Executive Order to design, plan and implement the federal operational security plan for the Games. Mark also serves as an appointed member of the American Society of Industrial Security's Global Terrorism Council, is an active member of the International Association of Chiefs of Police, and is Chair of the Board of Trustees for the Academy for Venue Safety & Security, conducted annually by the International Association of Venue Managers. Most recently, Mark was named a Senior Fellow at the George Mason University Center for Infrastructure Protection, serving as a subject matter expert in security studies and operations.

#### Devan Schulz, Senior Vice President Marketing & Communications



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Devan Schulz began her CSC career in 2000 when she traveled to Sydney, Australia to work the Summer Olympic Games with CSC's affiliate company, Contemporary International. Following her experience in Sydney, Devan returned to Los Angeles where she worked in CSC's corporate office while earning her Public Policy and Management degree from the University of Southern California. Following her USC graduation, Devan accepted the position of Director of Operations with Print Secure, a former CSC affiliate company. Devan also worked with another CSC affiliate, ProtaTECH, where she created the content for SORT, a web-based security officer training program which contains over 40 hours of California state mandated training courses. SORT was approved by the state of California in 2007 as the first certified online security officer training program.

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Following her experience with Print Secure and ProtaTECH, Devan returned to CSC and currently serves as Senior Vice President, where she oversees the marketing, communications, and public relations for all of CSC's U.S. operations. Devan also serves on CSC's Board of Directors.

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#### **Jay Brock, Vice President - Operations**



Jay Brock began his CSC career in 1990 while attending North Carolina State University, where he earned an engineering degree. Jay started as a CSC Supervisor and was soon promoted to Assistant Manager. Following his college graduation, Jay accepted the position of Event Manager with CSC's Florida branch office. He relocated in 1995 after receiving a promotion to serve as the Pittsburgh Branch Manager. During his time in Pittsburgh, Jay managed CSC's accounts with both the Pirates and the Steelers. In 2000, Jay was again promoted and returned to Florida as the General Manager for CSC's South Florida branch office.

In 2001, Jay accepted the position of Regional Manager for CSC's Southeast branch offices, and he was promoted to his current position of Vice President of

Operations in May 2005. A veteran of 14 Super Bowls, Jay has worked with all of the major professional sports leagues, multiple university programs, and numerous stadium concerts and special events. Along with Mark Glaser, Jay led the development of the NFL security best practices program for the NFL Security Task Force sub-committee, and he traveled throughout the U.S. in 2003 and 2004 in order to present the final product to NFL teams and stadium operations personnel.

Jay has been certified in Trained Crowd Manager (TCM) and has certifications and awards including, ICS/ NIMS 100, 200, 700a and 800a Certifications, Active Shooter, Workplace Violence, and Workplace Safety and Special Events Planning Certifications.

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#### James H. Service, Vice President & General Counsel



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Jim Service began his CSC career in 2002 and was promoted to his current position of General Counsel and Vice President of Legal in 2005. Jim currently oversees all legal matters affecting CSC and its affiliated companies, including contract negotiations, litigation management, and oversight of CSC's insurance, human resources and benefits programs. Jim also manages various matters with clients across the United States and internationally. Prior to joining CSC, Jim was a defense litigator in Santa Monica, California, and later practiced as a corporate and securities attorney in Los Angeles. Jim obtained Bachelor of Arts (B.A.) degrees in history and economics from the University of California at Berkeley and received his law degree (J.D.) from the University of Southern California. He is currently a member of the California Bar Association

#### Keith Granirer, Chief Financial Officer



Keith Granirer is a financial executive with a strong operational background. He has expertise in service organizations, multi-location oversight, franchising, negotiations, certified auditing, and tax planning for both public and private companies. Keith served as the Chief Financial Officer at Great Expectations for over 10 years, where he was instrumental in the firm's growth from 10 to 50 locations and more than \$80 million in system wide sales. Keith's responsibilities included managing growth of franchising and company owned operations, as well as directing and supervising key aspects of the marketing, sales, technology, finance and legal departments. Before joining CSC, Keith provided CPA services, including operational and financial consulting, for various businesses. He is a Certified Public Accountant and received a B.S. degree in accounting with

distinction from the University of Rhode Island. Keith has worked with large local CPA firms both in NYC and Los Angeles, and he is well seasoned in auditing, internal controls, financial statements, taxation, and a wide variety of services including forensic accounting and fraud auditing.

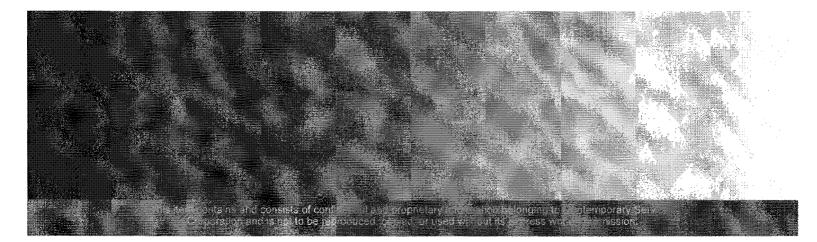


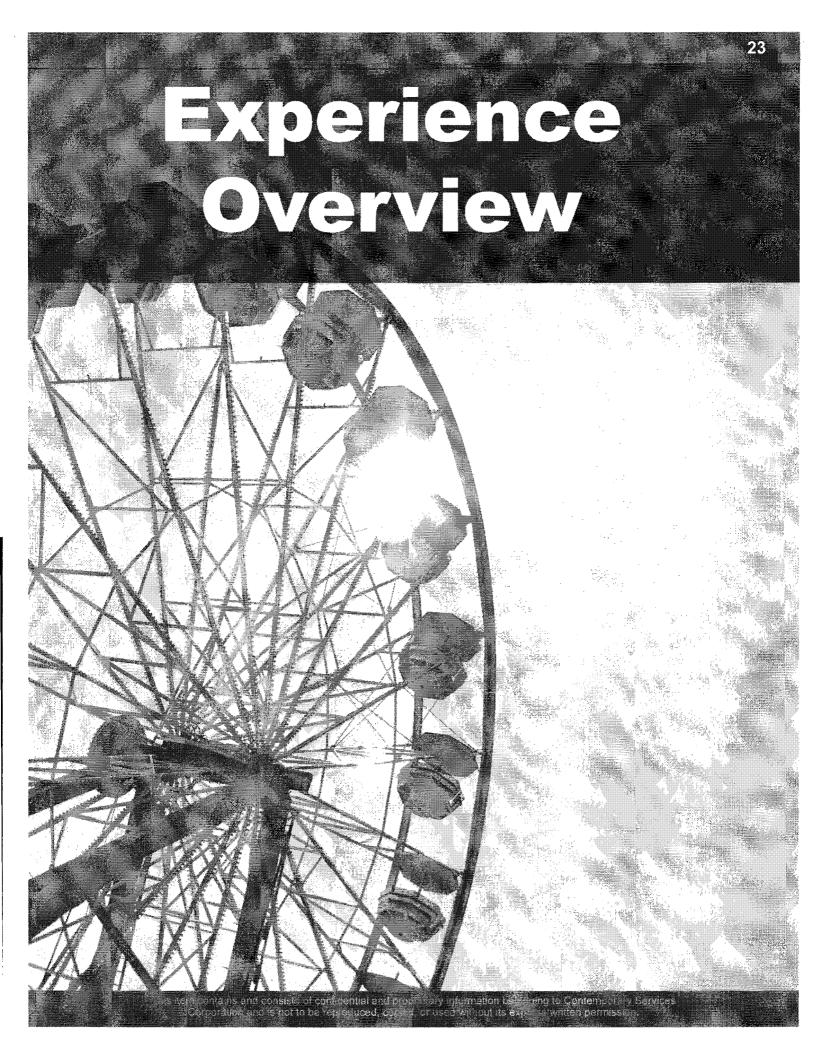
### Abraham Kumar began his CSC career in 2002 and has over 13 years e

Abraham Kumar, Chief Information Officer

Abraham Kumar began his CSC career in 2002 and has over 13 years experience in the fields of technology and programming. He is a technology executive with strong hands-on skills and currently holds the position of CSC's Chief Information Officer. Abraham has managed the technology needs for a number of special events including Super Bowls, Rose Bowl Games and Olympics Games. Abraham also designed an online workforce management tool that CSC uses in all of its branch offices to schedule and manage employees. He also designed specialized Accreditation software, which has been used to manage the accreditation for PGA Championships, Ryder Cups, and many NCAA Bowl Games.

Prior to joining CSC, Abraham was a technical project manager for the Los Angeles Police Department and has led many high-profile IT ventures. He has also written many sound modules for leading studio software companies. Abraham holds Bachelors degrees in Computer Information Systems and Music, as well as Masters degrees in Information Systems and Business Administration.





# 6. EXPERIENCE OVERVIEW

#### FAIRS/MUSIC FESTIVALS

ACM Fremont St. Concerts Americafest, Rose Bowl Arizona Jazz Festival Asparagus Festival Atlanta Botanical Gardens **Big Muddy Blues Festival Bite of Seattle** Bluesweek Festival **BottleRock Napa Valley Bumbershoot Festival** CA MetalFest Calaveras County Fair Central Florida Fair Chili Cook-Off CMA Music Festival **Coachella Valley Music and Arts Festival Counterpoint Festival Country Fest** Dancefestopia Deluna Fest Eastern States Exposition Electric Daisy Carnival Electric Daisy Carnival Fair St. Louis **Firefly Music Festival** Fourth of July on Capitol Hill Guthrie's River Ruckus HARD Day of the Dead HARD Summer Independence Jam Japanese Street Festival Kodak Balloon Festival Lazerfest Life Is Beautiful Festival Lights All Night Made In America Festival Marin County Fair National Cherry Blossom Parade **Ohio State Fair** Phish Music Festival Phish Superball 8

- Las Vegas, NV
- Pasadena, CA
- Tempe, AZ
- Stockton, CA
- Atlanta, GA
- St. Louis, MO
- Seattle, WA
- St. Louis, MO
- Napa, CA
- Seattle, WA
- San Bernardino, CA
- Angels Camp, CA
- Orlando, FL
- Washington, D.C.
- Nashville, TN
- Indio, CA
- Rome, GA
- San Diego, CA
- Kansas City, MO
- Pensacola, FL
- West Springfield, MA
- Los Angeles, CA
- Las Vegas, CA
- St. Louis, MO
- Dover, DE
- Washington, D.C.
- Guthrie, IA
- Los Angeles, CA
- Los Angeles, CA
- San Diego, CA
- Washington, D.C.
- Chicago, IL
- Boone, IA
- Las Vegas, NV
- Dallas, TX
- Philadelphia, PA
- San Rafael, CA
- Washington, D.C.
- Columbus, OH
- Indio, CA

This tem contains and consists of confidential anti-spoprietary triformation belonging to Contemp.

- Watkins Glen, NY

Pride Parade and Festival Rock on the Range Music Festival San Mateo Fair Self-Help Festival Shamrockfest Show Me Music Festival Solano County Fair Southern Ground Music Food Festival Stagecoach Music Festival Summerfest TomorrowWorld Festival **Tortuga Festival Tennessee Renaissance Festival** Ultra Music Festival **Utah State Fair** Vans Warped Tour White Wonderland

#### AMPHITHEATERS

Artpark

Atlanta Botanical Gardens Aztec Theatre Cal State University Stanislaus Amphitheatre **Campbell Heritage Theatre** City National Grove of Anaheim **Columbus Association for Performing Arts Comcast Theater** Fox Theater Hard Rock Live at Universal Orlando High Museum of Art Hollywood Bowl Hoyt Sherman Place **Kingsbury Hall** Lakeside Rodeo Grounds/Concerts Lisner Auditorium Magoffin Auditorium **Majestic Theatre Milwaukee Theatre** Modell Performing Arts Center at the Lyric Masonic Auditorium National Orange Show Events Center **Oakland Paramount** Oceanside Amphitheater **Orepheum Theatre** Ponte Vedra Concert Hall Quartyard

Charles House House House

This nem contains and

- San Francisco, CA
- Columbus, OH
- San Mateo, CA
- San Bernardino, CA
- Washington, D.C.
- Springfield, MO
- Solano, CA
- Nashville, TN
- Indio, CA
- Milwaukee, WI
- Fairburn, GA.
- Ft. Lauderdale, FL
- Arrington, TN
- Miami, FL
- Salt Lake City, UT
- Various Locations
- Anaheim, CA
- Lewiston, NY
- Atlanta, GA
- San Antonio, TX
- Turlock, CA
- Campbell, CA
- Anaheim, CA
- Columbus, OH
- Hartford, CT
- Redwood City, CT
- Orlando, FL
- Atlanta, GA
- Hollywood, CA
- Des Moines, IA
- Salt Lake City, UT
- San Diego, CA
- Washington, D.C.
- El Paso, TX
- San Antonio, TX
- Milwaukee, WI
- Baltimore, MD
- San Francisco, CA
- San Bernardino, CA
- Oakland, CA
- Oceanside, CA
- Phoenix, AZ

any information belogen a segment of

- Ponte Vedra, FL
- San Diego, CA

Saenger Theatre Pensacola Sandy Amphitheater Santa Monica Civic Auditorium Shoreline Amphitheatre Skookum Creek Event Center St. Augustine Amphitheatre Texas Hall The Depot Tower Theatre Tulalip Amphitheatre USANA Amphitheatre

#### STADIUM VENUES

Alamodome Amon G. Carter Stadium Angel Stadium of Anaheim **Apogee Stadium** AT&T Park Ben Hill Griffin Stadium Bobby Dodd Stadium **Boone Pickens Stadium Bright House Networks Stadium Bulldog Stadium Camp Randall Stadium** Capital One Field at Byrd Stadium Darrell K Royal - Texas Memorial Stadium **Delaware Stadium Dick Dlesk Soccer Stadium Doak Campbell Stadium** Drake Stadium FedExField FirstEnergy Stadium Floyd Casey Stadium Franklin Field Georgia Dome Greene Stadium Husky Stadium Jack Trice Stadium Joan C. Edwards Stadium Kauffman Stadium **Kyle Field** Lincoln Financial Field Los Angeles Memorial Coliseum Lucas Oil Stadium LP Field Mapre Stadium

- Pensacola, FL
- Sandy, UT
- Santa Monica, CA
- Mountain View, CA
- Shelton, WA
- St. Augustine, FL
- Arlington, TX
- Salt Lake City, UT
- Fresno, CA
- Marysville, WA
- West Jordan, UT
- San Antonio, TX
- Fort Worth, TX
- Anaheim CA
- Denton, TX
- San Francisco, CA
- Gainesville, FL
- Atlanta, GA
- Stillwater, OK
- Orlando, FL
- Fresno, CA
- Madison, WI
- College Park, MD
- Austin, TX
- Newark, DE
- Morgantown, WV
- Tallahassee, FL
- Des Moines, IA
- Washington, D.C.
- Cleveland, OH
- Waco, TX
- Philadelphia, PA
- Atlanta, GA
- Washington, D.C.
- Seattle, WA
- Ames, IA
- Huntington, WV
- Kansas City, MO
- College Station, TX
- Philadelphia, PA
- Los Angeles, CA
- Indianapolis, IN
- Nashville, TN

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- Columbus, OH

Maverick Stadium Milan Puskar Stadium at Mountaineer Field Miller Park **Neyland Stadium NRG Park** Ohio Stadium **Oklahoma Memorial Stadium** Papa John's Cardinal Stadium PPL Park Princeton Stadium **Progressive Field** Qualcomm Stadium **Ralph Wilson Stadium** Reese Stadium **RFK Stadium Rio Tinto Stadium** Rose Bowl Sam Boyd Stadium Sanford Stadium Spartan Stadium StubHub Center Sun Bowl Stadium **TCF Bank Stadium** Toyota Stadium **Tucker Stadium** Vanderbilt Stadium Yale Bowl

#### **ARENA VENUES**

Al McGuire Center Allen Arena AmericanAirlines Arena **BB&T** Center **Bob Carpenter Center Bradley Center Bridgestone Arena CFE** Arena City National Grove of Anaheim College Park Center **Comcast Center** Cow Palace Curb Event Center **Daniel Meyer Coliseum** DC Armory **Eblen Center** Galen Center

- Arlington, TX
- Morgantown, WV
- Milwaukee, WI
- Knoxville, TN
- Houston, TX
- Columbus, OH
- Norman, OK
- Louisville, KY
- Chester, PA
- Princeton, NJ
- Cleveland, OH
- San Diego, CA
- Buffalo, NY
- New Haven, CT
- Washington, D.C.
- Sandy, UT
- Pasadena, CA
- Las Vegas, NV
- Athens, GA
- San Jose, CA
- Carson, CA
- El Paso, TX
- Minneapolis, MN
- Frisco, TX
- Cookeville, TN
- Nashville, TN
- New Haven, CT
- Milwaukee, WI
- Nashville, TN
- Miami, FL
- Sunrise, FL
- Newark, DE
- Milwaukee, Wi
- Nashville, TN
- Orlando, FL
- Anaheim, CA
- Arlington, TX
- College Park, MD
- San Francisco, CA
- Nashville, TN
- Ft. Worth, TX
- Washington, DC
- Cookeville, TN
- Los Angeles, CA

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**Gwinnett Center** Hagan Arena **Hilton Coliseum** Jerome Schottenstein Center Klotsche Center Kohl Center Kovalchick Convention and Athletic Complex LaBahn Arena **Liacouras Center** Los Angeles Sports Arena Lloyd Noble Center Mariucci Arena **Murphy Center** Nationwide Arena NRG Arena **Oracle Arena** Patriot Center **Pauley Pavilion** Pensacola Bay Center **PPL** Center Pyramid **Rapids Theater Reitz Arena Royal Farms Arena** San Jose Event Center Santander Arena Save Mart Center Smith Center Stockton Arena Sun Bowl Stadium The Complex The First Niagara Center The Forum The Palestra The Super Pit Thompson-Boling Arena U.S. Cellular Arena Verizon Center Wells Fargo Arena Wells Fargo Center Williams Arena

XL Center

- Duluth, GA
- Philadelphia, PA
- Ames, IA
- Columbus, OH
- Milwaukee, WI
- Madison, WI
- Indiana, PA
- Madison, WI
- Philadelphia, PA
- Los Angeles, CA
- Norman, OK
- Minneapolis, MN
- Murfreesboro, TN
- Columbus, OH
- Houston, TX
- Oakland, CA
- Fairfax, VA
- Los Angeles, CA
- Pensacola, FL
- Allentown, PA
- Long Beach, CA
- Niagara Falls, NY
- Baltimore, MD
- Baltimore, MD
- San Jose, CA
- Reading, PA
- Fresno, CA
- Washington D.C.
- Stockton, CA
- El Paso, TX
- Salt Lake City, UT
- Buffalo, NY
- Inglewood, CA
- Philadelphia, PA
- Denton, TX
- Knoxville, TN
- Milwaukee, WI
- Washington D.C.
- Des Moines, IA
- Philadelphia, PA
- Minneapolis, MN
- Hartford, CT

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#### MAJOR LEAGUE BASEBALL

Columbus Clippers (AAA) **Cleveland Indians** Los Angeles Angels of Anaheim Los Angeles Dodgers Miami Marlins Milwaukee Brewers San Francisco Giants Washington Nationals

#### NATIONAL FOOTBALL LEAGUE

Atlanta Falcons **Buffalo Bills Cleveland Browns** Houston Texans Indianapolis Colts **Minnesota Vikings** Philadelphia Eagles **Tennessee Titans** Washington Redskins

#### NATIONAL HOCKEY LEAGUE

**Columbus Bluejackets** Florida Panthers Nashville Predators Vancouver Canucks Washington Capitals

- 2000 to present - 2013 to present

- 2012 to present

- 2015 to present

- 1995 to present

- 2014 to present

- 1994 to present

- 2015 to present

- 2012 to present

- 2005 to present

- 2001 to present

- 2004 to present

- 2013 to present

- 2002 to present

- 2002 to present

- 2014 to present

- 2003 to present

- 1999 to present

- 1986 to present

- 1998 to present
- 2014 to present
- 1986 to present

#### NATIONAL BASKETBALL ASSOCIATION/WNBA

item on the

**Golden State Warriors** Miami HEAT Washington Mystics Washington Wizards

#### MAJOR LEAGUE SOCCER

Harabilities and the second

**Columbus Crew** D.C. United Los Angeles Galaxy Philadelphia Union **ReAL Salt Lake** 

#### - 2014 to present

- 1988 to present
- 1999 to present
- 1999 to present
- 2005 to present
- 2001 to present
- 1996 to present
- 2010 to present
- 2008 to present



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#### TENNIS

US Open Tennis Championships

#### AUTO-RACING SPEEDWAYS

Atlanta Motor Speedway Auto Club Speedway Bandimere Speedway Knoxville Raceway Las Vegas Motor Speedway Sebring International Raceway

#### **24-HOUR SECURITY**

Auto Club Speedway Los Angeles Memorial Coliseum Lucas Oil Stadium Nationwide Arena PPL Park Qualcomm Stadium Save Mart Center TCF Bank Stadium The Forum Wells Fargo Arena

#### UNIVERSITIES AND COLLEGES

American University **Azusa Pacific University Baylor University Belmont University Bowling Green State University** Cal Lutheran University Cal State University, East Bay Cal State University, Fullerton Cal State University, Long Beach Cal State University, San Bernardino Cal State University, Stanislaus Colorado School Of Mines Columbia University **DePauw University Drake University** Florida Atlantic University Florida State University Fordham University Fresno State University

The them conferenced consists of confidential and projected

- Atlanta, GA

- Flushing, NY

- Fontana, CA
- Morrison, CO
- Knoxville, IA
- Las Vegas, NV
- Sebring, FL
- Fontana, CA
- Los Angeles, CA
- Indianapolis, IN
- Columbus, OH
- Chester, PA
- San Diego, CA
- Fresno, CA
- Minneapolis, MN
- Inglewood, CA
- Des Moines, IA
- 1986 to present - 2009 to present - 2009 to present - 2003 to present - 2011 to present - 2012 to present - 2008 to present - 1986 to present - 2007 to present - 2004 to present - 1998 to present - 2006 to present - 2006 to present - 2008 to present - 2011 to present - 1999 to present - 2009 to present - 2013 to present
- 1988 to present

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Frostburg State University George Mason University Georgia Institute of Technology Georgia State University Howard University Iowa State University Jacksonville University Kansas State University Kennesaw State University La Salle University Lehigh University Lipscomb University Loyola University Maryland Marquette University Marshall University Middle Tennessee State University Ohio State University **Ohio University Oklahoma State University** Pepperdine University Princeton University **Quinnipiac University** Saint Joseph's University San Diego State University San Francisco State University San Jose State University Simpson College Southern Connecticut State University Temple University **Tennessee State University** Tennessee Tech University Texas A&M University **Texas Christian University** The George Washington University The University of Tennessee, Knoxville The University of Texas at Arlington The University of Texas at Austin The University of Texas at El Paso The University of Texas at San Antonio The University of Toledo **Trinity College** University of California, Los Angeles University of California, Merced University of California, Riverside University of Central Florida University of Central Missouri University of Connecticut

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Corporation and is noted

- 2012 to present - 1986 to present - 2010 to present - 2009 to present - 1992 to present - 2011 to present - 2006 to present - 2013 to present - 2009 to present - 1999 to present - 2006 to present - 2007 to present - 2002 to present - 2001 to present - 2012 to present - 2002 to present - 2004 to present - 2005 to present - 2011 to present - 2011 to present - 2003 to present - 2000 to present - 2007 to present - 2013 to present - 2005 to present - 1997 to present - 2011 to present - 2010 to present - 1996 to present - 1999 to present - 2012 to present - 2003 to present - 2003 to present - 1986 to present - 2007 to present - 2011 to present - 2012 to present - 2005 to present - 2004 to present - 2013 to present - 2005 to present - 1974 to present - 2011 to present - 1999 to present - 1988 to present - 2014 to present

- 2008 to present

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University of Delaware University of Florida University of Georgia University of Hartford University of Louisville University of Maryland University of Maryland, Baltimore County University of Massachusetts, Amherst University of Minnesota Twin Cities University of Nevada, Las Vegas University of North Florida University of North Texas University of Oklahoma University of Pennsylvania University of Redlands University of San Francisco University of Southern California University of the Incarnate Word University of Wisconsin-Madison University of Wisconsin-Milwaukee Vanderbilt University Wesleyan University West Virginia University Western Kentucky University Yale University

#### NCAA BOWL GAMES

Alamo Bowl Armed Forces Bowl Boca Raton Bowl Chick-fil-A Peach Bowl Holiday Bowl Military Bowl Music City Bowl Poinsettia Bowl Rose Bowl Game Sun Bowl

#### **OTHER NCAA EVENTS**

ACC Men's Basketball Championship Bank of America Football Classic Big Ten Football Championship March Madness Music Festival Men's and Women's Final Four NCAA Wrestling Championship

ner nettige dels des administers continue ortelles and

- 2008 to present - 1990 to present - 2002 to present - 2005 to present - 2010 to present - 2001 to present - 1999 to present - 2006 to present - 2009 to present - 2012 to present - 1999 to present - 2005 to present - 2004 to present - 1996 to present - 2014 to present - 2007 to present - 1971 to present - 2011 to present - 2009 to present - 2001 to present - 2003 to present - 2007 to present - 1998 to present - 2009 to present - 2005 to present

- Alamo, TX
- Fort Worth, TX
- Boca Raton, FL
- Atlanta, GA
- San Diego, CA
- Annapolis, MD
- Nashville, TN
- San Diego, CA
- Pasadena, CA
- El Paso, TX
- Atlanta, GA
- Atlanta, GA
- Indianapolis, IN
- Various Locations
- Various Locations

ation belonging to Contemporare

- Des Moines, IA

**PENN Relays** 

SEC Men's Basketball Championship SEC Football Championship 2012 Big Ten Track & Field Championship Windermere Cup

#### CONVENTION CENTERS

Anaheim Covnention Center Colorado Convention Center Community Choice Credit Union Convention Center - Des Moines, IA **Craneway** Pavilion **Delta Airlines Center** Fresno Convention & Entertainment Center George R. Brown Convention Center Georgia World Congress Center Greater Columbus Convention Center **Gwinnett Convention Center** Henry B. Gonzalez Convention Center Hy-Vee Hall Indiana Convention Center Jacob K. Javits Center Kay Bailey Hutchison Convention Center Los Angeles Convention Center Marin Center Monona Terrace Moscone Center Myriad Convention Center NRG Center Orange County Convention Center Phoenix Convention Center Salt Palace Convention Center San Diego Convention Center San Jose Convention Center San Mateo Event Center Santa Clara Convention Center Washington State Convention Center Wisconsin Center

#### - Anaheim, CA

- Pennsylvania, PA

- Various Locations

- Atlanta, GA

- Madison, WI

- Seattle, WA

- Denver, CO
- Richmond, CA
- Milwaukee, WI
- Fresno, CA
- Houston, TX
- Atlanta, GA
- Columbus, OH
- Atlanta, GA
- San Antonio, TX
- Des Moines, IA
- Indianapolis, IN
- New York, NY
- Dallas, TX
- Los Angeles, CA
- San Rafael, CA
- Madison, WI
- San Francisco, CA
- Oklahoma City, CA
- Houston, TX
- Orlando, FL
- Phoenix, AZ
- Salt Lake City, UT
- San Diego, CA
- San Jose, CA
- San Mateo, CA
- Santa Clara, CA

monary Service

- Seattle, WA

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- Milwaukee, WI

#### **CONVENTION CENTER MAJOR EVENTS**

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**ASIShow Comic-Con International** Do It Best Gen Con Grace Magazine and Sisterhood Showcase Medical Design & Manufacturing West

34

MegaCon Minecon MLB Fan Fest NAFEM National Trading Card Show NBA Jam NCAA Final Four Hoop City NRA Convention Southern Women's Show Super Computing VidCon WonderCon

#### **PROFESSIONAL GOLF TOURNAMENTS**

Accenture Match Play Championship Ace Classic **Bridgestone Invitation** Cadillac Championship Charles Schwab Cup **Constellation Energy Senior Championship** Farmers Insurance Open Frys Open Grand Slam of Golf Greenbrier Classic LPGA NWA Classic LPGA ShopRite Classic Northern Trust Open PGA Championship **Presidents Cup** Ryder Cup SAS Championship Senior PGA Championship Shell Houston Open Shriners Hospital for Children Open The Barclays The First Tee Open THE PLAYERS Valero Texas Open Web.Com Tour Championship **Zurich Classic** 

#### **MISCELLANEOUS SPORTING EVENTS**

Atlanta Beat Women's Soccer Dam to Dam Marathon

- PGA TOUR
- Champion Tour
- PGA TOUR
- PGA TOUR
- Champion Tour
- PGA TOUR
- PGA TOUR
- PGA TOUR
- PGA of America
- PGA TOUR
- LPGA Tour
- LPGA Tour
- PGA TOUR
- PGA Championship
- PGA TOUR
- PGA of America
- Champion Tour
- PGA of America
- PGA TOUR
- PGA TOUR
- PGATOUR
- PGA TOUR
- Atlanta, GA

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roduced

- Des Moines, IA

Go St. Louis Marathon Hy-Vee Triathlon MLB All-Star Game Music City Marathon & ½ Marathon NFL – National Football Scouting Combine NBA Hall of Fame Induction Ceremony Run for your Lives Run for your Lives Rock and Roll Marathon Seattle Reign FC Women's Soccer Tom King ½ Marathon Tough Mudder Tough Mudder Washington Kastles (WTT) World Team Tennis

#### MISCELLANEOUS SPECIAL EVENTS

Barrett-Jackson Collector Car Auctions **Bullhead City River Regatta** Concours D'Elegance Car Show and Auction Course of the Force DC101 Chili Cook Off **DirectTV Beach Bowl** FDIC – Fire Department Instructors Conference Fresno Regional Sports Park Goodguys Car Show **Iroquois Steeplechase** Lane Motor Museum Los Angeles Marathon Mardi Gras Grande Parade Day Masguerade Motel Mecum Auto Auction Space Shuttle Endeavour Movement Taste of St. Louis **Universal Studios** Westworld – Barrett-Jackson Collector Car Auction

### **HIGH SCHOOLS**

Arcadia High School Brown Deer High School Central High School Athletics Capistrano Unified School District Cherry Creek High School Athletics Irvine Unified School District Kerman High School Athletics

and the states of the

- St Louis, MO
- Des Moines, IA
- Various Locations
- Nashville, TN
- Indianapolis, IN
- Springfield, MA
- Minneapolis, MN
- San Bernardino, CA
- Various Locations
- Seattle, WA
- Nashville, TN
- Merrimac, WI
- Black Diamond, WA
- Washington, D.C.
- Various Venues - Bullhead City, AZ - Amelia Island, FL - San Francisco - San Diego - Washington, D.C. - Dallas, TX - Indianapolis, IN - Fresno, CA - Nashville, TN - Nashville, TN - Nashville, TN - Los Angeles, CA - Soulard, MO - Soulard, MO - Various Locations - City of Ingelwood, CA - St Louis, MO - Orlando, FL
  - Scottsdale, AZ
  - Arcadia, CA
  - Milwaukee, WI
  - Fresno, CA
  - Orange County, CA
  - Denver, CO
  - Orange County, CA
  - Kerman, CA

of confidential and prophetary information bein using to Contemporary Services the regroduced, copied, or used without its express written permission. Lake Stevens High School Athletics Monroe High School Athletics Moore High School Monsignor Martin High School Football Championships Morgantown High School Saint Mary's High School St. Ignatius College Preparatory Urbandale High School Valley High School Waukee High School

#### **AWARD SHOWS**

ACM Awards Fan Jam CMA Awards CMT Awards NAACP Image Awards Nickelodeon Kids Choice Awards Screen Actors Guild Awards

### **SPECIAL EVENTS**

#### **FIFA SOCCER**

Men's World Cup 1994 Women's World Cup Soccer 1999 Women's World Cup Soccer 1999 Women's World Cup Soccer 1999

### INTERNATIONAL

This item contain

1996 Summer Olympics 2000 Summer Olympics 2002 Winter Olympics 2003 Special Olympics World Summer Games 2004 Summer Olympics 2006 Winter Olympics 2006 Commonwealth Games 2008 Summer Olympics 2010 Winter Olympics 2010 G8/G20 Summit

- Lake Stevens, WA
- Monroe, WA
- Moore, OK
- Buffalo, NY
- Morgantown, WV
- Buffalo, NY
- San Francisco, CA
- Urbandale, IA
- West Des Moines, IA
- Waukee, IA

Rose Bowl Stanford Stadium Soldier Field RFK Stadium Citrus Bowl Rose Bowl Stanford Stadium Foxboro Stadium Spartan Stadium

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- Pasadena, CA
- Palo Alto, CA
- Chicago, IL
- Washington, D.C.
- Orlando, FL
- Pasadena, CA
- Palo Alto, CA
- Foxboro, MA
- San Jose, CA
- Atlanta, GA
- Sydney, Australia
- Salt Lake City, UT
- Dublin, Ireland
- Athens, Greece
- Turin, Italy
- Melbourne, Australia
- Beijing, China
- Vancouver, Canada
- Toronto, Canada

2012 Summer Olympics 2014 Winter Olympics 2015 Pan Am & Parapan American Games 2015 Special Olympics World Summer Games 2016 Summer Olympics

#### NFL

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- Analitation -

V-SAMPARANCE

Super Bowl XI Super Bowl XII Super Bowl XIII Super Bowl XIV Super Bowl XV Super Bowl XVI Super Bowl XVII Super Bowl XVIII Super Bowl XIX Super Bowl XX Super Bowl XXI Super Bowl XXII Super Bowl XVIII Super Bowl XIV Super Bowl XXV Super Bowl XXVI Super Bowl XXVII Super Bowl XXVIII Super Bowl XIX Super Bowl XXX Super Bowl XXXI Super Bowl XXXII Super Bowl XXXIII Super Bowl XXXIV Super Bowl XXXV Super Bowl XXXVI Super Bowl XXXVII Super Bowl XXXVIII Super Bowl XXXIX Super Bowl XLVI NFL Pro Bowl NFL Pro Bowl American Bowl American Bowl American Bowl

Rose Bowl Superdome Orange Bowl Rose Bowl Superdome Silverdome Rose Bowl Tampa Stadium Stanford Stadium Superdome Rose Bowl Jack Murphy Stadium Joe Robbie Stadium Superdome Tampa Stadium Metrodome Rose Bowl Georgia Dome Joe Robbie Stadium Sun Devil Stadium Superdome **Qualcomm Stadium Pro Player Stadium** Georgia Dome Raymond James Stadium - Tampa, FL Superdome **Qualcomm Stadium Reliant Stadium** Alltel Stadium Lucas Oil Stadium

and consists of confidential and profiletary information belonging in and is not to be reproduced, conied, or used with our express

- London, England
- Sochi, Russia
- Toronto, Canada
- Los Angeles, CA
- Rio de Janeiro, Brazil
- Pasadena, CA - New Orleans, LA - Miami, FL - Pasadena, CA - New Orleans, LA - Pontiac, MI - Pasadena, CA - Tampa, FL - Stanford, CA - New Orleans, LA - Pasadena, CA - San Diego, CA - Miami, FL - New Orleans, LA - Tampa, FL - Minneapolis, MN - Pasadena, CA - Atlanta, GA - Miami, FL - Phoenix AZ - New Orleans, LA - San Diego, CA - Miami, FL - Atlanta, GA - New Orleans, LA - San Diego, CA - Houston, TX - Jacksonville, FL - Indianapolis, IN - LA Coliseum - Aloha Stadium - Berlin, Germany
- Barcelona, Spain

Comemberrary covies:

- Tokyo, Japan

CSC maintains alliances, membership, sponsorship, and/or board positions with the organizations listed below. These relationships give CSC access to a vast network of relative information as well as to industry experts, and in turn, CSC shares this knowledge and expertise with its clients.

- NCS4 National Center for Spectator Sports Safety and Security
- SMA Stadium Managers Association
- TEAM Techniques for Effective Alcohol Management
- ASIS International formerly American Society for Industrial Security
- CAOS College Athletic Operations Seminar
- CEFMA Collegiate Event & Facility Management Association
- IACP International Association of Chiefs of Police
- IAVM International Association of Venue Managers
- DHS Department of Homeland Security Commercial Facilities Sector

















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# 7. FINANCIAL QUALIFICATIONS

CSC has maintained financial stability throughout its history. In CSC's nearly five decades of existence, it has remained profitable and has never missed a payroll. As set forth in CSC's financial information, and as can be verified by CSC's references, CSC's financial position is solid.

Additionally, CSC has a \$7,000,000 credit facility with Sterling National Bank for CSC's working capital needs and to address the seasonality of CSC's core crowd management business. CSC's financial statements are reviewed by Crowe Horwath International CPA's under generally accepted accounting principles (GAAP). In 2013, CSC and its affiliates had over \$23,600,000 of assets and \$100,000,000 in worldwide revenues.

Legal name: Contemporary Services Corporation 17101 Superior Street Northridge, CA 91325 Tel: (800) 754-5150 Fax: (818) 885-0609 www.csc-usa.com

Contemporary Services Corporation (CSC) maintains A.M. Best A+, XV rated coverage for both its general liability and umbrella policies. CSC has developed a comprehensive set of policies that address exposures unique to the crowd management and security industries. These policies have been developed in conjunction with CSC's insurance broker, Mesirow Financial.

CSC's general liability policy is currently placed with Lexington Insurance Company, a related company of AIG. Lexington is rated A+, XV by A.M. Best. This policy has limits of \$2,000,000 per occurrence, \$10,000,000 general aggregate and includes professional liability coverage. This policy follows form through CSC's additional umbrella liability coverage. Additionally CSC's general liability policy includes terrorism coverage.

CSC's umbrella policy is underwritten by AIG, whose rating is also A+, XV according to A.M. Best. This umbrella policy has limits of \$10,000,000 per occurrence, \$10,000,000 aggregate and includes a \$250,000 crisis response sub-limit in the event a media response firm is needed at the time of a crisis. A sample Certificate of Insurance can be found in the Appendix.

# 8. COST SUMMARY

Position	Rate					
Manager	\$26.35/hour					
Supervisor	\$20.25/hour					
Guard	\$17.00/hour					

CSC bases its rate structure on factors that allow it to provide the following:

- Top Rated Liability Insurance
- Workers' Compensation
- Prevailing Market Wages
- Equipment (Radios, Uniforms)
- Staff Incentive Programs
- Proper IRS Reporting
- Payroll Taxes
- Comprehensive Training
- Licensed Personnel

The use of a CSC developed, web-based scheduling and data management program allows for proper, accurate and timely accounting of staff pay. The utilization of a payroll service guarantees that all applicable taxes are correctly calculated, withheld and paid within the state and federal guidelines. Due to the specialized nature of the services outlined in this proposal, the above rates result in the ability to pay a competitive wage in the marketplace. In addition, they result in a properly trained, motivated employees who will effectively contribute to your service goals.

Through proper staffing, planning, workforce management, judicial use of redeploys, and teamwork with the client, CSC has previously been able to replace companies with cheaper hourly rates and still give the client a reduction in the overall budget and/or expenses. We know it is difficult to draw direct comparisons between companies that provide varying expertise, depth of services, efficiency, and operational plans. Therefore, we welcome any questions, information exchange, or further discussion that may assist you in making your decision.

# 9. RECRUITING AND HIRING

CSC holds an annual Recruiting/Hiring/Training symposium to bring together the HR manager from each branch to review past practices, provide updated material for recruiting and training, and share information from other branch successes. During this symposium, we explore the successes and deficiencies in our recruiting/hiring/training nationally, and review techniques to help ensure success.

Through time, effort, and experience, CSC has developed a unique and exceptional labor pool from which we recruit. We are continually recruiting from these pools. The pools consist mainly of people who have come to CSC through "target recruiting". Although we allow anyone to fill out an application, most hires come directly from "target groups" sought out by CSC.

who will make strong guest services personnel, not just industrial guards. Target groups are groups with individuals who fit the profile that we feel would make excellent crowd management and security employees. These people must be honest, reliable and motivated. They must take direction and apply it to real-time arising situations. Finally, they must communicate clearly and politely with guests.

Targeted recruits are subjected to an interview and screening process, along with an initial orientation, before they are hired to perform crowd management services. Background checks are performed in compliance with various state and local licensing requirements.

We seek out individuals who will make strong guest services personnel, not just industrial guards. We recruit a more motivated and reliable individual and each employee must be able to use their training to respond to an issue or situation in the manner required by CSC and the client.CSC staff must be able to communicate with the guest and help solve their problems. Over the last nearly five decades, there has been a clear evolution from strict security to Guest Services. Recruits must have a desire, willingness and ability to serve guests in a friendly and helpful manner. Recruits must want to be a part of both the CSC family and your operational team.

#### Recruiting Plan consists of targeting potential employees through:

Church Groups Civic Groups College Military Science Students Community TV Channels Condo Newspapers Employee Referral Fundralser Groups Internet Job Postings (Snag-a-Job, Craigslist)

Job Fairs Military: Active/Reservist Newspapers Police Science Students Press Releases Re: Job Opportunities Recreational Sports Universities, Colleges & Trade Schools

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CSC utilizes an External Career Center (ECC) and a number of partnerships with online job boards to recruit qualified event services personnel. These national job boards include the following:

- Snag-A-Job
- Social Media Sites
- Preferred Employer Status with Corinthian Colleges
- www.hireveterans.com
- www.hireheroesusa.org

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The Wounded Warrior Project

CSC adheres to the Private Security Officer Selection and Training Guidelines published by ASIS International and certified by the Department of Homeland Security under the United States SAFETY Act (ASIS GDL PSO – 2010) for the selection of all event security and event staff positions (ticket taker, usher, concierge, etc.) which requires the following:

- Be 18 years of age and physically able to perform the duties required of the position, which for CSC includes the following:
  - Able to work outside in the prevailing environmental conditions: high or low temperatures, precipitation, strong winds, full sunlight, high humidity, low visibility, high noise; with PPE and accommodation if necessary.
  - Able to stand, walk and work on their feet for 4 to 8 hours with breaks and accommodation if necessary.
  - Able to use sensory stimuli (vision, hearing, smell, and touch) and cognitive ability to make effective observations, conduct searches, and receive instructions.
  - Able to use speech to ask questions, report problems and communicate verbal instructions.
  - Able to use hands and fingers, reach with arms, and lift at least 20 lbs.
- Be eligible to work legally within the United States.
- Have a high school diploma, GED or its equivalent.
- Be able to read, write, speak and understand English.
- Be physically able to perform the essential job functions with, or without, accommodation.
- Provide current address and former addresses for a criminal history check.
- Provide Social Security Number or Alien Registration Number to verify work eligibility and provide additional cross-reference information for a criminal history check.
- Provide name, address and contact number for prior employers for an employment reference check. Applicants claiming veteran status must provide a copy of their DD214.
- Be willing and able to successfully complete a written aptitude test for event security and/ or event staff.
- Be willing and able to succesfully complete a check of criminal and credit histroy where permitted by law and required by the employer.

#### **EEO** Policy

CSC has been and will continue to be an equal employment opportunity employer. Persons are recruited, hired, assigned and promoted without regard to race, religion, color, national origin, citizenship, sex, veteran status, uniform service member status, age, disability or any other legally recognized protected personal characteristics. To ensure full implementation of this equal employment policy, we take steps to make sure that:

- All other personnel actions, such as compensation, benefits, transfers, layoffs and recall from layoffs, access to training, education, tuition assistance and social recreation programs are administered without regard to race, religion, color, veteran status, uniform service member status, national origin, citizenship, sex, age, disability or any other legally recognized protected personal characteristic.
- We have appointed the Vice President-Legal to take on the responsibility of company EEO Coordinator. The EEO Coordinator will be responsible for the day-to-day implementation and monitoring of our Affirmative Action Plan.
- As part of that responsibility, the EEO Coordinator will annually analyze the company's personnel actions and their effects to ensure compliance with our EEO Policy.
- Our EEO Policy is part of our employee handbook and is reviewed with each employee. EEO posters are visible in all work places for the employee to read.
- All employees are reviewed annually for promotion opportunities.
- All working environments and activities are non-segregated excepted those specifically address by the law (single use bathrooms, gender-specific security searches, etc.)
- CSC is committed to equal employment opportunity and to creating the best possible climate for its employees; free from discrimination, harassment, intimidation and coercion, which allows them to achieve maximum development. This means that CSC will strive to foster a diverse workforce by not discriminating against applicants for employment or current employees on any legally recognized basis. Federal, state and local laws specifically prohibit discrimination on the basis of these "protected class" categories: veteran status, uniformed service member (military) status, race, color, sex, age, national origin, religion, physical or mental disability.



Many states have other "protected class" categories in addition to the Federal categories, which CSC incorporates into its policies including:

**Arizona** – age [40 or over], AIDS/HIV status, and genetic test results.

**California** – ancestry, medical condition, including genetic characteristics; marital status, pregnancy, childbirth or related medical conditions; actual or perceived gender; gender identity; sexual orientation and age [40 or over]. Included in the definition of each protected class category is the perception of membership in a protected category and an individual's association with an actual or perceived member of a protected class.

**Colorado** – creed, age [between 40 and 70], marital status, ancestry, and sexual orientation.

**Connecticut** – pregnancy, child-bearing capacity, sterilization, fertility or related medical conditions; marital status; civil union status; ancestry; present or past history of mental disabilities; mental retardation; learning disability or physical disability; blindness; sexual orientation and genetic information.

**District of Columbia** – actual or perceived race; pregnancy, childbirth or related medical conditions; age [18 or over]; marital status; personal appearance; sexual orientation; familial status; handicap; matriculation; political affiliation; genetic information and tobacco use.

Florida – handicap, genetic test results, Florida National Guard membership, AIDS and/or related diseases, sickle cell trait [as refusal to hire or discharge] and marital status.

Georgia – age [between 40 and 70]

**Indiana** – ancestry, off duty use of tobacco and age [between 40 and 70].

**Iowa** – age [18 or over, or under 18 and considered to be adult]; creed; pregnancy, childbirth and pregnancy-related conditions; sexual orientation; gender identity; the taking of a genetic test and genetic information and AIDS test results.

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**Massachusetts** – religious creed, pregnancy, sexual orientation, ancestry, age [over 40], genetic information, handicap, admission to a mental facility and military membership.

**Missouri** – ancestry; age [between 40 and 70]; genetic information; HIV, AIDS and AIDS-related complex [excluding individuals who have a currently contagious disease or infection, would constitute a direct threat to the health or safety of other individuals or who, by reason of the currently contagious disease or infection, are able to perform the duties of their employment], off-site lawful tobacco or alcohol use (unless such use interferes with job performance of any employee or the overall operation of the company's business) and membership in organized militia.

**New York** – age [18 and over], creed, sexual orientation, predisposing genetic characteristics, military status and marital status.

**Ohio** – pregnancy, or any illness arising out of and occurring during the course of pregnancy, childbirth or related medical conditions; age [40 or over] and ancestry.

**Oklahoma** – age [40 or over], handicap, genetic information and tobacco use during non-working hours.

**Pennsylvania** – religious creed; ancestry; age [40 or over]; sex; pregnancy, childbirth and related medical conditions; non-job related handicap or disability, or the use of a guide or support animal.

**Tennessee** – creed; age [40 or over]; physical, mental or visual handicap and tobacco use during non-working hours.

**Texas** – pregnancy, childbirth or a related medical condition; age [40 or over]; and genetic information [or refusal to submit to a genetic test].

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**Utah** – pregnancy, childbirth or pregnancyrelated conditions; age [40 or over]; and genetic information.

**Washington** – age [40 or over]; marital status; creed; ancestry; sensory, mental or physical disability, including the results of an HIV and/ or Hepatitis C test; pregnancy and childbirth; honorably discharged veteran or military status, and sexual orientation.

**West Virginia** – ancestry, age [40 or over], blindness, and familial status.

**Wisconsin**-age [40 or over]; creed; marital status; ancestry; pregnancy, childbirth, maternity leave or related medical conditions; arrest or conviction records; military service; sexual orientation; use or nonuse of lawful products off the employer's premises during non-working hours and genetic testing.

"For the past twelve years, CSC has provided exceptional service and security for the more than eighteen million guests that have come through AmericanAirlines Arena" - Kim Stone Executive Vice President and General Manager AmericanAirlines Arena

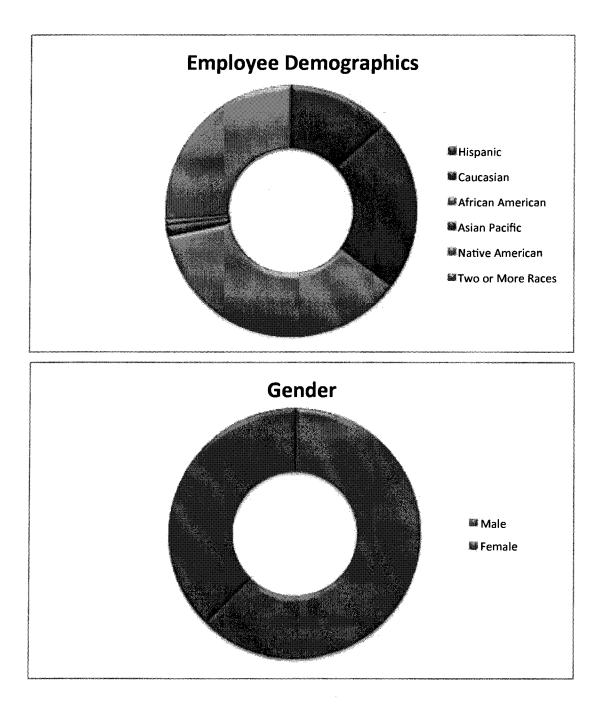


### **Workforce Diversity**

### Locally and nationally, CSC has a wide diversity in its workforce:

African American		Hispanic		Asian Pacific		Native American		Caucasian		Mixed Race	
M	E	M	<u>F</u>	M	Ē	M	F	M	F	M	<u>F</u>
6832	6036	3175	1444	372	156	104	151	5420	2518	6758	2804

\*Statistics as of January 2015



This item contrains and consists of confidential and proprietary information beforming to Contemporary Services Carooral on and is not to be reproduced, copied, or used without its express without permission. CSC has recently received employer of the year awards from both the Urban League and the Marriott Foundation for local minority employment practices.

Additionally, CSC is nationally recognized for its strong EEO objectives. We work with governmental departments and private foundations to provide opportunities for local minorities and disadvantaged citizens.

- CEO Damon Zumwalt NAACP Business Award
- Marriott Foundation, Bridges from School to Work Employer of the year
- Urban League Employer of the Year Award
- Partner Recipient of the 2012 NCS4 "Facility of Merit" Award

## Americans with Disabilities Act

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CSC is committed to providing equal employment opportunities to otherwise qualified individuals with disabilities, which may include providing reasonable accommodation where appropriate and subject to the requirements of each position as set forth in the applicable CSC job descriptions. In general, it is the employee's responsibility to notify his immediate supervisor of the need for accommodation. Upon doing so, the supervisor may ask for employee input or the type of reasonable accommodation the employee believes may be necessary or the functional limitations caused by the disability. Also, when appropriate, CSC may need the employee's permission to obtain additional information from employee's physician or other medical or rehabilitation professionals.

"The Miami Vocational Rehabilitation staff appreciates all that you have done to make it a priority to hire people with disabilities. You are truly an asset to your community." - Rachel Smith, APR, CPRC Communications Director Vocational Rehabilitation Miami, FL (2013)

Over 60% of CSC emloyees are age 25 or older and have between 2 and 5 years of event experience

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# 10. UNIFORM AND APPEARANCE

CSC maintains the highest regard for guest perception and professionalism in the workplace. Employees are expected to maintain the highest standards of personal cleanliness and present a neat, professional appearance at all times. Dress codes are strictly enforced. *Below is an excerpt from the CSC Employee Handbook*:

## **Dress and Appearance**

- 1. Uniforms should be clean, neat, and pressed at all times. Shirts must be tucked into the pants. Pants must be worn around the waist and be tailored to fit the body. Pants may not be gathered at the bottom and should be no longer than 1-1/2 inches from the ground.
- 2. All employees must wear the appropriate color and fabric slacks, dependent on event requirements, which should be clean and neat. Jeans, corduroys, khakis, dickeys, and other cotton pants are not acceptable. Baggy pants are not allowed.
- 3. Black belts & dark socks must be worn with the uniform.
- 4. During all assignments requiring a "Coat and Tie", the employee will wear the following (unless otherwise specified by scheduler): Blazer (provided by CSC), navy polyester double knit slacks, black dress shoes with dark socks, white long-sleeved button up dress shirt, tie (provided by CSC).
- 5. The image of CSC is conservative and professional. Hair must be groomed, neat and combed. Extreme styling, not naturally occurring coloring, bleaching, or dyeing of hair is not allowed. If a hair color is changed, it must be a natural-looking color and well maintained. A plain barrette, comb or headband is acceptable.
- 6. Mustaches and beards are acceptable. Facial hair, including sideburns, must be neatly trimmed. Sideburns may not extend beyond the bottom of the earlobe. Extreme hair styling is unacceptable.
- 7. Small rings, class rings, wedding bands or sets, and a conservative style watch are permitted. For safety reasons, necklaces must be wore under your shirt, but earrings of any kind are not allowed, and no exceptions will be made. Visible body piercing is also not allowed for both appearance and personal safety.
- 8. Black shoes or sneakers with arch supports and rubber soles must be worn. Black closed toe and closed heel shoes are required. Shoes must be kept in good condition.
- 9. Sunglasses may be worn at outdoor events and where glare would prevent you from doing your job safely and efficiently. Glasses with silver-coated or dark, opaque lenses that do not allow your eyes to be seen are not acceptable. Sunglasses must not be worn at night or in dark areas. The only exceptions are prescription glasses that automatically adjust shades.
- **10.** Visible tattoos are to be covered and not visible. Tattoos on the forearm must be covered with a sports band. Black sports bands are recommended.

## **Standard CSC Uniforms**



Staff

Supervisor

Manager



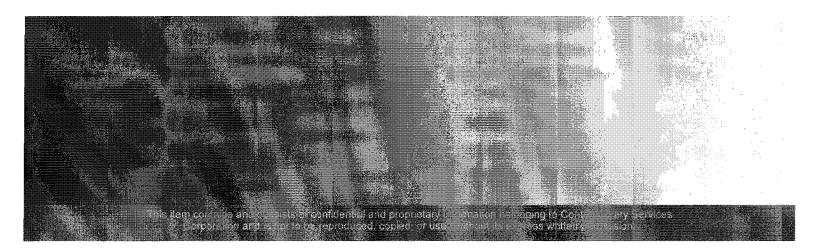
24-Hour Guard Uniform



24-Hour Supervisor Uniform



**Premium Area Uniform** 



# **11. ADDED VALUE**

# CSC utilizes numerous methods to enhance services and increase value provided to the client:

## WORKFORCE MANAGEMENT

All CSC branch offices utilize a web-based software solution for workforce management functions, including recruiting, training, scheduling, credentialing, payroll, billing, sign-in/sign-out and deployments.

## TRAINED CROWD MANAGER CERTIFICATION

As referenced in the cover letter and the training section of this response, CSC partnered with IAVM in the creation and development of an online training tool to certify Trained Crowd Managers to fulfill the requirements of NFPA 101: Life Safety Code. This training is recognized and endorsed by the National Fire Protection Association ("NFPA"). All CSC supervisors and managers working events are Certified Trained Crowd Managers.

## **TEAM TRAINING**

CSC maintains several Master Trainers for TEAM (Techniques for Effective Alcohol Management), which allows for the timely training and certification of staff as your needs grow.

## TABLETOP TRAINING EXERCISE (TTX) TRAINING

CSC has the ability to provide an annual Tabletop Training Exercise for the facility constituents facilitated by Mark Camillo. Mr. Camillo has conducted this training for varied clients and is a master trainer with the Department of Homeland Security and the National Center for Spectator Sports Safety and Security.

## INCIDENT MANAGEMENT SYSTEM

Responding to guest concerns or incidents in a timely fashion is paramount to the success of an event and the comfort of the guest. Technology has provided numerous tools in the event industry to notify command centers of pending issues or a need for immediate response to guest concerns, medical needs, housekeeping items or management interface.

CSC has formed a strategic alliance with In Stadium Solutions (ISS 24/7), a leading expert in the field of incident management, to provide cutting edge technology, not only for the successful delivery of its own services, but also to assist the client and all agencies/event services with a tool to manage their communications and tracking from a command and control perspective. ISS 24/7's system enhances the awareness, communication, documentation and analysis of incidents that occur in public assembly facilities in order to reduce risk and maximize guest experience.

## **ACCREDITATION SOLUTIONS**

CSC's affiliated company, ProtaTECH, can offer a complete end-to-end accreditation management solution. Event accreditation packages can be tailored to specific event needs regarding pre-event registration, data management, printing, distribution, and access control. ProtaTECH can provide the personnel and equipment to manage the accreditation process, and can even design the look of your credentials incorporating a variety of available security features.

### INNOVATED SOLUTIONS

CSC continues to lead the industry with innovated solutions to complex problems. Using almost five decades of experience, CSC has developed programs that address our clients constantly changing needs. Two such recent programs are Conduct and Alcohol Enforcement and Bicycle Security Patrol.

**CONDUCT AND ALCOHOL ENFORCEMENT** – The program originated at the San Francisco 49ers football games and is now used by other stadiums and arenas. This detail patrols the parking lots and the stadium to specifically monitor the crowd's behavior and enforces the venue's Fan Code of Conduct. The focus is on making sure that the policies and procedures of the venue are followed sot that all fans have a great experience. This detail also acts as guest service representatives and interacts with the attendees in a positive manner. The uniform for this detail consists of a bright yellow polo shirt with the wording CONDUCT ENFORCEMENT allowing guests to easily identify them.

**BICYCLE SECURITY PATROL** – Originally used to patrol venue parking lots, this program has expanded to replace some foot roaming details at concerts and to monitor tailgating areas at sporting events. Two-person patrols can cover the same area as four to six guards on foot, thereby creating a cost efficient solution to securing a large area. In addition, their response time to situations is usually quicker than most other means, as they can go places that carts and motor vehicles cannot easily travel. Also their uniform appearance is similar to what law enforcement wears, thereby giving them a more authoritative look than the traditional guard would have. We are always able to develop a program that will best suit your needs.

#### RECRUITING

CSC has developed a unique and exceptional labor pool through specialized "targeted recruiting." Individuals must undergo a thorough screening process, interview and initial orientation. Background checks are performed in compliance with state and local licensing requirements. E-Verify is also utilized in order to verify employment eligibility. CSC is nationally recognized for its strong EEO objectives and has received employer of the year awards from the NAACP, the Urban League and the Marriott Bridges Foundation.

#### TRAINING

CSC insists on the highest standards of professionalism in our workforce, and therefore, we ensure that all of our employees are trained well beyond the standards set forth by individual state regulations. There is no room for error when public safety is involved, and we strongly believe that our employees should be trained and ready to handle even the most critical of situations.

### LEADERSHIP ACADEMY

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CSC's Leadership Academy provides young men and women the unique opportunity for professional development in the event, entertainment, and sport industries. Through a combination of assignments and responsibilities in both field and office settings, candidates will gain hands-on experience and the unparalleled training and knowledge that CSC offers. Recognizing that its leadership development participants are the future of the industry, CSC is committed to investing the time and effort necessary to provide these individuals with the tools and expertise that will undoubtedly pave the way for successful event security careers.

## 52

## **INTER-BRANCH SUPPORT**

CSC has experts in every type of special event, and they are always on-call to lend their support and expertise. Additionally, each branch office has the ability to import qualified, experienced staff from neighboring offices, which ensures that CSC is always on-call.

#### **GREEN INITIATIVES**

CSC is committed to "Green" practices and makes every effort to be environmentally conscious. This includes the use of recycled paper on printed materials as well as the employment of general recycling and energy-saving practices within each of its offices. CSC has also developed web-based software programs for the event industry to replace booklets and other printed materials.

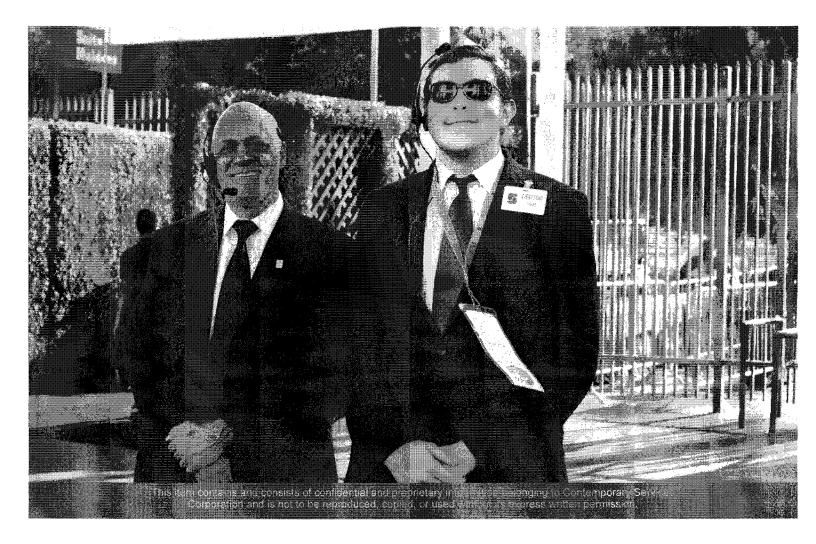
"CSC's continued work in the University of Southern California Neighborhood Ambassador Program and the University's Perimeter Access Program have resulted in a much more secure and safer environment for students, staff and guests in and the around the University Park Community and campus. Their efforts working together with USC's Department of Public Safety Officers and the LAPD have added an additional layer of safety and security. The efforts by CSC's dedicated, professional, and friendly staff, working long and late night hours are truly appreciated by our students, their parents, the surrounding community, university faculty and staff and me."

University of Southern California



# APPENDIX

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E. Reference Letters	60



## A. EXCEPTIONS

The following serves as Contemporary Services Corporation's (CSC) Exceptions to that request for Request for Proposal (2015.039) for Parking and Ticketing Services for the Adams County Fair (County).

Deletions to the text of the RFP are noted with a strikethrough. Additions to the text of the RFP are noted by italicized and underlined text. Explanations for revisions or clarifications are noted in italicized text. Text not referred to or included herein is deemed acceptable and unmodified.

#### **RFP Section 9.5. Insurance**

9.5 The Contractor's commercial general liability, and comprehensive automobile liability insurance policies and/or certificates of insurance shall be issued to include Adams County as an "additional insured," subject and limited to Contractor's Indemnification Obligations and other terms and conditions of this Contract and further limited to those claims to which Contractor's Indemnification obligations under this Contract apply and shall include the following provisions:

9.5.1. Underwriters shall have no right of recovery or subrogation against the County, it being the intent of the parties that the insurance policies so affected shall protect both parties and be primary coverage for any and all losses resulting from the actions or negligence of the Contractor.

9.5.2. The insurance companies issuing the policy or policies shall have no response against the County for payment of any premiums due or for any assessments under any form of any policy.

9.5.3. Any and all deductibles contained in any insurance policy shall be assumed by and at the sole risk of the Contractor.

CSC respectfully requests the foregoing changes. CSC's insurer requires that any agreement to list other parties as additional insured on CSC's policies must be subject to the indemnification provisions of that agreement. Further, CSC is not able to waive subrogation as to its worker's compensation policy under the terms of its current policy coverages.

9.10. All referenced insurance policies and/or certificates of insurance shall be issued to include Adams County as an "additional insured-" <u>subject and limited to Contractor's Indemnification Obligations and oth-</u> <u>er terms and conditions of this Contract and further limited to those claims to which Contractor's Indem-</u> <u>nification obligations under this Contract apply.</u> The name of the proposal or project must appear on the certificate of insurance.

CSC respectfully requests the foregoing changes. CSC's insurer requires that any agreement to list other parties as additional insured on CSC's policies must be subject to the indemnification provisions of that agreement

9.11. Underwriters shall have no right of recovery or subrogation against the Gounty; it being the intent of the parties that the insurance policies so affected shall protect both parties and be primary coverage for any and all losses covered by the described insurance.

CSC is not able to waive subrogation as to its worker's compensation policy under the terms of its current policy coverages.

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#### EXHIBIT A

#### SAMPLE OF PURCHASE OF SERVICE AGREEMENT

7. **INDEMNIFICATION:** The Contractor agrees to indemnify and hold harmless the County, its officers, agents, and employees for, from, and against any and all claims, suits, expenses, damages, or other liabilities, including reasonable attorney fees and court costs, arising out of damage or injury to persons, entities, or property, caused or sustained by any person(s) as a result of the Contractor's <u>negligent con-</u> <u>duct or willful misconduct performance</u> or failure to perform pursuant to the terms of this Agreement or as a result of any subcontractors' <u>negligent conduct or willful misconduct performance</u> or failure to perform pursuant to the terms of this Agreement or as a result of the terms of this Agreement. <u>Contractor shall not indemnify, defend or hold harmless the</u> <u>County from and against any liability, cost or expense arising out of the negligence or willful miscon-</u> <u>duct of the County or the independent acts of third parties not affiliated with Contractor.</u>

CSC respectfully requests the foregoing changes. CSC believes that indemnification should be tied to a level of culpable conduct for which CSC should, in fairness, be held responsible. CSC should not be responsible for the negligence or willful misconduct on the part of the County or that of third parties that are not associated with CSC.

#### 8. INSURANCE

8.5.Adams County as "Additional Insured": The Contractor's commercial general liability, comprehensive automobile liability, and professional liability insurance policies and/or certificates of insurance shall be issued to include Adams County as an "additional insured" <u>subject and limited to Contractor's Indemni-fication Obligations and other terms and conditions of this Contract and further limited to those claims to which Contractor's Indemnification obligations under this Contract apply and shall include the following provisions:</u>

8.5.1. Underwriters shall have no right of recovery or subrogation against the County, it being the intent of the parties that the insurance policies so affected shall protect both parties and be primary coverage for any and all losses resulting from the actions or negligence of the Contractor.

8.5.2. The insurance companies issuing the policy or policies shall have no recourse against the County for payment of any premiums due or for any assessments under any form of any policy.

8.5.3. Any and all deductibles contained in any insurance policy shall be assumed by and at the sole risk of the Contractor.

See explanation above regarding subrogation and additional insured.

#### 10. MUTUAL UNDERSTANDINGS

10.4. Record Retention: The Contractor shall maintain records and documentation of the services provided under this Agreement, including fiscal records, and shall retain the records for a period of three (3) years from the date this Agreement is terminated. Said records and documents shall be subject at all reasonable times to inspection, review, or audit by authorized Federal, State, or County personnel.

<u>Notwithstanding this provision, however, County acknowledges and agrees that materials, reports, and</u> other documentation of any kind generated with the ordinary course and scope of CSC's business operations (including but not limited to event file documentation, incident reports, personnel files, etc.), and communications and documents are subject to attorney-client privilege and attorney work product privileges and as such the ownership of such materials remains with CSC.

CSC respectfully requests that the language above be added to this provision, to ensure that documentation prepared in the ordinary course and scope of its business operations remain its business records. This practice would be consistent with the maintenance of CSC's independent contractor relationship with County. In order to maintain the privileged nature of the Incident Reports, CSC must retain control and ownership of this documentation.

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## B. SAMPLE CERTIFICATE OF INSURANCE

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## D. EXPERIENCE WITH EMERGENCY EVACUATIONS

The following are examples of CSC's experience with handling Emergency Evacuations and Severe Weather Incidents.

#### 2005

Hurricane Katrina hit the Gulf Coast on August 28, 2005. A few days later after the Superdome and Convention Center became filled to capacity; FEMA decides to move more evacuees to neighboring cities with Houston receiving the majority. Evacuees began arriving the next day at Reliant Astrodome and Reliant Center. CSC Houston, operating under NIMS staffed 175 personnel in 12-hour shifts. Primary duties included access control and screening, which involved a full pat down search. Coverage lasted until September 20, 2005.

#### 2008

During the 2008 SEC Men's Basketball Tournament being held at the Georgia Dome in Atlanta an F2 Tornado struck downtown, damaging the Georgia Dome. CSC Atlanta staff was responsible for moving 20,000 guests from their seats, keeping them on the concourses of the Dome, and preventing them from leaving the venue to keep them away from the glass doors at all of the entry gates for their own safety. The concern at the time was the roof collapsing and flying debris outside from the tornado. CSC also evacuated the teams, coaches, staff, and referees from the floor to the safety of their locker rooms.

#### 2011

During the first half of the football game between the University of Oklahoma vs. Texas Tech University, with 84,000 guests in the stands, it began to rain heavily and the National Weather Center announced lightning strikes within 15 minutes of the stadium. The OU Command Post made the "giant voice" announcement for guests to shelter in place on the concourse. CSC directed guests to leave the bowl area and head towards the concourses. There was a 90-minute delay in the game and zero incidents were reported.

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Scoreboard Announcement

### 2011

After several severe storm watch warnings were issued for high winds, hail, heavy rain and lightning, the football game between West Virginia University and Marshall University was suspended and a shelter in place order was issued. Fans in the lower bowl were directed by CSC to the Caperton Indoor Practice Facility while fans in the upper bowl were directed by CSC to the stadium concourses.

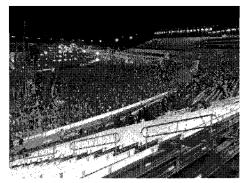
New Information Delete

#### 2012

CSC's Las Vegas Branch was providing security/staffing services at Las Vegas Motor Speedway during the Electric Daisy Carnival for some 90,000 fans at six different stages on the infield, hundreds of guests on carnival rides and scores of DJ's and Performers when a wind/sandstorm hit the speedway at 1:00 A.M. Because of safety concerns for the fans around the stage structures and on the tall carnival rides, an evacuation of the speedway infield was ordered. CSC accomplished this by redeploying over 500 staff onto the infield and sweeping the crowd away from stages and rides towards the grandstands away from danger.



Crowd leaving infield



Crowd being directed into the stands

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### 2013

During the second quarter of Texas Christian University vs. Texas University football game, a call came through CP regarding an approaching storm with possible lightning strikes. Approximately 10 minutes later, with a sellout crowd of 47,000 guests, an announcement was made in the stadium for guests to take shelter due to lightning strikes in the near area and possible hail. CSC staff directed guests to the concourse areas, as well the Daniel Meyer Coliseum, which was opened up for additional shelter. All guests were evacuated with no incidents. The game resumed after a 3-hour delay.

"The 2015 Bridgestone NHL Winter Classic at Nationals Park was a huge success and CSC played an instrumental role in making that happen. From the preliminary event-planning stages all the way through gameday, CSC was with us every step of the way. They helped us develop a sound safety plan – everything from overnight security of the venue, to coverage of our extended compounds, to the decision to increase wanding staff – and ensured all of our fans were able to enter the ballpark safely, securely and on-time, enhancing their experience at this one-of-a-kind event. On behalf of the NHL, I want to thank CSC for their professionalism and attention to detail in a job well done." - Joe Fitzgerald National Hockey League

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Director, NHL Events

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## **E. REFERENCE LETTERS**



Rose Bowl Operating Company 1001 Rose Bowl Drive, Pasadena, CA 91103 www.rosebowlstadium.com Office: (626) 577-3101 • Fax: (626) 405-0992

> in to Contemporary Services e-writes permission.

September 30, 2013.

Mr. Jim Granger President, Contemporary Services Corporation 17101 Superior Street Northridge CA, 91325

Dear Jim

I wanted to express our gratitude for the outstanding performance of CSC at the Legends of the Summer show at the Rose Bowl.

As you know, the Rose Bowl is very dependent on CSC to provide event security as well as other services (ushering, customer service, etc..). One of the most important aspects of CSC's role is to be one of the primary interactive entities with event attendees.

We are very proud of our association with CSC, and we continue to rely on CSC to provide that quality event execution that enhances the fan experience.

I look forward to continuing our work together as we are in the midst of UCLA Football Season and prepare for the 100<sup>th</sup> Rose Bowl Game and National Championship Game this January.

Best regards, Dunn

Chief Executive Officer & General Manager

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February 13, 2014

Mark Glaser Sr. Vice President, Operations Contemporary Services Corporation 17101 Superior St Northridge, CA 91325

Dear Mark:

I just wanted to follow up our conversation with this letter expressing my appreciation for the outstanding level of professionalism and service provided to RA Consulting from your Denver office during the Super Computing 2013 show at the Colorado Convention Center November 11 - 23, 2013. This was a long show that had around the clock coverages and your staff performed exceptionally from the first day through the last. I received numerous positive comments from both attendees and Super Computing management.

This level of performance was repeated a few weeks later during our two-day New Year's Eve concert event Decadence, also at the Colorado Convention Center. Again, your staff did a great job, making a difficult event easier for my management team. Their experience with concerts and their training in crowd management was obvious especially when compared to the other security companies at this event.

I have been in this business for 17 years and have enjoyed an excellent relationship with CSC since 2008. During the countless conventions RA Consulting oversees nationwide, I come across numerous security companies. I can tell you it is a pleasure with work with a security company that is customer service oriented. I look forward to working with your Denver office again later this year.

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Best Regards,

Caller

Peter Alexan President, RA Consulting

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To Whom It May Concern,

In serving as the Festival Director of both the Coachella Valley Music and Arts Festival and Stagecoach Country Music Festival, I write this letter on the behalf of Contemporary Services Corporation and their service to our operations.

The crowd management services offered by CSC are essential in contributing towards the success of our festival operations. The management team at CSC is considered a part of our team. Our trust, loyalty and friendship to each other contribute to an unparalleled operational relationship. CSC's ability to manage large deployments, level of service and communication with our team makes them indispensable. Few can manage the volume of customers we must service competently and with a smile, as CSC does. Their experience across the entertainment industry allows us to be proactive in anticipating the needs of our patrons.

Having CSC by our side in all operational planning gives our festivals the finesse our customers and organizational partners expect from us. By choosing to partner with CSC expect industry-leading professionalism. For that reason I would highly recommend the services of CSC for your next event.

Bill Fold Festival Director Fold@Coachella.com Sept. 30<sup>th</sup>, 2013

Goldenvoice :: 5750 Wilshire Blvd. Ste 501. Los Angeles, CA 90035 :: 323-930-5700

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PAGE 1 of 1

# **CONTEMPORARY SERVICES CORPORATION** THE LEADER IN CROWD MANAGEMENT •

W.CSCHUSA.COM

#### CONTRACTOR'S CERTIFICATION OF COMPLIANCE

Pursuant to Colorado Revised Statute, § 8-17.5-101, *et.seq.*, as amended 5/13/08, as a prerequisite to entering into a contract for services with Adams County, Colorado, the undersigned Contractor hereby certifies that at the time of this certification, Contractor does not knowingly employ or contract with an illegal alien who will perform work under the attached contract for services and that the Contractor will participate in the E-Verify Program or Department program, as those terms are defined in C.R.S. § 8-17.5-101, *et. seq.* in order to confirm the employment eligibility of all employees who are newly hired for employment to perform work under the attached contract for services.

CONTRACTOR:

<u>Contemporary Services Corporation</u> Company Name April 16, 2015 Date

Mark Glaser Name (Print or Type)

С.

Signature

Sr. Vice President, Operations Title

Note: Registration for the E-Verify Program can be completed at: <u>https://www.vis-dhs.com/employerregistration</u>. It is recommended that employers review the sample "memorandum of understanding" available at the website prior to registering



#### PROPOSAL FORM RFP 2015.039 Parking and Ticketing Services at the Adams County Fair

#### VENDOR'S STATEMENT

I have read and fully understand all the special conditions herein set forth in the foregoing paragraphs, and by my signature set forth hereunder, I hereby agree to comply with all said special conditions as stated or implied. In consideration of the above statement, the following proposal is hereby submitted.

Twenty-Four Thousand Two Hundred Twenty-Five and Twenty Cents	\$ 24,225.20
Written Amount	Amount

WE, THE UNDERSIGNED, HEREBY ACKNOWLEDGE RECEIPT OF

Addenda #\_\_\_\_\_ If None, Please write NONE. Addenda #\_\_\_\_

\_\_\_\_\_

Contemporary Services Corporation	April 16, 2015
Company Name	Date
2696 S. Colorado Blvd. Ste 390	
Address	Signature
Denver, CO 80224	Mark Glaser
City, State, Zip Code	Printed Name
Denver	Sr. Vice President, Operations
County	Title
	303-232-0900
Telephone	Fax
mglaser@csc-usa.com	
Email Address	