

Purchase Order		 Marshall University Office of Purchasing One John Marshall Drive Huntington WV, 25755-4100 Direct all inquiries regarding this order to: (304)			Purchase Order # MU26EVENTPER		
TO: Contemporary Services Corporation 17101 Superior St. Northridge, CA 91325 FEIN: 952832166 PH: 818-885-5150		Vendor Code: 000000232349		Ship to: Marshall University Rec Dept 201 21st Street Huntington, WV 25703 Room #		THIS ORDER IS SUBJECT TO THE GENERAL TERMS AND CONDITIONS AS SET FORTH HEREIN WVFIMS Account #:	
P.O. Date	FY	Buyer	Ship Via	F.O.B	Terms	Contract #	
09/05/2025	26	LL			NET 30	MU26EVENTPER	

CONTRACT ACCEPTANCE

On behalf of the Governing Board, MARSHALL UNIVERSITY hereby accepts the quotation of Contemporary Services Corporation

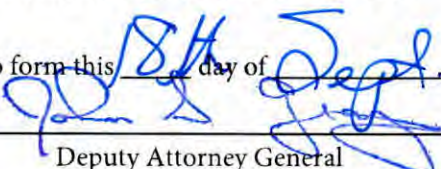
signed by Mark Glaser

Title Executive Vice President, Operations

on July 22, 2025

OFFICE OF THE WEST VIRGINIA
ATTORNEY GENERAL APPROVAL:

Approved as to form this 18th day of Sept, 2025

By: 
Deputy Attorney General

EVENT SECURITY AND PERSONNEL

Effective Date: Upon approval by the WVAG for a period of one (1) year with four (4) successive one (1) year renewals

Vendor contact: Mark Glaser | mglaser@csc-usa.com

THIS ORDER IS EXEMPT FROM ALL SALES TAX
LIMIT EACH INVOICE TO A SINGLE PURCHASE ORDER NUMBER

Line No.	Fund	Org.	Account	Encumber Amount		Total:	Open-End
1.							
2.							
3.							
4.							

Mail Original Invoice and 1 Copy to:
 Marshall University Accounts Payable
 One John Marshall Drive Huntington,
 WV 25755-4500


 Authorized Signature

September 19, 2025
 Date

6. COST SUBMISSION



RESPONSE: See below.

Attachment A: Pricing/Cost Page - REVISED MU25EVENTPER

Bidder Company Name: Contemporary Services Corporation

INSTRUCTIONS:

1. All bidders must complete the pricing page.
2. Bidders should enter their hourly rate in column C.
3. Bidders should enter their hourly rate in column D.

Item #	Position Title	Hourly Pay Rate	Hourly Bill Rate
1	Event Manager	\$22.00	\$35.05
2	Event Manager - Overtime	\$33.00	\$52.07
3	Event Manager - Holiday Rate	\$33.00	\$52.07
4	Supervisor	\$13.00	\$25.37
5	Supervisor - Overtime	\$19.50	\$37.56
6	Supervisor - Holiday Rate	\$19.50	\$37.56
7	Security Guard	\$12.00	\$22.60
8	Security Guard - Overtime	\$18.00	\$33.40
9	Security Guard - Holiday Rate	\$18.00	\$33.40
10	Usher	\$12.00	\$22.60
11	Usher - Overtime	\$18.00	\$33.40
12	Usher - Holiday Rate	\$18.00	\$33.40
13	Parking Guard	\$12.00	\$22.60
14	Parking Guard - Overtime	\$18.00	\$33.40
15	Parking Guard - Holiday Rate	\$18.00	\$33.40
16	Ticket Taker	\$12.00	\$22.60
17	Ticket Taker - Overtime	\$18.00	\$33.40
18	Ticket Taker - Holiday Rate	\$18.00	\$33.40



MARSHALL UNIVERSITY

GENERAL TERMS AND CONDITIONS

1. CONTRACTUAL AGREEMENT: Issuance of an Award Document constitutes acceptance of this contract (the Contract) made by and between Marshall University (University or Marshall) and the Vendor. Vendor's signature to the Contract signifies Vendor's agreement to be bound by and accept the terms and conditions contained in the Contract. Therefore, the parties agree that the following contractual terms and conditions are dominate over any competing terms made a part of the Contract. **IN THE EVENT OF ANY CONFLICT BETWEEN VENDOR'S FORM(S) AND THESE GENERAL TERMS AND CONDITIONS, THESE GENERAL TERMS AND CONDITIONS SHALL CONTROL**

2. DEFINITIONS: As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications, if applicable, included with the Solicitation/Contract.

2.1 "Award Document" means the document that identifies the Vendor as the Contract holder when signed by the Vendor and Marshall University's Office of Purchasing and, when necessary, approved as to form by the Attorney General.

2.2 "Bid" or "Proposal" means the Vendor's verbal bid or written bid provided in response to a solicitation by the University.

2.3 "Board" means the Governing Board of Marshall University.

2.4 "Buyer" means an individual designated by a Chief Procurement Officer to perform designated purchasing and acquisition functions as authorized by the Chief Procurement Officer.

2.5 "Chief Procurement Officer" means the individual designated by the President of Marshall University to manage, oversee and direct the purchasing and acquisition of supplies, equipment, services, and printing for the University.

2.6 "Contract" means the binding agreement that is entered between the University and the Vendor to provide requested goods and/or services requested in the Solicitation.

2.7 "Governing Board" means the Marshall University Board of Governors as provided for in the West Virginia state code.

2.8 "Higher Education Institution" means an institution as defined by Sections 401(f), (g) and (h) of the federal Higher Education Facilities Act of 1963, as amended.

2.9 "Office of Purchasing" means the section within Marshall University headed by the Chief Procurement Officer and its personnel.

2.10 "Purchasing Card" or "P-Card" means The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.

2.11 "Responsible Bidder" and "Responsible Vendor" mean a person and/or vendor who have the capability in all respects to perform contract requirements, and the integrity and reliability which will assure good faith performance.

2.12 "Responsive Bidder" and "Responsive Vendor" mean a person and/or a vendor who has submitted a bid which conforms in all material respects to the invitation to bid.

2.13 "Solicitation" means the notice of an opportunity to supply the University with goods and services.

2.14 "State" means the State of West Virginia and/or any of its agencies, commissions, boards, departments or divisions as context requires.

2.15 "University" means Marshall University or Marshall.

2.16 "Vendor" or "Vendors" means any entity providing either a verbal or written bid in response to the solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

2.17 "Will", "Shall" and "Must" identifies a mandatory item or requirement that concludes the duty, obligation or requirement imposed is mandatory, as opposed to being directory or permissive.

3. CONTRACT TERM; RENEWAL; EXTENSION: The term of the Contract shall be determined in accordance with the category that has been identified as applicable to the Contract below:

☒ **Term Contract**

Initial Contract Term: The Contract becomes effective on Upon approval of the
West Virginia Attorney General and extends for a period of one (1) year year(s).

Renewal Term: The Contract may be renewed upon the mutual written consent of the University and the Vendor. Any request for renewal should be submitted to the University thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Renewal of the Contract is limited to four (4) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed forty-eight (48) months in total. Automatic renewal of the Contract is prohibited.

Any language that seeks to automatically renew, modify, or extend the Contract beyond the initial term or automatically continue the Contract period from term to term is deleted. The Contract may be renewed or continued only upon mutual written agreement of the Parties.

☐ **Alternate Renewal Term** – This contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor and Agency.

☐ **Fixed Period Contract:** The Contract becomes effective upon Vendor's receipt of the purchase order and must be completed by _____.

☐ **Fixed Period Contract with Renewals:** The Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract must be completed within _____ days. Upon completion, the Vendor agrees that maintenance, monitoring, or warranty services will be provided for _____ successive one-year periods or multiple periods of less than one year provided that the multiple renewal periods do not exceed _____ months in total.

☐ **One-Time Purchase:** The term of the Contract shall run from the issuance of the Award Document until all the goods contracted for have been delivered, but in no event, will the Contract extend for more than one fiscal year.

☐ **Other:** See attached.

4. NOTICE TO PROCEED: Vendor shall begin performance of the Contract immediately upon receiving notice to proceed unless otherwise instructed by the University. Unless otherwise specified, the fully executed Award Document will be considered notice to proceed.

5. QUANTITIES: The quantities required under the Contract shall be determined in accordance with the category that has been identified as applicable to the Contract below.

☐ **Open End Contract:** Quantities stated in the solicitation are approximations only, based on estimates supplied by the University. It is understood and agreed that the Contract shall cover the quantities ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

☒ **Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.

- ☐ **Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.
- ☐ **One-Time Purchase:** The Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under the Contract without an appropriate change order approved by the Vendor, University, and/or when necessary, the Attorney General's office.

6. EMERGENCY PURCHASES: The Chief Procurement Officer may suspend the use of a university wide mandatory contract (the University's Office of Purchasing has created standard specifications that are establish University wide contracts for commonly used commodities and services that are needed on a repetitive basis), or the competitive bidding process to allow a Department to purchase goods or services in the open market if for immediate or expedited delivery in an emergency.

Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work, provided that a required University emergency purchase with another vendor does not cause a breach of contract.

7. REQUIRED DOCUMENTS: All the items checked below must be provided to the University by the Vendor as specified below.

- ☐ **BID BOND (Construction Only):** Pursuant to the requirements contained in W. Va. Code § 5-22-1(c), All Vendors submitting a bid on a construction project shall furnish a valid bid bond in the amount of five percent (5%) of the total amount of the bid protecting the State of West Virginia. The bid bond must be submitted with the bid.
- ☐ **PERFORMANCE BOND:** The apparent successful Vendor shall provide a performance bond in the amount of 100% of the contract. The performance bond must be received by the Marshall University Office of Purchasing Office prior to Contract award.
- ☐ **LABOR/MATERIAL PAYMENT BOND:** The apparent successful Vendor shall provide a labor/material payment bond in the amount of 100% of the Contract value. The labor/material payment bond must be received by the Marshall University Office of Purchasing Office prior to Contract award.
- ☐ **MAINTENANCE BOND:** The successful Vendor shall provide a two (2) year maintenance bond covering the roofing system. The maintenance bond must be issued and received by the Marshall University Office of Purchasing Office prior to Contract award.
- ☒ **LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section entitled Licensing, of the General Terms and Conditions, the Vendor shall furnish proof of the following licenses, certifications, and/or permits prior to Contract award, in a form acceptable to the University.

INSERT ADDITIONAL CONDITIONS BELOW:

1. Business License for the City of Huntington
2. Business License for the state of West Virginia

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications prior to Contract award regardless whether that requirement is listed above.

8. INSURANCE: The Vendor shall furnish proof of the insurance identified by a checkmark below prior to Contract award. Subsequent to contract award, and prior to the insurance expiration date, Vendor shall provide the University with proof that the insurance mandated herein has been continued. Vendor must also provide with immediate notice of any changes in its insurance policies mandated herein, including but not limited to, policy cancelation, policy reduction, or change in insurers. The insurance coverages identified below must be maintained throughout the life of the contract. The Vendor shall also furnish proof of any additional insurance requirements prior to the Contract award regardless of whether that insurance requirement is listed in this section.

Any provisions requiring the University to maintain any type of insurance for either of its or the Vendors benefit is deleted.

Vendor must maintain:

- ☒ **Commercial General Liability Insurance** in at least an amount of: \$1,000,000 per occurrence and an aggregate of \$3,000,000.
- ☒ **Automobile Liability Insurance** in at least an amount of: \$1,000,000 per occurrence and an aggregate of \$3,000,000.
- ☒ **Professional/Malpractice/Errors and Omission Insurance** in at least an amount of: \$1,000,000 per occurrence and an aggregate of \$3,000,000.
- ☐ **Commercial Crime and Third-Party Fidelity Insurance** in an amount of: _____ per occurrence and an aggregate of _____.
- ☐ **Cyber Liability Insurance** in an amount of: _____ per occurrence and an aggregate of _____. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by Vendor in performance of the Contract and shall include, but not limited to, claims involving infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations.

☐

Builders Risk Insurance in an amount equal to 100% of the amount of the Contract.
_____ per occurrence and an aggregate of _____.

9. WORKERS' COMPENSATION INSURANCE: The apparent successful Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

10. LIQUIDATED DAMAGES: This clause shall in no way be considered exclusive and shall not limit the University's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

_____ for _____

Liquidated Damages Contained in the Specifications

11. ACCEPTANCE: Vendor's signature on the certification and signature page, constitutes an offer to the University that cannot be unilaterally withdrawn, signifies that the product or service proposed by Vendor meets the mandatory requirements for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions unless otherwise indicated.

12. STATUTE OF LIMITATIONS - Any clauses limiting the time in which the State may bring suit against the Vendor or any other third party are deleted.

13. PRICING/BEST PRICE GUARANTEE: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation by the University. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization in the Solicitation to do so, may result in bid disqualification. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the University and invoice at the lower of the contract price or the publicly advertised sale price.

14. PAYMENT IN ARREARS: Payments for goods/services will be made in arrears only upon receipt of a proper invoice, detailing the goods/services provided or receipt of the goods/services, whichever is later. Notwithstanding the foregoing, payments for software licenses, subscriptions, or maintenance may be paid annually in advance.

15. PAYMENT METHODS: The Vendor must accept payment by electronic funds transfer or P-Card for payment of all orders under this Contract unless the box below is checked.

☐

Vendor is not required to accept the State of West Virginia's P-Card or by electronic funds transfer as payment for all goods and services for the reason(s) stated below:

16. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract. Any references contained in the Contract, Vendor's bid, or in any American Institute of Architects documents obligating the University to pay to compensate Vendor, in whole or in part, for lost profit, pay a termination fee, pay liquidated damages if the Contract is terminated early, seeking to accelerate payments in the event of Contract termination, default, or non-funding, costs of collection, court costs, or attorney's fees, unless ordered by a court of competent jurisdiction is hereby deleted. Any language imposing and interest or charges due to late payment is deleted.

17. FEES OR COSTS: Any language obligating the State to pay costs of collection, court costs, or attorney's fees, unless ordered by a court of competent jurisdiction is deleted.

18. RISK SHIFTING: Any provision requiring the State to bear the costs of all or a majority of business/legal risks associated with this Contract, to indemnify the Vendor, or hold the Vendor or a third party harmless for any act or omission is hereby deleted.

19. LIMITING LIABILITY: Any language limiting the Vendor's liability for direct damages is deleted.

20. TAXES: The Vendor shall pay any applicable sales, use, personal property or other taxes arising out of the Contract and the transactions contemplated hereby. The University is exempt from federal and state taxes and will not pay or reimburse such taxes. The University will, upon request, provide a tax-exempt certificate to confirm its tax-exempt status.

21. FISCAL YEAR FUNDING: The Contract shall continue for the term stated herein, contingent upon funds being appropriated by the WV Legislature or otherwise being made available for this Contract. In the event funds are not appropriated or otherwise available, the Contract becomes of no effect and is null and void after June 30 of the current fiscal year. If that occurs, the University may notify the Vendor that an alternative source of funding has been obtained and thereby avoid the automatic termination. Non-appropriation or non-funding shall not be considered an event of default.

22. CANCELLATION/RIGHT TO TERMINATE: The University reserves the right to cancel/terminate the Contract immediately upon written notice to the Vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The University may also cancel any purchase or Contract upon thirty (30) days written notice to the Vendor. In the event of early cancellation, the University agrees to pay the Vendor only for all undisputed services rendered or goods received before the termination's effective date. All provisions are delete that seek to require the State to (1) compensate Vendor, in whole or in part, for loss profit, (2) pay a termination fee, or (3) pay liquidated damages if the Contract is terminated early.

In the event that a vendor fails to honor any contractual term or condition, the Chief Procurement Officer may cancel the contract and re-award the contract to the next lowest responsible and responsive bidder in accordance with the Marshall University Board of Governors Policy No. FA-9 Purchasing Policy, section 7.4.1

Any language seeking to accelerate payments in the event of Contract termination, default or non-funding is hereby deleted.

23. RIGHT OF FIRST REFUSAL Any language seeking to give the Vendor a Right of First Refusal is hereby deleted.

24. DISPUTES – Any language binding the University to any arbitration or to the decision of any arbitration board, commission, panel, or other entity is deleted; as is any requirement to waive a jury trial.

Any language requiring or permitting disputes under this Contract to be resolved in the courts of any state other than the State of West Virginia is deleted. All legal actions for damages brought by Vendor against the University shall be brought in the West Virginia Legislative Claims Commission. Other causes of action must be brought in the West Virginia Court authorized by statute to exercise jurisdiction over it.

Any language requiring the State to agree to, or be subject to, any form of equitable relief not authorized by the Constitution or laws of State of West Virginia is deleted.

25. TIME: Time is of the essence with regard to all matters of time and performance in the Contract.

26. DELIVERY -All deliveries under the Contract will be FOB destination unless the State expressly and knowingly agrees otherwise. Any contrary delivery terms are hereby deleted.

27. APPLICABLE LAW: The Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, W. Va. Code or Marshall University Board of Governors Policy No. FA-9 Purchasing Policy is void and of no effect. Any language requiring the application of the law of any state other than the State of West Virginia in interpreting or enforcing the Contract is deleted. The Contract shall be governed by the laws of the State of West Virginia

28. COMPLIANCE WITH GOVERNING LAWS: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances. Vendor shall notify all subcontractors providing commodities or services related to this Contract that, as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances.

29. ARBITRATION: Any references made to arbitration contained in the Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to the Contract are hereby deleted, void, and of no effect.

30. MODIFICATIONS: Notwithstanding anything contained in the Contract to the contrary, no modification of the Contract shall be binding without mutual written consent of the University, and the Vendor.

31. AMENDMENTS - The parties agree that all amendments, modifications, alterations or changes to the Contract shall be by mutual agreement, in writing, and signed by both parties. Any language to the contrary is deleted.

32. NO WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of the Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

Any provisions requiring the University to waive any rights, claims or defenses is hereby deleted.

33. SUBSEQUENT FORMS: The terms and conditions contained in the Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the University such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

34. ASSIGNMENT: Neither the Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the University and any other government or office that may be required to approve such assignments.

The Vendor agrees not to assign the Contract to any person or entity without the State's prior written consent, which will not be unreasonably delayed or denied. The State reserves the right to assign this Contract to another State agency, board or commission upon thirty (30) days written notice to the Vendor. These restrictions do not apply to the payments made by the State. Any assignment will not become effective and binding upon the State until the State is notified of the assignment, and the State and Vendor execute a change order to the Contract.

35. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by the Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the University; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

36. UNIVERSITY EMPLOYEES: University employees are not permitted to utilize the Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

37. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the University, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the University's policies, procedures, and rules.

Proposals are NOT to be marked as confidential or proprietary Any Provisions regarding confidential treatment or non-disclosure of the terms and conditions of the Contract are hereby deleted. State contracts are public records under the West Virginia Freedom of Information Act ("FOIA") (W.Va. Code §29B-1-1, et. seq.) and public procurement laws. This Contract and other public records may be disclosed without notice to the vendor at the University's sole discretion. The University shall not be liable in any way for disclosure of any such records

Any provisions regarding confidentiality of or non-disclosure related to contract performance are only effective to the extent they are consistent with FOIA and incorporated into the Contract through a separately approved and signed non-disclosure agreement.

38. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of W. Va. Code §18B-5-4 and the Freedom of Information Act in W.Va. Code Chapter 29B.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, CONTAINING A TRADE SECRET(S), OR IS OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Marshall University Office of Purchasing constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document.

39. LICENSING: Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local University of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state University or political subdivision. Upon request, the Vendor must provide all necessary releases to obtain information to enable the University to verify that the Vendor is licensed and in good standing with the above entities.

40. ANTITRUST: In submitting a bid to, signing a contract with, or accepting an Award Document from Marshall University, the Vendor agrees to convey, sell, assign, or transfer to the University all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by Marshall University. Such assignment shall be made and become effective at the time the University tenders the initial payment to Vendor.

41. THIRD-PARTY SOFTWARE: If this Contract contemplates or requires the use of third-party software, the vendor represents that none of the mandatory click-through, unsigned, or web-linked terms and conditions presented or required before using such third-party software conflict with any term of this Addendum or that it has the authority to modify such third-party software's terms and conditions to be subordinate to this Addendum. The Vendor shall indemnify and defend the State against all claims resulting from an assertion that such third-party terms and conditions are not in accord with, or subordinate to, this Addendum.

42. RIGHT TO REPOSSESSION NOTICE: Any provision for repossession of equipment without notice is hereby deleted. However, the State does recognize a right of repossession with notice.

43. VENDOR CERTIFICATIONS: By signing its bid or entering into the Contract, Vendor certifies (1) that its bid or offer was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid or offer for the same material, supplies, equipment or services; (2) that its bid or offer is in all respects fair and without collusion or fraud; (3) that the Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity

that could be considered a violation of law; and (4) that it has reviewed the Contract in its entirety; understands the requirements, terms and conditions, and other information contained herein. Vendor's signature on its bid or offer also affirms that neither it nor its representatives have any interest, nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the University. The individual signing this bid or offer on behalf of Vendor certifies that he or she is authorized by the Vendor to execute this bid or offer or any documents related thereto on Vendor's behalf; that he or she is authorized to bind the Vendor in a contractual relationship; and that, to the best of his or her knowledge, the Vendor has properly registered with the all State agencies as required.

44. VENDOR RELATIONSHIP: The relationship of the Vendor to the University shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by the Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the University for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing. Vendor shall hold harmless the State, and shall provide the State and University with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

45. INDEMNIFICATION: The Vendor agrees to indemnify, defend, and hold harmless the State and the University, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage, and hour laws.

46. PURCHASING AFFIDAVIT: In accordance with West Virginia Code §18B-5-5 and §5A-3-18 the University is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State, Vendors are required to sign, notarize, and submit the Purchasing Affidavit to the Marshall University Office of Purchasing affirming under oath that it is not in default on any monetary obligation owed to the state or a political subdivision of the state.

47. WEST VIRGINIA DRUG-FREE WORKPLACE CONFORMANCE AFFIDAVIT West Virginia Alcohol and Drug-Free Workplace Act requires public improvement contractors to have and implement a drug-free workplace policy that requires drug and alcohol testing. This act is applicable to any construction, reconstruction, improvement, enlargement, painting, decorating or repair of any public improvement let to contract for which the value of contract is over \$100,000. No public authority may award a public improvement contract which is to be let to bid to a contractor unless the terms of the contract require the

contractor and its subcontractors to implement and maintain a written drug-free workplace policy and the contractor and its subcontractors provide a sworn statement in writing, under the penalties of perjury, that they maintain a valid drug-free workplace policy.

48. DISCLOSURE OF INTERESTED PARTIES A state agency may not enter into a contract, or a series of related contracts, that has/have an actual or estimated value of \$1,000,000 or more until the business entity submits to the contracting state agency a Disclosure of Interested Parties to the applicable contract.

49. CONFLICT OF INTEREST: Vendor, its officers, members, or employees shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the University.

50. MARSHALL UNIVERSITY'S INFORMATION TECHNOLOGY SERVICES AND SUPPORT DEPARTMENT (IT) FEES: If a vendor requires services through the Marshall University's IT Department, they must reimburse the University at the IT Rate Schedule which is located at: <https://www.marshall.edu/it/rates/>.

51. PUBLICITY: Vendor shall not, in any way or in any form, publicize or advertise the fact that Vendor is supplying goods or services to the University without the express written consent of the Marshall University Communications Department. Requests should be sent to ucomm@marshall.edu.

52. UNIVERSITY MARKS: Vendor shall not, in any way or in any form use the University's trademarks or other intellectual property without the express written consent of the Marshall University Communications Department. Requests should be sent to ucomm@marshall.edu.

53. INTELLECTUAL PROPERTY: The University will own all rights, title and interest in any and all intellectual property rights created in the performance or otherwise arising out of the agreement, and Vendor will execute any assignments of other documents necessary for the University to perfect such rights, provided that, for research collaboration pursuant to subcontracts under sponsored research agreements, intellectual property rights will be governed by the terms of the grant or contract to the University to the extent such intellectual property terms to apply to subcontractors.

54. FERPA: Vendor agrees to abide by the Family Education Rights and Privacy Act of 1974 ("FERPA). To the extent that Vendor receives personally identifiable information from education records as defined in (FERPA), Vendor agrees to abide by the limitations on re-disclosure set forth in which states that the officers, employees and agents of a party that receives education record information from Marshall may use the information, but only for the purposes for which the disclosure was made.

55. REPORTS: Vendor shall provide the University with the following reports identified by a checked box below:

- ☒ Such reports as the University may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by University, etc.
- ☐ Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by University.

56. PREFERENCE FOR THE USE OF DOMESTIC STEEL PRODUCTS IN STATE CONTRACT PROJECTS: Pursuant to W.Va. Code §5A-3-56, (a)(1) Except when authorized pursuant to the provisions of subsection (b) of this section, no contractor may use or supply steel products for a state contract project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W.Va. Code §5A-3-56. As used in this section (2):

(A) "State contract project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of any materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after the effective date of this section on or after June 6, 2001.

(B) "Steel products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more of such operations, from steel made by the open hearth, basic oxygen, electric furnace, bessemer or other steel making process.

(b) Notwithstanding any provision of subsection (a) of this section to the contrary, the Director of the West Virginia Department of Administration, Purchasing Division ("Director of the Purchasing Division") may, in writing, authorize the use of foreign steel products if:

(1) The cost for each contract item used does not exceed one tenth of one percent of the total contract cost or \$2,500, whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or

(2) The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

57. PREFERENCE FOR DOMESTIC ALUMINUM, GLASS AND STEEL PRODUCTS:

In Accordance with W. Va. Code § 5-19-1 et seq.,

(a) Every state spending unit, as defined in chapter five-a, shall require that every contract or subcontract for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works contain a provision that, if any aluminum, glass or steel products are to be supplied in the performance of the contract, or subcontract, only domestic aluminum, glass or steel products shall be supplied unless the spending officer, as defined in chapter five-a, determines, in writing, after the receipt of offers or bids, that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest or that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements: Provided,

That this article applies to any public works contract awarded in an amount more than \$50,000, and with regard to steel only, this article applies to any public works contract awarded in an amount more than \$50,000 or requiring more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a "substantial labor surplus area", as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products.

This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

MU25EVENTPER

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to the Contract.

Scott Leavitt | Vice President / General Counsel

(Name, Title)

Scott Leavitt | Vice President / General Counsel

(Printed Name and Title)

17101 Superior St., Northridge, CA 91325

(Address)

818-885-5150

818-885-0609

(Phone Number)

(Fax Number)

sleavitt@csc-usa.com

(Email Address)

CERTIFICATION AND SIGNATURE: By signing below, I certify that I have reviewed this Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that the product or service proposed meets the mandatory requirements contained in the Contract for that product or service, unless otherwise stated herein; that the Vendor expressly accepts the terms and conditions contained in the Contract; **that Vendor understands and acknowledges that the terms and conditions contained in this contract take precedence over and any terms and conditions that Vendor seeks to be made a part of this contract (regardless of when the terms and conditions become effective) to the extent there is a conflict;** that I am authorized by the Vendor to execute and submit this Contract or any documents related thereto on Vendor's behalf; that I am authorized to bind the Vendor in a contractual relationship; and that to the best of my knowledge, the Vendor has/will properly register with the WV Purchasing Division and Marshall University.

Contemporary Services Corporation

(Company)


(Authorized Signature)

Mark Glaser | Executive Vice President, Operations

(Printed Name and Title of Authorized Representative)

7/28/2025

(Date)

303.808.5987

818-885-0609

(Phone Number)

(Fax Number)

1. BID COVER PAGE



Request for Proposals	 Marshall University Office of Purchasing One John Marshall Drive Huntington, WV 25755-4100 Direct all inquiries regarding this order to: (304) 696-3056	Bid# MU25EVENTPER		
Vendor:		For information call: Purchasing Contact: Leeann Lemon Phone: (304) 696-3056 Email: bidquestions@marshall.edu		
Sealed requests to bid for furnishing the supplies, equipment or services described below will be received by the Institution. TO RECEIVE CONSIDERATION FOR AWARD, UNLESS OTHERWISE NOTED, THE BID WILL BE SUBMITTED ON THIS FORM AND UPLOADED INTO THE MU BONFIRE PORTAL ON OR BEFORE THE DATE AND TIME SHOWN FOR THE BID OPENING. When applicable, prices will be based on units specified; and Bidders will enter the delivery date or time for items contained herein. The Institution reserves the right to accept or reject bids on each item separately or as a whole, to reject any or all bids, to waive informalities or irregularities and to contract as the best interests of the Institution may require. BIDS ARE SUBJECT TO THE GENERAL TERMS AND CONDITIONS AS SET FORTH HEREIN.				
DATE 05/30/2025	MANDATORY VIRTUAL PRE-BID MEETING: June 10, 2025 @ 9:00am https://tinyurl.com/MU25EVENTPER-Virtual-Pre-Bid	DEPARTMENT REQUISITION NO. MU25EVENTPER	BIDS OPEN: 07/03/2025 at 3:00 p.m., EST. Broadcast via Teams at link listed below.	BIDDER MUST ENTER DELIVERY DATE FOR EACH ITEM BID
Item #	Quantity	Description	Unit Price	Extended Price
		Marshall University, on behalf of the Board of Governors, invites sealed Bids to provide all work, including but not limited to labor, material, equipment, supplies, and transportation for: Project Name: MU25EVENTPER Event Security and Personnel MARSHALL UNIVERSITY – HUNTINGTON, WV Technical Question Deadline: June 17, 2025, at 9:00 a.m. EST send via email to at bidquestions@marshall.edu . Technical & Cost Bid Submission Deadline - July 3, 2025, at 2:59 p.m., EST Technical Submission Opening - July 3, 2025, at 3:00 p.m., EST and via Microsoft Teams at the following link: https://tinyurl.com/MU25EVENTPER-Technical-Opening Oral Presentations – <i>anticipated</i> the week of July 14, 2025 Cost Submission Opening – To be determined (TBD)		
Total				

To the Office of Purchasing,
 In compliance with the above, the undersigned offers and agrees, if this offer is accepted within 30 calendar days (30 calendar days unless a different period is inserted by the purchaser) from the bid open date, specified above, to furnish any or all items upon which prices are offered, at the price set opposite each item, delivered at the designated point(s), within the time specified.

Bidder guarantees shipment from _____ within _____ days FOB _____ After receipt of order at address shown Terms <u>Net 30</u> BOG 43	Bidder's name Vendor <u>Contemporary Services Corporation</u> Signed By <u>[Signature]</u> Typed Name <u>Mark Glaser</u> Title <u>Executive Vice President, Operations</u> Email <u>mglaser@csc-usa.com</u> Street Address <u>17101 Superior St.</u> City/State/Zip <u>Northridge, CA 91325</u> Date <u>07-22-25</u> Phone <u>303-808-5987</u> Fein <u>95-2832166</u>
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A grayscale photograph of a person sitting in a stadium, viewed from behind. The person is wearing a white t-shirt with "CSC SECURITY" printed on the back and a dark baseball cap. They are sitting on a dark bench. In the background, a large crowd is visible in the stadium stands. The text "PROJECT SPECIFICATIONS" is overlaid in large, bold, black letters. Other text is visible on the bench: "SH" on the left and "LOCATION JR EXPE" on the right.

PROJECT SPECIFICATIONS

SH

LOCATION
JR EXPE

13. GOALS & OBJECTIVES (4.3.1)



Goals and Objectives - The project goals and objectives are listed below.

4.3.1.1 Provide adequate staffing model for all athletic venues & sporting events and nonathletic events within the department of Athletics.

4.3.1.2 Provide adequate training for all athletic facilities and venues in the department.

4.3.1.3 Provide adequate staffing model for potentially other venues on campus.

4.3.1.4 Clear understanding of MU athletics rules & regulations when it comes to entering venues, campus carry law, clear bag etc.

4.3.1.5 Be prepared to staff events on August 1, 2025.

RESPONSE: CSC has been providing and meeting the goals and objectives listed above for all athletic venues and sporting events as well as non-athletic events to Marshall University since 2019. As the incumbent provider, CSC is already to continue providing services in advance of the August 1st deadline.

4.3.1.1 Provide adequate staffing model for all athletic venues & sporting events and nonathletic events within the department of Athletics.

RESPONSE: CSC has been providing staffing for all athletic venues and sporting events as well as non-athletic events to Marshall University for the past six years.

14. MANDATORY PROJECT REQUIREMENTS (4.3.2)



4.3.2.1 Occasional or limited services may be required for surrounding areas to the facilities. The Successful Vendor will also provide supervisors and event managers who are responsible for the supervision of all personnel provided by Successful Vendor.

RESPONSE: CSC agrees to provide services for surrounding areas of the facilities. CSC will always provide at least one supervisor when two or more staff are requested. CSC supervisor to staff ratio is 1:10.

4.3.2.2 Vendor's employees are not eligible for Marshall University work if an employee has been convicted of, has charges currently pending, or has been granted diversion by any court, for any of the following: (1) any felony offense; (2) any crime involving force or moral turpitude; (3) any offense involving dishonesty or false statements; or (4) any crime involving a controlled substance.

RESPONSE: CSC agrees to the requirements in 4.3.2.2 as long as it does not violate any federal, state, or local laws.

4.3.2.3 Licenses: The Successful Vendor must have necessary licenses as required by the Federal, State, County, and City governments.

RESPONSE: CSC has the necessary licenses required to conduct security business with the University. These can be found in Section 10, Section 11, and Appendix A.

4.3.2.4 An office suite to work can be provided for an on-site manager, based on a monthly rental. The rental price is determined by the current Marshall University rental rate based on square footage. Phone lines and internet are available at prevailing rates. The Successful Vendor will provide all additional equipment and / or furnishings. Office equipment, office supplies, office furnishings and email addresses are not provided by Marshall University.

RESPONSE: CSC has acknowledges and agrees with requirement 4.3.2.4.

4.3.2.5 The University strongly encourages a full-time office (space rentable) at location within Marshall University. (Office equipment, phone lines, internet access and supplies are the responsibility of the Successful Vendor).

RESPONSE: CSC has acknowledges and agrees with requirement 4.3.2.5.

4.3.2.6 Employee Screening Process-Each employee's qualifications (age, training, background check, etc.) must be verified with proper documentation. All documentation and necessary training are required before employee or agent is eligible to work at / for the Marshall University. Documentation must be provided when requested, on a case by case basis, within four (4) business days of request. The screening application must include:

4.3.2.6.1 The Successful Vendor must comply with the minimum process for hiring staff assigned to work Marshall University events as described.

4.3.2.6.2 Personal reference - minimum of three (3) people who are not related to subject.

4.3.2.6.3 Pre-employment drug screening. (Random drug screening program in place).

4.3.2.6.4 Five (5) year work history

4.3.2.6.5 Educational history

4.3.2.6.6 Specialized skill history/ experience

4.3.2.6.7 Identification of prior employment with Marshall University or any of the service providers to Marshall University

4.3.2.6.8 Complete criminal background check - required for all employees and agents

4.3.2.6.9 Prior employment discharge

RESPONSE: CSC has acknowledges and agrees with requirement 4.3.2.6 within the limits of any federal, state, or local laws. More details on CSC's hiring and screening process, including background checks, can be found under the [Hiring Process](#) section.

4.3.2.7 Training - All training is at the expense of the Successful Vendor unless specific training is requested by Marshall University in areas not covered in this RFP. The Successful Vendor shall participate in the development and implementation of all training programs at no cost to Marshall University.

RESPONSE: CSC has a robust curriculum of training courses designed for staff, supervisors, and managers. This training has been reviewed by the Department of Homeland Security and is part of CSC's SAFETY Act Certification Award. More details on the CSC training can be found under the [CSC University](#) section of this proposal.

4.3.2.8 Initial training program as well as supporting verification of training shall be available for review at Marshall University's discretion.

RESPONSE: CSC has acknowledges and agrees with requirement 4.3.2.8.

4.3.2.9 Initial classroom training must include audio/visual training.

4.3.2.9.1 Fire protection, evacuation procedures and crowd emergencies according to Marshall University emergency procedures.

4.3.2.9.2 Guidelines for Life Safety (Identifying crowd safety hazards,proper reporting of hazards and maintaining safety for guests).

4.3.2.9.3 Occupational hazards to maintain safety for employees.

4.3.2.9.4 Proper report writing.

4.3.2.9.5 Effective crowd management techniques.

4.3.2.9.6 Customer service skills.

RESPONSE: The topics above are included in our New Hire Orientation and our Guest Services Training. More details on the CSC training can be found under the [CSC University](#) section of this proposal.



4.3.2.9.7 Guest experience program - Marshall University is strongly committed to providing a total guest experience.

4.3.2.9.8 Vendor is expected to share in this commitment. Marshall University is developing a guest experience program to focus on guests.

4.3.2.9.9 The Vendor's guest experience program will be reviewed by Marshall University to ensure it is consistent with Marshall University's program and is subject to approval by Marshall University.

RESPONSE: As mentioned in the previous response, CSC's training includes a Guest Services Training (GST) course. CSC is open to including aspects of MU's guest experience program in its GST and will make that available for review by the University.

4.3.2.9.10 Workplace violence training.

RESPONSE: The topic above is included in our Guest Services Training. More details on the CSC training can be found under the [CSC University](#) section of this proposal.

4.3.2.9.11 Initial training must include a minimum for two (2) to four (4) hours training on each new assignment with supervisory personnel in attendance.

RESPONSE: CSC's initial training before they can be assigned work is a total of five (5) hours. Training on security screening is another five (5) hours.

4.3.2.9.12 Sample document verifying training and percentage of current employees who have received this training shall be submitted with response.

RESPONSE: All CSC employees must successfully complete the initial five (5) hours training along with any role-specific training before the CSC Workforce Management System will permit them to schedule for an event. Therefore 100% of the staff have received training before working their first event. More details on this can be found in the [CSC University](#) section, under the [Compliance](#) subsection.

4.3.2.9.13 Training material, all training topics and percentage of current personnel receiving this training shall be submitted with the bidder's proposal/response to this solicitation.

RESPONSE: All training material is confidential and protected by the Department of the SAFETY Act Office and cannot be distributed. The University is welcome to attend any CSC training course to review the material in-person. Topics of our curriculum can be found in the [CSC University](#) section.



4.3.2.9.14 Ongoing Training must include:

4.3.2.9.14.1 Must provide at least 1 documented training session every six (6) months of on-going training for each staff member that includes all areas noted but not limited to:

4.3.2.9.14.2 Customer service

4.3.2.9.14.3 Guest experience training

4.3.2.9.14.4 Crowd management

4.3.2.9.14.5 Magnetometer Operation

4.3.2.9.14.6 Life and property protection

4.3.2.9.14.7 General orders

4.3.2.9.14.8 Medical situation procedures

4.3.2.9.14.9 ADA Accessibility

4.3.2.9.14.10 Evacuation Procedures

4.3.2.9.14.11 Handling disorderly patrons

4.3.2.9.14.12 Conducting baggage searches

4.3.2.9.14.13 Alcohol policies

4.3.2.9.14.14 Marshall University Policy and Procedure changes

4.3.2.9.14.15 Sexual Harassment Awareness

RESPONSE: CSC has acknowledges and agrees with requirement under 4.3.2.9.14.

4.3.2.10 Training resources must include the following:

4.3.2.10.1 A training booklet containing policies, procedures, guidelines and seating charts for facilities at Marshall University. This booklet to be developed in conjunction with Marshall University and is subject to approval by Marshall University.

4.3.2.10.2 Training verification must include the following.

4.3.2.10.3 Documented results of all training in the employee's personnel file.

4.3.2.10.4 Include percentage of current employees trained to this standard.

RESPONSE: CSC will continue to work with the University regarding employee training at MU facilities. Training verification was previously answered in response to 4.3.2.9.12.

4.3.2.11 Supervision

4.3.2.11.1 Operational instructions and special orders - a thorough written review of all operational procedures along with resources employed designed for each individual position. These instructions shall be reviewed and updated continually.

4.3.2.11.2 Must conduct pre-event meetings prior to each event.

4.3.2.11.3 Reporting procedures shall include the following.

4.3.2.11.3.1 A special unusual incident report shall be filed in the event of uncommon occurrences (must use Marshall University forms).

4.3.2.11.3.2 Post event report.

4.3.2.11.3.1 Operational Outline.

RESPONSE: CSC acknowledges and agrees with the procedures and requirements under 4.3.2.11. These are similar to those CSC currently provides to the University.

4.3.2.12 Supervision personnel

4.3.2.12.1 All supervisory personnel shall be trained in procedures of recruiting, hiring, selection and training of event personnel

4.3.2.12.2 A supervisor, specifically trained in operational procedures, shall be assigned to each event with additional staffing personnel as needed.

RESPONSE: CSC has specific managers which are highly trained in the operations of recruiting, hiring, onboarding, and training of its personnel. CSC shall assign at a minimum of one supervisor for events having two or more staff. CSC maintains a supervisor to staff ratio of 1:10.

4.3.2.13 Staffing Levels for Events

4.3.2.13.1 On occasion, Marshall University may require short notice scheduling. Specific staffing requirements for each event will be requested by Marshall University Facilities Staff Members, Marshall University Staff Members, or their designee.

4.3.2.13.2 Marshall University Management reserves the right to adjust staffing levels in advance and while planning for events as deemed necessary to accommodate the requirements of the event, additionally, Marshall University Management reserves the right to adjust positions during events to ensure proper coverage for events.

RESPONSE: CSC has acknowledges and agrees with the items under 4.3.2.13.

4.3.2.14 Employee Structure (Current)

4.3.2.14.1 Event Manager

4.3.2.14.2 Supervisor

4.3.2.14.3 Security Guard

4.3.2.14.4 Usher

4.3.2.14.5 Parking Guard

4.3.2.14.6 Ticket Takers

RESPONSE: CSC has acknowledges and agrees with the items under 4.3.2.14 as it is currently providing those roles to the University.

4.3.2.15 Emergencies

4.3.2.15.1 In the event of an emergency situation, the Successful Vendor will be expected to work with the NIMS framework while providing security assets to Marshall University.

4.3.2.15.2 The Successful Vendor shall be able to provide additional personnel on an emergency basis -within one (1) to two (2) hours - at the same hourly rate quoted in the RFP.

RESPONSE: As mentioned in the Cover Letter, all managers and key personnel hold certifications for National Incident Management System (NIMS), Incident Command System (ICS) and of Trained Crowd Manager (TCM). Any response to emergencies shall be at the same hourly rate submitted in this proposal.

4.3.2.16 Reporting Procedures

4.3.2.16.1 All accidents and incidents shall be reported to the Marshall University Associate Director of Athletics, Marshall University Police Department and the Marshall University Office of Safety immediately and a written report shall be completed and emailed within 24 hours of each event. The Successful Vendor will input any and all incidents arising on event days into a web based event day incident tracking system as they occur on event days. The system will be selected (approved by the Marshall University) and paid for by successful vendor.

RESPONSE: CSC agrees to report all incidents and accidents within 24 hours to the University stakeholders. Information will be entered in a web-based incident tracking system. CSC personnel also receive Clery Act training as part of their initial curriculum.

4.3.2.17 Client Contact

4.3.2.17.1 Have bi-weekly meetings with Marshall University contract administrator to review operation and make recommendations for improved services.

4.3.2.17.2 Must be available for event pre-conferences, as well as Marshall University staff and game operations meetings, as necessary that require event staffing services.

4.3.2.17.3 Work directly with and take direction from appropriate Marshall University staff to ensure that all client needs and requests are met as they are requested in a timely manner. The employees and agents of the Successful Vendor must be under the direction of an approved group leader while on post.

4.3.2.17.4 Provide document(s) for outlining staff requirements for events and associated call times for each position with the approval of Marshall University contract administrator in accordance with Marshall University policies and guidelines.

4.3.2.17.5 Marshall University has the right to audit the event security operations at any point. A right to audit specifies the company's responsibilities for maintaining reasonable accounting records and Marshall University's access to those records for review.

RESPONSE: CSC has acknowledges and agrees with the items under 4.3.2.17.

4.3.2.18 Resources Required

4.3.2.18.1 Furnish at its expense, all labor, taxes, FICA, Worker's Compensation, uniforms that clearly identify the staff as representatives of Marshall University, unemployment insurance, supplies, two-way radios, transportation (including fuel surcharge, if applicable), insurance, and other expenses necessary to fully perform any phase of the requirements of this RFP.

RESPONSE: CSC has acknowledges and agrees with the items under 4.3.2.18.1.

4.3.2.18.2 Two-way radio communications for staff, to include, but not limited to, event manager, supervisors, security guards, parking guards, ushers, and ticket takers. A two-way radio on the same network as Marshall University, so on-duty event staffing on-site managers and event security dispatch / command may communicate with Marshall University management as necessary (minimum of 2). Successful Vendor will designate an on-site manager to correct any problems with performance or with equipment. The on-site manager will be radio equipped to communicate with other Successful Vendor employees and agents, and well as Marshall University staff, and the Associate Director of Athletics (or his/her designee). Two-way radio communication devices are at no cost to Marshall University.

RESPONSE: CSC has acknowledges and agrees with the items under 4.3.2.18.2.

4.3.2.18.3 Appropriate uniforms based upon Marshall University specifications and approval, such as jackets, vest, polo shirts, hats and rain gear with logos. Uniforms shall be provided at no cost to the employee and no cost to Marshall University. Uniform colors must be approved by Marshall University; uniform colors cannot be yellow / gold and navy blue. Marshall University management must approve uniforms in advance. If Marshall University department of Athletics selects to have Marshall University specific logos on uniforms, Marshall University shall reimburse the Successful Vendor for the cost of adding the logo. Certain management supplies will be deemed a part of the employees' uniform and are to include, but are not limited to:

4.3.2.18.3.1 Flashlight

4.3.2.18.3.2 Pen

4.3.2.18.3.3 Notepad/ clipboard

4.3.2.18.3.4 Two-way radio communication.

RESPONSE: CSC has acknowledges and agrees with the items under 4.3.2.18.3.

4.3.2.18.4 A picture identification card or name tag will be considered part of the employee's uniform and must be visible at all times while working for hours billable to Marshall University.

RESPONSE: CSC has acknowledges and agrees with the items under 4.3.2.18.4.

4.3.2.18.5 Employee handbook relating to policies and practices, with Marshall University review and approval. Provide a sample with the response.

RESPONSE: CSC has acknowledges the items under 4.3.2.18.5 and has included sample excerpts of its employee handbook under the Employee Handbook section of this proposal response.



4.3.2.19 Workers shall not depart the property or their assigned position until a competent, authorized representative of Successful Vendor is present and/or their supervisor dismisses the individual. ALL WORKERS MUST CHECK IN AND OUT THROUGH THE USE OF A PHOTO AND/OR ELECTRONIC SCAN SYSTEM or punch clock system provided by the successful vendor that has been approved for use by Marshall University. The Successful Vendor must provide a process to check in/out employees to be approved in advance by Marshall University which may include a manual sign in process at an employee entrance that is operated by Marshall University. Employees must provide a government issued ID when checking in at employee entrances. For staffing calls of over fifty (50) event security personnel, provided by the Vendor, the Vendor shall have a supervisor present at employee check in / check out location for duration of time such entrance is in operation at the sole cost of the Vendor.

RESPONSE: CSC has acknowledges and agrees with the items under 4.3.2.19. CSC utilizes a workforce management system for all its business operations including electronic sign-in/out.

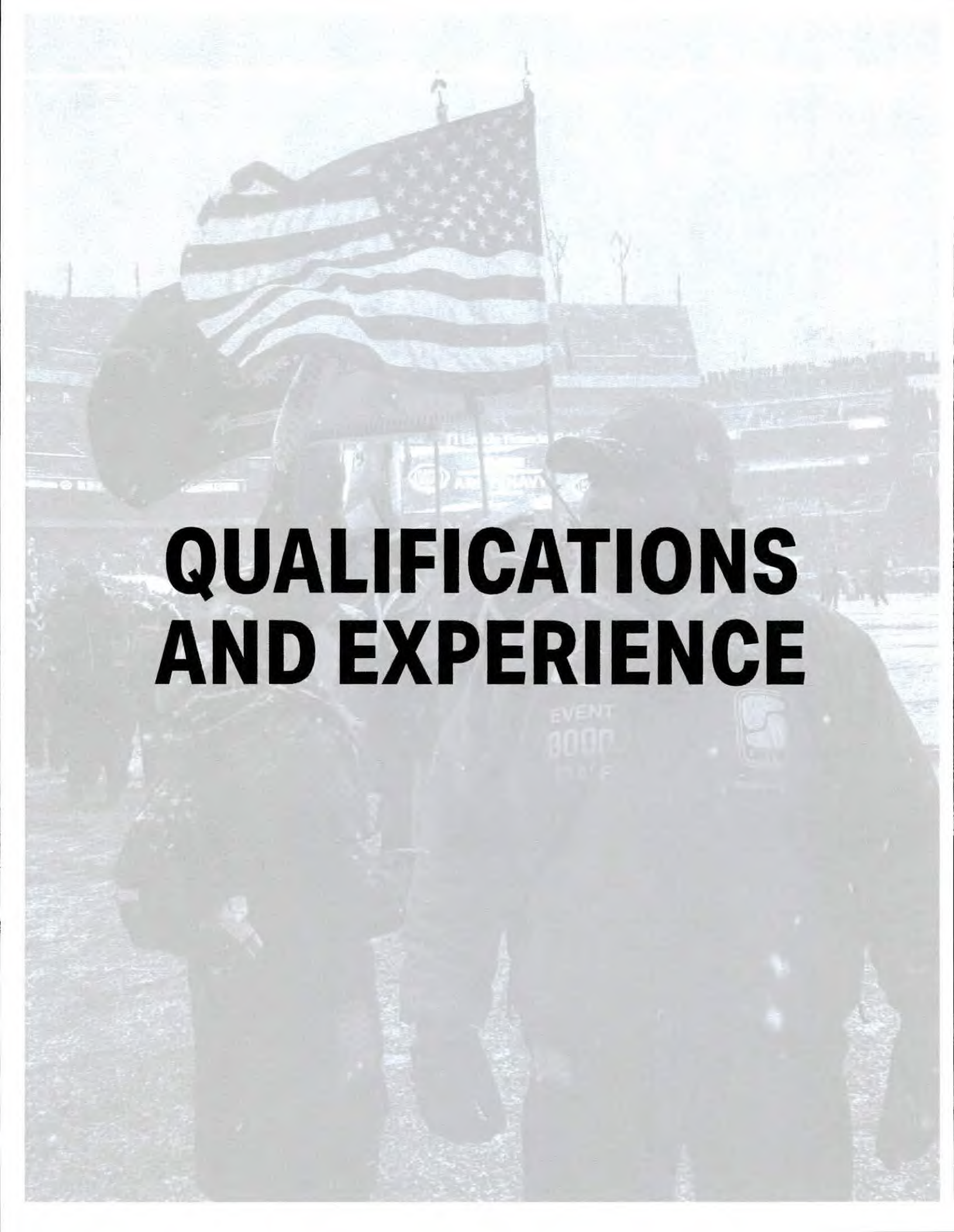
4.3.2.20 Event security support personnel will not carry weapons of any type regardless of the situation at any time during the term of the contract with the Vendor.

RESPONSE: CSC has acknowledges and agrees with the items under 4.3.2.20.

4.3.2.21 Staffing Shortage Penalty: In the event that the Successful Vendor fails to supply Marshall University with sufficient staff for any shift, Marshall University reserves the right to fill any such shifts with qualified crowd management personnel from outside firms. Any expenses incurred, as a result of these actions, will appear as a deduction from subsequent invoices in the amount of the expense. In the event Marshall University is unable to fill such shifts with qualified personnel, the Successful Vendor will be penalized at the applicable hourly rate for such staff as requested for the duration of the time staff was requested. Additionally, the Successful Vendor will be subject to a penalty of \$100 for each occurrence where a shift may be left unfilled for any period of time. Marshall University will deduct penalties from final payment for each specific event.

This will be done at the discretion of Marshall University. Marshall University reserves the right to determine final approval on all crowd management and event staffing levels.

RESPONSE: In order provided the staffing level required by University, it may be necessary to schedule additional numbers of employees to insure complete coverage at the Event. University agrees to absorb the costs for up to ten percent (10%) of any overstaffing for events. CSC agrees the University reserves the right to determine final approval on all crowd management and event staffing levels. Additionally, no penalty shall be due in any situation related to acts of God, fires, floods, epidemics, quarantine restrictions, strikes, failure of public utilities or unusually severe weather.



QUALIFICATIONS AND EXPERIENCE

15. MANDATORY QUALIFICATIONS/EXPERIENCE (4.4.2)



4.4.2 Mandatory Qualification/Experience Requirements - The following mandatory qualification/experience requirements must be met by the Vendor as a part of its submitted proposal. Vendor should describe how it meets the mandatory requirements and include any areas where it exceeds the mandatory requirements. Failure to comply with mandatory requirements will lead to disqualification, but areas where the mandatory requirements are exceeded will be included in technical scores where appropriate. The mandatory qualifications/experience requirements are listed below.

4.4.2.1 Describe employee hiring process and include any requirements.

RESPONSE: Detailed information, along with flow chart illustration, on employee hiring can be found under the [Hiring Process](#) section of this proposal.

4.4.2.2 List/describe work rules which may have an effect on your ability to provide minimum required/rate of staffing. (i.e. hourly premiums, hourly reporting minimums, break schedules, etc.)

RESPONSE: CSC has no work rules that will effect its capability to provide the minimum required staffing for MU events.

4.4.2.3 Five (5) years' experience at Division I collegiate athletic venues, or professional equivalent

RESPONSE: CSC has over 58 years experience providing services to Division I collegiate athletic teams and professional sports teams. On the following pages is a list of current related experiences.

4.4.2.4 References

4.4.2.4.1 Provide a list of facilities where you provide security, a description of services provided and total security man hours per year at each facility.

RESPONSE: On the following pages is a partial list of current facilities where CSC provides security. Annual security man hours range from 1,000 to 50,000.

The following is a partial list of CSC Experiences.

UNIVERSITIES AND COLLEGES

American University	1986 to Present
Austin Peay University	2023 to Present
Azusa Pacific University	2016 to Present
Belmont University	2003 to Present
Butler University	2005 to Present
Cal Lutheran University	2012 to Present
Cal State University, Northridge	2016 to Present
Cal State University, Fullerton	1986 to Present
Cal State University, Long Beach	2007 to Present
Cal State University, Sacramento	2024 to Present
Cal State University, San Bernardino	2004 to Present
Cal State University, Stanislaus	1998 to Present
Claremont University Consortium	2015 to Present
Clark Atlanta University	2023 to Present
Cleveland State University	2019 to Present
Columbia University	2006 to Present
Eckerd College	2021 to Present
Florida A&M University	2015 to Present
Florida Atlantic University	1999 to Present
Fordham University	2013 to Present
Fresno State University	1988 to Present
Frostburg State University	2012 to Present
George Mason University	1986 to Present
George Washington University	1986 to Present
Georgetown University	2005 to Present
Howard University	1992 to Present
Indiana University of Pennsylvania	2019 to Present
Ithaca College	2017 to Present
Lafayette College	2018 to Present
Lehigh University	2006 to Present
Lipscomb University	2007 to Present
Loyola Marymount University	2015 to Present
Marshall University	2019 to Present
Moorehouse College	2024 to Present
Mount San Antonio College	2021 to Present
Morehouse College	2023 to Present
Pepperdine University	2011 to Present
Point Loma Nazarene University	2019 to Present
Prairie View A&M University	2023 to Present
Saint Joseph's University	2007 to Present
Sam Houston State University	2024 to Present
San Diego State University	2013 to Present
San Francisco State University	2005 to Present



Simpson College	2011 to Present
Southern Connecticut State University	2010 to Present
Southwestern College	2020 to Present
St. Johns River State College	2019 to Present
Stanford University	2023 to Present
Stetson University	2021 to Present
Temple University	1996 to Present
Tennessee State University	1999 to Present
Texas Southern University	2018 to Present
Trinity College	2005 to Present
United States Coast Guard Academy	2024 to Present
United States Military Academy (West Point)	2015 to Present
University of California, Los Angeles	1974 to Present
University of California, Merced	2011 to Present
University of California, Riverside	1999 to Present
University of California, San Diego	2017 to Present
University of Central Florida	1988 to Present
University of Colorado	2016 to Present
University of Connecticut	2008 to Present
University of Delaware	2008 to Present
University of Florida	1990 to Present
University of Iowa	2017 to Present
University of Louisville	2010 to Present
University of Maryland	1999 to Present
University of Maryland Baltimore County	2005 to Present
University of Massachusetts	2024 to Present
University of Nevada, Reno	2022 to Present
University of North Florida	1999 to Present
University of North Texas	2005 to Present
University of Oklahoma	2004 to Present
University of Pennsylvania	1996 to Present
University of Redlands	2014 to Present
University of San Diego	2015 to Present
University of San Francisco	2007 to Present
University of South Alabama	2021 to Present
University of South Florida	2023 to Present
University of Southern California	1971 to Present
University of Texas at Arlington	2011 to Present
University of Toledo	2013 to Present
Vanderbilt University	2003 to Present
Villanova University	2025 to Present
Walsh University	2017 to Present
Washington University in St. Louis	2023 to Present
Webster University	2015 to Present
Wesleyan University	2007 to Present
Western Kentucky University	2009 to Present



COLLEGE FOOTBALL NATIONAL CHAMPIONSHIP

2023 Los Angeles	SoFi Stadium
2022 Indianapolis	Lucas Oil Stadium

NCAA BOWL GAMES

Cure Bowl	Orlando, FL
Gasparilla Bowl	Tampa, FL
LA Bowl	Los Angeles, CA
RoofClaim.com Boca Raton	Boca Raton, FL
Rose Bowl Game	Pasadena, CA

NCAA FINAL FOUR

2021 Indianapolis	Lucas Oil Stadium
2016 Houston	NRG Stadium
2015 Indianapolis	Lucas Oil Stadium
2013 Atlanta	Georgia Dome
2011 Houston	Reliant Stadium
2010 Indianapolis	Lucas Oil Stadium
2008 San Antonio	Alamodome
2007 Atlanta	Georgia Dome
2006 Indianapolis	RCA Dome
2003 New Orleans	Louisiana Superdome

OTHER NCAA EVENTS

Big Ten Football Championship	Indianapolis, IN
March Madness Music Festival	Various Locations
Men's and Women's Final Four	Various Locations
NCAA Football Championship Fan Fest	Phoenix, AZ
NCAA Wrestling Championship	Des Moines, IA
Penn Relays	Philadelphia, PA
SEC Men's & Women's Basketball Championship	Various Locations

STADIUM VENUES

Allan Saxe Field	Arlington, TX
Angel Stadium of Anaheim	Anaheim, CA
Audi Field	Washington, D.C.
BayCare Ballpark	Clearwater, FL
Ben Hill Griffin Stadium	Gainesville, FL
Bill Buxton Stadium	Indianola, IN
Burrill Family Field	Storrs, CT
Bush Field	New Haven, CT
Canal Park	Akron, OH
Carrol Stadium	Indianapolis, IN
Chase Field	Phoenix, AZ



Citizens Bank Park	Philadelphia, PA
Clay Gould Ballpark	Arlington, TX
Constellation Field	Sugar Land, TX
Cooper Field	Washington D.C.
DATCU Stadium	Denton, TX
Delaware Stadium	Newark, DE
Dignity Health Sports Park	Carson, CA
Dodger Stadium	Los Angeles, CA
Elliott T. Bowers Stadium	Huntsville, TX
Energizer Park	St. Louis, MO
FAU Stadium	Boca Raton, FL
FBC Mortgage Stadium	Orlando, FL
FirstBank Stadium	Nashville, TN
FirstEnergy Stadium	Cleveland, OH
Forrest Hills Stadium	Forest Hills, NY
Fortress Obetz	Obetz, OH
Franklin Field	Philadelphia, PA
Gampel Pavilion	Storrs, CT
Gaylord Family Oklahoma Memorial Stadium	Norman, OK
Glass Bowl Stadium	Toledo, OH
Goodyear Ballpark	Goodyear, AZ
Greene Stadium	Washington, D.C.
Hale Stadium	Nashville, TN
Hershey Stadium	Hershey, PA
Historical Crew Stadium	Columbus, OH
Hornet Stadium	Sacramento, CA
Houchens Industries - L.T. Smith Stadium	Bowling Green, KY
Jack Coffey Field	Bronx, NY
Jack Cook Field	Huntington, WV
Jim Patterson Stadium	Louisville, KY
Joan C. Edwards Stadium	Huntington, WV
Joseph J. Morrone Stadium	Storrs, CT
Krenzler Field	Cleveland, OH
L&N Federal Credit Union Stadium (Cardinal Stadium)	Louisville, KY
Lincoln Financial Field	Philadelphia, PA
Los Angeles Memorial Coliseum	Los Angeles, CA
Lower.com Stadium	Columbus, OH
Lucas Oil Stadium	Indianapolis, IN
Mackay Stadium	Reno, NV
Mark and Cindy Lynn Stadium	Louisville, KY
McGuirk Alumni Stadium	Amherst, MA
Mean Green Soccer Stadium	Denton, TX
MetLife Stadium	East Rutherford, NJ
Michie Stadium	West Point, NY
Northwest Stadium (formaly FedEx Field)	Landover, MD
Panther Stadium	Prairie View, TX
Parkview Field	Fort Wayne, IN



Paul Hotmer Field
 Pittbull Stadium
 Pratt & Whitney Stadium at Rentschler Field
 Principal Park
 Pro Football Hall of Fame
 Reese Stadium
 Ring Central Coliseum
 Rose Bowl
 SECU Stadium
 Segra Field
 Snapdragon Stadium
 SoFi Stadium
 Spec Martin Memorial Stadium
 Stanford Stadium
 Subaru Park
 Tansill Muldoon Stadium
 The Dome at America's Center
 Tom Benson Hall of Fame Stadium
 Torero Stadium
 Trinity Health Stadium
 Triton Soccer Stadium
 Tropicana Field
 Valley Children's Stadium
 Veteran Memorial Stadium
 Victory Field

Toledo, OH
 Miami, FL
 East Hartford, CT
 Des Moines, IA
 Canton, OH
 New Haven, CT
 Oakland, CA
 Pasadena, CA
 College Park, MD
 Leesburg, VA
 San Diego, CA
 Inglewood, CA
 Deland, FL
 Stanford, CA
 Chester, PA
 Hartford, CT
 St. Louis, MO
 Canton, OH
 San Diego, CA
 Hartford, CT
 Vista, CA
 St. Petersburg, FL
 Fresno, CA
 Huntington, WV
 Indianapolis, IN

ARENAS

Addition Financial Arena
 Allen Arena
 Allen County War Memorial Coliseum
 Alliant Energy Center
 Amalie Arena
 Amerant Bank Arena
 Bender Arena
 Bob Carpenter Center
 Bridgestone Arena
 Canton Memorial Civic Center
 Capital One Arena
 Casey's Center (formally Wells Fargo Arena)
 Celeste Center
 CFG Bank Arena
 Chase Fieldhouse
 Charles E. Smith Center
 Christl Arena
 College Park Center
 Coussoulis Arena

Orlando, FL
 Nashville, TN
 Fort Wayne, IN
 Madison, WI
 Tampa, FL
 Sunrise, FL
 Washington D.C.
 Newark, DE
 Nashville, TN
 Canton, OH
 Washington D.C.
 Des Moines, IA
 Columbus, OH
 Baltimore, MD
 Wilmington, DE
 Washington D.C.
 West Point, NY
 Arlington, TX
 San Bernardino, CA



Cow Palace Arena
 Curb Event Center
 Cure Insurance Arena
 Curtis Culwell Center
 DC Armory
 EagleBank Arena
 Ed Fry Arena
 Entertainment and Sports Arena
 Eppley Recreation Center
 F&M Bank Arena
 FAU Arena
 Firestone Fieldhouse
 Gainbridge Fieldhouse
 Galen Center
 Gample Pavilion
 Hagan Arena
 Honda Center
 Indiana Farmers Coliseum
 Ingalls Rink
 Intuit Dome
 Jorgensen Auditorium
 Kaseya Center (American Airlines Arena)
 Kia Forum (The Forum)
 Kovalchick Convention and Athletic Complex
 Lawlor Event Center
 Liacouras Center
 Lloyd Noble Center
 Madison Square Garden
 Mandalay Bay Events Center
 Mark Edwards Freitas Ice Forum
 Marshall Health Network Arena
 Mullett Arena
 Mullins Center
 Oakland Arena
 Orleans Arena
 Pauley Pavilion
 Payne-Whitney Gymnasium
 Pensacola Bay Center
 Provident Credit Union Event Center
 Pyramid
 Ritchie Coliseum
 Rose Hill Gymnasium
 Savage Arena
 Save Mart Center
 Selland Arena
 Smith Center

San Francisco, CA
 Nashville, TN
 Trenton, NJ
 Garland, TX
 Washington, DC
 Fairfax, VA
 Indiana, PA
 Washington, D.C.
 College Park, MD
 Clarkville, TN
 Boca Raton, FL
 Malibu, CA
 Indianapolis, IN
 Los Angeles, CA
 Storrs, CT
 Philadelphia, PA
 Anaheim, CA
 Indianapolis, IN
 New Haven, CT
 Inglewood, CA
 Storrs, CT
 Miami, FL
 Inglewood, CA
 Indiana, PA
 Reno, NV
 Philadelphia, PA
 Norman, OK
 New York, NY
 Las Vegas, NV
 Storrs, CT
 Huntington, WV
 Tempe, AZ
 Amherst, MA
 Oakland, CA
 Las Vegas, NV
 Los Angeles, CA
 New Haven, CT
 Pensacola, FL
 San Jose, CA
 Long Beach, CA
 College Park, MD
 West Point, NY
 Toledo, OH
 Fresno, CA
 Fresno, CA
 Washington D.C.



SRC Arena
 Tate Rink
 The Cam Henderson Center
 The Palestra
 The Super Pit (UNT)
 Toyota Arena
 Wells Fargo Center
 Wolstein Center
 Xfinity Center
 XL Center
 Xstream Arena
 Yuengling Center

Riverside, CA
 West Point, NY
 Huntington, WV
 Philadelphia, PA
 Denton, TX
 Ontario, CA
 Philadelphia, PA
 Cleveland, OH
 College Park, MD
 Hartford, CT
 Coralville, IA
 Tampa, FL

THEATERS / HALLS

Bakkt Theater
 Balboa Theatre
 Barclay Theatre
 Barrymore Theatre
 Belasco Theatre
 Broward Center for the Performing Arts
 Captial One Hall
 Cerritos Center for Performing Arts
 City National Grove of Anaheim
 Criss Angel Theater
 Des Moines Civic Center
 Echoplex
 El Rey Theatre
 Embassy Theater
 Frankin Music Hall
 Hard Rock Live at Universal Orlando
 High Museum of Art
 Horeseshoe Southern Indiana
 House of Blues Anaheim
 House of Blues Cleveland
 House of Blues Orlando
 Hoyt Sherman Place
 KanKan Entertainment Theatre
 Lisner Auditorium
 Morris Performing Arts Center
 National Theater
 Orpheum Theatre
 Paker Playhouse
 Palais Royale
 Radio City Music Hall
 San Diego Civic Theatre

Las Vegas, NV
 San Diego, CA
 Irvine, CA
 Madison, WI
 Los Angeles, CA
 Fort Lauderdale, FL
 Tysons, VA
 Cerritos, CA
 Anaheim, CA
 Las Vegas, NV
 Des Moines, IA
 Los Angeles, CA
 Los Angeles, CA
 Ft. Wayne, IN
 Philadelphia, PA
 Orlando, FL
 Atlanta, GA
 Elizabeth, IN
 Anaheim, CA
 Cleveland, OH
 Orlando, FL
 Des Moines, IA
 Indianapolis, IN
 Washington, D.C.
 South Bend, IN
 Washington, D.C.
 Phoenix, AZ
 Fort Lauderdale, FL
 South Bend, IN
 New York, NY
 San Diego, CA



Severance Hall	Cleveland, OH
Sixth and I Synagogue	Washington, D.C.
Smart Financial Centre at Sugar Land	Sugar Land, TX
Spokane Live	Spokane, WA
Temple Performing Arts Center	Philadelphia, PA
Terrace Theater	Long Beach, CA
Texas Hall	Arlington, TX
The Aventura Arts and Culture Center	Aventura, FL
The Clyde Theater	Fort Wayne, IN
The Colosseum at Caesars Palace	Las Vegas, NV
The Depot	Salt Lake City, UT
The Embassy Theatre	Fort Wayne, IN
The Fillmore Silver Springs	Silver Springs, MD
The Fonda Theatre	Los Angeles, CA
The Novo	Los Angeles, CA
The Observatory	Santa Ana, CA
The Orpheum Theatre	Madison, WI
The Palladium at the Center for the Performing Arts	Carmel, IN
The Pearl Theater	Las Vegas, NV
The Roxy Theatre	West Hollywood, CA
The Shrine Auditorium & Expo Hall	Los Angeles, CA
The Theater at Virgin Hotels Las Vegas	Las Vegas, NV
Tower Theatre	Fresno, CA
Valdez Hall	Fresno, CA
Warner Theater	Washington, D.C.
Warnors Center for the Performing Arts	Fresno, CA
William Saroyan Theatre	Fresno, CA
YouTube Theatre	Inglewood, CA

NATIONAL FOOTBALL LEAGUE

Indianapolis Colts	2002 to Present
Los Angeles Chargers	2017 to Present
Los Angeles Rams	2016 to Present
New York Giants	2021 to Present
New York Jets	2021 to Present
Philadelphia Eagles	2003 to Present
Washington Commanders	1986 to Present

NFL SUPER BOWLS

Super Bowl XI Rose Bowl	Pasadena, CA
Super Bowl XII Superdome	New Orleans, LA
Super Bowl XIII Orange Bowl	Miami, FL
Super Bowl XIV Rose Bowl	Pasadena, CA
Super Bowl XV Superdome	New Orleans, LA
Super Bowl XVI Silverdome	Pontiac, MI
Super Bowl XVII Rose Bowl	Pasadena, CA



Super Bowl XVIII Tampa Stadium	Tampa, FL
Super Bowl XIX Stanford Stadium	Stanford, CA
Super Bowl XX Superdome	New Orleans, LA
Super Bowl XXI Rose Bowl	Pasadena, CA
Super Bowl XXII Jack Murphy Stadium	San Diego, CA
Super Bowl XXIII Joe Robbie Stadium	Miami, FL
Super Bowl XXIV Superdome	New Orleans, LA
Super Bowl XXV Tampa Stadium	Tampa, FL
Super Bowl XXVI Metrodome	Minneapolis, MN
Super Bowl XXVII Rose Bowl	Pasadena, CA
Super Bowl XXVIII Georgia Dome	Atlanta, GA
Super Bowl XXIX Joe Robbie Stadium	Miami, FL
Super Bowl XXX Sun Devil Stadium	Phoenix, AZ
Super Bowl XXXI Superdome	New Orleans, LA
Super Bowl XXXII Qualcomm Stadium	San Diego, CA
Super Bowl XXXIII Pro Player Stadium	Miami, FL
Super Bowl XXXIV Georgia Dome	Atlanta, GA
Super Bowl XXXV Raymond James Stadium	Tampa, FL
Super Bowl XXXVI Superdome	New Orleans, LA
Super Bowl XXXVII Qualcomm Stadium	San Diego, CA
Super Bowl XXXVIII Reliant Stadium	Houston, TX
Super Bowl XXXIX Alltel Stadium	Jacksonville, FL
Super Bowl XLVI Lucas Oil Stadium	Indianapolis, IN
Super Bowl LI NRG Stadium	Houston, TX
Super Bowl LVI SoFi Stadium	Los Angeles, CA
Super Bowl LVII State Farm Stadium	Glendale, AZ
Super Bowl LVIII Allegiant Stadium	Las Vegas, NV
Super Bowl LIX Caesars Superdome	New Orleans, LA
Super Bowl LX Levi's Stadium (Awarded)	Santa Clara, CA

NATIONAL FOOTBALL LEAGUE - OTHER

NFL Football Scouting Combine	2002 to Present
NFL Pro Football Hall of Fame Concert for Legends	2013 to Present
NFL Pro Football Hall of Fame Game	2013 to Present
NFL Pro Football Hall of Fame Induction Ceremony	2013 to Present

MAJOR LEAGUE BASEBALL

Akron Rubber Ducks (AA)	2023 to Present
Arizona Diamondbacks	2025 to Present
Cleveland Guardians (Spring Training Goodyear, AZ)	2019 to Present
Indianapolis Indians (AAA)	1996 to Present
Iowa Cubs (AAA)	2021 to Present
Los Angeles Angels of Anaheim	1995 to Present
Los Angeles Angels (Spring Training Tempe, AZ)	2025 to Present
Philadelphia Phillies	2018 to Present
Philadelphia Phillies (Spring Training Clearwater, FL)	2021 to Present



Sugar Land Space Cowboys (AAA)	2020 to Present
Tampa Bay Rays	2021 to Present

MAJOR LEAGUE SOCCER / NWSL / USL

D.C. United	2001 to Present
Indy Eleven (United Soccer League)	2018 to Present
Los Angeles Galaxy	1996 to Present
Orange County Soccer Club (United Soccer League)	2022 to Present
Philadelphia Union	2010 to Present
Sacramento Republic FC (United Soccer League)	2019 to Present
San Diego Football Club	2025 to Present
San Diego Loyal SC (United Soccer League)	2020 to Present
San Diego Wave (National Women's Soccer League)	2022 to Present
St. Louis City SC	2023 to Present
Tampa Bay Rowdies (United Soccer League)	2021 to Present
Washington Spirit (National Women's Soccer League)	2016 to Present

NATIONAL HOCKEY LEAGUE

Anaheim Ducks	2023 to Present
Fort Wayne Komets (East Coast Hockey League)	2002 to Present
Indianapolis Fuel (East Coast Hockey League)	2012 to Present
Iowa Heartlanders (East Coast Hockey League)	2021 to Present
Iowa Wild (AHL)	2015 to Present
Nashville Predators	1998 to Present
Philadelphia Flyers	2019 to Present
Washington Capitals	1986 to Present

NATIONAL BASKETBALL ASSOCIATION / WNBA

Capital City Go Go's (NBA G-League)	2018 to Present
Delaware Blue Coats (NBA G-League)	2025 to Present
Indiana Fever (WNBA)	1998 to Present
Indiana Mad Ants (NBA G-League)	2002 to Present
Indiana Pacers	1998 to Present
Iowa Wolves (NBA G-League)	2015 to Present
Los Angeles Clippers	2024 to Present
Miami HEAT	1988 to Present
NBA G-League Ignite (NBA G-League)	2022 to Present
Philadelphia 76ers	2019 to Present
Valley Suns (NBA G-League)	2024 to Present
Washington Mystics (WNBA)	1999 to Present
Washington Wizards	1999 to Present



4.4.2.4.2 List five (5) contracts you are currently operating that are similar size and scope to the ones started in this RFP. Failure to provide with this requirement may eliminate your response from consideration. List the following:

- 4.4.2.4.2.1 Company name,**
- 4.4.2.4.2.2 Contact person for the company**
- 4.4.2.4.2.3 Phone number,**
- 4.4.2.4.2.4 Email address, and**
- 4.4.2.4.2.5 A brief description of the project.**

RESPONSE: See below.

University of Pennsylvania 235 S. 33rd St. Philadelphia, PA 19105 Provide security, ushers, ticket-taking for Penn Relays, and other campus events	1996 to Present Scott Ward 215-898-6153 sward2@upenn.edu
University of Louisville 2800 South Floyd St. Louisville, KY 40209 Provide general crowd management services for athletic and student events	2010 to Present Michael Ortman 502-852-3893 michael.ortman@louisville.edu
St. Joseph University 5600 City Ave Philadelphia, PA 19131 Providing event security, crowd management, ushers, ticket-scanning, locker rooms, floor coverage, VIP section, parking for athletic and student events.	2006 to present Jake Edinger 610-660-1720 jedinger@sju.edu
San Diego State University Snapdragon Stadium 2101 Stadium Way San Diego, CA 92108 Provide access control, ushers, ticketing-scanning, event security, bike patrol, and field protection for college football, concerts, and other stadium events.	2022 to Present Adam Millar 562-569-9504 adam.millar@oakviewgroup.com
U.S. Military Academy 639 Howard Rd. West Point, NY 10996 Provide access control, ticketing-scanning, event security, and field protection for college football, concerts, and other stadium events.	2015 to Present Shane Bell 845-938-3660 shane.bell@westpoint.edu



4.4.2.4.3 Provide a list of contracts that were terminated or not renewed in the past two (2) years. Failure to comply with this request may eliminate your response from consideration. List the following:

- 4.4.2.4.3.1 Company name,**
- 4.4.2.4.3.2 Contact person for the company**
- 4.4.2.4.3.3 Phone number,**
- 4.4.2.4.3.4 Email address, and**
- 4.4.2.4.3.5 A brief description of why the contract was terminated/ cancelled.**

RESPONSE: See below.

Indiana University University went with low-bid provider	Doug Booher 812-325-3753 dbooher@iu.edu
Save Mart Center Client took 24-hour security in-house and went with low-bid provider for events.	Bob Nocek 559-278-4315 bnocek@savemartcenter.com





COMMERCIAL PARTNERSHIP OPPORTUNITIES

EVENT
5703
STAFF
49



16. PARTNERSHIP OPPORTUNITIES (4.5)



4.5 Commercial Partnership Opportunities: The University is interested in selectively establishing and strengthening partnerships with suppliers to the mutual benefit of both parties. Therefore, Contractors may propose ways to increase the value of the partnership between the University and awardees. Cost shall not be passed through to Marshall University, through this contract or by other means.

4.5.1 Vendor should include commercial partnership opportunity proposals with a description of any existing relationships and ideas for new or expanded engagement.

4.5.2 The University will be involved with and assist the winning bidder in the development and execution of these opportunities. The University will have final input and approval.

4.5.3 All commercial partnership opportunity proposals are subject to further review and approval by the University according to University policies and procedures, up to and including Marshall University Board of Governors approval.

4.5.4 Opportunities might include:

4.5.4.1 Athletics program sponsorship through Learfield

4.5.4.2 Naming rights

4.5.4.3 Branding and advertising

4.5.4.4 Internships (at your locations or on campus)

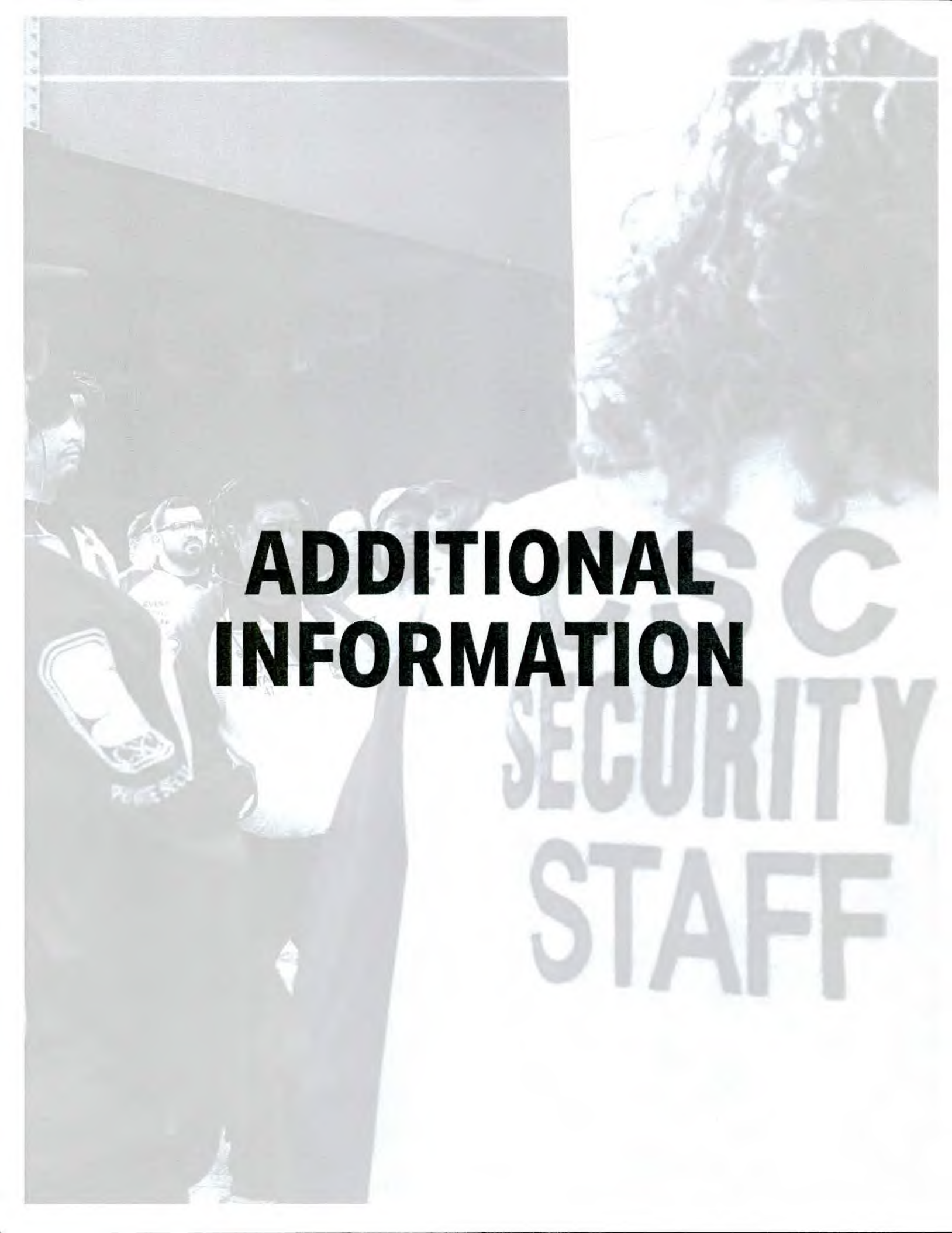
4.5.4.5 Scholarships

4.5.4.6 Collaborating and participating in Marshall For All, Marshall For Ever

4.5.4.7 Sponsorships

4.5.4.8 Or other programs that add value to the partnership for our suppliers as well as our campus

RESPONSE: CSC is open to discussing various partnership opportunities with the University. In the past, CSC has made contributions to programs similar to Marshall For All, Marshall Forever.



ADDITIONAL INFORMATION

17. EXECUTIVE SUMMARY



Contemporary Services Corporation (CSC) is recognized worldwide as the pioneer and expert in the crowd management field. CSC developed the concept of peer group security techniques, and through over five decades of continual refinement and evolution, CSC has successfully remained the leader in the crowd management and event security industry.

CSC has a history of delivering exceptional services for events and venues from as small as one guest to multi-day events hosting hundreds of thousands. This broad experience has enabled CSC to build a knowledgeable group of professionals with expertise in every crowd management application. In addition, CSC's international network of managers and experts allows for an interactive flow of knowledge and resources for each client.

EXPERIENCE

CSC has delivered services for every type of entertainment and sporting event, including 35 Super Bowls, 9 World Series, 4 MLB All-Star Games, 10 NCAA Men's Final Four, 5 annual College Bowl Games, 4 NHL Finals, 9 NBA Finals, 10 Olympic Games, 6 Presidential Inaugurations, 4 Papal Visits, and 2 FIFA World Cups.

Other relevant experience includes:

- Formula 1 Grand Prix
- PGA Championship
- New York City Marathon
- Coachella Valley Music and Arts Festival

CSC also handles and manages some of the largest concert tours in the nation including U2, Tim McGraw, Rihanna, The Rolling Stones, Jay-Z and Beyoncé, Guns N' Roses, and Taylor Swift.

CSC's team of experienced managers effectively recruit, vet, hire, and train ambassadors who will represent both you and your venue and event in a professional manner.

Its management team, corporate infrastructure, support, training, and quality supervision are what set CSC 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. Success is based on the continual focus of quality and

innovation within the following four key areas: knowledgeable and experienced management, high quality workforce, world-class training, and cutting-edge technology. CSC's investment in systems, tools, and personnel come together in a service designed to meet the needs of each client.

EMPLOYEE OWNED COMPANY

In January 2019, CSC became an ESOP (Employee Stock Ownership Plan). Being part of an ESOP company provides all employees that work over one thousand hours in a calendar year free gifted stock in the company. Currently, CSC has over 2500 Employee owners participating in the opportunity of ownership. The participants receive significant retirement benefits for their hard work and dedication to making CSC better. These benefits are available due to profits from operations and government tax incentives funding account, not increased prices. Research shows, and CSC has seen, that ESOP companies are more productive, faster growing, more profitable, and have lower turnover than non-employee-owned companies. The gift of ownership has aided in CSC's ability to retain and reward our workforce for their commitment to making each event a success.

WORKFORCE

Continual and forecasted recruitment, training, & execution of crowd management services for venues and events is the core competency of CSC. To accomplish this, we have aggressively honed our recruiting. We have made heavy investment in technology to improve our online Hiring Portal, creating a true paperless environment and streamlining the onboarding process.

With its existing team of outstanding event managers, as well as targeted workforce recruitment and selection, CSC continually has access to the most qualified event staff available. These outstanding team members will ultimately be responsible for contributing to the safety of your venue as well ensuring that every guest has an enjoyable event experience.



TRAINING

CSC's event knowledge and expertise is disseminated to its staff through world-class training solutions. To ensure that team members are prepared for any situation, all trainings are continually refined and focused to meet both client and guest expectations. All CSC staff members undergo an extensive orientation and receive ongoing training throughout the course of employment. Guest services programs are also continually updated in response to industry needs, and CSC has received high grades from secret shoppers, NBA Audits, and NFL "best practices" personnel at facilities across the country. Additionally, CSC has improved its practices through the development of training materials for multiple Olympic Games.

LEADERSHIP ACADEMY

CSC's Leadership Academy offers an unparalleled opportunity for interns and recent college graduates to cultivate their professional skills within the dynamic events, entertainment, and sports industries. This comprehensive 18-month program is carefully crafted to integrate field assignments with office responsibilities, providing participants with practical, hands-on experience while tapping into CSC's extensive industry expertise.

Participants embark on their journey with a transformative week-long training conference that delves into crucial topics such as the Philosophy of Recruiting, Introduction to Event Operations, the Onboarding Process, Interview Techniques, Job Estimates, Workforce Management System (WISH), Employee Engagement, and Legal Compliance. These sessions are meticulously designed to equip participants with the skills and insights necessary to thrive in crowd management roles. While education is a central com-

ponent of this training seminar, the ultimate aim is to foster CSC's culture, team building, and networking. Participants engage in various team-building exercises and activities to connect with fellow academy members, bridging the gap between current managers and future industry leaders.

EMPLOYEE EXPERIENCE TEAM

A group comprising of CSC professionals, they specialize in recruiting, hiring, training, and retention (RHTR). Whether part of a CSC Transition Team for a new client's operations or assisting an established branch with its seasonal needs, this group directs the building and retention of the CSC workforce.

OCCUPATIONAL HEALTH & SAFETY

CSC maintains a full time operation to guide employees in identifying and correcting workplace issues before they cause an illness or injury. Its goal is to be proactive in nature to ensure workplace safety, and reduce hazards. Routine training and Best Practices provides CSC with the tools needed to maintain a safe working environment and an efficient response if an illness or injury occurs in the workplace.

SAFETY ACT

As events become more high profile and complex, it is imperative to partner with a crowd management and event security firm who will not only meet your particular requirements, but who will also be a strategic partner to help manage and reduce your risks. CSC received "Designation" and "Certification" under the U.S. Department of Homeland Security's SAFETY Act (Support Anti-terrorism by Fostering Effective Technologies Act). More information on CSC's SAFETY Act and what it means to Marshall University can be found under the [SAFETY Act](#) section.



18. MANAGEMENT TEAM



Claver Culliton

Branch Manager, CSC Huntington

Experience Summary

Claver (CJ) has over 30 years of event security experience managing Collegiate Athletics and Special Events. His expertise has led him to coordinate and manage security services for 6 Super Bowls, 29 Penn Relays, 4 X games, National Collegiate Athletic Association (NCAA) Final 4 Games and Bowl games, 10 Motorcycle Rally's, Golf Tournaments and Motor Cross Events. CJ has worked with professional sports teams as well as numerous concerts and special events. CJ illustrated cultural diversity by assisting with the opening of several offices and facilities within CSC such as Lincoln Financial Field, Paul Brown Stadium, Heinz Field, and PNC Park. With his Cultural diversity CJ has been a constant figure managing event operations with the highly acclaimed Pennsylvania Relays through all their transitions and upgrades over 28 Years. In March 2024, CJ implemented the security operations with the opening of **Marshall University's** Baseball Jack Cook Field Inaugural season.

Branch Manager, Huntington

2019 - present

- Responsible for the Implementation of Open Gate Magnetometers utilization at all Marshall University Athletic Venues and Events. Responsible for Staffing levels that process maximum guest entering Joan C. Edwards Stadium upwards of 30,000 guests
- Oversaw the inaugural opening of Marshall University's Baseball Stadium, Jack Cook Field
- Oversee and manage large and small-scale event security needs at Marshall Health Network Arena
- Responsible for overall branch operations including recruiting, hiring and training of staff as well as planning, scheduling and managing events. Responsible for monthly reporting of branch financial and payroll reports on a timely basis.
- Develop and implement staff engagement that creates a cohesive working environment
- Oversees day to day operations of the Huntington, WV branch to ensure all duties and responsibilities are implemented to ensure client satisfaction and company protocols are followed to aligned with the company core values.
- Supports human resources to ensure that all employee concerns and issues are properly addressed and resolved as needed.

Highlighted Experience

- 25 Years of Crowd Management Experience with Collegiate clients and Events
- 30 years of collaboration with Local, State and Federal Law enforcement managing collegiate events
- 10 years personal asset protection for collegiate coaches
- 4 years managing and overseeing X Games in Philadelphia
- 29 years' experience with the Penn Relays providing Security services and bridging the Cultural gaps with international athletes. Coordinating with Local and Federal Agencies with foreign government visits

Certifications & Trainings

- FEMA IS-015: Special Events Contingency Planning for Public Safety Agencies
- FEMA IS-100: Introduction to Incident Command System, ICS-100
- FEMA IS-106: Workplace Violence Awareness
- FEMA IS-200: ICS for Single Resources and Initial Action Incidents
- FEMA IS-700: National Incident Management System (NIMS) An Introduction
- FEMA IS-800: National Response Framework, An Introduction
- FEMA IS-906: Workplace Security Awareness
- FEMA IS-907: Active Shooter: What You Can Do
- FEMA IS-914: Surveillance Awareness: What You Can Do
- NSI: Nationwide SAR Initiative
- AWR-334 - ITAC: Introduction to the Terrorist Attack Cycle
- AWR-335 - RSBI: Response to Suspicious Behavior and Items
- Trained Crowd Manager (TCM)
- Certificate of Appreciation from West Virginia Special Olympics 2004 - 2006
- Associate's degree Visual Communications, Minor in Ceramics and Photography., Allegheny Community College, Pittsburgh PA.





Mark Glaser

Executive Vice President, Operations

Experience Summary

With 35 years of experience in managing programs and contracts that provide security, screening, and crowd control operations, Mark has successfully supported up to 20 million guests annually. His expertise includes overseeing 6,000 security screening personnel across 200 concurrent venues daily. Throughout his career, Mark has directed security and crowd control operations for major events, including, 15 Super Bowls, 5 NFL Pro Bowls, 3 Bowl Championship Series (BCS) Championship games, 3 National Collegiate Athletic Association (NCAA) Final Four Games, and numerous sporting events. Additionally, Mark lead the transition and security management of over 30 public facilities, including arenas, stadiums, convention centers, and amphitheaters.

Executive Vice President, Operations	2020 - present
Senior Vice President, Operations	2001 - 2020

- Manages Security, Screening and Crowd Control for nation-wide operations. Services on any given day support as many as 20,000,000 guests annually deploying 6,000 security screening personal at as many as 200 concurrent venues.
- Oversees recruitment, training and management of over 6,000 personnel. Staff includes over 200 Event Managers, 2500 Supervisors, 50,000 Screeners, Security Staff and Crowd Management/Guest Services Personnel.
- Currently balances projects and manages subcontractors across the entire CSC footprint to include NFL football, NCAA football, Major League Soccer, National Hockey League (NHL) venues, National Basketball Association (NBA) venues and Political Debates. Also prepares cost estimates and per-forms cost analysis, revenue forecasts and branch budget projections vs actual expenditures.
- Directed transitions on over 20 public facilities to include arenas, stadiums, convention centers and amphitheaters.
- Reviews content and recommends updates to New Employee Orientation (NEO) training sessions and Guest Services Training (GST) that address Guest Service behavior, security checkpoint precautions, work safety and screening operations, Guest Disability Factors, Conflict Resolution, Emergency Procedures, Suspicious Guest Activity.
- Provided Quality Assurance oversight for the 2010 Winter Olympics (XXI) hosted in Vancouver, CA.
- Developed Version 1 of the NFL Best Practices for Stadium Security in 2003 and completed final version in 2004.
- Directed Crowd Management and Event Security operations at Olympic Medals Plaza and Pioneer Square for the 2002 Winter Olympics (XIX) hosted in Salt Lake City.

Highlighted Experience

- 35 years of program management of security operations contracts.
- 35 years of collaboration with local, state, and federal law enforcement agencies to plan and manage large-scale, high-profile DHS-designated National Special Security Events (NSSEs).
- Subject Matter Expert – Gate Screening and Security Staffing, Stadium Manager Association.
- 15 years of managing federal programs such as DHS OSAI Program (SAFETY Act) for the CSC, assessing operations and administrative compliance with licensing and training of all staff, as well as internal, external, and Red Team audits

Certifications & Trainings

- Subject Matter Expert for Stadium Manager Association conference meeting regarding Gate Screening and Security Staffing
- FEMA IS-015: Special Events Contingency Planning for Public Safety Agencies
- FEMA IS-100: Introduction to Incident Command System, ICS-100
- FEMA IS-106: Workplace Violence Awareness
- FEMA IS-200: ICS for Single Resources and Initial Action Incidents
- FEMA IS-700: National Incident Management System (NIMS) An Introduction
- FEMA IS-800: National Response Framework, An Introduction
- FEMA IS-906: Workplace Security Awareness
- FEMA IS-907: Active Shooter: What You Can Do
- FEMA IS-914: Surveillance Awareness: What You Can Do
- NSI: Nationwide SAR Initiative
- AWR-334 - ITAC: Introduction to the Terrorist Attack Cycle
- AWR-335 - RSBI: Response to Suspicious Behavior and Items
- Trained Crowd Manager (TCM)
- Bachelor of Arts; Business Administration major, University of Northern Colorado
- Advisory Board for the Rocky Mountain Regional Brain Injury System





Lenny Lambert

Vice President, Operations

Experience Summary

Lenny has 40 years of experience in managing programs and contracts that provide security, screening, and crowd control operations. His expertise includes overseeing hundreds of security screening personnel across dozens of concurrent venues daily. Throughout his career, Lenny has managed security and crowd management operations for major events, including 22 Super Bowls, multiple NFL Pro Bowls, Bowl Championship Series (BCS) games, National Collegiate Athletic Association (NCAA) Final Four Games, and numerous sporting events. Additionally, Lenny has led the Washington D.C. branch for over 30 years managing client operations in multiple states.

Vice President, Operations

2015 - present

- Currently balances projects and manages subcontractors across the Mid-Atlantic Region to include NFL football, NCAA football, Major League Soccer, National Hockey League (NHL) venues, National Basketball Association (NBA) venues and other major events. Also prepares cost estimates and per-forms cost analysis, revenue forecasts and branch budget projections vs actual expenditures.
- In addition to Super Bowls, Lenny works with the NFL Special Events Department for the NFL Draft, NFL Rookie Symposium, NFL Kick-off Concert, NFL Golf Classic, NFL Rookie Premier, and NFL Owner's Meetings.
- Lenny managed numerous special events including the NBA and MLB All-Star Games, the Ryder Cup, the President's Cup, The PGA Championship, The PGA Grand Slam, World Cup Soccer, the Penn Relays, NRA Convention, the Inaugural National Grand Prix, Army vs. Navy Football Games, and Presidential Inaugurations.

Regional Manager

1995 - present

- Oversight of several CSC Branch Offices in the Mid-Atlantic Region.
- Responsible for each branch's successful operation and financial health.
- Responsible for new business and client relationships for Branch Offices in Mid-Atlantic Region.
- Oversees recruitment, training and management of thousands of employees within Mid-Atlantic Region.
- Reviews post event reports and performance results and develops improvement plans.
- Works on transition teams for new branch offices and/or new clients.

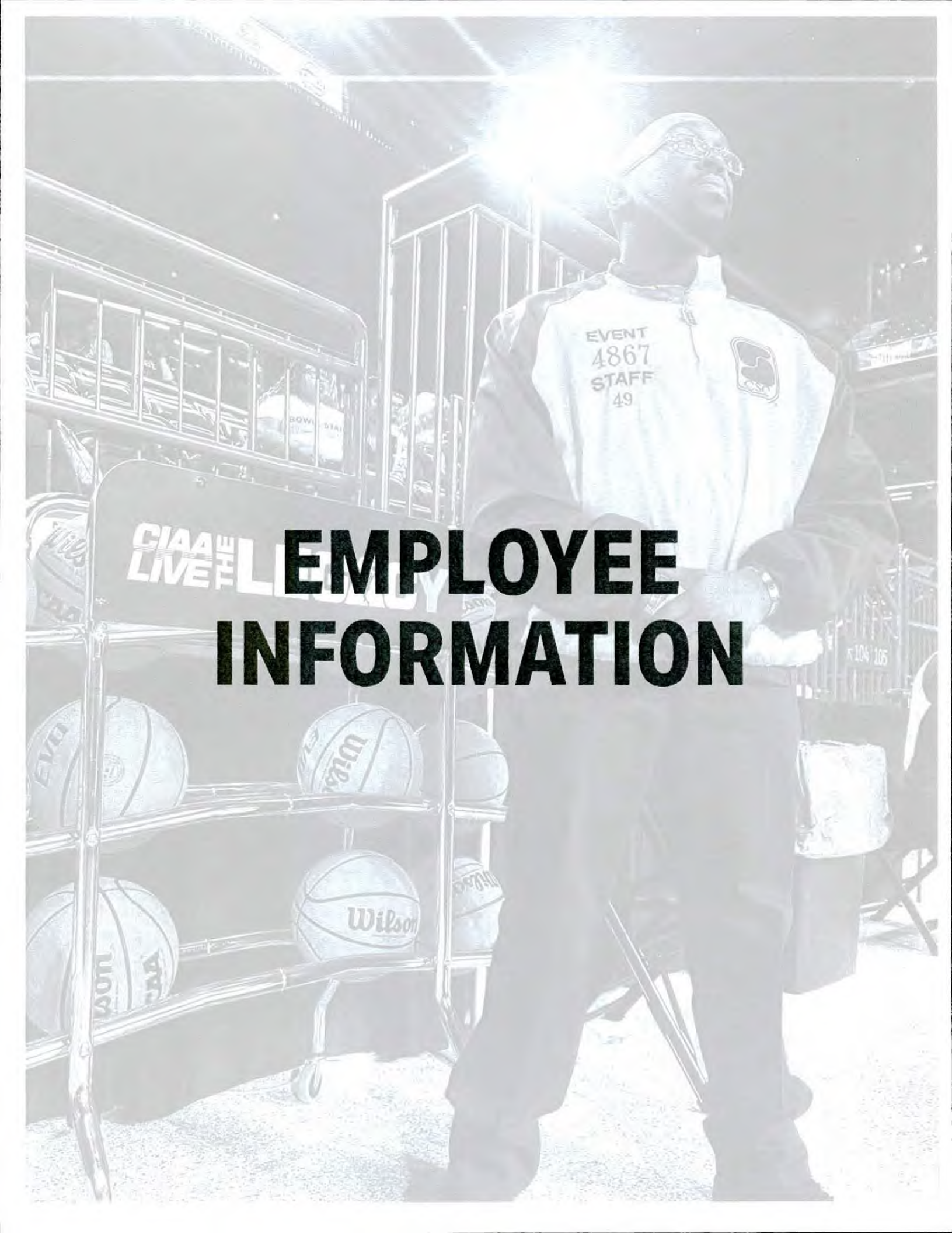
Highlighted Experience

- 40 years of crowd management and operational experience.
- 40 years of collaboration with local, state, and federal law enforcement agencies to plan and manage large-scale, high-profile DHS-designated National Special Security Events (NSSEs).
- 6 presidential inaugurations working closely with U.S. Secret Service and other government agencies.
- Papal visit coordinating with foreign and government agencies.
- 38 years experience with National Football League.

Certifications & Trainings

- FEMA IS-015: Special Events Contingency Planning for Public Safety Agencies
- FEMA IS-100: Introduction to Incident Command System, ICS-100
- FEMA IS-106: Workplace Violence Awareness
- FEMA IS-200: ICS for Single Resources and Initial Action Incidents
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- FEMA IS-914: Surveillance Awareness: What You Can Do
- NSI: Nationwide SAR Initiative
- AWR-334 - ITAC: Introduction to the Terrorist Attack Cycle
- AWR-335 - RSBI: Response to Suspicious Behavior and Items
- Trained Crowd Manager (TCM)
- NFL Security Train the Trainer Program
- SORT & WMD - Terrorism Awareness Training
- SORT Power to Arrest Training
- COVID19 Contract Tracing
- Stop the Bleed Training
- Bachelor of Science; Business major, University of Maryland





EMPLOYEE INFORMATION

19. RECRUITING AND SELECTIONS



At the core of CSC Recruiting, Hiring, Training, and Retention (RHTR) is the CSC Employee Experience Group. This team of subject matter experts work closely with the branch offices to assess their needs, and develop customized plans based on historical data and analysis of current market trends. Through consistently evaluating the successes and deficiencies in our recruiting, hiring, training, and retention nationally, they review and implement new techniques to help ensure success. For example, to help a branch reach their hiring goals, they need to obtain ##### applications based on attrition during the application process, interviews, background checks, new hire orientation, and work-first-event data.

CSC continually recruits a unique and exceptional workforce. Our main objective is to identify individuals who fit the CSC standard to make excellent crowd management employees. These recruits are subjected to an interview and screening process as well as an initial orientation before they are hired. Background checks are performed in compliance with various federal, state and local requirements.

With the continual evolution of the recruitment landscape, over the years CSC has cultivated innovative methods to connect with a diverse pool of candidates. Whether through online social media platforms or peer-to-peer referral programs, CSC always strives to build the ideal workforce. One of the most successful recruiting methods are job fairs, but specifically those partnered with our clients to target neighborhood and city job placement centers. This develops a sense of partnership between the venue/team and local residents which in turn creates employees who are invested in their job and their community. During such a job fair in Los Angeles, several thousand local residents responded, resulting in the event being extended a second day.

The success of these time-tested recruiting methods has resulted not only in an upward trend on the number of applications received but also the percentage of those who qualify and complete the onboarding process to become new hires. This demonstrates that CSC has the resources and methods to provide a reliable, stable labor pool to satisfy the requirements of your venues and events.

Recruiting Plan consists of targeting potential employees through:

- | | | |
|---|---|--|
| <ul style="list-style-type: none">• Social Media Advertising<ul style="list-style-type: none">> Facebook> Instagram | <ul style="list-style-type: none">• Internet Job Boards<ul style="list-style-type: none">> Indeed> Handshake.COM> ZipRecruiter | <ul style="list-style-type: none">• Job Fairs• Employee Referrals• Trade Schools |
| <ul style="list-style-type: none">• Security Schools Partnerships• Sports Management Programs• Industry Specific Job Boards• Marketing Email Campaigns• Recreational Sports Clubs | <ul style="list-style-type: none">• Criminal Justice Programs• College ROTC Programs• WorkSource Centers• Vocational Centers | <ul style="list-style-type: none">• Fundraising Groups• TV Advertisements• Military: Active/Reservist• Employment Offices |



RHTR CONFERENCE

CSC annually conducts a Recruiting, Hiring, Training, and Retention (RHTR) Conference for its managers from their respective fields. During this three-day event, they have the opportunity to network with their peers, share ideas and information, and attend a variety of courses. These educational sessions include discussions on hiring compliance issues, HR-related legal topics, as well as recruiting and retention strategies. There are also numerous break-out and team building exercises.



"Absolutely grateful for the opportunity to attend a remarkable week at the Ranch. The effort and dedication put forth by the committee in developing such an informative and engaging program did not go unnoticed. Each session was thoughtfully crafted, offering practical strategies and valuable insights that will undoubtedly prove instrumental in our roles moving forward.

I extend my sincerest gratitude to the entire committee for their hard work, dedication, and expertise in orchestrating such a valuable learning experience. Your efforts have undoubtedly contributed to our professional development and will have a lasting impact on our respective roles within the organization."

Tova R.
CSC Human Resources Manager



20. HIRING PROCESS

CSC has made progressive investments over the past 50 years to maximize proficiencies and create a more employee friendly environment. As one of the first crowd management companies to invest in the procurement of an IT company to build one of the most ergonomic tracking systems in the industry, CSC has always prioritized how we manage our staff. Along with developing a scheduling system to better track and deploy staff, we have constructed a Hiring Portal that completely enhances the users experience from employee to management. This integrated platform manages the applicant's journey throughout the onboarding process and helps ease the transition to an active staff member. By improving efficiency and minimizing human error, we have exponentially been able to elevate our workforce and meet the growing demands and needs of our clients.

Our Hiring Portal (Hportal) also gives CSC the added benefit to process applicants 24/7 by linking to online job boards, career centers, and social media sites.

Hiring Portal

CSC events can require high staffing levels resulting in a need to hire continuously. After several attempts to use generic, "one-size-fits-all" hiring solutions, CSC created a proprietary software designed with the flexibility to meet our unique needs without sacrificing quality control. Using our knowledge and experience, we developed an accessible platform that makes the hiring process more efficient for both the administrator and the applicant. Applicants have the capability to oversee their application status while maintaining constant contact with management throughout each phase of the process. Administrators can verify each applicant and ensure they meet all onboarding prerequisites regardless of their hiring location. Our Hiring Portal (Hportal) also gives CSC the added benefit to process applicants 24/7 by linking to online job boards, career centers, and social media sites. With recruitment and marketing tools constantly evolving, applicants have an opportunity to connect with any specified branch at their convenience.


CSC Hiring Center

2019
Houston

Dashboard
Venue
Check In
Reports
Settings

APPLICATION
Applying | Applied
122 | 62

SCHEDULED
Int | Ori
158 | 24

NO SHOW
Int | Ori
181 | 78

READDRESS
1835

HIRING
Hired | Rehire
676 | 3

REJECT
753

Filter By Status: All
Hiring Locations: All
Export To Excel
Advanced Search

Total: 659 Applications
*Note: Incomplete profile marked as red.

☐ Send email to all applicants in the search list

☐	First Name	Last Name	Contact No.	No Show (Int Ori)	Status	T1	T2
☒	Camryn			0/2	6/	No Show - Ori	
☐	Candace			0/0	0/0	Applying	
☐	Carl			0/0	1/0	Applying	
☐	Carlton			3/0	6/0	No Show - Int	
☐	Carmen			0/0	3/1	Applied	
☒	Cassandra			0/2	16/	No Show - Ori	
☐	Catrina			0/0	1/0	Sched - Int	
☐	Cedric			1/0	4/0	No Show - Int	
☐	Celise			0/0	2/0	Applying	
☐	Chaner			1/0	2/0	No Show - Int	
☒	chantel			0/2	8/	No Show - Ori	

The Hportal Dashboard gives a quick summary of the number who have started an application, the number who completed, the number who are scheduled for an interview, the number who are scheduled for orientation, and other information to efficiently manage the hiring process.



Ease of Use

With more than 30+ branches nationwide, CSC has a wide range of hiring needs that require different specifications. The goal of the Hiring Portal is to make that process easier and maximize efficiency.

- **Easy for Applicant:** Applicants can apply and manage their application. An application takes approximately 10 minutes to complete. Each applicant has a unique user name and password to sign into their profile to manage their profiles with actions such as editing their information, checking the status of their application, scheduling or rescheduling their interview date, and scheduling or rescheduling their orientation date.
- **Dashboard:** Immediately, the dashboard grants the CSC administrator a quick insight to the recruitment process. We can easily monitor the number of applicants in each step and evaluate our needs effectively. And with a new integrated feature with our Workforce system, you can import new hires in just one click..
- **Bulk actions:** Within the Hportal, you can simultaneously email multiple applicants, move candidates through various stages from applied to hired, process multiple background checks, document phone calls made, and rescind applications.

Tracking

A reliable tracking method is crucial to a successful hiring campaign. The CSC Hiring Portal is layered with built-in tracking capabilities that aid in minimizing human error.

- **Duplicate Applications:** When an applicant submits a duplicate application, the system will notify you by flagging the application as a duplicate. This notifies the user to delete this application and/or research previous applications.
- **Unqualified Applicants:** Built in safeguards, notify admin users if an applicant has been flagged or disqualified based on not being at least 18 years or age, not qualified to work in the United States, or not having a high school diploma (or GED equivalent).
- **Sources:** here are multiple reports that provide in depth analysis of each applicant. The Hiring Portal can track which sources applicants used to apply so we can identify the most effective and make real-time adjustments during a hiring campaign.
- **Referrals:** Applicants who are referred by a current CSC employee can list that employee as a reference. The Portal has the ability to track these referrals so that the employees can be rewarded through various referral programs.

CSC Hiring Center

View Task

Document Title	Status	View	Created Date	Verified Date
Offer Letter	Verified	View	04/02/2019	04/02/2019
Personal Information	Verified	View	04/02/2019	04/02/2019
E-Signature	Verified	View	03/10/2019	03/10/2019
Background Check Disclosure and Authorization Form	Verified	View	04/02/2019	04/02/2019
Form W-4	Verified	View	04/02/2019	04/02/2019
Form I-9	Verified	View	04/02/2019	04/02/2019
Pre-Screening Notice and Certification Request for the Work Opportunity Credit	Verified	View	04/02/2019	04/02/2019
Non-Commissioned Security License Guidelines	Verified	View	04/02/2019	04/02/2019

Signin

APPLICATION
Applied / Applied
122 / 62

Filter By Status: All

Total 459 Applications
Send email to all applicants in this view

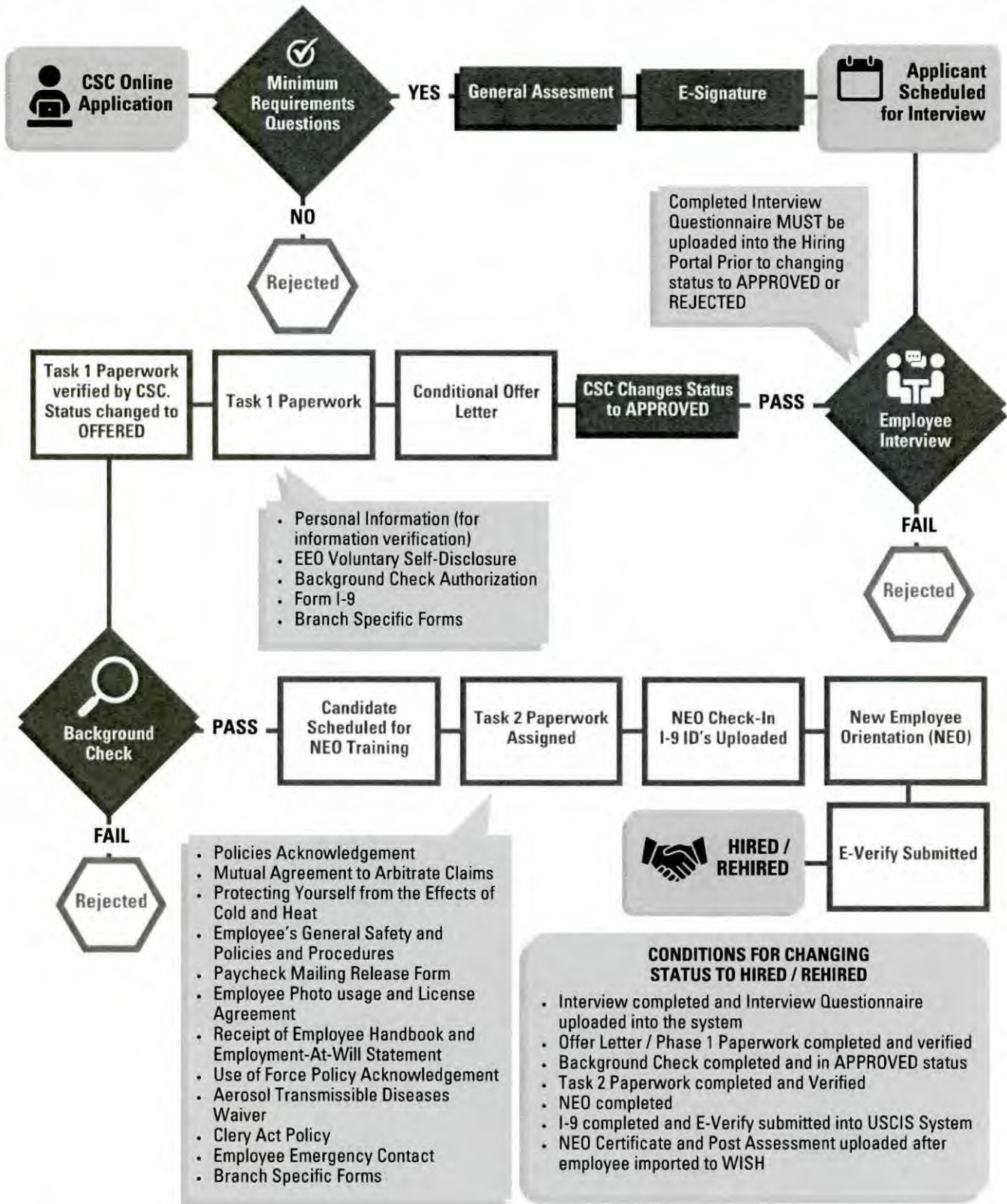
First Name	Last Name	Contact No.	Status	Date	Action
Camryn		0/0	A/I	No Show - On	04/04/2019
Caroline		3/0	N/I	Applying	04/04/2019
Car		0/0	N/I	Applying	03/11/2019
Carlton		3/0	A/I	No Show - Int	04/07/2019
Carman		0/0	S/I	Applied	03/20/2019
Cassandra		0/2	M/I	No Show - On	04/11/2019
Calvin		0/0	M/I	Signed - Int	05/15/2019
Caline		1/0	A/I	No Show - Int	04/02/2019
Calvin		0/0	2/0	Applying	03/27/2019

Clicking on the Task Icon opens a window showing the status of the applicant's completed paperwork.

The image to the left shows this applicant has completed all this step's required documents and they had been verified by the administrator. You can also "View" each document in their own pop window.



HIRING PROCESS



OTHER INFORMATION

CSC adheres to the Private Security Officer Selection and Training Guideline 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:

Applicant must 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 physically able to perform the essential job functions with, or without, accommodation.

Other applicant requirements include:

- 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.
- Upon being made a conditional offer, provide current address and former addresses for a criminal history check.
- Provide I-9 acceptable documentation to verify work eligibility.
- Provide name, address and contact number for prior employers for an employment reference check.
- Successfully complete a written assessment test.
- Upon being made a conditional offer, successfully complete a check of criminal and credit history as allowed by federal, state, and local legal requirements and consistent with the job requirements posted by the employer.



BACKGROUND SCREENING

National Background and Sex Offender Registry screenings for all new hire personnel are performed through public records checks utilizing J.D. Palatine, LLC (JDP) services and law enforcement agencies in accordance with federal, state, and local requirements. These screenings occur automatically during the CSC onboarding process. In addition, CSC policy dictates that background screenings for current employees will be performed every three years.

JDP's National Criminal searches the following sources: Criminal Records (685m+), State Sex Offender Registries, OFAC, FBI Terrorist List, Proprietary Offender Data (POD), Department of Public Safety (DPS), Administrative Office of the Courts (AOC), Department of Corrections (DOC), and Federal/State/Local Wanted Fugitive Lists.

JDP's Trace Database Search provides up-to-date information on an applicant's past addresses and movement patterns based on their Social Security Number (SSN). In addition, JDP's Federal Criminal Records search at the federal level held at one of 94 US District Courts. Federal crimes are those acts which have been made criminal by federal law, such as tax evasion, interstate transportation of illegal substances, interstate kidnapping, crimes involving federally insured institutions, such as banks, etc. JDP reports as far back as allowable by FCRA (Fair Credit Reporting Act) and State regulations. This may vary by state, but the minimum is seven (7) years. Also, CSC conducts a Motor Vehicle Record (MVR) check for every employee who operates CSC vehicles and equipment.

CSC's internal qualifications state that applicants must:

- Not have been declared by any court of competent jurisdiction incompetent by reason of mental defect or disease unless a court of competent jurisdiction has since declared the applicant competent.
- Not have been convicted of a felony or other crime within a relevant time period allowed by law and where such crimes are relevant to the particular job functions and employer requirements as allowable by federal, state or local legal requirements.
- Not be currently charged with, or out on probation or on parole for, a felony or other crime where such crime is relevant to the particular job functions and employer requirements as allowable by federal, state or local legal requirements.
- Not have been dishonorably discharged from the United States Armed Services, discharged from the United States Armed Services under other conditions determined by the Board to be prohibitive, or dismissed by the United States Armed Services if a commissioned officer in the United States Armed Services.
- Not be required to register in this or any other state as a sex offender.

These processes are continuously evaluated and updated based on local, state, and federal mandates.

E-VERIFY

CSC provides the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee's Form I-9 to confirm work authorization.

CSC will not use E-Verify to pre-screen job applicants and will not limit or influence the choice of documents the employee presents for use on the Form I-9.

To determine whether Form I-9 documentation is valid, CSC uses E-Verify's photo matching tool to match the photograph appearing on some permanent resident cards, employment authorization cards, and U.S. passports with the official U.S. government photograph. E-Verify also checks data from driver's licenses and identification cards issued by some states.



Overview

The CSC University program's goal is to equip every employee with the skills, knowledge, and mindset to thrive in their role and contribute positively to our workplace, our clients, and the community we serve. This program is designed to ensure that all employees receive the necessary training to succeed in their position while understanding our company values and standards.



Objectives

The training program is structured around four key objectives that align with our mission and values:

1. Knowledge of Workplace, Work Duties, and Policies & Procedures
2. Understanding of Client Needs, Guest Relations, Customer Service Standards, and Working with Venue Personnel
3. Fulfillment of Legal Requirements and Compliance Measures
4. Fostering Growth and Personal Development in Employees, Creating a Positive Return to the Community

Knowledge of Workplace, Work Duties, and Policies & Procedures

(Module: New Employee Orientation)

Objective: Ensure employees have a deep understanding of their role, the workplace environment, and company policies. This is accomplished through:

- Orientation & Workplace Tour: Introduce employees to the workspace, office layout, team structure, and CSC key personnel.
- Job Role Expectations: Review specific responsibilities, key tasks, and performance expectations for the role. Employees will have clear goals to measure success.
- Policies & Procedures Overview: Walk through CSC policies on attendance, dress code, workplace safety, code of conduct, anti-harassment, and communication protocols. Highlight the importance of confidentiality, data protection, and reporting procedures for any incidents or concerns.
- Company Culture: Explain the company's mission, values, and vision to help employees understand the bigger picture of their contribution.

Understanding of Client Needs, Guest Relations, Customer Service Standards, and Working with Venue Personnel

(Module: Guest Services Training)

Objective: Equip employees with the skills to provide exceptional service, understand customer needs, and work cohesively with internal and external personnel.

- Client Needs & Expectations: Introduce employees to the specific needs of our clients or customers. Discuss the importance of empathy, active listening, and identifying underlying needs.
- Guest Relations Training: Teach techniques for handling a variety of guest interactions, from positive feedback to managing complaints and difficult situations. Role-playing exercises can be included to practice these skills in real-time.
- Customer Service Standards: Clearly define our company's customer service standards. Explain the importance of delivering consistent service and maintaining professionalism at all times.
- Collaboration with Venue Personnel: Train employees on effective communication and teamwork with other venue staff, contractors, and event coordinators. Encourage a spirit of collaboration to ensure smooth operations and positive guest experiences.

Fulfillment of Legal Requirements and Compliance Measures

(Module: New Employee Orientation, Guest Services Training)

Objective: Ensure employees have a deep understanding of their role, the workplace environment, and CSC policies. This is accomplished through:

- **Legal Compliance Overview:** Provide training on industry-specific legal requirements (e.g., labor laws, health and safety regulations, data privacy laws) and how they relate to their role.
- **Workplace Health & Safety:** Cover emergency procedures, first-aid protocols, and workplace safety standards. This may include training on how to handle hazardous materials, lifting techniques, and evacuation plans.
- **Equal Employment Opportunity (EEO) & Non-Discrimination Policies:** Educate employees on EEO laws, anti-discrimination policies, and the importance of diversity and inclusion in the workplace.
- **Data Privacy & Confidentiality:** Train employees on handling sensitive information in accordance with data privacy laws such as GDPR (General Data Protection Regulation) or HIPAA (Health Insurance Portability and Accountability Act) if applicable.
- **Licensing & Certifications:** Ensure employees are aware of any required security licensing needed for their role, and how to maintain them.

Fostering Growth and Personal Development in Employees, Creating a Positive Return to the Community (All Modules)

Objective: Support employee growth and development, while fostering a sense of community involvement.

- **Career Development Plans:** Introduce employees to the company's professional development opportunities. Discuss possible career paths, mentorship programs, and skills training for growth within CSC.
- **Training on Goal Setting:** Encourage employees to set personal and professional goals. Provide tools and resources to help employees develop skills in time management, leadership, and self-motivation.
- **Work-Life Balance & Well-being:** Promote the importance of maintaining a healthy work-life balance. Offer guidance on stress management, setting boundaries, and accessing support resources.
- **Community Engagement & Volunteer Opportunities:** Encourage employees to participate in company-sponsored community service programs, charity events, or local outreach. Emphasize how the company's success is rooted in making a positive impact on the community.
- **Recognition & Reward System:** Introduce employees on how to participate in CSC's recognition programs and provide feedback to peers.

Summary

The CSC University program produces employees that will be well-equipped to contribute to the success of the company, will understand the needs of our clients, as well as foster a positive and productive work environment. CSC values the growth of each employee and is committed to creating a culture of learning, inclusivity, and community involvement.

CSC has an established library of training modules for with the core theme of guest services throughout them. Our materials have been developed through relationships and contracts with some of the highest profile events and facilities in the world and review and certified under our SAFETY Act by the Department of Homeland Security.

The following pages list the CSC University training modules. Each modules consist of a Post-Assessment test that has to be successfully completed before moving to next step of training.



CSC UNIVERSITY TRAINING MODULES

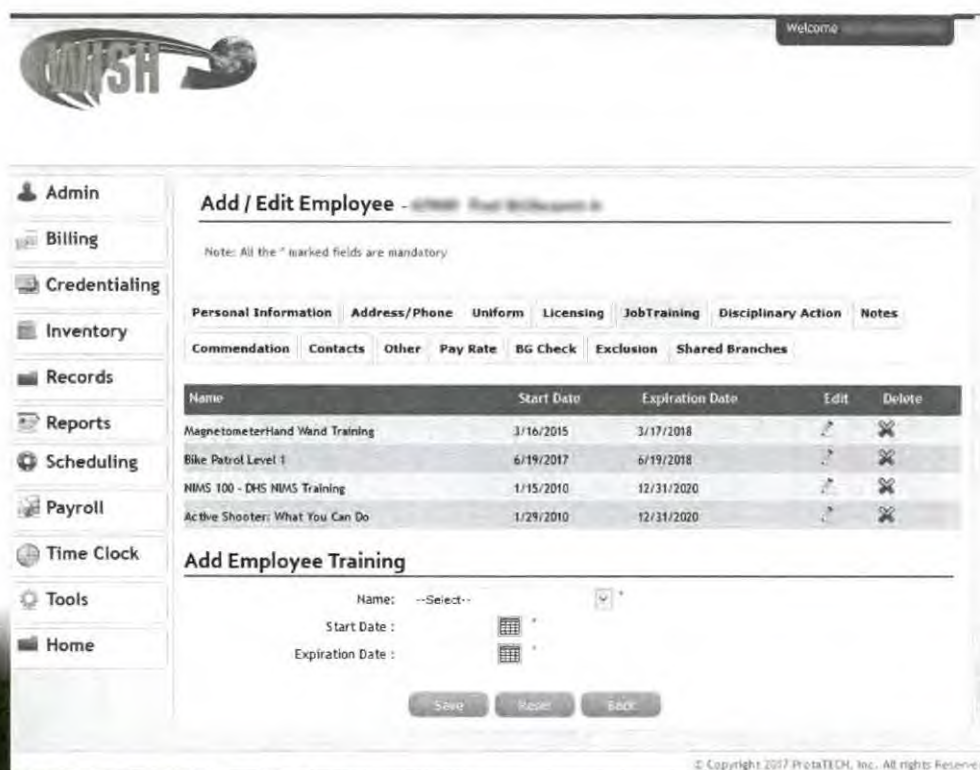
24 HR Staff	Event Staff	Supervisor	Manager	Training Component	Duration	Delivery	Objective
✓	✓	✓	✓	New Employee Orientation (NEO)	2.0 hrs.	In Person	Introduce the applicant to the policies, procedures and culture of CSC. Job Role: All employees. Applicant must successfully complete Post Assessment Test.
✓	✓	✓	✓	Guest Services Training (GST)	3.0 hrs.	In Person	Includes Guest Services, Conflict Resolution and ADA training. Techniques for Effective Alcohol Management (T.E.A.M.) training when requested. Job Role: All Employee must successfully complete a Post Assessment Test.
✓	✓	✓	✓	Event Screening Specialist Training	5.0 hrs.	In Person	Annually. Instruction on screening techniques to include Bag Searches, Pat Down Searches when required and the operation of WTMD and hand wands metal detectors (HHMD) Employee must successfully complete a Post Assessment Test.
✓	✓	✓	✓	Licensed Security Officer (LSO)	Up to 40.0 hrs.	In Person / Online	Regulatory requirements vary by governing agency, but can include security functions such as access control, physical security, weapons of mass destruction, and incident reporting. Job Role: Employees in security roles.
✓	✓	✓	✓	Field Intrusion / Access Control	2.0 hrs.	In Person	Provide training to prevent field intrusion. Learn methods of Access Control include "Grasp and Confirm".
	✓	✓		Bicycle Patrol Training	4.0 hrs.	In Person	Prepare Security Officers to utilize bicycles for patrols. Includes intro to the bicycle, riding skills, nutrition, and patrol tactics. Job Role: security officers Employee must successfully complete a Post Assessment Test.
✓		✓	✓	Trained Crowd Manager (TCM)	6.0 hrs.	Online	Provide training for emergency and non-emergency crowd movement as required by NFPA 101 Life Safety Code. Job Role: All supervisors and managers, and staff as applicable.
✓		✓	✓	Incident Report Writing	1.0 hrs.	In Person	Prepares employee to become Report Writer for documenting event incidents. Includes understanding form completion, English composition and interview techniques. Job Role: 24 hr security, supervisors, managers.



24 HR Staff	Event Staff	Supervisor	Manager	Training Component	Duration	Delivery	Objective
✓	✓	✓	✓	Venue Training	2.0 hrs.	In Person	Held annually in conjunction with Client Stakeholders and CSC management team. Reinforce policy and procedure through a decision-making exercise. Job Role: All employees working client venue.
		✓	✓	Supervisor Training	8.0 hrs.	In Person	Annual and recurring professional development and leadership training for CSC supervisors/managers. Course 101 is four (4) hours; Course 201 is four (4) hours.
		✓	✓	Pre-Event Supervisor Briefing	0.5 hrs.	In Person	Prior to the start of every event to review supervisory procedures and event action items.
✓	✓	✓	✓	Pre-Event/Shift Debriefing & After Action Report	0.5 hrs.	In Person	Capture learning points and suggested improvements immediately following events or shifts. Job Role: All available employees.
				NIMS/ICS			FEMA COURSES
			✓	IS-015	4.0 hrs.	Online	Special Events Contingency Planning
			✓	IS-100	2.0 hrs.	Online	Introduction to the Incident Command System
			✓	IS-200	4.0 hrs.	Online	Basic Incident Command System for Initial Response
			✓	IS-700	3.5 hrs.	Online	An Introduction to the National Incident Management System
			✓	IS-800	3.0 hrs.	Online	An Introduction to the National Response Framework
✓			✓	IS-906	1.0 hrs.	Online	Workplace Security Awareness
✓		✓	✓	IS-907	1.0 hrs.	Online	Active Shooter: What You Can Do
✓		✓	✓	IS-914	1.0 hrs.	Online	Surveillance Awareness: What You Can Do
				DHS			OFFICE FOR BOMBING PREVENTION
✓			✓	AWR-334	1.0 hrs.	Virtual Instructor	Introduction to the Terrorist Attack Cycle
✓			✓	AWR-335	2.0 hrs.	Virtual Instructor	Response to Suspicious Behaviors and Items for Bombing Prevention
				DHS			NATIONWIDE SAR INITIATIVE
✓		✓	✓	NSI	2.0 hrs.	Online	Suspicious Activity Reporting for the Private Sector

COMPLIANCE

Compliance with required training is handled through our Workforce Management System (WISH). When events are created in the Scheduling Module, deployments are assigned certain classifications, or Roles. In order for an employee to schedule for a certain role (for example screening), they must have completed the proper training (for this example, Event Screening Specialist) which is reflected in their employee record. The System will prohibit them from being scheduled for any role they have not completed the required training. This training is also tracked and monitored in WISH. Training dates are recorded for notification of expiration and refresher sessions (See sample screen below).



WISH Welcome

Admin
Billing
Credentialing
Inventory
Records
Reports
Scheduling
Payroll
Time Clock
Tools
Home

Add / Edit Employee - ****** Redacted Name ******

Note: All the * marked fields are mandatory

Personal Information **Address/Phone** **Uniform** **Licensing** **Job Training** **Disciplinary Action** **Notes**

Commendation **Contacts** **Other** **Pay Rate** **BG Check** **Exclusion** **Shared Branches**

Name	Start Date	Expiration Date	Edit	Delete
Magnetometer/Hand Wand Training	3/16/2015	3/17/2018		
Bike Patrol Level 1	6/19/2017	6/19/2018		
NIMS 100 - DHS NIMS Training	1/15/2010	12/31/2020		
Active Shooter: What You Can Do	1/29/2010	12/31/2020		

Add Employee Training

Name: --Select--

Start Date: *

Expiration Date: *

Save **Cancel** **Back**

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22. EMPLOYEE HANDBOOK



The following are several sample excerpts from the CSC Employee Handbook.

F. General Policies and Procedures

Rules of Conduct

1. Act in a professional manner and look business-like at all times.
2. No loitering or horseplay.
3. Be visible and alert. Be aware of potential problems in your area. Recognize activity or behavior which is potentially disruptive. If you spot a potential problem, inform a CSC supervisor, the Command Post or a nearby law enforcement officer.
4. Treat people in a courteous manner. Be firm but polite. Never use abusive or profane language.
5. You have been hired to work. Watching the event is prohibited except to the extent necessary to do the job. Tend to the guests. Do not attend to the event.
6. Stay at your assigned post or assigned area. Never leave your post, unless relieved, responding to an emergency, or as directed by a supervisor.
7. Never go on a break unless you are relieved. If you need a break, inform your supervisor.
8. Take care of all uniforms, materials and/or equipment issued to you and return them to the proper authority when your work is completed.
9. Always wear your identification badge and/or credential if applicable.
10. Always be aware of your immediate work area and the events taking place in the vicinity.
11. Give only correct information to a Guest. If you are unsure of an answer to a question or cannot solve a problem, ask another Event Staff member, your supervisor or a law enforcement officer. NEVER let a Guest's question go unanswered.
12. Be POLITE, but FIRM at all times. Treat guests in the same manner that you or a member of your family would expect to be treated.
13. Remain calm. Never get into a shouting match with a Guest. If an incident occurs, ask for a supervisor, a Law enforcement officer, or a Team member's assistance.
14. When a Guest asks for your name, do not get upset. Only give them your first name and/or ID number.

G. Safety Policies and Procedures

The following are excerpts from the CSC Employee Handbook. The complete handbook is available for inspection upon request.

Each Employee's Responsibility

Safety can only be achieved through teamwork at our company. Each employee, supervisor and manager must practice safety awareness by thinking defensively, anticipating unsafe situations and reporting unsafe conditions immediately.

Please observe the following precautions:

1. Notify your immediate supervisor of any emergency situation. If you are injured or become



sick at work, no matter how slightly, you must inform your immediate supervisor immediately and complete and turn in an Incident Report.

2. The use of alcoholic beverages or illegal substances during working hours will not be tolerated. The possession of alcoholic beverages or illegal substances on the company's property or a client's property or any other job site while working with the company is forbidden.
3. Use, adjust and repair machines and equipment only if you are trained and qualified to do so on those machines and equipment and only if require by the job. Do not volunteer to help a guest or visitor with their machines or equipment.
4. Know the proper lifting procedures. Get help when lifting or pushing heavy objects. Do not volunteer to help clients or third parties in lifting heavy objects. Only do that lifting required of your job
5. Understand your job fully and follow instructions. If you are not sure of the safe procedure, don't guess; just ask the immediate supervisor.
6. Know the locations, contents and use of first aid and fire- fighting equipment.
7. Comply with OSHA standards and/or applicable state job safety and health standards.

A violation of a safety precaution is in itself an unsafe act. A violation may lead to disciplinary action, up to and including discharge from CSC.

Drug-Free Workplace

I. Purpose of Guideline

It is the intent of the Company to maintain a workplace that is free of drugs and alcohol and to discourage drug and alcohol abuse by its employees. Employees who are under the influence of a drug or alcohol on the job compromise the Company's interests and endanger their own health and safety and the health and safety of others. Substance abuse in the workplace can also cause a number of other work-related problems, including absenteeism and tardiness, substandard job performance, increased workloads for co-workers, behavior that disrupts other employees, and inferior quality in products or service.

To further its interest in avoiding accidents, to promote and maintain safe and efficient working conditions for its employees, and to protect its business, property, equipment, and operations, the Company has established this Guideline concerning the use of alcohol and drugs. As a condition of continued employment with the Company, each employee must abide by this Guideline.

II. Definitions

For purposes of this Guideline:

- "Illegal drugs or other controlled substances" means any drug or substance that (a) is prohibited by federal law, (b) is not legally obtainable; or (c) is legally obtainable but has not been legally obtained; or (d) has been legally obtained but is being sold or distributed unlawfully.
- "Legal drug" means any drug, including any prescription drug or over-the-counter drug, that has been legally obtained and that is not unlawfully sold or distributed.
- "Abuse of any legal drug" means the use of any legal drug (a) for any purpose other than the purpose for which it was prescribed or manufactured; or (b) in a quantity, frequency, or manner that is contrary to the instructions or recommendations of the prescribing physician or manufacturer.



- "Reasonable suspicion" includes a suspicion that is based on specific personal observations such as an employee's manner, disposition, muscular movement, appearance, behavior, speech or breath odor; information provided to management by an employee, by law enforcement officials, by a security service, or by other persons believed to be reliable; or a suspicion that is based on other surrounding circumstances.
- "Possession" means that an employee has the substance on their person or otherwise under their control.

III. Prohibited Conduct

A. Scope

The prohibitions of this section apply whenever the interests of the Company may be adversely affected, including any time an employee is:

1. On Client or Company premises;
2. Conducting or performing Company business, regardless of location;
3. Operating or responsible for the operation, custody, or care of Company equipment or other property; or
4. Responsible for the safety of others in connection with, or while performing, Company-related business.

B. Alcohol

The following acts are prohibited and will subject an employee to discharge:

1. The unauthorized use, possession, purchase, sale, manufacture, distribution, transportation, or dispensation of alcohol; or
2. Being under the influence of alcohol from unauthorized consumption.

C. Illegal Drugs

The following acts are prohibited and will subject an employee to discharge:

1. The use, possession, purchase, sale, manufacture, distribution, transportation, or dispensation of any illegal drug or other controlled substance; or
2. Being under the influence of any illegal drug or other controlled substance.

Despite many states' recent legalization of medical and/or recreational marijuana, the Company's zero tolerance policy prohibits any employee from being impaired by marijuana while working and also prohibits any employee from possessing marijuana while on company property.

D. Legal Drugs

The following acts are prohibited and will subject an employee to discharge:

1. The abuse of any legal drug;
2. The purchase, sale, manufacture, distribution, transportation, dispensation, or possession of any legal prescription drug in a manner inconsistent with law; or
3. Working while impaired by the use of a legal drug whenever such impairment might:
 - a. Endanger the safety of the employee or some other person;
 - b. Pose a risk of significant damage to Company property or equipment; or
 - c. Substantially interfere with the employee's job performance or the efficient operation of The Company's business or equipment.



Dress Policy

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. Please remember that you must also meet the dress code requirements specific to your assigned venue.

Nothing in this dress code is intended or should be construed to violate, restrict, or discriminate against any employee's actual or perceived race, including hair texture and natural hair styles, religion, religious creed, sex, sexual orientation, gender, gender identity or status, gender expression, national origin, ancestry, age, nursing mothers, or any other basis protected by local, state, or federal laws. If any employee believes that their protected rights based upon a protected class are being restricted or violated in some manner by the dress code, please contact your Branch Manager or the Human Resources Director of Corporate Compliance so that these concerns can be addressed. Any employee who needs a medical or religious accommodation to the Company's dress and grooming standards should contact their Branch Manager or the Human Resources Director of Corporate Compliance.

I. Dress and Appearance

We only get one chance to make a first impression. We must always look sharp!

1. All employees must wear the appropriate color and fabric slacks, dependent on event requirements and as explained in your orientation, which should be clean and neat. Jeans, corduroys, cargo, leggings, or sweatpants are not acceptable. Baggy pants are not allowed.
2. White collared shirt. The shirt may be short or long sleeves, pullover (polo type) or button down. Depending on event requirements and as explained in your orientation.
3. Black belts must be worn with the uniform.
4. Your CSC windbreaker (yellow jacket) will be zipped, snapped and/or tied at the bottom. The drawstrings will be tucked in the jacket.
5. During working time at events, while performing crowd management and security services, no additional badges, pins, patches, etc. are to be worn on the uniform without prior approval. This rule does NOT prevent employees from exercising rights to engage in lawful protected, concerted activity, such as wearing badges, pins, patches, etc., concerning labor organizing, working conditions, wages, or hours. Prior approval is NOT needed for such lawful activity.
6. All employees will be required to wear dark socks that are acceptable in appearance.
7. During all assignments requiring a "Coat and Tie", the employee will wear the following (unless otherwise specified by scheduler):
 - Blazer (provided by CSC)
 - Polyester double-knit slacks of the correct color
 - Black dress shoes with dark socks
 - White long-sleeved button up dress shirt
 - Tie (provided by CSC)
8. During working time at events, while performing crowd management and security services, no baseball caps may be worn at the discretion of the event supervisor. The only hats permitted will be either navy blue or black with no writing or logos, hats with CSC logo or name, or a hat with the logo of the client for whom we are working as approved by the branch and the client. This rule does NOT prevent employees from exercising rights to engage in lawful protected, concerted activity including wearing baseball hats accessorized with messages concerning labor organizing, working conditions, wages, or hours.
9. Depending on the location, employees may be issued a CSC ID badge (provided by CSC) and/or credential. It should be worn in an upright, readable position and always be visible. No pins of any kind are allowed on the badge. You may not deface the badge in any manner. The badge/credential is the property of CSC and must be returned immediately upon request.
10. Misuse of any CSC provided uniforms, equipment, or badge/credentials will result in disciplinary action.



11. CSC's image is professional and designed to make the guest feel confident. Hair must be groomed, and neat. Extreme styling is not allowed. 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. Depending on the type of event, employees may be required to have their hair pinned up or tucked inside their collars for safety reasons. Make up may only be worn in shades of neutral tones.
 12. Mustaches and beards are acceptable. Facial hair, including sideburns, must be neatly trimmed. Extreme hair styling is unacceptable.
 13. Fingernails should not exceed a 1/4" beyond the top of the finger. Polishes that are extreme colors such as shades of green, purple, black, yellow, or blue are unacceptable. Fashion extremes are unacceptable. Nails should be neat and trimmed.
 14. The use of deodorant is recommended. If you choose to wear cologne or perfume, please do so in moderation as a courtesy to co-workers, guests, and clients. Also please be aware that some of your co-workers may have a sensitivity to the smell of smoke on your clothing from tobacco products.
 15. Small rings, class rings, wedding bands or sets, and a conservative style watch are permitted. For safety reasons, necklaces must be worn 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.
 16. 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 and should provide good support and comfort for long periods of standing and walking.
 17. 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. Sunglasses may only be worn on your face to cover your eyes. Sunglasses may not be worn on top of a hat, the back of your head or hung on your shirt or jacket. Put your sunglasses away when you are not wearing them.
 18. Tattoos containing profanity, obscene or offensive images or messages are to be covered and not seen. Visible tattoos on the face and neck are to be covered and not seen to the extent possible. Anything deemed offensive by CSC management must be covered at all times.
 19. Change clothing in designated employee changing areas only.
- Any employee not meeting the CSC or client appearance standards may be sent home. Repeated violations may result in further disciplinary action, including suspension or discharge. However, CSC will make reasonable accommodations on uniform standards for employees based on medical needs, religious needs, or the need of any other protected category. Please contact your Branch Manager or the Human Resources Director of Corporate Compliance if you need a reasonable accommodation on a uniform or dress standard set forth herein.

23. SAFETY ACT



As events become increasingly more high-profile, deterrence and defense against potential acts of terrorism require well-trained and managed personnel to implement complex security procedures. More than ever, today's events rely on the abilities of security service providers to deliver an excellent customer experience while managing and mitigating risks to the public. CSC understands this and has taken steps to protect its clients from litigation and liability arising from such acts.

On July 18, 2013, the U.S. Department of Homeland Security (DHS) awarded CSC the "Designation" level of SAFETY Act coverage for Event Security Services, officially approving CSC's core competencies as a Qualified Anti-Terrorism Technology (QATT). This coverage provides legal liability protections to venue ownership where CSC provides its Event Security Services. Core competencies include physical screening, access control, and crowd management.



On April 20, 2017, after continued enhancements to its processes, DHS awarded CSC the "Certification" level for Event Security Services. As described on the DHS SAFETY Act web site, the Services are a *"suite of safety and security services designed, in part, to deter, detect, disrupt, respond to, and mitigate Acts of Terrorism. The services are deployed at: arenas,*

stadiums, performing arts venues, convention centers, race tracks, etc., and outdoor festivals, concerts, and golf tournaments. The Technology is a set of core activities invariable across all deployments, and a set of enhanced, customer-driven activities not necessarily suitable at all venues or event types." With the Certification, CSC was placed on the official SAFETY Act Approved Technologies List.



CSC received these recognitions by DHS after a very thorough evaluation of our policies, training procedures, and operations. DHS made several site visits to venues where CSC provides security services and was complimentary of the professionalism and effectiveness of our workforce. 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. CSC is proud to be the first crowd management company to have received SAFETY Act Designation and Certification for Event Security Services.

What this means for the CSC client

Under this coveted award, when a Technology is Designated as a 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).

"Through our 54 year history, we have always remained progressive and contemporary with societal changes and event needs. Working with DHS, we identified training methods and operational plans that could be modified to better meet the overall safety objectives. We believe that giving our clients this peace of mind sets us far apart from any of our competitors. Not only that, our ESOP employees/owners can also rest assured since this mitigates chances of catastrophic loss and protects the company's future in the event of worst-case scenarios. And in our business, we are especially aware of the need to be prepared for anything- and this shows exactly that."

Damon Zumwalt
CSC Founder and CEO



The most important thing for our clients and potential clients to know is that according to DHS's published Regulations (see language below), CSC becomes the sole entity that can be sued for third-party injuries associated with the services it provides, effectively shielding our clients from liability. In other words, if an Act of Terrorism occurs at a locale where CSC is deployed, any third-party lawsuits alleging shortcomings of CSC's covered services can only be brought against CSC, thus immunizing the client from lawsuits that they might otherwise face in the absence of CSC's SAFETY Act Designation/Certification.

6 CFR Part 25 (§ 25.7 Litigation Management (d), Page 33166, excerpt): [emphasis added] [Note, CSC is defined as the "Seller"]

(d) There shall exist only one cause of action for loss of property, personal injury, or death

for performance or non-performance of the Seller's Qualified Anti-Terrorism Technology in relation to an Act of Terrorism. Such cause of action may be brought only against the Seller of the Qualified Anti-Terrorism Technology and may not be brought against the buyers, the buyers' contractors, or downstream users of the Technology, the Seller's suppliers or contractors, or any other person or entity.

Additionally, **having CSC as your event security services provider can significantly ease the burden on a venue's own SAFETY Act application.** Rather than having to provide lengthy narratives and provide effectiveness data about internal or an unknown third-party's security policies and procedures, the venue can describe its oversight and quality assurance of CSC and reference CSC's Certified services.



24. ADDED VALUE



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

CEIA USA (Screening Equipment)

CSC has extensive experience with guest screening at major venues and events. As situations, both international and domestically, continue to evolve, clients look for more robust ways to ensure the safety of their guest. Many have turned to utilizing hand held metal detectors (HHMD) and walk through metal detectors (WTMD). CSC has developed a relationship with CEIA USA, the leader in metal detectors and security equipment. This alliance allows for rapid deployment of HHMD and WTMD, both on a temporary or permanent basis. CSC maintains an inventory of both Walk Through Metal Detectors and Hand Held Metal Detectors.

24/7 Software (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 24/7 Software (formally 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. 24/7 Software'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.

Trained Crowd Manager (TCM) 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.

FirstNet

During emergencies, public safety needs to be able to communicate without interruption - lives depend on it. It is critical that our nation's law enforcement officers, firefighters, paramedics and other responders have true priority for their daily and emergency communications needs.



The First Responder Network Authority, or the FirstNet Authority, is an independent agency within the U.S. Department of Commerce's National Telecommunications and Information Administration (NTIA) that oversees FirstNet, the nation's communications network dedicated to emergency responders and the public safety community.

CSC Managers cellular devices are on the FirstNet Authority network. What this means for our clients is that, during a crisis when cell towers are jammed with communications, these CSC cell phones will have priority over general cellular traffic allowing them to communicate with the client, law enforcement, and first responders seamlessly.

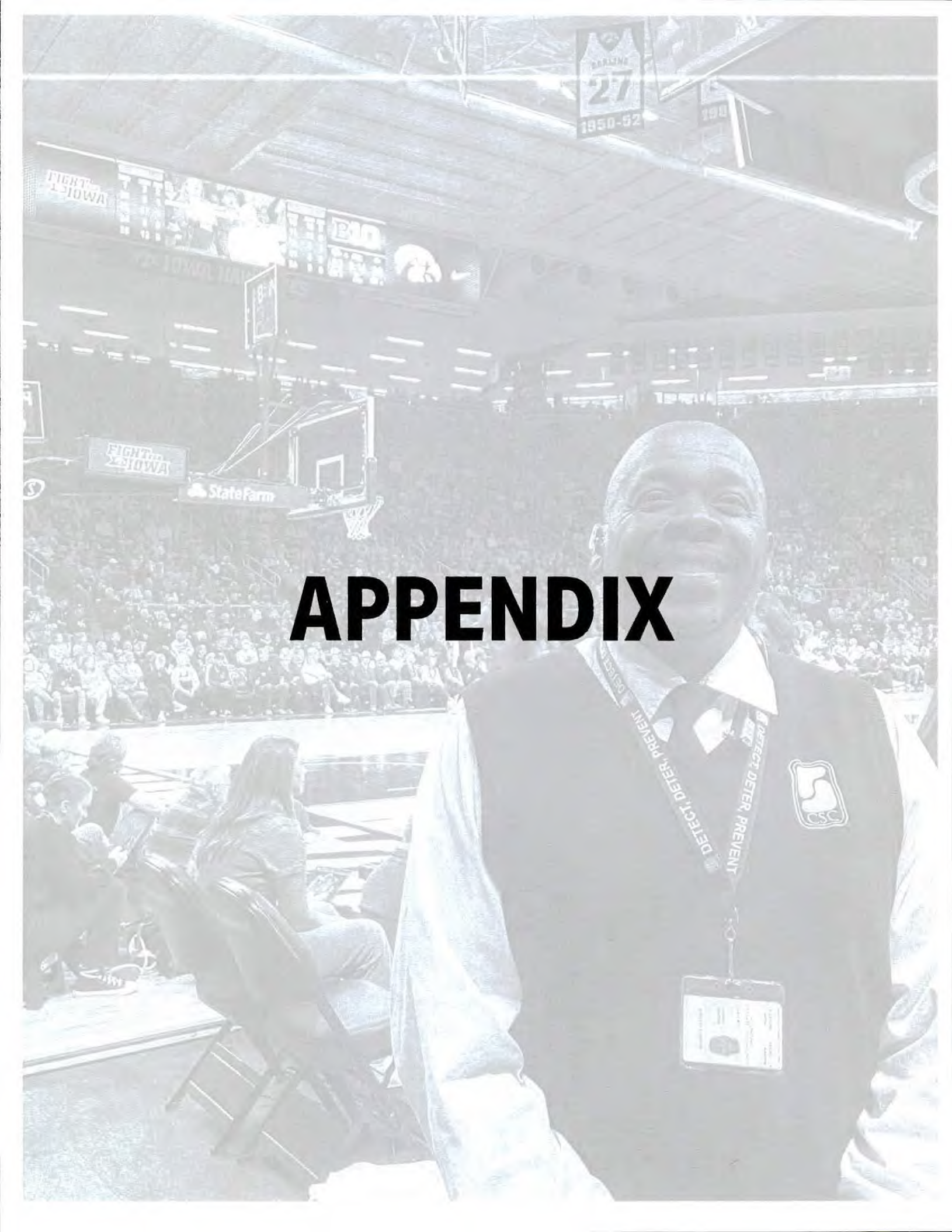
Tabletop Training Exercise (TTX) Training

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.

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.



A grayscale photograph of a man in a security vest standing in a basketball arena. The man is in the foreground, smiling, wearing a dark vest over a light shirt and tie. He has a lanyard around his neck with a badge that says "DETECT, DETER, PREVENT" and a CSC logo. In the background, a basketball court is visible with a crowd of spectators. A basketball hoop and backboard are visible, with a "State Farm" logo on the backboard. A scoreboard and various banners are visible in the upper part of the arena. The word "APPENDIX" is overlaid in large, bold, black letters across the center of the image.

APPENDIX



State of West Virginia



CERTIFICATE OF SECURITY GUARD FIRM

I, Mac Warner, Secretary of State of the
State of West Virginia, hereby certify that

Robert Gary Brockway

of

Contemporary Services
Corporation
17101 Superior Street
Northridge CA 91325

is hereby licensed to conduct the business and engage in the business of Security Guard Firm in the State of West Virginia, under the provisions of and in compliance with Chapter 30, Article 18 of the West Virginia Code. This Certificate shall be in effect and valid from 11/03/2023 to 11/03/2025 unless suspended or revoked thereto, in accordance with the provisions of the West Virginia Code.

This license cannot be transferred



Given under my hand and the Great
Seal of the State of West Virginia
on Wednesday, October 18, 2023

Mac Warner

Mac Warner
West Virginia Secretary Of State

34039

Secretary of State
Bldg.1, Suite 157-K
1900 Kanawha Blvd. East
Charleston, WV 25305-0770

F231018013491

Phone: 304-558-6000
866-767-8683
Visit us online:
www.wvsos.com



B. REFERENCE LETTERS



Division of Recreation & Intercollegiate Athletics
235 South 33rd Street
Philadelphia, PA 19104-6322
T 215.898.6121 F 215.573.2095
@PennAthletics PennAthletics.com

April 12, 2025

I would like to provide this letter of recommendation for Contemporary Services Corporation (Philadelphia).

The University of Pennsylvania Athletic department has contracted their services since before I began my career at Penn over 20 years ago. Their services involve providing security and crowd management for our athletic events and have expanded into providing guest services and other security needs for a variety of other events for a variety of other departments across campus such as the Penn Law/Wharton Fight Night fundraiser, Spring Fling weekend, individual school graduations, and Penn's main commencement ceremony.

Although we primarily use CSC staff for our football, men's basketball, and external rental event needs, their greatest value comes during the last weekend in April annually during the Penn Relays. The Penn Relays is the oldest and largest track & field competition in the United States. The event usually invites over 15,000 participants and over 100,000 spectators over the three days. Therefore we staff more than 600 CSC deployments during the week of the Penn Relays.

The primary function of CSC staff during the Penn Relays is perimeter security and crowd management. We provide a specific list of prohibited items where spectators are screened at entrances prior to entering with their tickets. Staff handle the volume and screening procedures meticulously and professionally, knowing that their job is to keep our spectators safe. Once inside the stadium, spectators can assure their safety is continuing to be monitored by crowd management staff who are required to provide top level customer service.

The branch management of CSC Philadelphia does an outstanding job working with our University and City Police. They provide training and information to their staff to ensure they meet our security and customer service demands, and care for their staff tremendously during inclement weather of rain or heat. They are prepared in evacuation measures in the event of inclement weather or an emergency situation and ensure we end the day and clear the stadium safely.

Due to the length and size of the Penn Relays I feel no other security contractor could provide the safety and customer service needs of our event. We are more than pleased we have partnered with them to ensure a safe and secure event.

If you would like to discuss our experience, please contact me at the information below.

Sincerely,

Scott Ward
Executive Associate Athletic Director/Chief Operations Officer
sward2@upenn.edu
215-898-6153

UNIVERSITY of PENNSYLVANIA





UNIVERSITY OF MARYLAND

DEPARTMENT OF PUBLIC SAFETY
Internationally Accredited

7569 Baltimore Avenue
College Park, Maryland 20742-8715
301.405.0537 TEL 301.314.9549 FAX
www.umdps.umd.edu

MEMORANDUM

October 15, 2024

TO: Lenny Lambert
Vice President of Operations, CSC

FROM: Chief David B. Mitchell
Chief of Police, Director of Public Safety
University of Maryland – College Park Police Department

SUBJECT: Thank you for your support – October 7th Events

Lenny Lambert,

We wanted to take a moment to extend our heartfelt gratitude for you and your team's invaluable support during the October 7th Anniversary event on campus.

Your team's expertise and exceptional professionalism greatly enhanced our operations and ensured the event ran smoothly. The support you provided added a crucial layer of safety and security, which was appreciated by both the Officers, attendees, and the university administration.

Thank you once again for your dedication and hard work. We look forward to collaborating with you in the future!

David B. Mitchell, JD
Chief of Police/Director of Public Safety
University of Maryland Police Department
1101 Pocomoke Building
7569 Baltimore Avenue
College Park, MD 20742
dmitchell@umpd.umd.edu
301-405-5726



ARMY WEST POINT™

OPERATIONS

25 March 2023

To Whom It May Concern:

I am writing this letter of recommendation for Contemporary Services Corporation (CSC) because they are a trusted, loyal and valued partner of the Army West Point Athletic Association. CSC has been our security and event staffing provider since 2015 and during that time, they have greatly improved our overall gameday operation.

CSC provides event security for upwards of 100+ sporting events per year at West Point and their expertise, knowledge and professionalism are showcased on a daily basis. Besides being experts in event security, they are leaders in customer service and forming meaningful relationships with our staff, fans and guests. We had no hesitation renewing our contract with CSC last year through the 2025 season.

CSC consistently hires professional, committed and engaged staff who are trained upon being hired and who receive continuous training throughout their employment. Andres Levy, Director of CSC Operations at West Point, has done a phenomenal job leading his staff and making sure everything is done according to CSC's high standards. Andres receives tremendous support from leaders and mentors throughout the CSC organization and routinely utilizes best practices used within the industry.

I have been at West Point and Army West Point Athletics for twelve years and I am thankful for everyday we utilize CSC and their staff. They are highly knowledgeable, supremely qualified, constant professionals, and a valued member of the Army West Point Athletics family. I will continue to highly recommend CSC to organizations who are looking for the best event security and staffing company in the business.

If you would like to talk further about CSC, please feel free to reach out to me at 845-938-3660 or by email at shane.bell@westpoint.edu.

Sincerely,

Shane Bell
Associate Athletic Director, Operations & Event Management
Army West Point Athletic Association

C. EXPERIENCE WITH EMERGENCY SITUATIONS



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

2021

On Saturday, July 17th, a shooting occurred outside **Nationals Park in Washington D.C.** during a game between the Washington Nationals and San Diego Padres. Many fans attending the game began to panic, assuming that the shooter was inside the ballpark. CSC reacted quickly to help keep fans safe and avoid further chaos. The shooting injured three people outside the stadium, but fans inside the stadium were unharmed. The CSC team quickly directed fans away from potential danger, communicated clear instructions, and work with other ballpark staff members to help create a sense of calm and order. Other staff members remained at their posts, utilizing the skills they gained in training to manage the crowd of more than 33,000 spectators. Ultimately, the shooting was found to be unrelated to the baseball game.

2018

About 35 minutes into the soccer match between the Houston Dynamo and the **Los Angeles Football Club** at Banc of California Stadium (Los Angeles), the first of several lightning strikes were observed. The game was stopped, and CSC immediately began moving guests out of the seating area to the concourse under the 200 level to have them shelter-in-place. After escorting the teams and officials, the field units came up through the stands to sweep any remaining guests to the concourse. Gates were secured and screening staff were moved to the concourse as well. Lightning strikes continued, causing the shelter-in-place order to extend for 90 minutes.

2017

Approximately 10:00PM, a gunman opened fired on the crowd attending the **Route 91 Harvest Music Festival, in Las Vegas**, making it the deadliest mass shooting in modern American history. CSC was providing crowd management services at this event. When the shooting began, CSC's training took over and staff began assisting guests. Once they realized the shooting was coming from an elevated position, some guest were directed by CSC to hide behind structure and shelter in place. Others were guided out exits away from the gunman.

2015

During the 2015 **Firefly Music Festival**, held at The Woodlands of Dover International Speedway, a severe thunderstorm warning was in affect with wind speeds up to 60 MPH. At 9:00 pm on Saturday, June 20, a full evacuation of 80,000 people was executed by the CSC Philadelphia and Washington D.C. branches within 50 minutes of the announcement. CSC used over 350 festival staff to safely evacuate all guests and artists to safety before the storm hit. The successful collaboration of CSC, APEX Security Group, Dover Police Department, and Dover International Speedway ensured the safety of all attendees with no incidents reported. The festival was canceled for the evening and resumed the next day with the remainder of the schedule.

2013

During the second quarter of **Texas Christian University vs. Texas University football game**, a call came through Command Post regarding an approaching storm with possible lightning strikes. Approximately 10 minutes later, an announcement was made in the stadium for all 47,000 guests to take shelter due to lightning strikes and possible hail nearby. CSC staff directed guests to the concourse areas. In addition, the Daniel Meyer Coliseum was opened for an additional shelter-in-place area. All guests were evacuated with no incidents and the game resumed after a 3-hour delay.



2012

CSC's Las Vegas Branch was providing security and staffing services at Las Vegas Motor Speedway during the **Electric Daisy Carnival** for more than 90,000 fans when a wind and sandstorm struck the speedway at 1:00 AM. There were six different stages and numerous carnival rides on the infield. Because of safety concerns for the fans around the stage structures and those 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**

2008

During the 2008 **SEC Men's Basketball Tournament** at the Georgia Dome in Atlanta, an F2 Tornado struck downtown, damaging the Georgia Dome. CSC's Atlanta staff were 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.

2005

On August 28, 2005, **Hurricane Katrina** slammed the Gulf Coast. Within a few days, the Superdome and Convention Center became filled to capacity with people escaping the rising waters. FEMA decided to move more evacuees to neighboring cities. The next day, Houston welcomed the majority of evacuees at Reliant Astrodome and Reliant Center, now NRG Astrodome and NRG Center. CSC Houston, operating under NIMS staffed 175 personnel in 12-hour shifts. Primary duties included access control and screening, which involved full pat down searches. Coverage lasted through September 20, 2005.



THE LEADER IN CROWD MANAGEMENT®

5. CERTIFICATION & SIGNATURE PAGE



REQUEST FOR PROPOSAL (Marshall University and MU25EVENTPER)

SECTION 7: CERTIFICATION AND SIGNATURE PAGE

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State Department that may require registration.

Contemporary Services Corporation

(Company)

Mark Glaser | Executive Vice President, Operations

(Representative Name, Title)

303-808-5987

(Contact Phone/Fax Number)

07-22-25

(Date)



2. ADDENDUM COVER PAGES



Request for Proposal Addendum No. 01



Marshall University
Office of Purchasing
One John Marshall Drive
Huntington, WV 25755-4100
Direct all inquiries regarding this order to: (304) 696-3056

Bid#
MU25EVENTPER-
Addendum No. 01

Vendor:

For information call:
Purchasing Contact: Leeann Lemon
Phone: (304) 696-3056
Email: bidquestions@marshall.edu

Sealed requests to bid for furnishing the supplies, equipment or services described below will be received by the Institution. TO RECEIVE CONSIDERATION FOR AWARD, UNLESS OTHERWISE NOTED, THE BID WILL BE SUBMITTED ON THIS FORM AND UPLOADED INTO THE MU BONFIRE PORTAL ON OR BEFORE THE DATE AND TIME SHOWN FOR THE BID OPENING. When applicable, prices will be based on units specified; and Bidders will enter the delivery date or time for items contained herein. The Institution reserves the right to accept or reject bids on each item separately or as a whole, to reject any or all bids, to waive informalities or irregularities and to contract as the best interests of the Institution may require. BIDS ARE SUBJECT TO THE GENERAL TERMS AND CONDITIONS AS SET FORTH HEREIN.

DATE 7/2/2025	MANDATORY VIRTUAL PRE-BID MEETING:	DEPARTMENT REQUISITION NO. MU25EVENTPER	BIDS OPEN: 07/22/2025 at 3:00 p.m., EST. Broadcast via Teams at link listed below.	BIDDER MUST ENTER DELIVERY DATE FOR EACH ITEM BID
Item #	Quantity	Description	Unit Price	Extended Price
		<u>ADDENDUM NO. 01</u> Project Name: MU25EVENTPER Event Security and Personnel MARSHALL UNIVERSITY – HUNTINGTON, WV 1. Provide a revised Request for Proposal Schedule of Events Technical & Cost Bid Submission Deadline - July 22 2025, at 2:59 p.m., EST Technical Submission Opening – July 22, 2025, at 3:00 p.m., EST and via Microsoft Teams at the following link: https://tinyurl.com/MU25EVENTPER-Technical-Opening Oral Presentations – <i>anticipated</i> the week of August 4, 2025 Cost Submission Opening – To be determined (TBD)		
Total				

To the Office of Purchasing,

In compliance with the above, the undersigned offers and agrees, if this offer is accepted within 30 calendar days (30 calendar days unless a different period is inserted by the purchaser) from the bid open date, specified above, to furnish any or all items upon which prices are offered, at the price set opposite each item, delivered at the designated point(s), within the time specified.

Bidder guarantees shipment from

within _____ days

FOB

After receipt of order at address shown

Terms Net 30

Bidder's name Vendor Contemporary Services Corporation

Signed By [Signature]

Typed Name Mark Glaser

Title Executive Vice President, Operations

Email mglaser@csc-usa.com

Street Address 17101 Superior St.

City/State/Zip Northridge, CA 91325

Date 07-22-25

Phone 303-808-5987

Fein 95-2832166

BOG 43



SOLICITATION NUMBER: MU252EVENTPER

Addendum Number:⁰¹

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- ☒ Modify bid opening date and time
- ☐ Modify specifications of product or service being sought
- ☐ Attachment of vendor questions and responses
- ☐ Attachment of pre-bid sign-in sheet
- ☐ Correction of error
- ☒ Other

Description of Modification to Solicitation:

Addendum issued to publish and distribute the attached documentation to the vendor community.

1. Provide a revised Request for Proposal Schedule of Events

NO OTHER CHANGES.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.



REQUEST FOR PROPOSAL
MU25EVENTPER
Event Security and Personnel

ADDENDUM 01 ATTACHMENT A

This Addendum is issued to provide a revised Request for Proposal Schedule of Events.

1.2 RFP Schedule of Events:

Answers to Technical Questions - Addendum Issued	07/11/25
Technical Bid Submission Deadline	07/22/25 at 2:59pm EST
Cost Bid Submission Deadline	07/22/25 at 2:59pm EST
Technical Bid Opening Date.....	07/22/25 at 3:00pm EST
Technical Evaluation Begins	07/22/25
Oral Presentations	<i>anticipated</i> Week of 08/04
Cost Bid Opening.....	TBD
Cost Evaluation Begins.....	TBD
<i>Anticipated</i> Effective Date of New Contract	09/01/2025

3. ADDENDUM ACKNOWLEDGMENT PAGES



ADDENDUM ACKNOWLEDGEMENT FORM SOLICITATION NO.: 01

MU25EVENTPER

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specifications, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|--|--|
| ☒ Addendum No. 1 | ☐ Addendum No. 6 |
| ☐ Addendum No. 2 | ☐ Addendum No. 7 |
| ☐ Addendum No. 3 | ☐ Addendum No. 8 |
| ☐ Addendum No. 4 | ☐ Addendum No. 9 |
| ☐ Addendum No. 5 | ☐ Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any University personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Contemporary Services Corporation

Company

Authorized Signature

07-22-25

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.



**Request
for Proposal**
Addendum No. 02



Marshall University
Office of Purchasing
One John Marshall Drive
Huntington, WV 25755-4100
Direct all inquiries regarding this order to: (304) 696-3056

Bid#
MU25EVENTPER-
Addendum No. 02

Vendor:

For information call:
Purchasing Contact: Leeann Lemon
Phone: (304) 696-3056
Email: bidquestions@marshall.edu

Sealed requests to bid for furnishing the supplies, equipment or services described below will be received by the Institution. TO RECEIVE CONSIDERATION FOR AWARD, UNLESS OTHERWISE NOTED, THE BID WILL BE SUBMITTED ON THIS FORM AND UPLOADED INTO THE MU BONFIRE PORTAL ON OR BEFORE THE DATE AND TIME SHOWN FOR THE BID OPENING. When applicable, prices will be based on units specified; and Bidders will enter the delivery date or time for items contained herein. The Institution reserves the right to accept or reject bids on each item separately or as a whole, to reject any or all bids, to waive informalities or irregularities and to contract as the best interests of the Institution may require. BIDS ARE SUBJECT TO THE GENERAL TERMS AND CONDITIONS AS SET FORTH HEREIN.

DATE		MANDATORY VIRTUAL PRE-BID MEETING:	DEPARTMENT REQUISITION NO. MU25EVENTPER	BIDS OPEN: 07/22/2025 at 3:00 p.m., EST. Broadcast via Teams at: https://tinyurl.com/MU25EVENTPER-Technical-Opening	BIDDER MUST ENTER DELIVERY DATE FOR EACH ITEM BID
Item #	Quantity	Description			Unit Price
<u>ADDENDUM NO. 02</u> Project Name: MU25EVENTPER Event Security and Personnel MARSHALL UNIVERSITY – HUNTINGTON, WV 1. Provide the Mandatory Pre-bid Attendance Sheet. 2. Provide responses to the technical questions. 3. Provide a revised Pricing Page/Cost Sheet					
Total					

To the Office of Purchasing,
In compliance with the above, the undersigned offers and agrees, if this offer is accepted within ____ calendar days (30 calendar days unless a different period is inserted by the purchaser) from the bid open date, specified above, to furnish any or all items upon which prices are offered, at the price set opposite each item, delivered at the designated point(s), within the time specified.

Bidder guarantees shipment from _____

within _____ days

FOB _____ After receipt of order at address shown

Terms Net 30

BOG 43

Bidder's name Vendor Contemporary Services Corporation

Signed By _____

Typed Name Mark Glaser

Title Executive Vice President, Operations

Email mglaser@csc-usa.com

Street Address 17101 Superior St.

City/State/Zip Northridge, CA 91325

Date 07-22-25

Phone 303-808-5987

Fein 95-2832166



SOLICITATION NUMBER: MU25EVENTPER

Addendum Number:02

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- ☐ Modify bid opening date and time
- ☐ Modify specifications of product or service being sought
- ☒ Attachment of vendor questions and responses
- ☒ Attachment of pre-bid sign-in sheet
- ☐ Correction of error
- ☒ Other

Description of Modification to Solicitation:

Addendum issued to publish and distribute the attached documentation to the vendor community.

1. Provide the Mandatory Pre-Bid Attendance Sheet.
2. Provide responses to the technical questions.
3. Provide a revised Pricing Page/Cost Sheet

NO OTHER CHANGES.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.



REQUEST FOR PROPOSAL
MU25EVENTPER
Event Security and Personnel

ADDENDUM 02 ATTACHMENT A

This Addendum is issued to provide the Mandatory Virtual Pre-bid Attendance Sheet.

ATTENDANCE ATTACHMENT A

1. Summary

Meeting title MU25EVENTPER: Virtual Mandatory Pre-Bid Meeting
 Attended participants 7
 Start time 6/10/25, 8:53:20 AM
 End time 6/10/25, 9:27:48 AM
 Meeting duration 34m 27s
 Average attendance time 29m 42s

2. Participants

Name	First Join	Last Leave	In-Meeting Duration	Email	Participant ID (UPN)	Role
Lemon, Leeann	6/10/25, 8:53:22 AM	6/10/25, 9:27:43 AM	34m 20s	lemonl@marshall.edu	lemonl@marshall.edu	Organizer
CJ Culliton (External)	6/10/25, 8:56:02 AM	6/10/25, 9:27:48 AM	31m 45s	cjculliton@csc-usa.com	cjculliton@csc-usa.com	Presenter
Malko, Vicki (External)	6/10/25, 8:57:07 AM	6/10/25, 9:27:41 AM	30m 34s	Vicki.Malko@garda.com	Vicki.Malko@garda.com	Presenter
Paul McDermott (External)	6/10/25, 8:57:58 AM	6/10/25, 9:27:43 AM	29m 44s	pmcdermott@csc-usa.com	pmcdermott@csc-usa.com	Presenter
Greg Pencosky (External)	6/10/25, 8:59:43 AM	6/10/25, 9:27:41 AM	27m 57s	gpencosky@teamsignal.com	gpencosky@teamsignal.com	Presenter
Nicole Rubin (External)	6/10/25, 9:00:41 AM	6/10/25, 9:27:43 AM	27m 2s	nrubin@teamsignal.com	nrubin@teamsignal.com	Presenter
Brown, Andrew	6/10/25, 9:01:12 AM	6/10/25, 9:27:42 AM	26m 29s	brown613@marshall.edu	brown613@marshall.edu	Presenter

3. In-Meeting Activities

Name	Join Time	Leave Time	Duration	Email	Role
Lemon, Leeann	6/10/25, 8:53:22 AM	6/10/25, 9:27:43 AM	34m 20s	lemonl@marshall.edu	Organizer
CJ Culliton (External)	6/10/25, 8:56:02 AM	6/10/25, 9:27:48 AM	31m 45s	cjculliton@csc-usa.com	Presenter
Malko, Vicki (External)	6/10/25, 8:57:07 AM	6/10/25, 9:27:41 AM	30m 34s	Vicki.Malko@garda.com	Presenter
Paul McDermott (External)	6/10/25, 8:57:58 AM	6/10/25, 9:27:43 AM	29m 44s	pmcdermott@csc-usa.com	Presenter
Greg Pencosky (External)	6/10/25, 8:59:43 AM	6/10/25, 9:27:41 AM	27m 57s	gpencosky@teamsignal.com	Presenter
Nicole Rubin (External)	6/10/25, 9:00:41 AM	6/10/25, 9:27:43 AM	27m 2s	nrubin@teamsignal.com	Presenter
Brown, Andrew	6/10/25, 9:01:12 AM	6/10/25, 9:27:42 AM	26m 29s	brown613@marshall.edu	Presenter



REQUEST FOR PROPOSAL
MU25EVENTPER
Event Security and Personnel

ADDENDUM 02 ATTACHMENT B

This Addendum is issued to provide responses to the technical questions.



Request for Bid: MU25EVENTPER
Event Security and Personnel
Technical Questions and Answers

ADDENDUM 02 ATTACHMENT B

- Q1.** My team had a question about this pricing sheet on this project, would you like the hourly rate of the guards placed in this sheet or our bill rate?
- A1.** The Pricing/Cost Sheet has been revised to include both the hourly rate and the bill rate for the guards, as well as all positions listed. The Pricing/Cost Sheet is Attachment C of Addendum 02.
- Q2.** What are the current bill rates for the services provider providing the services outlined in this RFP?
- A2.** This information can be found on the Office of Purchasing webpage:
<https://www.marshall.edu/purchasing/sport-events-non-personnel-services/>, along with the master agreement and all change orders.
- Q3.** Please provide the staffing levels for each athletic venue that the successful contractor will be servicing?
- A3.** Below is the total number of bodies for each sporting event, split amongst guard/ticket taker/usher/parking attendant/weapons detections machine/baggage checker etc.
- | | |
|--------------------|-------------------------|
| Football – 160 | Volleyball - 5 |
| Men's Soccer – 26 | Men's Basketball – 45 |
| Women's Soccer – 7 | Women's Basketball – 16 |
| Softball – 3 | Baseball – 20 |
- Q4.** How many hours of service, or what was your total spend for the services, provided in this RFP during your last financial year?

A4. Below is the estimated total encumbered amounts for MU20EVENTPER.

FY 2024	\$294,705.20
FY 2025 YTD	\$ 423,551.73

Q5. Who is your current provider for the services outlined in this RFP?

A5. This information can be found on the Office of Purchasing webpage:
<https://www.marshall.edu/purchasing/sport-events-non-personnel-services/>, along with the master agreement and all change orders.

--END OF DOCUMENT--



REQUEST FOR PROPOSAL
MU25EVENTPER
Event Security and Personnel

ADDENDUM 02 ATTACHMENT C

This Addendum is issued to provide a revised Pricing Page/Cost Sheet.

Addendum No. 02 Attachment C

Attachment A: Pricing/Cost Page - REVISED
MU25EVENTPER

Bidder Company Name: _____

INSTRUCTIONS:

1. All bidders must complete the pricing page.
2. Bidders should enter their hourly rate in column C.
3. Bidders should enter their hourly rate in column D.

Item #	Position Title	Hourly Rate	Bill Rate
1	Event Manager		
2	Event Manager - Overtime		
3	Event Manager - Holiday Rate		
4	Supervisor		
5	Supervisor - Overtime		
6	Supervisor - Holiday Rate		
7	Security Guard		
8	Security Guard - Overtime		
9	Security Guard - Holiday Rate		
10	Usher		
11	Usher - Overtime		
12	Usher - Holiday Rate		
13	Parking Guard		
14	Parking Guard - Overtime		
15	Parking Guard - Holiday Rate		
16	Ticket Taker		
17	Ticket Taker - Overtime		
18	Ticket Taker - Holiday Rate		

**ADDENDUM ACKNOWLEDGEMENT
FORM SOLICITATION NO.: 02**

MU25EVENTPER

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specifications, etc.

Addendum Numbers Received:

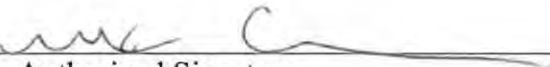
(Check the box next to each addendum received)

- | | |
|--|--|
| ☐ Addendum No. 1 | ☐ Addendum No. 6 |
| ☒ Addendum No. 2 | ☐ Addendum No. 7 |
| ☐ Addendum No. 3 | ☐ Addendum No. 8 |
| ☐ Addendum No. 4 | ☐ Addendum No. 9 |
| ☐ Addendum No. 5 | ☐ Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any University personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Contemporary Services Corporation

Company



Authorized Signature

07-22-25

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.



7. ATTACHMENT C - PURCHASING AFFIDAVIT



STATE OF WEST VIRGINIA Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Contemporary Services Corporation

Authorized Signature: James Granger Date: 6/12/2025
James Granger

State of _____

County of _____, to-wit:

Taken, subscribed, and sworn to before me this _____ day of _____, 20____.

My Commission expires _____, 20____.

SEE ATTACHED CERTIFICATE
P. 2105, NOTARY PUBLIC

AFFIX SEAL HERE

NOTARY PUBLIC

6/12/2025

Purchasing Affidavit (Revised 01/19/2018)



A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California
County of LOS ANGELES

Subscribed and sworn to (or affirmed) before me on this 12th
day of JUNE, 2025, by JAMES CLAY GRANGER-----

proved to me on the basis of satisfactory evidence to be the
person(s) who appeared before me.



(Seal)

Signature

A handwritten signature in cursive script that reads "Patricia Rios".

8. ATTACHMENT D - DRUG-FREE WORKPLACE



WV-73
Approved / April 30, 2020



State of West Virginia
DRUG FREE WORKPLACE CONFORMANCE AFFIDAVIT
West Virginia Code §21-1D-5

I, JAMES GRANGER, after being first duly sworn, depose and state as follows:

1. I am an employee of Contemporary Services Corporation; and,
(Company Name)
2. I do hereby attest that Contemporary Services Corporation
(Company Name)

maintains a written plan for a drug-free workplace policy and that such plan and policy are in compliance with **West Virginia Code §21-1D**.

The above statements are sworn to under the penalty of perjury.

Printed Name: JAMES GRANGER

Signature: *James Granger*

Title: PRESIDENT

Company Name: Contemporary Services Corporation

Date: 6/12/2025

STATE OF WEST VIRGINIA,

COUNTY OF _____, TO-WIT:

Taken, subscribed and sworn to before me this _____ day of _____,

By Commission expires _____

(Seal)

(Notary Public)

SEE ATTACHED CERTIFICATE
P. RIOS - NOTARY PUBLIC
6/12/2025

Rev. July 7, 2017



A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California
County of LOS ANGELES

Subscribed and sworn to (or affirmed) before me on this 12th
day of JUNE, 2025, by JAMES CLAY GRANGER-----

proved to me on the basis of satisfactory evidence to be the
person(s) who appeared before me.



(Seal)

Signature

Patricia Rios

9. ATTACHMENT E - DISCLOSURE OF INTERESTED PARTIES



West Virginia Ethics Commission



Disclosure of Interested Parties to Contracts

Pursuant to W. Va. Code § 6D-1-2, a state agency may not enter into a contract, or a series of related contracts, that has/have an actual or estimated value of \$1 million or more until the business entity submits to the contracting state agency a Disclosure of Interested Parties to the applicable contract. In addition, the business entity awarded a contract is obligated to submit a supplemental Disclosure of Interested Parties reflecting any new or differing interested parties to the contract within 30 days following the completion or termination of the applicable contract.

For purposes of complying with these requirements, the following definitions apply:

"Business entity" means any entity recognized by law through which business is conducted, including a sole proprietorship, partnership or corporation, but does not include publicly traded companies listed on a national or international stock exchange.

"Interested party" or *"Interested parties"* means:

- (1) A business entity performing work or service pursuant to, or in furtherance of, the applicable contract, including specifically sub-contractors;
- (2) the person(s) who have an ownership interest equal to or greater than 25% in the business entity performing work or service pursuant to, or in furtherance of, the applicable contract. (This subdivision does not apply to a publicly traded company); and
- (3) the person or business entity, if any, that served as a compensated broker or intermediary to actively facilitate the applicable contract or negotiated the terms of the applicable contract with the state agency. (This subdivision does not apply to persons or business entities performing legal services related to the negotiation or drafting of the applicable contract.)

"State agency" means a board, commission, office, department or other agency in the executive, judicial or legislative branch of state government, including publicly funded institutions of higher education: Provided, that for purposes of W. Va. Code § 6D-1-2, the West Virginia Investment Management Board shall not be deemed a state agency nor subject to the requirements of that provision.

The contracting business entity must complete this form and submit it to the contracting state agency prior to contract award and to complete another form within 30 days of contract completion or termination.

This form was created by the State of West Virginia Ethics Commission, 210 Brooks Street, Suite 300, Charleston, WV 25301-1804. Telephone: (304)558-0664; fax: (304)558-2169; e-mail: ethics@wv.gov; website: www.ethics.wv.gov.

Revised June 8, 2018



West Virginia Ethics Commission
Disclosure of Interested Parties to Contracts

(Required by W. Va. Code § 6D-1-2)

Name of Contracting Business Entity: Contemporary Services Corporation Address: 17101 Superior Street Northridge, CA 91325

Name of Authorized Agent: JAMES GRANGER Address: 17101 Superior Street Northridge, CA 91325

Contract Number: MU25EventPer Contract Description: Event Security and Personnel

Governmental agency awarding contract: Marshall University

☐ Check here if this is a Supplemental Disclosure

List the Names of Interested Parties to the contract which are known or reasonably anticipated by the contracting business entity for each category below (attach additional pages if necessary):

1. Subcontractors or other entities performing work or service under the Contract

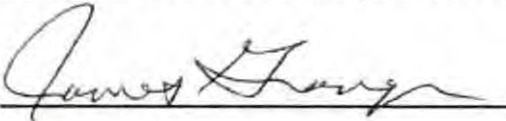
☐ Check here if none, otherwise list entity/individual names below.

2. Any person or entity who owns 25% or more of contracting entity (not applicable to publicly traded entities)

☐ Check here if none, otherwise list entity/individual names below.

3. Any person or entity that facilitated, or negotiated the terms of, the applicable contract (excluding legal services related to the negotiation or drafting of the applicable contract)

☐ Check here if none, otherwise list entity/individual names below.

Signature:  Date Signed: 6/12/2025

Notary Verification

State of _____, County of _____

I, _____, the authorized agent of the contracting business entity listed above, being duly sworn, acknowledge that the Disclosure herein is being made under oath and under the penalty of perjury.

Taken, sworn to and subscribed before me this _____ day of _____

Notary Public's Signature

To be completed by State Agency:

Date Received by State Agency: _____

Date submitted to Ethics Commission: _____

Governmental agency submitting Disclosure: _____

SEE ATTACHED CERTIFICATE

P. RIOS NOTARY PUBLIC

6/12/2025

Revised June 8, 2018



A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California
County of LOS ANGELES

Subscribed and sworn to (or affirmed) before me on this 12th
day of JUNE, 2025, by JAMES CLAY GRANGER-----

proved to me on the basis of satisfactory evidence to be the
person(s) who appeared before me.



(Seal)

Signature Patricia Rios

10. CITY OF HUNTINGTON BUSINESS LICENSE



CITY OF HUNTINGTON GENERAL BUSINESS LICENSE CERTIFICATE

CONTEMPORARY SERVICES CORP

17101 SUPERIOR ST
NORTHRIDGE, CA 91325

Business License #: 242
Renewal #: 2024-00000221

7/1/2024 to 6/30/2025

Business Classification:

General Business

***** Important Notice *****

This certificate is NOT transferable and must be conspicuously displayed at the location for which issued. HAWKERS and PEDDLERS must carry a copy of this certificate in every vehicle operated by them. CONTRACTORS must have a copy of this certificate displayed at job site. ALL license, tax and fees must be current to keep license in good standing. Engaging in business without conspicuously posting a valid certificate in the place of business is a violation of the Codified Ordinances of Huntington, West Virginia.

CONTEMPORARY SERVICES CORP
251 LITTLE FALLS DR

City of Huntington
P.O. Box 1650

Renewal submitted. Waiting on physical license. Renewal #:2025-00000333





**WEST VIRGINIA
TAX DIVISION
BUSINESS REGISTRATION
CERTIFICATE**

ISSUED TO:
**CONTEMPORARY SERVICES CORPORATION
CAM HENDERSON CENTER ROOM #3008 2001 THIRD AVE
HUNTINGTON, WV 25703-1109**

BUSINESS REGISTRATION ACCOUNT NUMBER: **2289-7310**

This certificate is issued on: **October 10, 2024**

*This certificate is issued by
the West Virginia Tax Commissioner
in accordance with Chapter 11, Article 12, of the West Virginia Code.*

*The person or organization identified on this certificate is registered
to conduct business in the State of West Virginia at the location above.*

This certificate is not transferrable and must be displayed at the location for which issued.
This certificate shall be permanent until cessation of the business for which the certificate of registration was
granted or until it is suspended, revoked or cancelled by the Tax Commissioner.

Change in name or change of location shall be considered a cessation of the business and a new certificate shall be
required.

TRAVELING/STREET VENDORS: Must carry a copy of this certificate in every vehicle operated by them.
CONTRACTORS, DRILLING OPERATORS, TIMBER/LOGGING OPERATIONS: Must have a copy of
this certificate displayed at every job site within West Virginia.

atL006 v.27
L0969708192



12. SAMPLE CERTIFICATE OF INSURANCE



THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Alliant Insurance Services, Inc. 353 N. Clark Street Chicago IL 60654		CONTACT NAME: Chicago P&C PHONE (A/C, No, Ext): 567-402-4285 FAX (A/C, No): E-MAIL ADDRESS: renee.villers@alliant.com															
INSURED Contemporary Services Corporation 17101 Superior Street Northridge CA 91325		License#: 0C36861 CONTSER-01	<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A: Champlain Specialty Insurance</td> <td>16834</td> </tr> <tr> <td>INSURER B: Zurich American Insurance Comp</td> <td>16535</td> </tr> <tr> <td>INSURER C: American Zurich Insurance Comp</td> <td>40142</td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </tbody> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Champlain Specialty Insurance	16834	INSURER B: Zurich American Insurance Comp	16535	INSURER C: American Zurich Insurance Comp	40142	INSURER D:		INSURER E:		INSURER F:	
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INSURER C: American Zurich Insurance Comp	40142																
INSURER D:																	
INSURER E:																	
INSURER F:																	

COVERAGES **CERTIFICATE NUMBER:** 1044824520 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

SR	TR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	X	COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR ☒ SIR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☒ PRO-JECT ☐ LOC OTHER:		CSSE-CGL-0001717-03	3/18/2025	3/18/2026	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000 \$
B		AUTOMOBILE LIABILITY ☒ ANY AUTO ☐ OWNED AUTOS ONLY ☒ HIRED AUTOS ONLY ☒ COMP 2500/5K ☐ SCHEDULED AUTOS ☒ NON-OWNED AUTOS ONLY ☒ COLL 2500/5K		BAP937666821	3/18/2025	3/18/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
		UMBRELLA LIAB ☐ OCCUR EXCESS LIAB ☐ CLAIMS-MADE DED ☐ RETENTION \$					EACH OCCURRENCE \$ AGGREGATE \$ \$
C		WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y / N ☐ N / A	WC930778722 WC930783022 (WI)	3/18/2025 3/18/2026	3/18/2026 3/18/2026	☒ PER STATUTE ☐ OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A		Professional Liability		CSSE-CGL-0001717-03	3/18/2025	3/18/2026	1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER Sample 17101 Superior Street Northridge CA 91325	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
---	--

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Vendor/Customer

Vendor/Customer	Legal Name	Alias/DBA	Vendor Active Status	Customer Active Status	Previous Name
000000163118	SECURITY CONSULTANTS & SOL LLC		Discontinued	Inactive	
✓ 000000163119	SECURITY CONSULTANTS & SOLUTIONS LLC	JAMIE ROY	Active	Inactive	
000000163120	SECURITY CONSULTANTS AND		Discontinued	Inactive	

From 1 to 3 of 3 First Prev Next Last [Attachments](#)Save [Undo](#) Delete Insert [Copy](#) Paste [Search](#) 

▼ General Info

Vendor/Customer :	000000163119	Restrict Use by Department :	
Legal Name :	SECURITY CONSULTANTS	Miscellaneous Account :	
Alias/DBA :	JAMIE ROY	Internal Account :	
Vendor Active Status :	Active	Third Party Only :	
Vendor Approval Status :	Complete	Third Party Vendor :	
Customer Active Status :	Inactive	Third Party Customer :	
Customer Approval Status :	Incomplete	Inventory Customer :	
Location Name :		Healthcare Provider :	
First Name :		Never Archive :	
Middle Name :		Restrict VSS Access :	No
Last Name :		Discontinue - No New Business :	
Company Name :	SECURITY CONSULTANTS	Prevent MA Reference :	
Previous Name :		PunchOut Enabled :	
Previous Street :		Re-PunchOut Enabled :	
Previous City :		Electronic Order Enabled :	
Previous State/Province :		W-9 Received :	
Previous Country :		W-9 Received Date :	07/29/2025 
		W-8 Received :	
		W-8 Received Date :	
		Accepts Credit Cards :	
		Active From :	01/01/1999 
		Active To :	
		Last Usage Date :	09/05/2025
		Department :	
		Unit :	

▶ Headquarters

▶ Organization

▶ Disbursement Options

▶ Prenote/EFT

▶ Remittance Advice

▶ Vendor Terms

▶ Accounts Receivable

▶ eMALL

▶ Location Information

▶ Fee and Vendor Compliance Holds

Fee Exempt :		Tax Clearance :	
Registration Application Date :	11/13/2012 	Unemployment Insurance :	
Registration Effective Date :	11/13/2012	Worker's Compensation :	
Registration Expiration Date :	12/01/2013	Secretary of State Registration :	
Pre-Registration Code :		Federal Debarred :	

▶ Executive Compensation

▶ Additional Information

▶ Travel

▶ Change Management

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