

# REQUEST FOR LEGISLATIVE ACTION

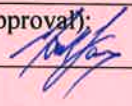
Completed by County Counselor's Office:

Res/Ord No.: 19813

Sponsor(s): Dennis Waits

Date: April 9, 2018

<b>SUBJECT</b>	<p>Action Requested  <input checked="" type="checkbox"/> Resolution  <input type="checkbox"/> Ordinance</p> <p>Project/Title: <u>Awarding a Twenty-Four Month Term and Supply Contract with Three <sup>Twelve</sup> One Month Options to Extend for the furnishing of Armored Car Services to Dunbar Armored, Inc. of Hunt Valley, MD for use by Various County Departments under the terms and conditions of Request for Proposal 100-17.</u></p>																		
<b>BUDGET INFORMATION</b> <i>To be completed By Requesting Department and Finance</i>	<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td>Amount authorized by this legislation this fiscal year:</td> <td></td> </tr> <tr> <td>Amount previously authorized this fiscal year:</td> <td></td> </tr> <tr> <td>Total amount authorized after this legislative action:</td> <td></td> </tr> <tr> <td>Amount budgeted for this item * (including transfers):</td> <td></td> </tr> <tr> <td>Source of funding (name of fund) and account code number:</td> <td></td> </tr> </table> <p>* If account includes additional funds for other expenses, total budgeted in the account is: \$</p> <p><b>OTHER FINANCIAL INFORMATION:</b></p> <p><input type="checkbox"/> No budget impact (no fiscal note required)  <input checked="" type="checkbox"/> Term and Supply Contract (funds approved in the annual budget); estimated value and use of contract:</p> <table style="width:100%;"> <tr> <td style="width:50%;">Department</td> <td style="width:50%;">Estimated Use</td> </tr> <tr> <td>Collections</td> <td>\$8,000.00</td> </tr> <tr> <td>Corrections</td> <td>\$12,000.00</td> </tr> <tr> <td>Municipal Court</td> <td>\$5,700.00</td> </tr> </table> <p>Requesting approval by the Legislature of the term and supply contract; the funds were already appropriated through the annual budget adoption. Estimated usage figures are for informational purposes only.</p> <p>Prior Year Budget (if applicable):          Prior Year Actual Amount Spent (if applicable):</p>	Amount authorized by this legislation this fiscal year:		Amount previously authorized this fiscal year:		Total amount authorized after this legislative action:		Amount budgeted for this item * (including transfers):		Source of funding (name of fund) and account code number:		Department	Estimated Use	Collections	\$8,000.00	Corrections	\$12,000.00	Municipal Court	\$5,700.00
Amount authorized by this legislation this fiscal year:																			
Amount previously authorized this fiscal year:																			
Total amount authorized after this legislative action:																			
Amount budgeted for this item * (including transfers):																			
Source of funding (name of fund) and account code number:																			
Department	Estimated Use																		
Collections	\$8,000.00																		
Corrections	\$12,000.00																		
Municipal Court	\$5,700.00																		
<b>PRIOR LEGISLATION</b>	<p>Prior ordinances and (date):          Prior resolutions and (date): N/A</p>																		
<b>CONTACT INFORMATION</b>	<p>RLA drafted by (name, title, &amp; phone): Katie Bartle, Senior Buyer, 816-881-3465</p>																		
<b>REQUEST SUMMARY</b>	<p>Various County Departments require a Term and Supply contract for the furnishing of Armored Car Services. The Purchasing Department issued Request for Proposal 100-17 in response to this requirement.</p> <p>A total of twenty notifications were distributed and one proposal was received and evaluated as follows:</p> <table border="1" style="width:100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Respondent</th> <th>Responsiveness to Bid Requirements (5 Points)</th> <th>Proposed Method of Performance (40 Points)</th> <th>Experience and Qualifications (25 Points)</th> <th>Pricing (30 Points)</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Dunbar</td> <td>3</td> <td>32</td> <td>25</td> <td>20</td> <td>80</td> </tr> </tbody> </table> <p>*The above totals are a combined average base on individual scores from the three members of the Evaluation Committee.</p> <p>Pursuant to Section 1054.6 of the Jackson County Code, the Finance and Purchasing Department recommends the award of a Twenty-Four Month Term and Supply Contract with Three Twelve Month Options to Extend for the furnishing of Armored Car Services for use by Various County Departments to Dunbar Armored, Inc. of Hunt Valley, MD as the best proposal received.</p> <p>This award is made on an "as needed" basis and does not obligate Jackson County, Missouri to pay any specific amount. The availability of funds for specific purchases is subject to annual appropriation.</p>	Respondent	Responsiveness to Bid Requirements (5 Points)	Proposed Method of Performance (40 Points)	Experience and Qualifications (25 Points)	Pricing (30 Points)	Total	Dunbar	3	32	25	20	80						
Respondent	Responsiveness to Bid Requirements (5 Points)	Proposed Method of Performance (40 Points)	Experience and Qualifications (25 Points)	Pricing (30 Points)	Total														
Dunbar	3	32	25	20	80														

CLEARANCE	<input type="checkbox"/> Tax Clearance Completed (Purchasing & Department) N/A <input checked="" type="checkbox"/> Business License Verified (Purchasing & Department) <input checked="" type="checkbox"/> Chapter 6 Compliance - Affirmative Action/Prevailing Wage (County Auditor's Office)	
COMPLIANCE	<input type="checkbox"/> MBE Goals <input type="checkbox"/> WBE Goals                      No Goals Assigned <input type="checkbox"/> VBE Goals	
ATTACHMENTS	Recommendation Letters from Using Departments, Evaluation Matrices, pertinent pages of Dunbar Armored's proposal.	
REVIEW	Department Director:	Date:
	Finance (Budget Approval): <i>If applicable</i> 	Date: 4/2/18
	Division Manager:	Date:
	County Counselor's Office:	Date:

Fiscal Information (to be verified by Budget Office in Finance Department)

- This expenditure was included in the annual budget.
- Funds for this were encumbered from the \_\_\_\_\_ Fund in \_\_\_\_.
- There is a balance otherwise unencumbered to the credit of the appropriation to which the expenditure is chargeable and there is a cash balance otherwise unencumbered in the treasury to the credit of the fund from which payment is to be made each sufficient to provide for the obligation herein authorized.
- Funds sufficient for this expenditure will be/were appropriated by Ordinance #
- Funds sufficient for this appropriation are available from the source indicated below.

Account Number:	Account Title:	Amount Not to Exceed:

- This award is made on a need basis and does not obligate Jackson County to pay any specific amount. The availability of funds for specific purchases will, of necessity, be determined as each using agency places its order.
- This legislative action does not impact the County financially and does not require Finance/Budget approval.



## WHITNEY S. MILLER

### DIRECTOR OF COLLECTIONS

415 East 12<sup>th</sup> Street, Suite 100

Kansas City, Missouri 64106

(816) 881-3187

Fax: (816) 881-3200

www.jacksongov.org

### MEMORANDUM

To: Katie Bartle, Senior Buyer

From: Whitney S. Miller, Director of Collection *WSM*

Date: March 21, 2018

Re: Request for Proposal no. 100-17 Armored Transport

The sole bid submitted by Dunbar Armored, Inc. has been carefully reviewed and evaluated.

The Collection department evaluated this vendor with a total score of 83. This company has also had our department's contract in prior years.

I therefore recommend acceptance of the bid of Dunbar Armored, Inc. for provision of services that will meet the needs and requirements of the Collection Department. Dunbar provided a bid price (excluding "Excess Time & Item" charges) of \$11,874.48/year for the first year. A small budget transfer will be necessary to cover the remainder of 2018 as the pricing exceeds what was estimated in the 2018 budget.



## JACKSON COUNTY MUNICIPAL COURT

---

**DIVISION 301**  
308 W. KANSAS AVE.  
SUITE 142  
INDEPENDENCE, MISSOURI 64050

Court Administrator  
Betsy Meek  
(816) 881-1697  
(816) 881-4653 Fax

**To: Katie Bartle, Senior Buyer, Purchasing**  
**Date: 03/20/2018**  
**Subject: Bid 100-17 Armored Car Services**

Dunbar Armored was the sole bidder on this contract. Dunbar's performance, experience, qualifications and pricing are all acceptable. Dunbar staff appears to be exceptional and well qualified.

Jackson County Municipal Court recommends that Dunbar be awarded the Armored Car Services contract.

**Jackson County Department of Corrections  
MEMO**



**To:** Katie Bartle, Senior Buyer, Purchasing  
**CC:** Diana Turner, Director; Marvin Walker, SS Administrator  
**Date:** 3/19/18  
**From:** L.J. Scott, Asst Director of Administration *LJ Scott*  
**Subject:** Bid 100-17 Armored Car Services

Dunbar Armored was the sole bidder on this contract. Corrections scored Dunbar at 88% on the evaluation matrix. Dunbar's performance, experience, qualifications and pricing are all acceptable. There does remain some concern regarding the \$2.00 per minute fee after 8 minutes, even though Dunbar increased the time in and out from 6 to 8 minutes. Corrections associates will be made aware of the "need for speed" in order to keep costs down. Corrections recommends that Dunbar be awarded the Armored Car Services contract.



REQUEST FOR PROPOSAL 100-17 Evaluation Matrix

RFP NAME: Armored Car Services

DEPARTMENT NAME: Collections, Corrections, Municipal Court

No	Respondent	Responsiveness to Bid Requirements			Proposed Method of Performance		Experience and Qualifications		Pricing	Total Score
		5 Points	40 Points	25 Points	30 Points	30 Points	30 Points	30 Points		
1	Dunbar	3	25	25	15					<del>68</del> 30 0.0 0.0 0.0 0.0

COMMENTS:

Instructions:

Assign score according to point value (1 is lowest) for each criterion for each vendor.



REQUEST FOR PROPOSAL 100-17 Evaluation Matrix

RFP NAME: Armored Car Services

DEPARTMENT NAME: Collections, Corrections, Municipal Court

No	Respondent	Responsiveness to Bid Requirements			Proposed Method of Performance		Experience and Qualifications		Pricing		Total Score
		5 Points	40 Points	25 Points	30 Points	25 Points	30 Points	30 Points	30 Points		
1	Dunbar	3	35	25	20						830
											0.0
											0.0
											0.0

COMMENTS:

Instructions:

Assign score according to point value (1 is lowest) for each criterion for each vendor.



REQUEST FOR PROPOSAL 100-17 Evaluation Matrix

RFP NAME: Armored Car Services

DEPARTMENT NAME: Collections, Corrections, Municipal Court

No	Respondent	Responsiveness to Bid Requirements			Proposed Method of Performance	Experience and Qualifications	Pricing	Total Score
		5 Points	40 Points	25 Points				
1	Dunbar	3	35	25	25	25	<del>30</del> 88	
							0.0	
							0.0	
							0.0	

COMMENTS:

- Corrections could easily be invoiced for "excess time" - \$2.00 per minute - as it is a long wait including elevator ride to the pickup point.
- Performance, Experience and Qualifications, and Pricing are all acceptable.

Instructions:

Assign score according to point value (1 is lowest) for each criterion for each vendor.

L.G. Scott  
2/22/18



## 1.0 Introduction and History

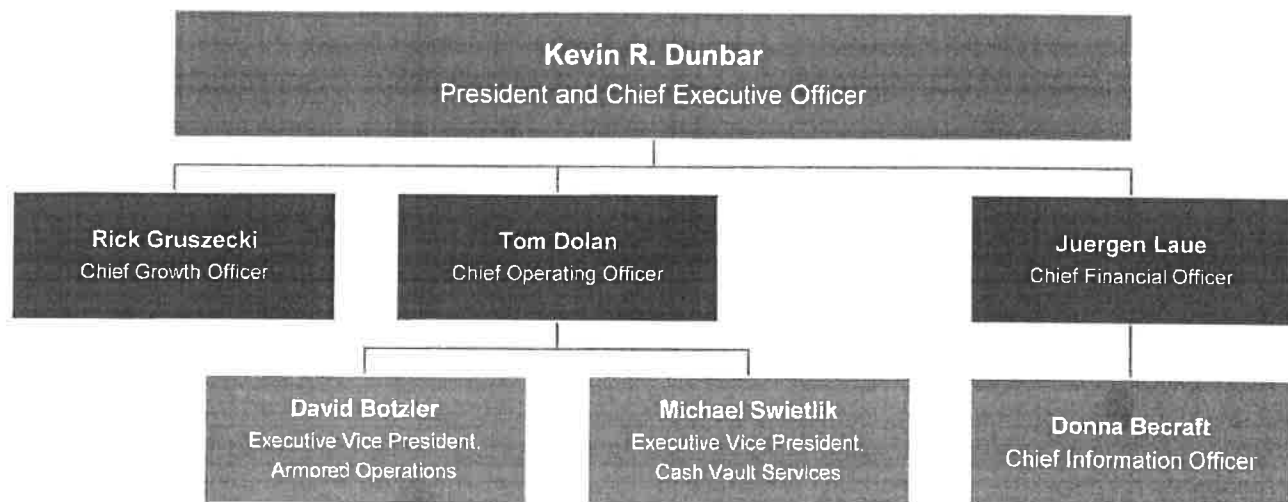
For nearly one hundred years, Dunbar has delivered high quality armored services by leveraging a combination of talented personnel, advanced technology and industry best practices. Dunbar Armored ("Dunbar") continues this practice by providing the County with a comprehensive cash management solution.

Today's ever-evolving security threat landscape requires organizations to be prepared for anything and Dunbar is uniquely positioned to meet that challenge. Equipped to respond to any security concern, Dunbar provides customers with complete protection including Armored Services, Cash Vault Services, Cash Manager Safes, Cybersecurity and Physical Security.

Our complete solutions are entirely customizable to fit each of our clients' security needs. And while each solution is unique they all share one important quality: our full commitment to keeping our clients safe by providing the industry's best risk management services.

Dunbar Armored is structured to provide the highest level of service, account management and inquiry responsiveness. We strive to continually improve, refine and enhance the quality of service that we provide to our customers. There are no plans for any change in management structure.

### Dunbar Armored Executive Committee March, 2018



## 1.1 Expertise

With nearly one hundred years of experience in the armored services and cash management business, Dunbar Armored continues to operate a financially sound American corporation that continues to meet the growing needs of our clients. Dunbar is dedicated to investments in technology to provide customers with full visibility and peace of mind. Our hand-held scanner technology, D-Trak®, allows us to utilize an integrated system that tracks a client's deposits and provide this information directly to our customer via a web-based portal. Access to this daily information is unmatched in the industry.

Additionally, Dunbar's web-based reporting system, Valu-trak<sup>®</sup>, provides our clients with current information to help manage their businesses, reduce costs and provide a higher degree of service for their own banking customers.

Dunbar does not simply propose a client/vendor relationship, but offers a true partnership with ongoing evaluations from both perspectives. This approach promotes mutually beneficial relationships that stand the test of time. In fact, a significant portion of Dunbar's clients have been with us for many years – testimony that this approach works.

Likewise, as a closely held company with a flat reporting structure, objectives and interests are closely aligned to address and resolve our customers concerns quickly and to their full satisfaction.

Dunbar has a proven management team that will oversee the daily operations provided to the County. Most of our managers have been in the cash in transit/cash vault business in excess of twenty years. They understand customer requirements and are efficient in foreseeing problems and correcting performance issues. The County will not experience the continuous change in management so prevalent among our competitors.

## 1.2 The Dunbar Armored Vehicle and Identification

The Dunbar fleet is composed of over 1,500 units of varying models and types. Armored route trucks comprise nearly two-thirds of Dunbar's fleet. Our custom armored route truck bodies are mounted on 25,500 lbs. GVW Navistar chassis. Dunbar's route truck bodies have been constructed to meet or exceed the bullet resistance specifications as defined by The Underwriters Laboratories, Level III. With our continued capital investment in new equipment and strong fleet maintenance program through our onsite mechanics, our trucks are kept in excellent working order to meet our customers' needs.

Our distinct red, white, and black vehicles are easily identifiable by the public and the police departments. Dunbar Armored Cars are always manned by two (2) fully trained personnel. Over the years, we have made structural improvements to make it safer to accommodate new ways of moving larger volumes of cash and valuables.

## 2.0 The Dunbar Network

Dunbar has operated cash vault facilities for more than 30 years. Since establishing our first cash vault services operation in Springfield, Virginia in 1986, Dunbar Cash Vault Services (DCVS), has grown to 38 operations located across the country.

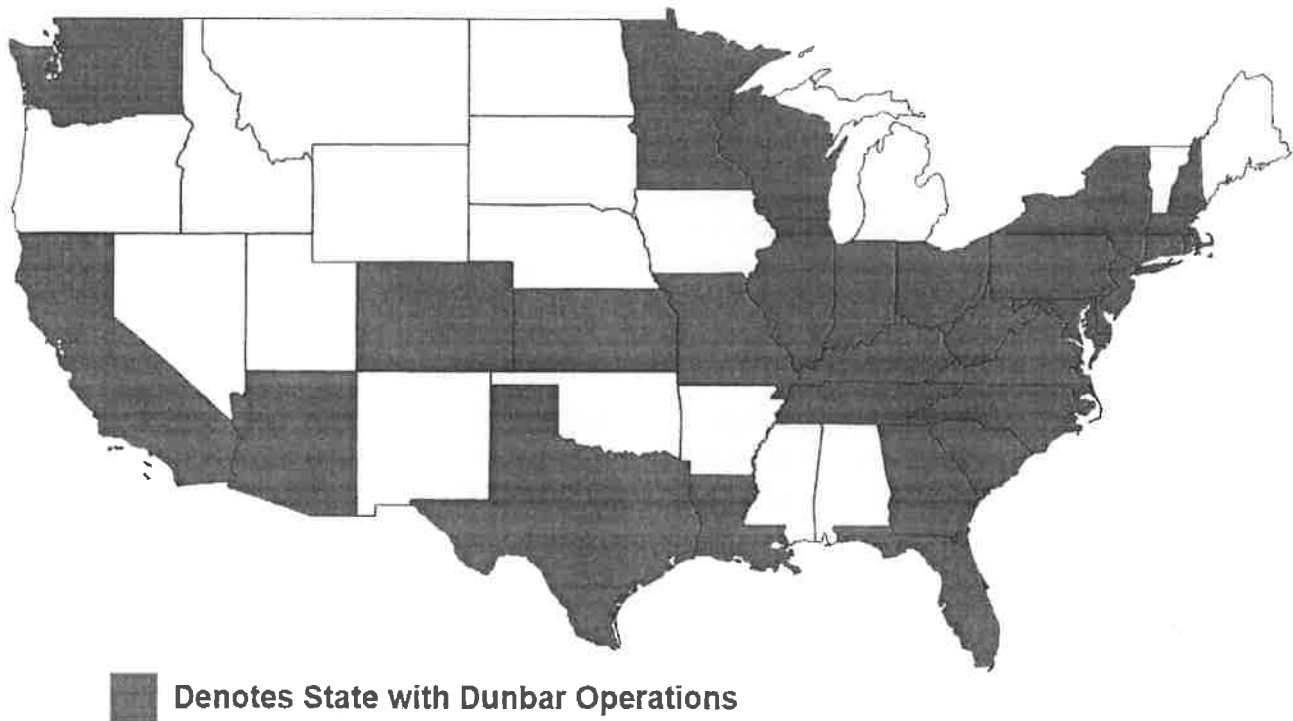
Most of our cash vaults, with the exception of Springfield, Virginia and White Marsh, Maryland, are located inside the same building as our armored transportation operations. This close proximity enables us to take full advantage of the considerable operating efficiencies that exist to benefit our company and our customers.

DCVS verifies and consolidates deposits for multiple location clients, distributes coin and currency shipments to and from the Federal Reserve Bank for financial institutions, provides change order delivery for commercial accounts, services ATM facilities, processes food stamps, and offers a variety of other services utilizing fully automated cash counting and verification equipment.

## 2.1 Dunbar's Armored Services Coverage

Dunbar Armored delivers industry leading security and cash management services to our customers throughout the United States. True to our heritage, we continue to grow, so that we're ready to support our customers today, tomorrow, and for whatever comes next.

The Dunbar Companies employ more than 5,000 people in more than 80 locations and 40 states. Dunbar operates a fleet of 1,500 trucks, which are now servicing 1,000,000 stops per month. Dunbar has a customer base that exceeds 10,000 customers.



## 3.0 Safeguarding Cash Shipments

As Dunbar continues to grow and adapt within the industry, security remains our main focus in all aspects of the business. Our custom security solutions have prevented loss and led to the success of our staff and clientele for nearly 100 years. We provide our customers with the peace of mind knowing their valuables are protected and delivered with efficiency.

Dunbar operates three departments that focus on security:

- **Security**
- **Compliance & Training**
- **Firearms Security**

The **Security Department** consists of a National Director of Security and seven regional Security Directors. Dunbar's Security Directors are responsible for thoroughly investigating all loss incidents and robberies, as well as any reports of suspicious activity. This position is staffed by personnel who possess many years of law enforcement and investigative experience.

The **Compliance & Training Department** oversees a program unique to Dunbar. Our Compliance and Training Officers audit our facilities to ensure compliance with operational policies and procedures and survey routes for safety and security. The officers also work with external parties, such as insurers from London, who audit our facilities and procedures annually. This process increases credibility, minimizes losses and allows Dunbar to pass these benefits onto our customers.

The **Firearms Security Department** is led by Dunbar's National Firearms Instructors. The Firearms Instructors are trained in the NRA's Law Enforcement Firearms Instructors School and the program is certified by the NRA. Dunbar meets or exceeds state firearms training laws in each jurisdiction in which we operate.

### 3.1 Technology

Our business opportunities continue to trend upward as we are reaching historic benchmarks in terms of personalized service and technology. When it comes to security, we understand the importance of technology and the impact it has on your business. Dunbar continues to invest in the latest resources to increase security and maximize loss prevention.

**Dunbar Valu-Trak<sup>®</sup>** provides your business with a web-based portal for consolidated cash management data from multiple locations. Our proprietary system adds audit and loss prevention controls to better manage the daily cash logistics of your organization. Dunbar Valu-Trak allows access to all of your information through:

- **Dunbar D-Trak<sup>®</sup>** - Barcode scanning technology providing activity tracking for all deposits and change orders
- **Dunbar Veri-Trak<sup>®</sup>** - Cash vault reports detailing all deposit processing activity
- **Dunbar Cash-Aware<sup>®</sup>** - Wireless transactional reporting of all Cash Manager Safe activity
- **Web Ordering** - 24/7 order placement and activity details
- **Online Invoicing** - Access to invoices anytime, anywhere, with an option to receive monthly email reports

### 4.0 Full Service Organization

Dunbar is a full-service security organization with two operating divisions - Cash Management and Security Solutions. Initially founded as an armored car company, we have since evolved to offer a comprehensive portfolio of products and services for every aspect of our customers' needs. Whether our clients require physical or digital protection for their assets, our team leverages an extensive knowledge and industry experience to deliver tailored solutions based on individual requirements.

#### 4.1 Cash Management

**Armored Services** – Dunbar Armored trucks transport cash, coin and other valuables to and from our clients' businesses. This armored cash in-transit service is the core of our business, serving major retailers, financial institutions and government agencies nationwide. Our trucks keep commerce moving by securely transporting cargo and streamlining the cash management process, providing our customers peace of mind knowing their employees and deposits are protected.

**Cash Vault Services** – Our secure cash vaults are equipped with state-of-the-art technology to facilitate all processing requirements. The vaults verify and consolidate deposits for multiple locations, help streamline shipments to and from the bank, increase efficiencies and reduce risk of loss and theft.

**Cash Manager Safes** – The Dunbar Cash Manager Safe is an industry leading total cash management solution that incorporates advanced cash accepting smart safe technology with services to mitigate risk and reduce overall costs and labor. They provide independent real-time wireless communication, armored car service, change order services, verification and guarantee of deposited funds, live web reporting, and a comprehensive service and warranty program to ensure reliability.

**EZChange®** – EZChange is available alongside our Armored Services to further improve your cash management operations. EZChange delivers the change you need directly to your door, eliminating reconciliations as well as the labor costs and risks associated with frequent trips to the bank.

**ATM Service** – Dunbar handles everything from cash order preparation, to timely replenishment, to settlement of your terminal. We'll manage deposit verification and residual cash, and even deliver your perishables (receipt paper, etc.) before you run short. ATM Services also grant access to detailed reports and expert conversion teams.

**Security Products** – Dunbar Security Products is the designer and distributor of the world's finest adhesive and tamper-evident security containers. This division also provides customers with a wide-range of security-related products for counterfeit detection, money counting and back-office safes.

#### 4.2 Security Solutions

**Cybersecurity** – Dunbar Cybersecurity delivers customized solutions that allow our customers to maintain their business operations while protecting sensitive information. We assess and monitor all things digital by means of continuous threat monitoring, mobility and remote access, data protection and encryption, online application security, cyber risk management, managed security, security consulting and business continuity. Analysis takes place 24/7 in our state-of-the-art Security Operations Center (SOC), a secure facility featuring video surveillance, biometric access control, redundant fiber-optic Internet connectivity, and battery and diesel redundant power.

**Security Systems** – Dunbar Security Systems are integrated and customized systems that fit a wide range of industries to keep businesses, employees, and customers safe. Among the solutions offered are access control, fire and life safety, intrusion detection, monitoring services and video surveillance.

**Protective Services** – Dunbar security personnel, whether armed or unarmed, deliver protection to commercial, industrial and government organizations that is unmatched in the industry for quality and consistency. Protective Services offers the most advanced guard activity tracking, incident reporting, and integration with security systems.

## 5.0 Customer Service

Approaching 100 years of service that exceeds expectations, Dunbar provides a high level of customer service that is unique within the armored car industry. Our in-depth knowledge and experience, along with a complete continuum of cash management and security solutions, provide our customers with the tools they need for their expanding business requirements.

Dunbar's Operations and Sales staff is specifically structured to identify and resolve obstacles that affect productivity and quality assurance. We continue to expand our capabilities to offer a more efficient and personalized service for our customers.

Dunbar's **Client Help Desk** is located at our Headquarters in Hunt Valley, MD and staffed by our dedicated Customer Service Representatives. The Help Desk is in place to respond to customer inquiries in a timely fashion. Our customers can rely on a designated contact to assist with any questions or issues that may arise during the course of their service. This benefit has proven to be effective in personalizing the customer experience and improving the issue resolution process.

Dunbar's **Account Maintenance Program** provides our Account Executives with the resources needed to provide superior and personalized customer service. Our Account Executives are in contact with each account to understand their needs and offer the appropriate solutions. This enables Dunbar to ensure customer contentment and preserve our company's reputation in the marketplace.

## 6.0 Growth Capacity

As we continue to grow our business, we have put a system in place to develop new opportunities while supporting our existing customer base. We are investing in the best trucks, equipment and training for our personnel. We are constantly implementing new technologies to better serve our customers and internal employees to improve communication, streamline processes and maximize performance. These benefits will continue to win new business for Dunbar and allow our organization to gain a competitive advantage in the industry.

Dunbar's latest innovations and cutting edge technologies ensure our customers receive the best possible service. Dunbar takes pride in the security solutions we offer, and we look forward to discussing these approaches with **the County**.

## 7.0 Invoicing

Dunbar offers an array of electronic invoice formats via the web. Customers can download full invoice detail of services and location charges in a variety of formats such as CSV, PDF, and XML. This provides the customer with the flexibility of downloading into an Excel spreadsheet or importing into their accounting system for reporting and payment.

The benefits of web invoicing include:

- Accelerated access to invoices
- Access to account and payment history

- Expedited invoice reconciliation
- Eliminated paper invoices
- Convenient file download formats
- Email notifications when new invoices are available

Dunbar's invoice payment is net 30 days. Discounts are not offered.

## 8.0 Business Continuity

Dunbar is structured to maximize business continuity in disruptive or catastrophic situations. Our satellite terminals provide our customers with assurance that alternate sites, referred to as "hot sites" are immediately available when needed. Most other carriers provide only a single mega terminal to service a specific region. If their terminal becomes inoperable, they will have difficulty in quickly establishing alternate sites.

Dunbar's facilities all utilize the same systems and processes. In the event of an emergency, customer accounts and information are loaded into the replacement site using our existing network of shuttles. Back-up computer data is placed in this adjoining site, enabling two sources of customer databases.

Our facilities also have sufficient capacity to absorb an additional workload. This can be accomplished by extending our hours of operation and transferring personnel from the down terminal. Our regionalized business continuity plan is duplicated throughout the Dunbar footprint but customized for individual terminals within the region.

Dunbar's philosophy of operating multiple branches rather than a large single facility provides back-up capabilities that other carriers cannot duplicate. Our local branch management team understands our customers' needs and facilitates the issue resolution process.

## 9.0 Insurance Coverage

Dunbar provides an "All Risk" coverage known as transit and storage insurance for armored car services. There are no exceptions, warranties or conditions, except the standard war and nuclear exclusion. "All Risk" insurance covers currency, checks and other valuables against risk of physical loss or damage to the insured property up to your stated liability limits. Checks are subject to reconstruction.

The current policy limit is \$600,000,000.00 per occurrence (through Lloyds of London) and provides aggregate maximum loss coverage for employee fidelity coverage as extra assurance of performance. This insurance is included in our transit and storage policy. A certificate will be issued should we be awarded a contract, displaying liability limits consistent with your specifications.

### 9.1 General Insurance Coverage

Dunbar carries public liability insurance for property damage and bodily injury in the amount of \$1,000,000/person and \$1,000,000/accident. This coverage is in place to protect our servants and agents performing work or furnishing services covered by this contract from all claims for personal injury, including loss of life, as well as from all claims for property damage which may arise from operations under this contract, whether caused by us or by anyone directly or indirectly employed by or acting for us. In addition, we have an umbrella policy covering excess liability up to \$50,000,000. A certificate of this coverage will be furnished upon contract award.

## 9.2 Automobile Liability

Our automobile liability policy provides bodily injury and property damage combined single limits in the amount of \$2,000,000/accident.

## 9.3 Workers' Compensation

Our Worker's Compensation coverage will be provided with statutory minimum limits and is designed for your protection. Dunbar does not believe in a 'least amount' approach as we have structured the "All Risk" coverage amounts to provide adequate protection based upon the potential volume of activity.

## 10.0 Environmental Sustainability

Dunbar Armored has never violated any safety and/or environmental regulations. There are no hazardous materials contained in the products we provide.

We are currently investigating the possibilities of using biofuel in our vehicles. Biofuel can be broadly defined as fuel derived from recently dead biological matter, as opposed to fossil fuels which are derived from long dead material. Unlike fossil fuels which return carbon into the air, biofuels offer the possibility of producing energy without a net increase of carbon into the atmosphere. Therefore, biofuels are less likely to increase atmospheric concentrations of greenhouse gases.

Due to the secure nature of our business, the products and services offered by Dunbar Armored are not typically suitable for recycling purposes. We do not offer a take-back program for products at the end of their "life cycle" nor do we maintain a Hazardous Materials Management and Disposal Program. We also do not have a written policy pertaining to the protection of the environment. However, Dunbar does recycle all used oil, anti-freeze, parts cleaning solvent, etc. This is done through a national account with Safety-Kleen. Additionally, all hard parts such as batteries, alternators and other similar devices are recycled through an international dealer network.

Dunbar does have a policy in place to achieve optimum consumption of energy and water supplies in an energy-efficient manner. This is shown through Dunbar's preventative maintenance program, designed to keep our vehicles operating at peak efficiency. Dunbar also utilizes environmentally effective methods to reduce the consumption of goods, materials and waste production. For example, in an effort to reduce waste going into the dumpster, we do not use items such as Oil-Dri on our shop floors to clean up oil. Instead we use mops and buckets with water recycled by Safety-Kleen. Additionally, waste paper from our administrative functions is recycled through a paper shredding/recycling contract.

Dunbar ensures that the option to recycle materials is available for use and communicated clearly to our staff. Recycling receptacles are provided at every Dunbar location to accumulate discarded paper and aluminum cans.



## 11.0 Competitive Advantage

Dunbar's commitment to customer service and investment in state-of-the-art technology helps differentiate us from the competition. From process improvements that increase security to enhanced training methods that improve productivity, Dunbar is committed to maximizing our potential in the industry.

Security is always our main focus, but quality, courteous and responsive customer service keeps us growing in this business. Our employees look for ways to solve customer problems before they become larger issues.

Value is the bottom line for our customers when it comes to delivering security services. Therefore, Dunbar must constantly adapt to deliver a tailored, reliable, and efficient service that our expanding customer base can expect.

From our trucks to our guards, Dunbar Armored is built to provide a premium service that satisfies our customers in the most productive manner possible.

## 12.0 Conclusion

Dunbar Armored is looking forward to future business opportunities with the County. Our team approach, vast experience, adaptive systems, and reasonable price, make Dunbar the "best value" selection in the industry.

Guarding a customer's valuables is a serious business. A closer look at the Dunbar "advantage" will help you to realize why Dunbar is truly the "Most Trusted Name in Security."



ORIGINAL



ARMORED SERVICES

**Dunbar Personnel**

Your service will be performed by an armored vehicle staffed by a minimum of two fully trained and armed personnel. Dunbar's armored truck must be parked as close to the customer's entrance as possible. Our driver will not move the truck once the guard is inside the customer stop. The armored truck driver will observe the guard during the performance of his duties.

If he observes any situation that causes concern for the safety of the guard, he will notify the guard immediately and contact the branch. The branch will contact local law enforcement, if necessary. If either the driver or the guard notices any suspicious activity at your location, they will avoid the situation if possible.

Service pickups are performed according to the format agreed to between Dunbar Armored and our customer. Our driver/guards will not deviate from this procedure. Route personnel will sign properly completed receipts. Dunbar personnel will verify that the number of bags picked up at a location matches the number of bags identified on the receipt. Our guard will never accept someone else's count on the total number of pieces accepted for pick-up. The guard will ensure bag integrity, checking for holes, tears, etc.

Once the guard returns to the armored truck, the driver will physically account for all pieces brought on board by the guard. He will initial the route manifest, indicating the correct number of pieces.

**Driver Background and Drug Check**

Dunbar Armored performs background checks on all personnel. Prospective Dunbar employees are carefully screened prior to hiring. Background checks are performed by Proforma Screening Solutions. For example, we research 10 years of prior employment for background check purposes.

Additionally, all applicants are required to undergo a medical examination, polygraph testing (where permitted by law), US Department of Transportation drug testing and background checks. The following tests/checks are performed:

- |                          |                                  |
|--------------------------|----------------------------------|
| Application process      | Physical Exam                    |
| Driving record checks    | Pre-employment drug testing      |
| Criminal history         | Random drug testing              |
| Background investigation | Behavioral/Psychological testing |
| I-9 documentation        |                                  |

Throughout an employee's tenure with Dunbar, they are subject to random drug testing, review of driving record, and testing as required by local and state agencies with regard to gun permits.

Screening Procedures	Yes	No	Circumstances which will disqualify candidates, relevant to each question
Do all personnel go through a personal interview?	X		Unsatisfactory responses to questions asked. inability to communicate effectively in English, etc.
Do all personnel go through a criminal background check?	X		Any prior criminal convictions
Are drug tests required of all applicants?	X		Presence of controlled substance

## **Proforma Screening Solutions**

### **SOCIAL SECURITY NUMBER REPORT**

A database search is conducted with one of the major credit bureaus. Reported information may include name or names associated with the social security number, current address, employers, and previous addresses.

### **FELONY AND MISDEMEANOR RECORDS**

A search of court records is conducted at the county level. Jurisdictions searched are determined by the employment application and the social security number report. Reported information includes court, case number, date filed, charges, date of adjudication, and disposition.

### **FEDERAL CRIMINAL RECORDS**

A search of court records is conducted in federal judicial districts. Jurisdictions searched include those associated with the subject's current and previous residences. Reported information includes court, case number, date filed, charges, conviction date, and disposition.

### **CRIMNET**

This database search of over 150 million records from across United States (and abroad) is performed, supplementing the other records checks already performed. The CrimNet database includes records from all 50 states, including Departments of Corrections, state court administrations, state law enforcement agencies, traffic courts, state and county criminal record repositories, prison, parole, and release files, sex offender registries, as well as various Federal databases. These Federal databases include, but are not limited to, the FDIC enforcement decisions and orders, the Federal Reserve Board enforcement actions, the FinCEN enforcement actions, the FINRA disciplinary actions, the Federal Law Enforcement fugitive list, the ICE Most Wanted list, the Terrorism Watch List, the NCUA administrative orders, the NCIS Most Wanted Fugitives, the SEC enforcement actions, and the US Department of Treasury primary money laundering concern list. Also, the New Jersey and Nevada casino exclusion lists are searched. The international databases searched include, but are not limited to, the financial sanctions and enforcement actions in Hong Kong, the EU, and elsewhere.

### **EMPLOYMENT VERIFICATION (FOR SELECT APPLICANTS)**

Former employment is investigated to include dates of employment and position held, and may include wages earned, attendance records, eligibility for rehire, and reason for leaving/termination.

### **EDUCATION VERIFICATION (FOR SELECT APPLICANTS)**

Provided educational institutions are contacted to determine the highest degree or certificate earned, with other degrees verified upon request. Confirmation of dates of attendance, class ranking, and GPA is attempted in all cases. Transcripts are also obtained upon request.

### **CREDIT HISTORY (FOR SELECT APPLICANTS)**

A summary is provided of the subject's credit history as reported by any one of the major credit bureaus. All tax liens, judgments, and civil suits will be reported if noted on the credit report.

### **BANKRUPTCIES, TAX LIENS, AND JUDGMENTS**

A database search is conducted in the appropriate jurisdiction to report if any bankruptcies, tax liens, or judgments are on file for the subject. Reported information includes date filed, case number, type, assets, and liabilities.

## **Identifying the Armored Personnel**

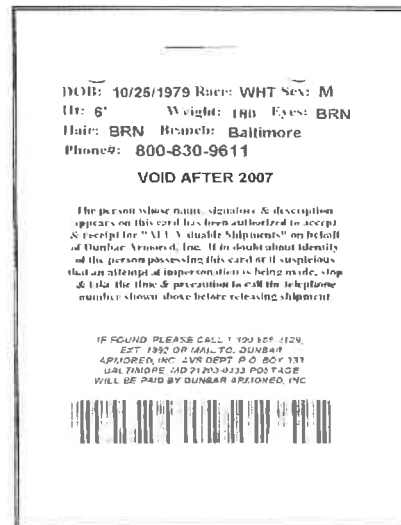
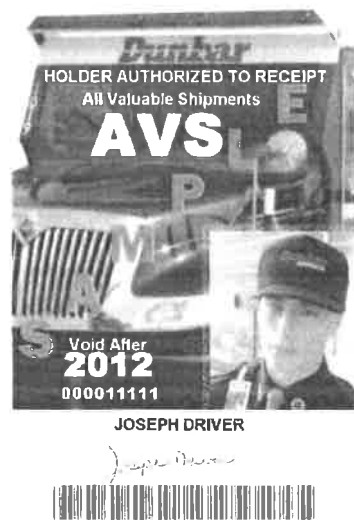
Dunbar employees are required to wear an "All Valuables Shipment" (AVS) badge at all times while they are working. This is a system which has been recognized as an innovative advancement in the security industry. The AVS cards used throughout the network of Dunbar locations are all issued from one central location.

There are only three employees authorized to manufacture these identification cards. The AVS card is laminated in heavy plastic and is made from special paper stock similar to that used for credit cards complete with

holographic images to provide further protection. The card is a scanned computer image of the employee and worn around the neck on a chain or clipped to the uniform shirt in plain view for inspection.

The AVS card is stored in our vault when the employee is not at work. The cards are then issued to the employees when they report to work, and are returned to the vault at the end of their shift. No Dunbar Armored employee is permitted to make a pick-up or delivery without his/her AVS card. Our customers are assured when they observe

this AVS badge their pickups are being performed by an authorized Dunbar employee. The AVS System is superior to the inefficient "signature list" method which has proven to be fallible.



Dunbar personnel will wear black uniforms that bear the logo and insignias of Dunbar Armored. Our crew chiefs on the trucks wear white shirts & black pants. With the exception of the State of Arizona, Dunbar Armored guards & crew chiefs wear gray.

#### Dunbar driver/guard training qualifications

- Classroom instruction, exceeding 21 hours.
- Videos on paperwork, firearms and security
- A computer based training covering defensive driving, injury prevention/safe work practices
- Manuals on Dunbar rules and regulations and defensive driving are reviewed
- Supervised hands-on instruction is provided during the orientation period, multiple reviews are held during the employee's probationary period, and annually thereafter.
- Morning "Guard Room Reviews" of topical subjects are held daily/monthly.

#### Subjects covered include

##### Firearms

- Classroom and range training to meet state regulations
- Annual range re-certification or as required by state regulations

##### Defensive Driving

- A computer-based course with test modules is used for orientation and retraining.
- Handouts and Operations Handbook
- Supervised road tests and annual reviews by Crew Chiefs.

**Security**

- Classroom as regulated by some states.
- Videos and hands-on training.

**Safety**

- A computer based safe work practices course with testing.
- Videos.

**Customer Service**

- Supervised interaction with customers.
- Annual reviews by Crew Chiefs.

Dunbar Armored is committed to providing our customers with a consistent pickup and delivery staff, augmented by experienced back-up personnel who are familiar with our route structures and the requirements of our customer base. We provide our employees with all the materials and training necessary to perform their duties in a safe, knowledgeable and secure manner.

The training we provide meets or exceeds industry standards, and complies with all government regulations. The readiness of our employees, their knowledge, skill, instinct and training, coupled with the finest armored vehicles and equipment in the industry enables Dunbar Armored to delivery security to our customers.

In order for Dunbar Armored to grow, we must continually develop our corporate and field "bench strength". Whether you measure growth in terms of revenue, profitability, assets, geographic footprint or the expansion of Dunbar's product lines, we depend on talented, competent, honest and trained people to get the job done. Our trucks, facilities, equipment and software are worthless without good people who are ready, willing and able to do the work that we need to do. Nothing will substitute for an energetic, motivated workforce made up of professional, properly trained workers who carefully follow established procedures.

"Human Resource Optimization" - investing in the hiring, retention, training and career development of Dunbar employees - is one of Dunbar's primary business objectives. We are committed to the training and career development of our employees. At Dunbar Armored we provide opportunities where individuals can progress in terms of responsibility and enhance their skills as members of a coordinated team.

**Additional Firearms:**

Dunbar Armored has in place a comprehensive firearms training program that all new armed employees must successfully complete. This training program was developed in-house and then was sent to the Law Enforcement Activities Division (LEAD) of the National Rifle Association for independent review. The Dunbar Firearms Training Program consists of instruction in the following areas:

- Safety Rules
- Lead Contamination
- Nomenclature
- Firearms Safety
- Judicious Use of Force
- Criminal & Civil Liability
- Firearms Training
- Tactical Shooting Techniques
- Care & Cleaning of Firearms

Employees are then required to successfully complete a written examination and a live-fire range qualification.

In addition to the Dunbar Firearms Training Program, all armed employees are required to undergo any additional state mandated training.



All Dunbar Armored armed employees are then properly licensed to be armed as determined by the jurisdictional authority for their respective branch location.

Finally, all Dunbar Armored armed employees are required to take in-service firearms training including range qualification annually, unless their jurisdiction requires it to be conducted more frequently.

#### **Dunbar Armored Check-in Process**

- Dunbar picks up the deposits at the customer location; each bag that is picked up is electronically scanned using our handheld tracking device. The customer location address and the associated depository are stored in our handheld system, so that the bag immediately has a destination associated with it.
- The bags are taken back to our armored vault, where they are checked in and electronically scanned into separate tubs by depository. Once all of the pieces have been checked in, a manifest is created for each depository location; the manifest is a complete listing of all of the pieces that are being delivered to the depository.
- Once the bags arrive at the depository location, they are manually checked in to ensure that each item was received.



ORIGINAL



ARMORED  
SERVICES

**Forcht Bank – Armored Car Services**

Director of Training & Development  
2721 Old Rose Bud Rd. Ste. 150, 40509  
Contact: Heidie Ridner  
606-451-4521  
[heridner@forchtbank.com](mailto:heridner@forchtbank.com)

**The Ohio State University – Armored Car Services**

South Campus Gateway  
1590 N. High St. Suite #400  
Columbus, OH 43201  
614-688-4118  
Contact: Amy McMahon – Treasury Associate  
[mcmahon.100@osu.edu](mailto:mcmahon.100@osu.edu)


**City of San Leandro – Armored Car Services**

Finance Department  
835 E. 14th Street  
San Leandro, CA 94577  
Contact: Mary Ann Perini  
P: 510-577-3200

**11.0 QUOTATION**

Note: Dunbar will implement a 4.7% rate increase per fiscal year

NO.	LOCATION	MONTHLY PRICE
1.0	Department of Corrections 1300 Cherry Kansas City, MO 64106 First Floor Administration	\$ 494.77
2.0	Department of Collections 415 E 12 <sup>th</sup> Street, #100 Kansas City, MO 64106	\$ 494.77
3.0	Department of Collections, Independence 112 W. Lexington, #114 Independence, MO 64050	\$ 494.77
4.0	Jackson County Municipal Court 308 W Kansas Ave Independence, MO 64050	\$ 494.77

SIGNATURE: 	DATE: 2/2/18
NAME (PRINT): Kevin Cleary	PHONE: 410-398-3537
TITLE (PRINT): VP, Bid Administration	CELL: -
COMPANY NAME (PRINT) Dunbar Armored, Inc.	FAX: -
E-MAIL ADDRESS (PRINT) joel.lawhon@dunbararmored.com	
E-MAIL ADDRESS FOR PO'S (PRINT) -	
URL (PRINT): -	

- \* Dunbar will charge for the following:
  - Holiday Service: \$75.00 per trip
  - Excess Time: \$2.00 per minute over 6 minutes on premises
  - Excess Liability: \$0.31 per thousand over liability limit of \$40,000
  - Excess Items: \$1.95 per item over 5 item limit



**EXHIBIT F**  
 RESPONDENT'S EXCEPTIONS  
 TO  
 SCOPE OF SERVICES  
 OF  
 JACKSON COUNTY, MISSOURI REQUEST FOR PROPOSAL NO. 100-17

Respondent's attention is directed to Paragraph 4 of the General Conditions of this Request for Proposal. READ THIS PARAGRAPH CAREFULLY.

The following exceptions to the Scope of Services for Request for Proposal No. 100-17 are requested by the undersigned Respondent:  
 (Use additional pages as necessary.)

REFERENCE PARA # & PAGE #	EXCEPTION REQUESTED
MBE, page 4	Due to the secure nature of our business subcontracting opportunities for the referenced RFP have not been identified. Dunbar is requesting a waiver of DBE goals. All work will be performed by currently existing Dunbar staff.
General Conditions, page 7	Dunbar requests the deletion of "\$100,000 limit each occurrence for Damage to Rented Premises
3.0 page 11	Dunbar takes exception to the presented time windows. We will strive to meet the windows only on a best efforts basis.
3.0 page 11	Due to the nature of our business, armored car routes are subject to change for a variety of reasons, including but not limited to; traffic & weather conditions as well as road and security issues.
4.0, page 13	All pricing is based on the following assumptions: any prevailing wage requirements being waved, next-day deposit delivery only, and personnel can be armed at all times in the performance of their duties
4.0, page 13	Dunbar's price quote will remain valid for ninety (90) days after date of submission
9.0, page 15	Changes to the scope of work, depository, locations, liability amounts, etc. will result in a review of the contract and possible serviceability and/or pricing adjustments.
Exhibit A, page 15	Dunbar's liability in the event of loss or damage to checks shall be limited to all reasonable costs incurred by the customer in reconstructing & obtaining replacement checks
Exhibit A, page 15	Dunbar shall reimburse the customer for all labor expense, postage, telephone calls, stop payment fees & any other reasonable costs directly related to reconstruction & reobtaining replacement checks.
Exhibit A, page 15	Checks will only be covered for reconstruction and that we will only cover the face value of checks that cannot be reconstructed in the amount of \$5,000 per location.

Name of Firm: Dunbar Armored, Inc.  
 Signature of Respondent: 