

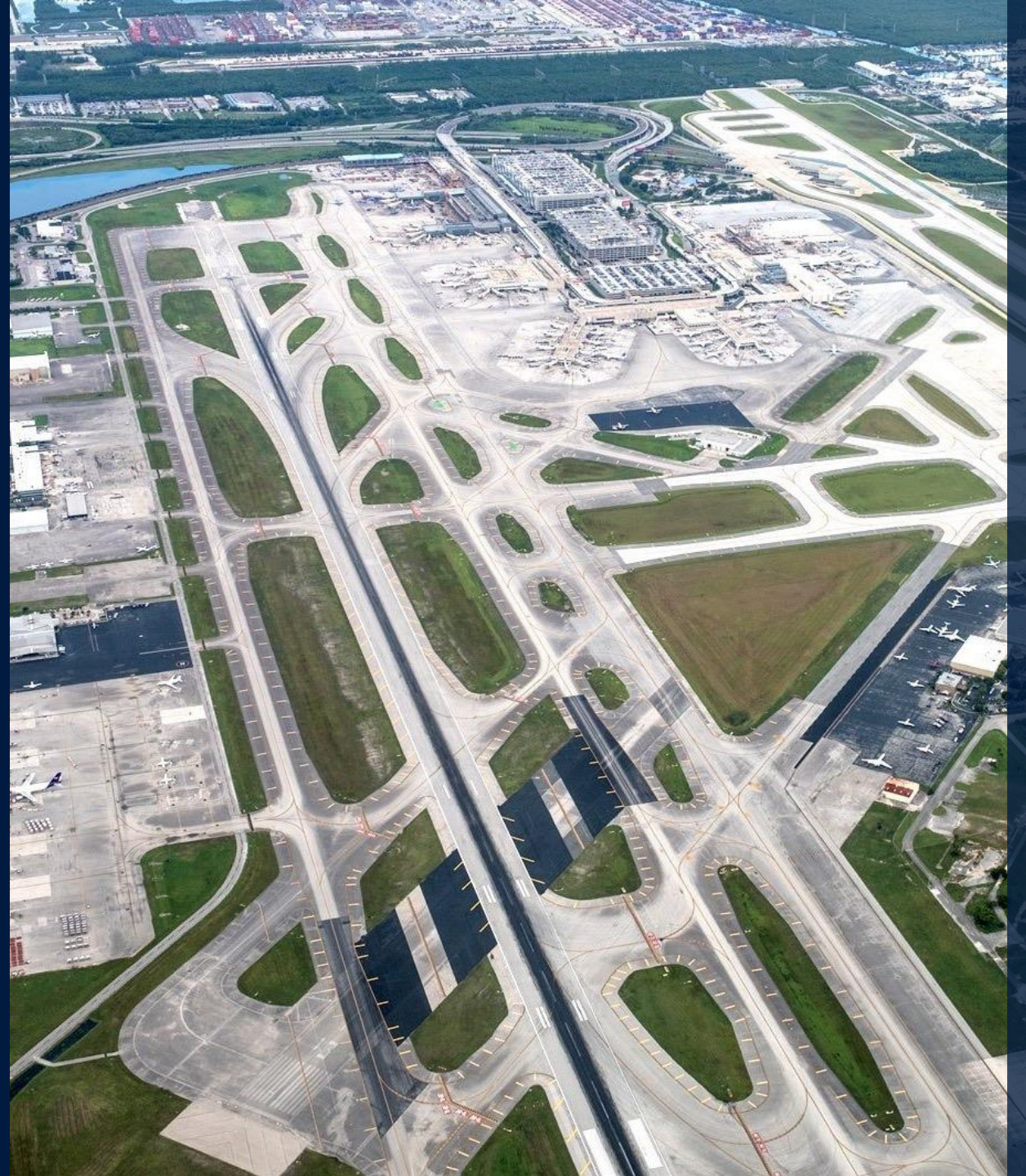


INTER-CON SECURITY

BROWARD COUNTY
AVIATION DEPARTMENT
SECURITY GUARD SERVICES
RFP NO. BLD2129654P1

03/06/2026

EVERYWHERE SECURITY MATTERS



Agenda

01 Introductions

02 Our Company

03 Q&A



Introductions



Richard Stack
CHIEF OPERATING OFFICER



John H. Campbell, CPP
SENIOR VICE PRESIDENT,
NORTH AMERICA



Joshua Ruiz
SENIOR VICE PRESIDENT,
OPERATIONS

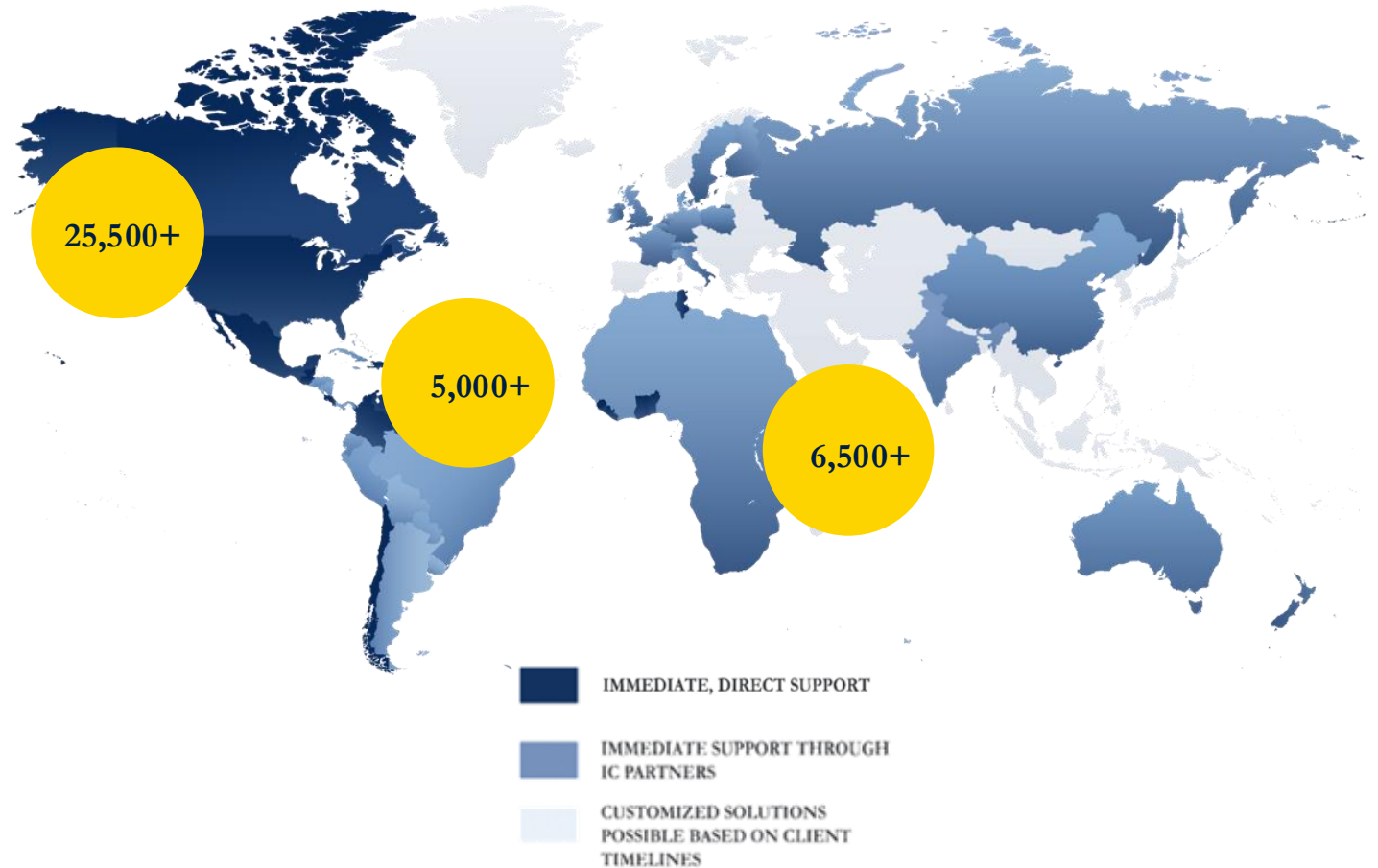
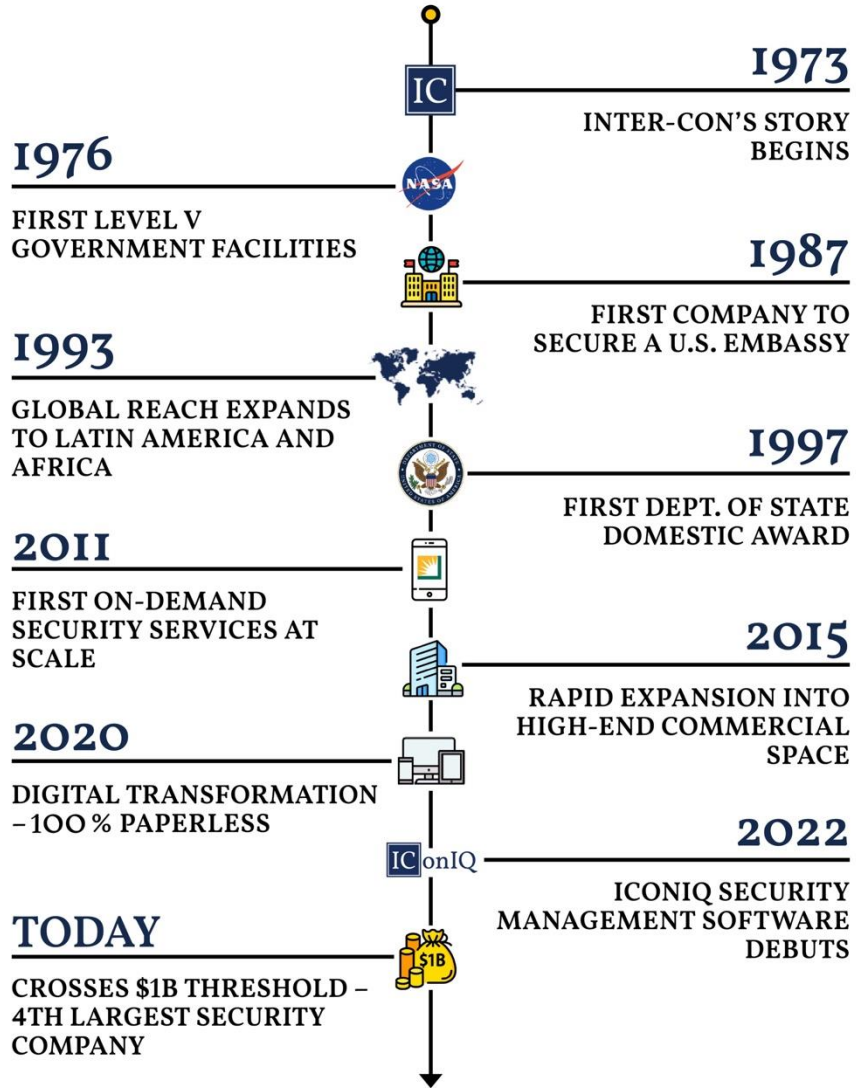


Jon Kingston
HEAD OF PRICING

Our Company



Global Reach & History



Who We Are

50+

YEARS

Same Name and Ownership
Since 1973

\$1.3B

ANNUAL REVENUE

4th Largest Security Company
in North America

37,000

EMPLOYEES

83.5% Diverse Workforce with
31% Female Representation

97%

CLIENT RETENTION

Purely Organic Growth

100%

FAMILY -OWNED

Hispanic-Owned, True
Minority Business Enterprise

99.8%

POST COVERAGE

<2% Unbillable Overtime
Across all U.S. Programs

Key Differentiators



Proven Quality with Airport Sector and Customer Service Expertise at Scale

- 3.3M+ annual service hours and 1,800+ Aviation Personnel across the U.S.
- AOA authorized and 99% pass rate across all client and TSA inspections
- Aviation site security programs compliant with 49 CFR 1542
- Named 2025's Security Company of the Year at GSX



A Stable Provider with a National Footprint

- Financial strength and existing footprint to support any program
- Long-term commitment from 100% minority and 100% family ownership
- Financially stable, dedicated entirely to our clients, and not for sale



Mission-Aligned Leadership and Employee Focus

- Dedicated Service Model drives consistent quality across contract
- Dedicated People Operations Team whose sole objective is to drive positive morale among our officers and improve retention
- Industry-leading retention and turnover UBOT rates drive greater results



Award-Winning Services



2024 TSA Gold
Standard Award Winner



Supplier of the Year
Nominated by JPMC



Named to 2025 and
2024 Inc. 5000



2025 OSPA Outstanding
Contract Security
Company of the Year



Largest Latino owned
companies in the U.S.



Named to Inc.'s Best in
Business list in Security



Avetta's 2025
Diversity Leader

Representative Clients



38
YEARS



35
YEARS

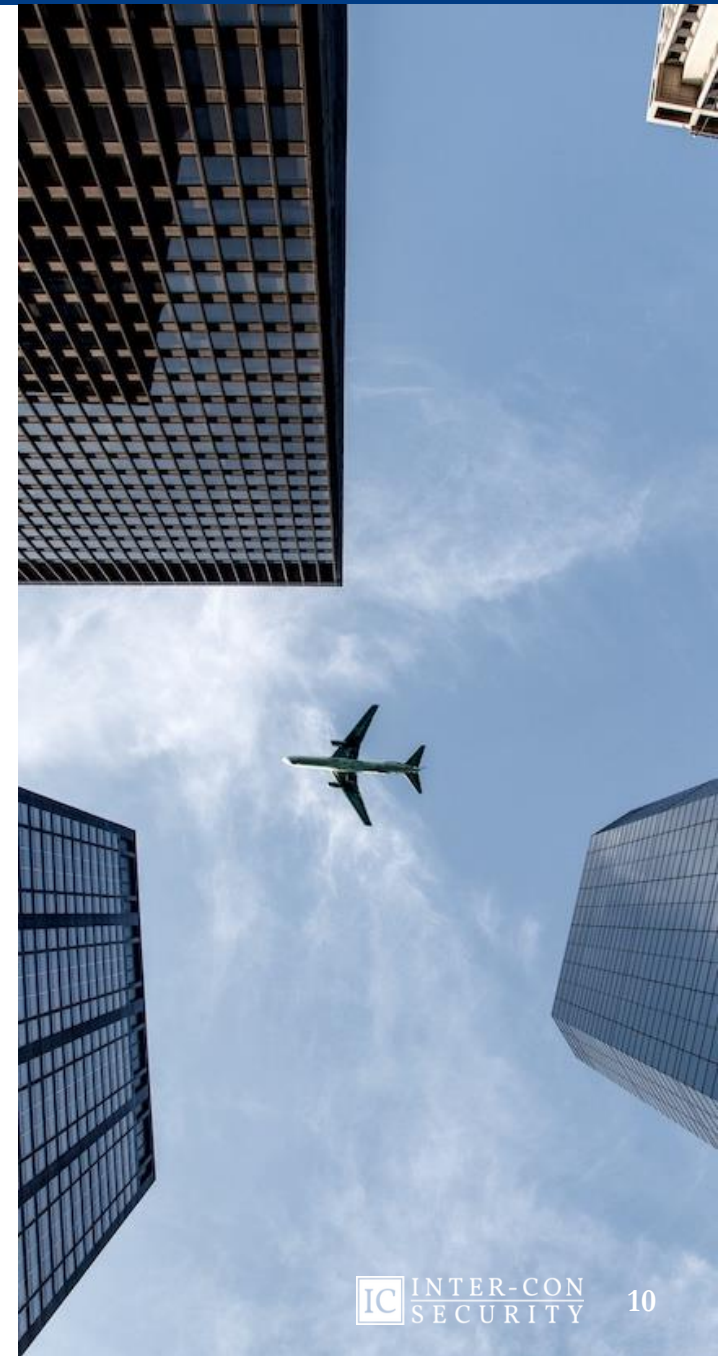


17
YEARS

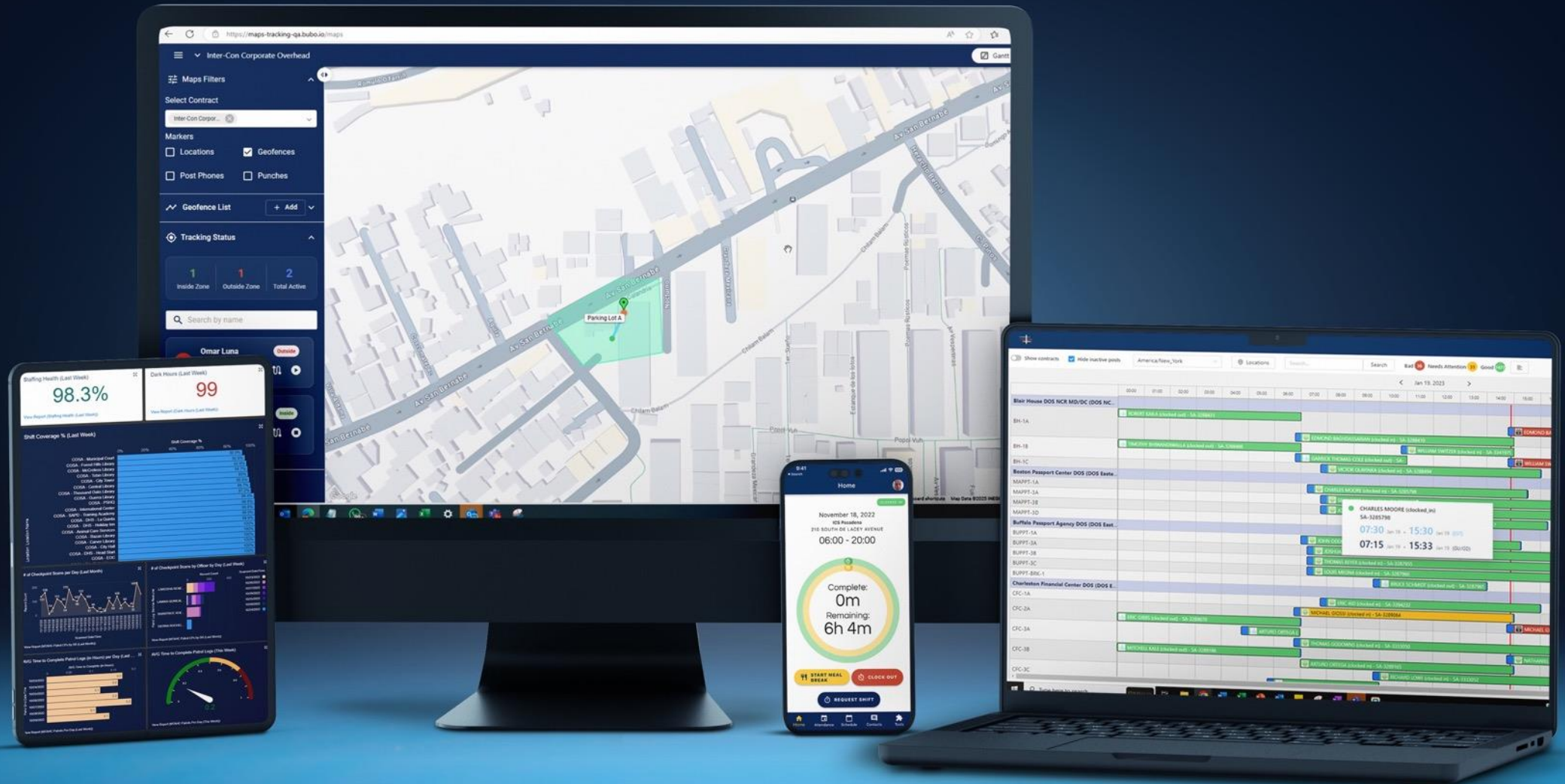
Relevant Airport Experience

Service Areas	JFK Intl.	Newark Intl.	Munich Airport LLC	LaGuardia Intl.	Nashville Intl.	Clinton National
49 CFR Part 1542 Airport Security	✓	✓	✓	✓	-	✓
49 CFR Part 1540 Civil Aviation Security	✓	✓	-	✓	✓	-
49 CFR Part 1520 Protection of Sensitive Security Information	✓	✓	-	✓	✓	-
24/7 Services / Availability	✓	✓	✓	✓	✓	✓
TSA – SIDA Clearance	✓	✓	✓	✓	✓	✓
General Security Presence & Safety	✓	✓	✓	✓	✓	✓
Access Control & Screening for Secured Areas	✓	✓	✓	✓	✓	✓
Badging & Badge Verification	✓	✓	✓	✓	✓	✓
Vehicle Inspections / Searches	✓	✓	-	✓	✓	✓
Personnel or Passenger Inspections	-	✓	✓	-	✓	✓
Package / Delivery Searches	-	✓	-	-	✓	✓
Fixed / Roving Patrols (<i>Foot Mobile</i>)	✓	✓	✓	✓	✓	✓
Alarm / Emergency Response	✓	✓	✓	✓	*	✓
Traffic / Crowd Control	✓	✓	✓	✓	✓	-
Security Escort Services	✓	✓	✓	✓	✓	✓
Reporting (<i>to include Suspicious Activity, Violations, Daily Logs, etc.</i>)	✓	✓	✓	✓	✓	✓
Comms. Center and/or CCTV	✓	✓	✓	✓	✓	-
Serve as Liaison to Local Emergency Response Agencies	✓	✓	✓	✓	✓	✓
Temp./Ad-Hoc Security Services	✓	✓	✓	✓	✓	✓

*Guards engage in with the Nashville Police Department for all Alarms



ICONIQ – Inter-Con’s Proprietary Security Management System



Comprehensive Security Management System



Auditable Electronic Reporting Software

- Accurate Time & Attendance
- Enhanced Employee Engagement
- Augmented & Consistent Training
- Seamless Guard Tours
- Digital Reports / Post Orders
- ChatGPT Security Assistant



Real-Time Tracking & Dashboards

- Powered by Salesforce and AWS
- 100% Customized
- Secure Online Platform
- Supported by IC Data Analytics and GSOC Teams



System Flexibility

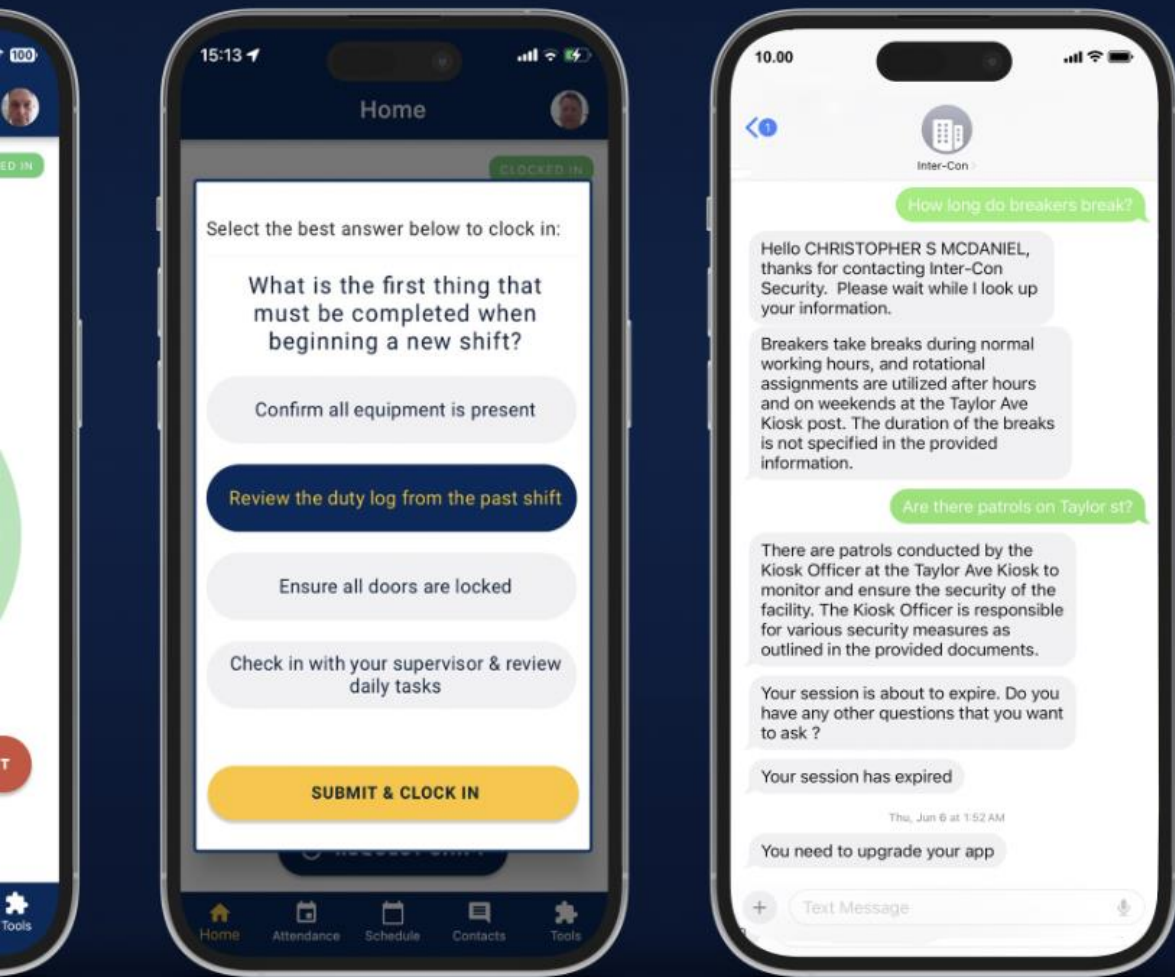
- AI powered Engine
- Superior Deployment Times
- Minimal Open Posts
- Flexible Scheduling Options for Officers
- Geofencing for Guard Monitoring



Full Transparency

- Single Platform
- Customized Dashboards
- Customized Invoicing
- Real Time Alerts / Monitoring
- 100% Paperless

ICONIQ on IC-Provided Devices



Shift based Microlearning

Incident Reporting

Digital Access to
Customized Post Orders

Officer Satisfaction Surveys

Multi Factor Authentication
Time & Attendance

AI Powered Scheduling,
Benefits, Supervisor Tools

Real Time Geofencing

AI Powered Chat Bot

ICONIQ 360 Scheduling

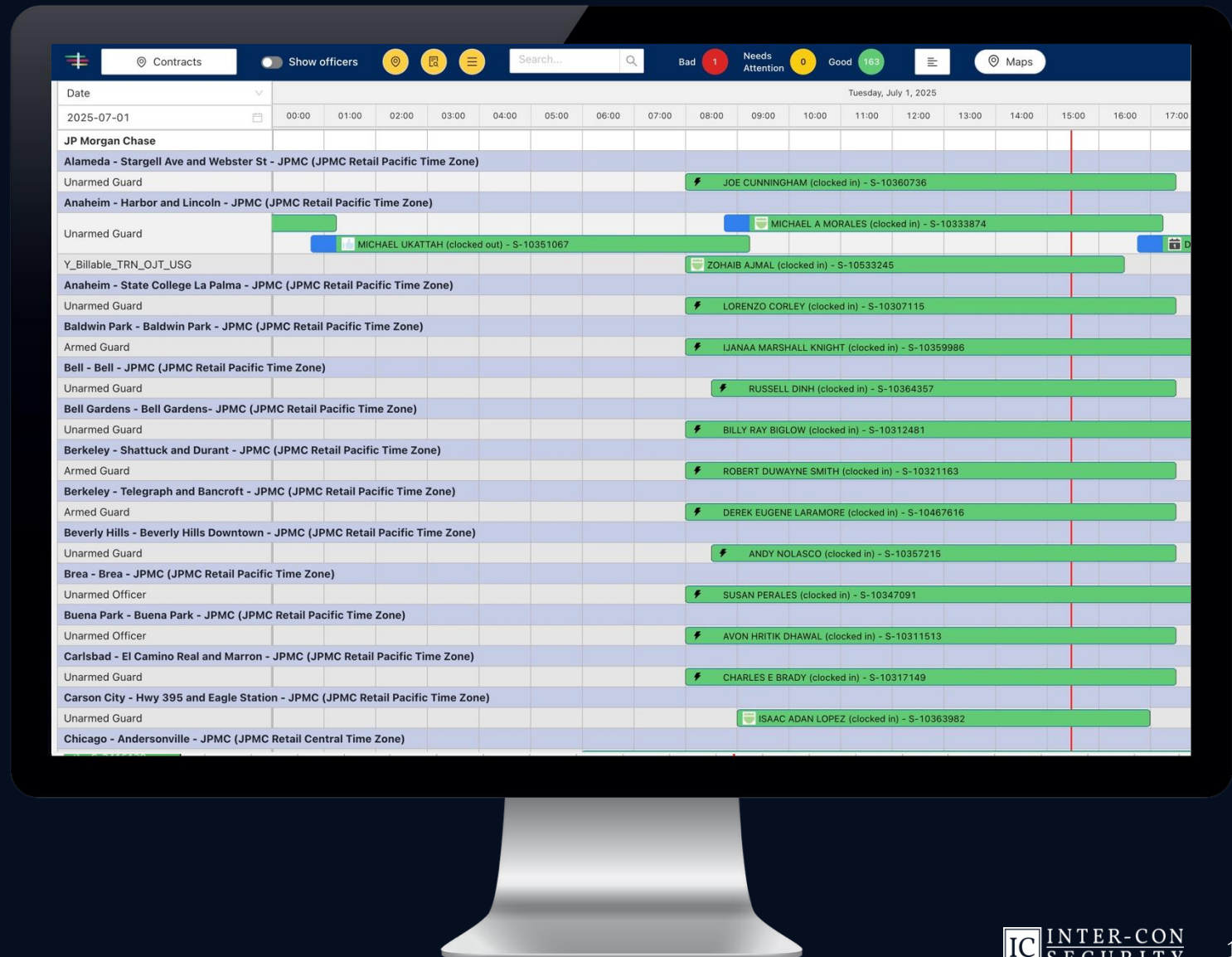
Cloud based Scheduling /
Post Management Platform

Real Time Post Coverage
Data

Intuitive Color Scheme

Exceptions based Reporting

Comprehensive, End to End
Security Coverage



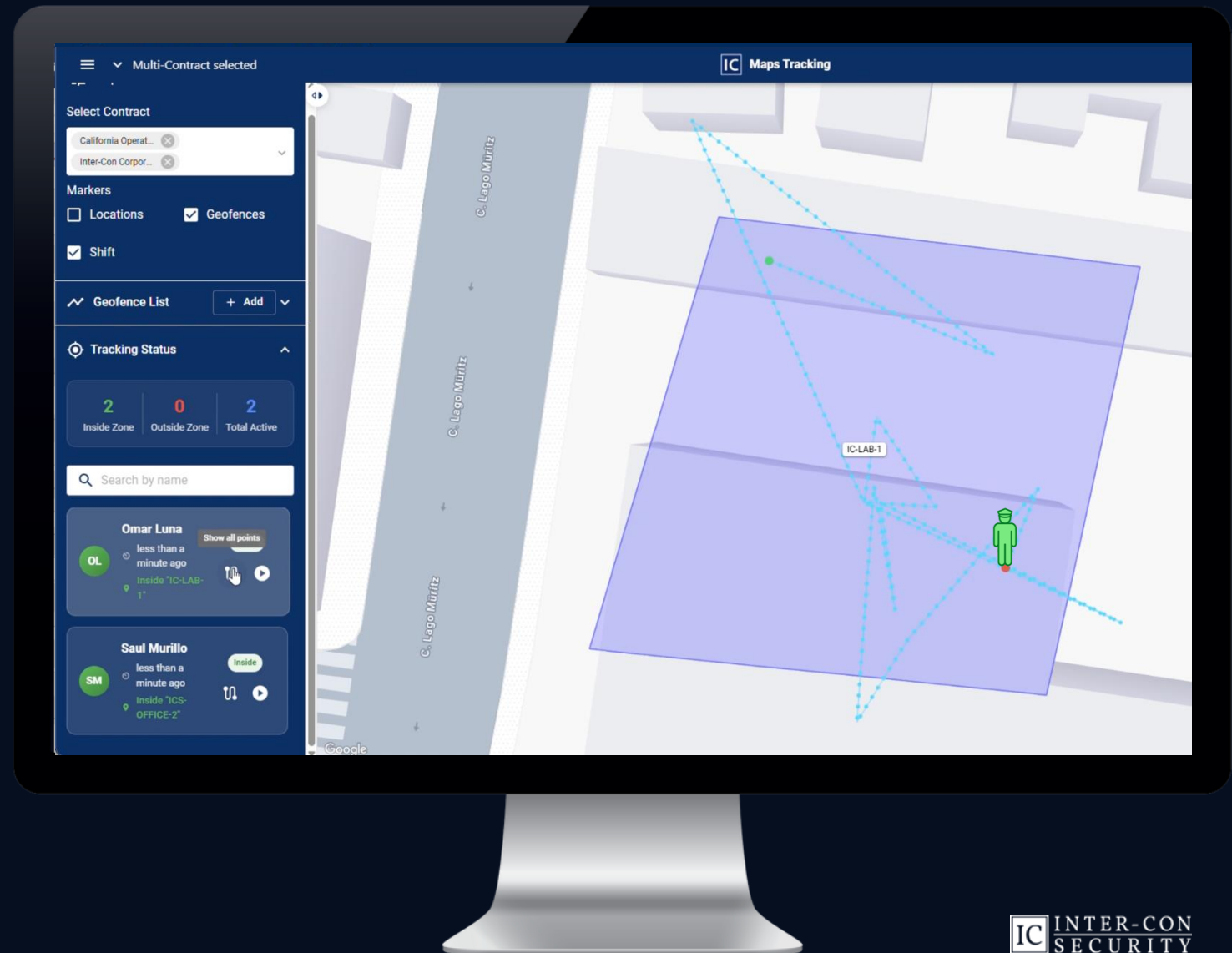
ICONIQ Real-Time Geofencing and Alerts

Create and Edit Geofences
by Contract Location

Officer Tracking and
History

Immediate Notifications if
Officer Leaves Geofenced
Area

ETK Report Generated
from GPS Data



ICONIQ KPI Dashboards

Custom County Portal

Live & Historic Data on Demand

Custom SLAs, KPIs, and Reporting

Real time, Automated Reports

Supported by IC Data Analytics and GSOC Teams



Reporting Capabilities to Monitor Performance

Daily Activity Reports

Detailed accounts of Officer's daily activities, observations, incidents and interactions

Incident Reports

Details specifics regarding each incident, allows photo capture, is geo-fence compatible, and permits electronic sign-off by Supervisors

Patrol/Rounds Reports

Details patrols performed over an average period in the past month measured

Training Records

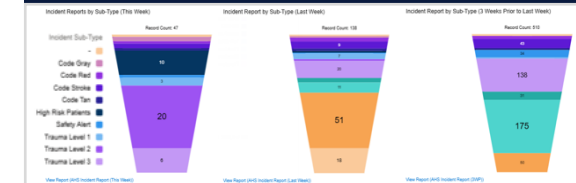
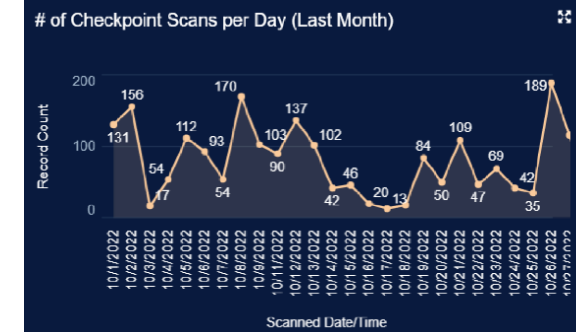
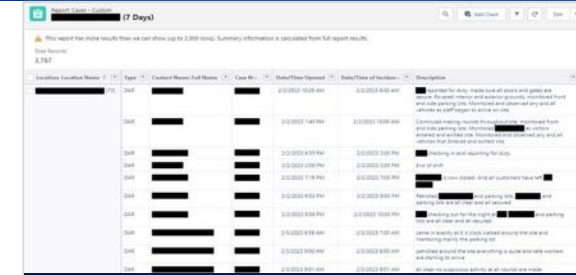
Provides details regarding each Security Officer's compliance with required training

Staffing Health

Displays the overall staffing health, dark hours for the previous week, and monthly overview

Employee & Client Satisfaction Survey Reports

Trends and recommend corrective action to stem turnover or quality control issues



Q&A



EXPERIENCE

- *What is your specific experience in providing security services at a category X airport, airports in general, and general aviation operating under federal state local directives, specifically, 49 CFR part 1542?*
- *At these airports, how many contracts have been renewed and for how long?*

Experience

- Category X airports, large hub commercial service airports, and general aviation environments operating under federally regulated security programs
- Fully aligned with evolving federal, state, and local directives and maintain strict compliance with 49 CFR Parts 1542, 1540, and 1520, as well as TSA Security Directives and SIDA requirements

Contract Renewal

- Successfully re-awarded contract at Clinton National Airport in Little Rock
- Currently supporting eight aviation-related contracts nationwide, many competitively awarded as long-term agreements of 3-4 years or more in duration



58,000+
Weekly Service Hours



99.6%
Post Coverage



1,800+
Aviation Personnel

EMERGENCY

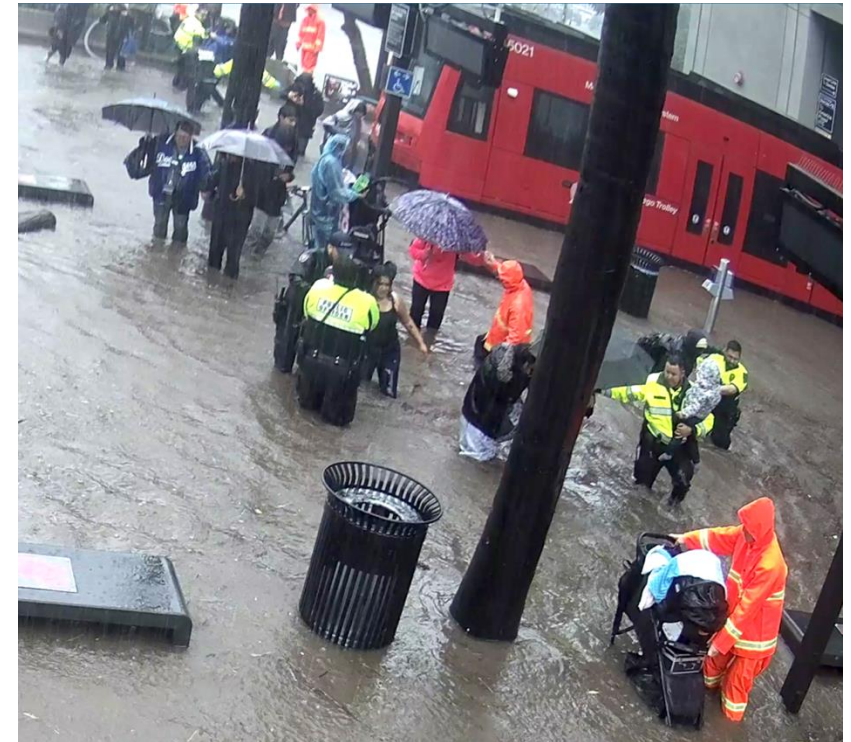
- *In the event of emergency or special coverage to be addressed, how long would it take to increase staffing by an additional twenty, fifty or one hundred officers?*
- *These numbers should factor in criteria for a certified and trained officer, excluding the airport badging process.*

Surge Capacity

- Total surge capacity of **7,960 hours per week**
- Derived from our staffing analytics and historical deployment data, ensuring we maintain the right balance between operational efficiency and readiness

Response Thresholds

- An additional 20 officers can be deployed within 8 hours
- An additional 50 officers can be deployed within 48 hours
- An additional 100 officers can be deployed within 96 hours



INSPECTIONS, INCIDENTS, AND GENERAL DATA

Explain or illustrate how your firm processes inspections, incidents, or general data to validate the compliance requirements already specified and which technologies are used to produce that data?

ICONIQ



Inspection and patrol compliance validation



Incident reporting and quality assurance



Staffing and contractual compliance monitoring



Data analytics and continuous improvement



Transparency and client access

TECHNOLOGIES USED WITHIN ICONIQ

- ▶ Secure cloud-based hosting environment
- ▶ Mobile smart devices for field reporting
- ▶ Geolocation and time stamp verification
- ▶ NFC checkpoint systems
- ▶ Role based access controls
- ▶ Encrypted data storage and transmission
- ▶ Automated alert and escalation engines
- ▶ Configurable dashboards and reporting analytics

TRANSITION PLAN

How will your firm manage the recruitment process during this transition, including if you have staff on board to transition to this project.

Key Transition Team Members

Team Member	Key Responsibilities
Richard Stack Chief Operating Officer <i>Role: Supporting Executive</i>	<ul style="list-style-type: none">Leads executive oversight of the transitionDirects procurement and reallocation of corporate resourcesServes as key liaison with County leadership
Josh Ruiz SVP Operations <i>Role: Chief Transition Officer</i>	<ul style="list-style-type: none">Aligns Inter-Con transition strategy with County goalsOversees all mobilization deliverablesExpedites requests from County's Project Manager
Brian Faulkner Chief Technology Officer <i>Role: Technology Interfacing Officer</i>	<ul style="list-style-type: none">Leads integration of guard tour and security techProposes system enhancements and innovationsOversees data/reporting tools for continuous improvement
David Oken EVP, Global Talent <i>Role: Transition Manager</i>	<ul style="list-style-type: none">Oversees incumbent review and new recruitingEnsures candidate compliance with screening criteriaManages Talent Acquisition team for staffing alignment



Meticulously Delineated
Tasks



Dedicated Team



Clearly Defined Milestones

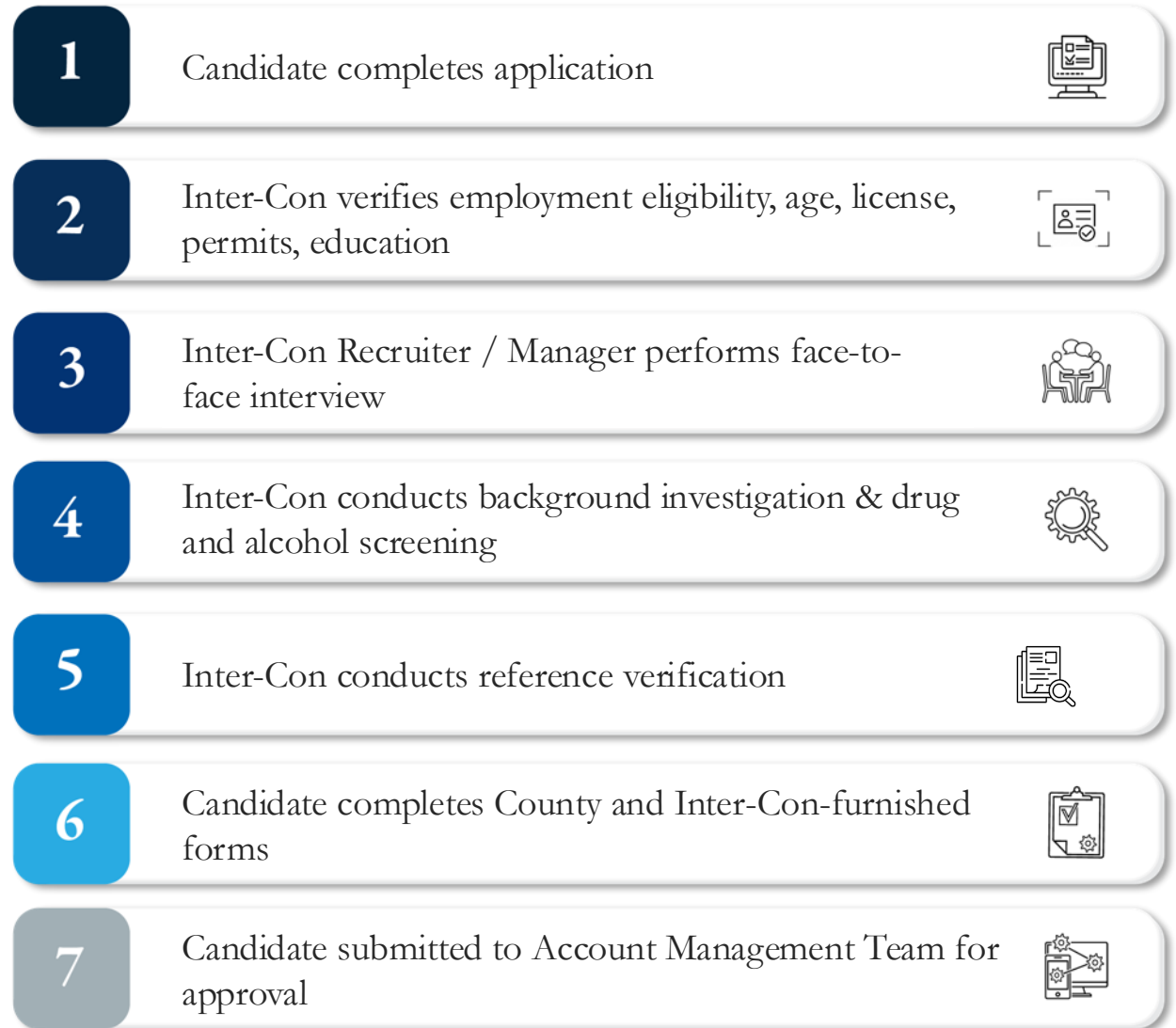


Weekly Progress
Monitoring

Recruiting & Screening

Dedicated Recruiting Resources

- Two Recruiters dedicated exclusively to this contract
- Job Task Analysis & Data Analytics
- Stringent 7-step screening process
- Hiring Standards Matrix for all CSS personnel
- Personnel recruited specifically for ability to succeed on your contract
- Maintain a local recruiting pipeline to ensure timely staffing for employee turnover



TRAINING

Especially for internal trainers, does your firm have them internally or through subcontractors.

Internal Training Resources

- All trainers are internal Inter-Con personnel, not subcontractors, ensuring consistency, quality control, and direct accountability
- Training is delivered through our in-house Training Academy using airport-specific, scenario-based instruction
- Programs are customized to County requirements and submitted for CSS Administrator/Director approval
- Ongoing updates are coordinated directly with County leadership to maintain compliance and operational excellence



Job Task Analysis



Training Delivered
Specific to Broward
County



In-Person & LMS
Instruction

What does training look like for your firm?

- Use of force, De escalation, Observation, Report Writing, Communication

Type	Proposed Training Topics	Delivery Method
Pre-Assignment Training	New Hire Orientation (Policy, Procedure, PR, Grooming and Appearance)	Instructor Led (Supported by LMS)
	Duties & Responsibilities on Post (<i>Post Orders & Reporting for Duty</i>)	
	CCTV, Systems Use and Access Control (<i>including equipment use</i>)	
	Emergency Procedures (<i>Bombs, Terrorism, Fire Safety and Evacuation, Active Shooters, Natural Disaster Procedures, and Medical Emergencies</i>)	
	Inter-Con's and Broward County's Chain of Command	
	Security Officer Instruction as Mandated by the State of Florida	
	Use of Force in Defense of Person	
	De-escalation and Conflict Resolution Awareness (<i>proper communication in an attempt to diffuse and resolve conflicts without escalation</i>)	
	Observation Techniques and Incident Reporting (<i>including photo documentation</i>)	
	Communication Systems (<i>radio & cellphone use and etiquette</i>)	
	Workplace Violence / Harassment (<i>sexual, bullying, etc.</i>) / Discrimination	
	Customer Service & Sensitivity / Conflict Resolution Awareness / Dealing with Homeless and Mentally Ill Individuals	
	Crowd Management	
	Proper Patrol Procedures (<i>Including Detecting Crime, Parking lots, and interior spaces</i>)	
	Workplace Safety and Accident Prevention	
Vehicle/Driver Safety Training		
First Aid / CPR / AED Certification		
Annual	Inter-Con's Annual Refresher Training	

(To be finalized per County's preference during the transition phase; actual contractual training topics may vary.)

How is additional training handled?

Annual & Site-Specific Training

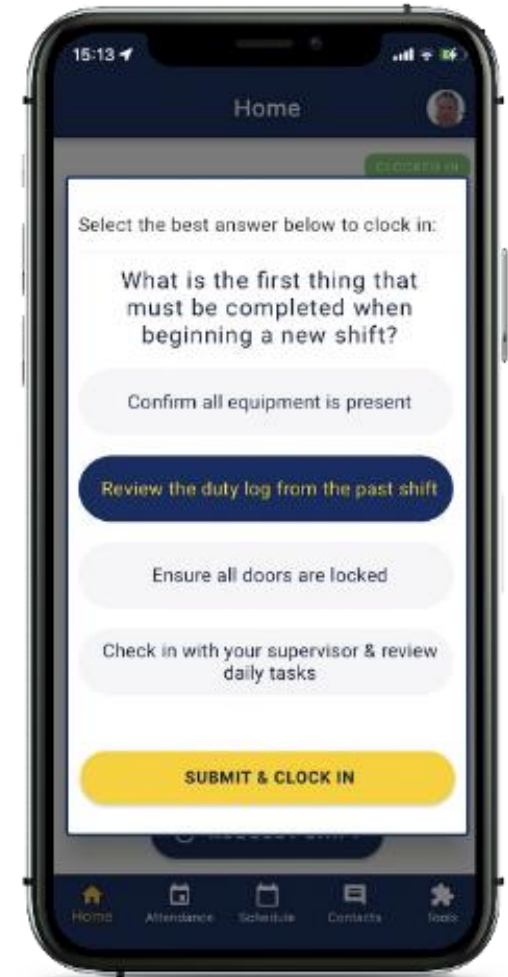
- 16-hour annual refresher training
- Comprehensive site-specific training for Officers assigned to new posts prior to first shift

Emergency Training Compliance

- Emergency response training completed prior to Airport ID issuance and at each renewal per Broward County Code
- Integrated into initial and ongoing training programs; compensated in accordance with County ordinance

Microlearning & Continuous Improvement

- Shift-based microlearning tips delivered through ICONIQ
- Reinforces key procedures in brief, high-retention formats



Unrivaled Training Trackers & Technology

Training Support Technology

ICONIQ Mobile App

- On-demand, customizable quizzes to supplement in-person training

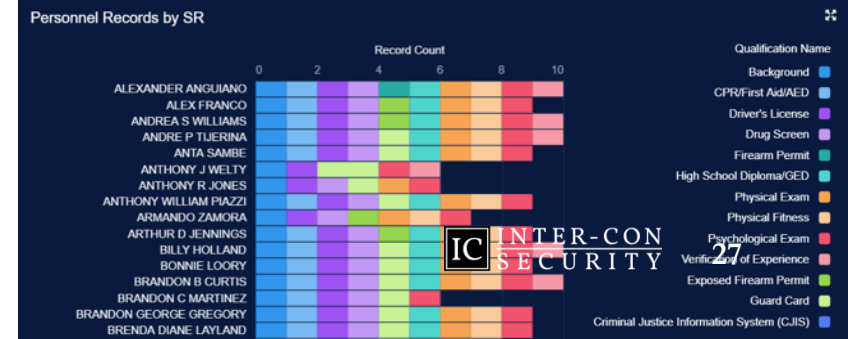
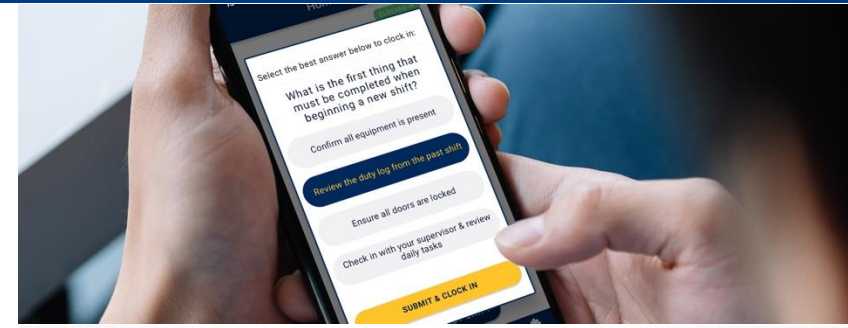
LMS

- Digital repository for all training modules – including courses (written + video) and tests – and performance scores

Training Trackers

RMS

- All County-Required training certifications and licenses will be archived with notifications sent out 90 days ahead of expirations



STAFFING PLAN

Include a detailed plan that outlines your staffing requirements, search criteria, and ability to furnish those personnel, including the badging process.

World-Class Staffing Model

Limit Non-billable Overtime

- Competitive, market-level compensation
- 4:1 FT/PT staffing model utilizing dynamic Post Extras
- AI-Powered staffing solution matches employee preferences with coverage needs

100% Staffing Levels on Day 1 / Month 1

- Dedicated Recruiters ensure continuous recruiting + ISO9001 compliance
- Automated job requisition creation based on adjustable levers

Market Segment Consistency

- Inter-Con Dedicated Model ensures consistent delivery



**Dynamic Post Extras
Minimize Dark Hours**
(at Inter-Con Cost)



**Market Segment
Consistency through IC
Dedicated Model**

Badging Process

Pre-Screened SIDA-Eligible Recruitment Pipeline

- Dedicated recruiters prescreen applicants using SIDA-aligned application forms to identify disqualifying offenses and missing identification
- Only SIDA-eligible candidates proceed to badging, reducing processing delays and rejected applications

End-to-End Badging and Vetting Management

- Inter-Con manages the full airport credentialing process, including CHRC fingerprinting, STA clearance, SIDA training, and ID verification in accordance with TSA and Airport ID Media requirements
- All personnel are fully vetted and credentialed prior to deployment

Credential Accountability and Compliance Controls

- Strict badge accountability procedures to track issued credentials
- Immediate badge retrieval upon separation or reassignment ensures compliance with ASP and TSA regulations while preventing misuse.

Staffing Concept | Standalone Program with Built-in Surge Capacity

Position	HPW	Full Time Personnel	Part Time Personnel	Total Personnel	Available Surge Hours		
					At 40 HPW	At 60 HPW	At 80 HPW
Project Manager	40	1	-	1	-	20	40
Assistant Project Manager	40	1	-	1	-	20	40
Supervisor	1,146	25	7	32	134	774	1,414
SOC Specialist	391	9	2	11	49	269	489
Recruiter	80	2	-	2	-	40	80
Admin	113	3	-	3	7	67	127
Dispatcher/Scheduler	113	3	-	3	7	67	127
Training Coordinator	40	1	-	1	-	20	40
Officer	11,960	266	66	332	1,320	7,960	14,600
Totals	13,960	311	75	399	1,583	9,563	17,543

Technology-Enabled Staffing Solutions

ICONIQ Security Management System

Resource Management System (RMS)

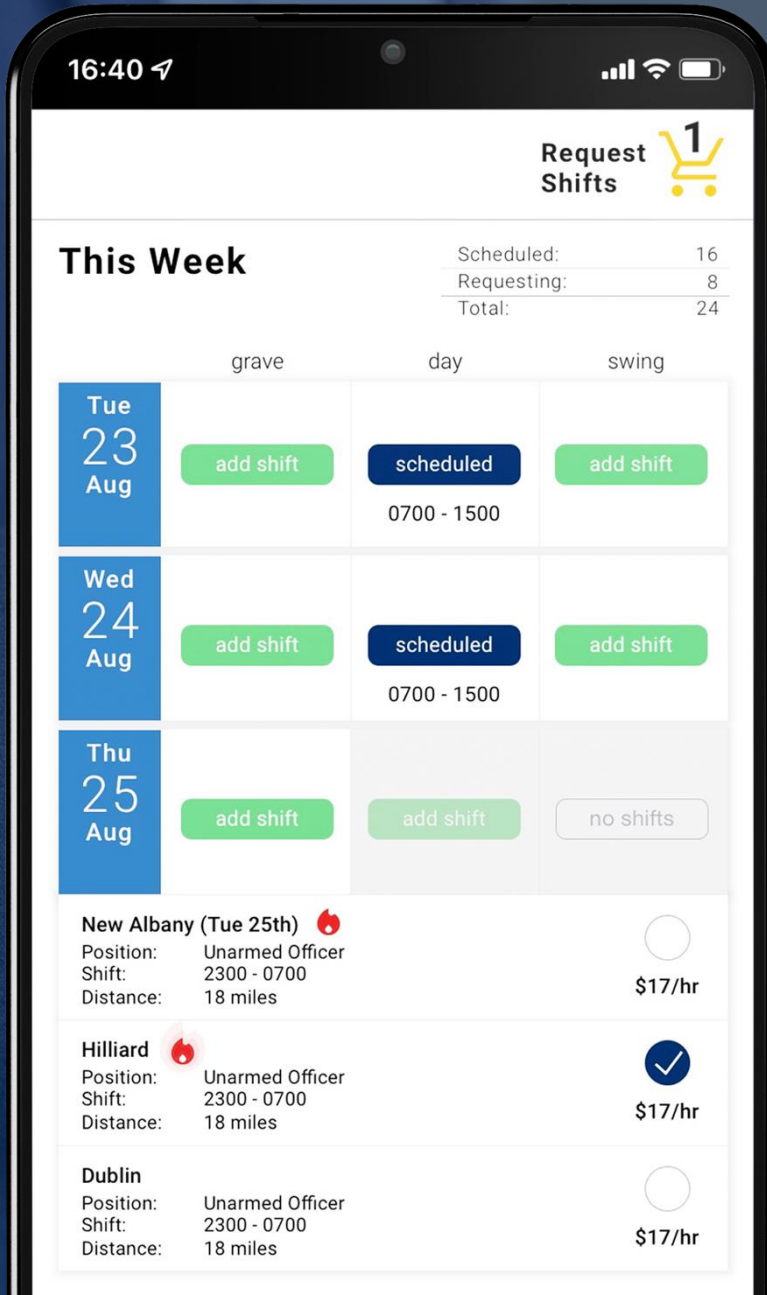
- Transparent, Automated Scheduling and Time & Attendance
- Creates and tracks Master Schedules for large, complex programs

Advanced Risk Assessment

- Proprietary technology proactively identifies potential scheduling gaps, triggering automated job requisitions and scheduling alerts

Shyftr

- Proprietary staffing software that allows officers to schedule on-the-go, further reducing dark post and turnover rates

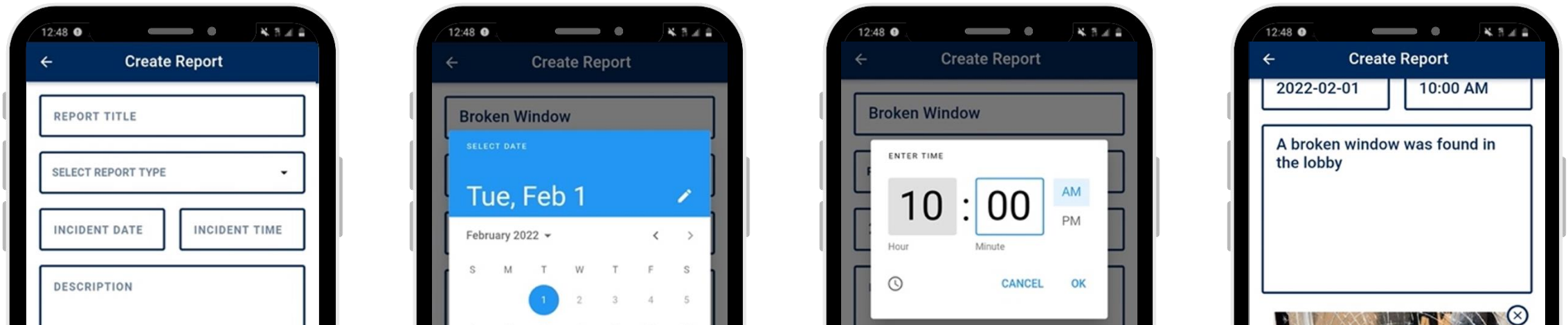


REPORT WRITING

How is report writing conducted? Electronic or Paper? How are reports provided?

Incident Reporting

- ICONIQ includes a structured electronic incident reporting module that standardizes documentation and ensures transparency
- Step-by-step guided report writing with required fields and data prompts
- Captures critical details (date/time, location, involved parties, actions taken, notifications, disposition)
- Promotes consistency across both airports and reduces incomplete or vague reports



TECHNOLOGY

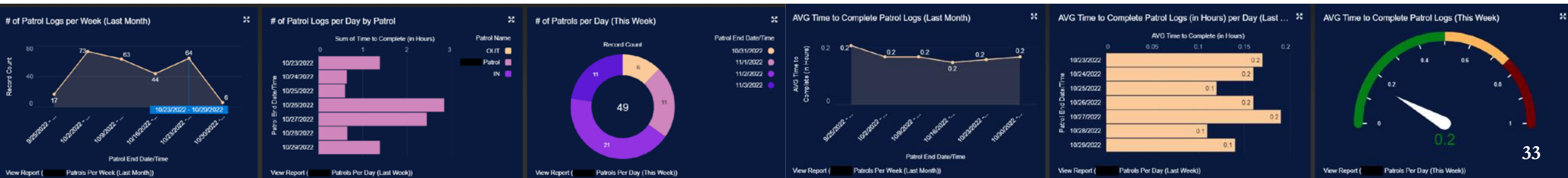
How are patrols conducted and what technology is used?

Comprehensive Patrol Coverage

- Patrols include foot, vehicle, perimeter, access control, and response functions aligned with post orders, TSA directives, and 49 CFR Part 1542 requirements, covering SIDA areas, gates, fencing, terminals, and other critical airport zones

Real-Time Tracking & Reporting

- Officers use ICONIQ mobile tools to geo-tag and time-stamp incidents and security observations, generating actionable dashboards and reports that support compliance validation and trend analysis



QUALITY ASSURANCE & ACCOUNTABILITY

What type of accountability measures do you have? Patrols, Coaching, Timekeeping, Supervision.

Patrol Accountability

- Electronic guard tour system with time-stamped checkpoint verification
- Daily supervisory review ensuring compliance with Post Orders and 49 CFR Part 1542

Coaching & Performance Management

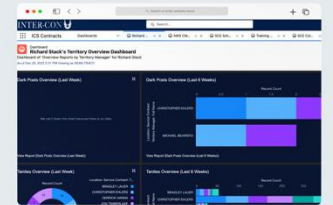
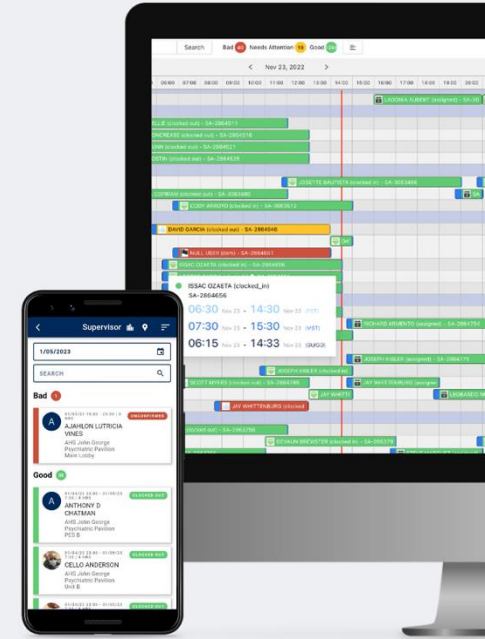
- Weekly announced and unannounced inspections evaluating performance and compliance
- Immediate corrective coaching, drills, and targeted training for readiness

Timekeeping Controls

- Digital attendance tracking with exception reporting for discrepancies
- Ongoing analysis of overtime, coverage gaps, and staffing metrics

Supervisory Oversight

- Multi-level oversight from shift supervisors to executive leadership
- KPIs, incident trends, and corrective actions tracked and reported quarterly
- Aviation Advisory Committee – Inter-Con Aviation Subject Matter Experts



What is the management process for monitoring the guards and the different locations/posts.

On-Site Supervisory Oversight & Multisite Coordination

- Dedicated shift supervisors conduct routine and random post inspections
- Centralized reporting dashboards
- Verification of patrols, logs, uniforms, credentials, and Post Order compliance

Technology-Enabled Monitoring

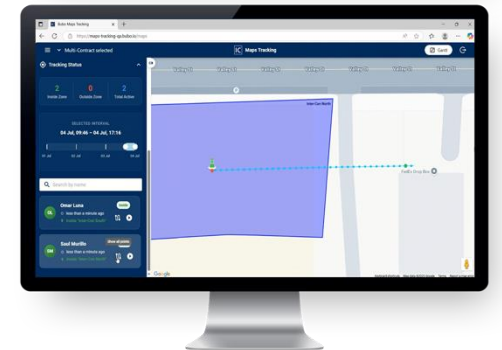
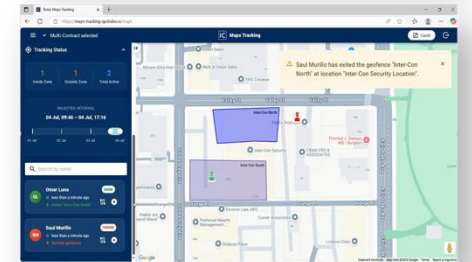
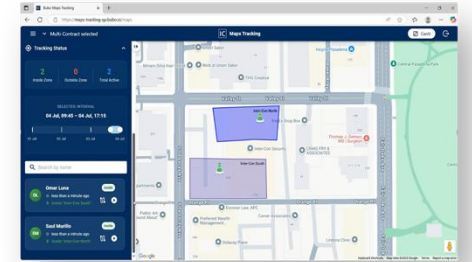
- ICONIQ captures patrol activity, incident reports, and real-time digital timekeeping
- Time-stamped tour verification and dashboards monitor staffing, overtime, and coverage gaps

Management Review & KPI Tracking

- Daily review of KPIs: attendance, patrol compliance, reporting accuracy, and training status
- Automated exception reports flag missed patrols, late arrivals, and documentation issues

Reporting & Escalation Structure

- Inspection findings and corrective actions documented and tracked in ICONIQ
- Significant issues escalated to Account Management and County leadership as appropriate



INCIDENTS AND INCIDENT TRACKING

How are incidents handled?

Incident Management



Real-time reporting through ICONIQ platform



Incidents categorized by type (e.g., access control, safety, medical, suspicious activity)



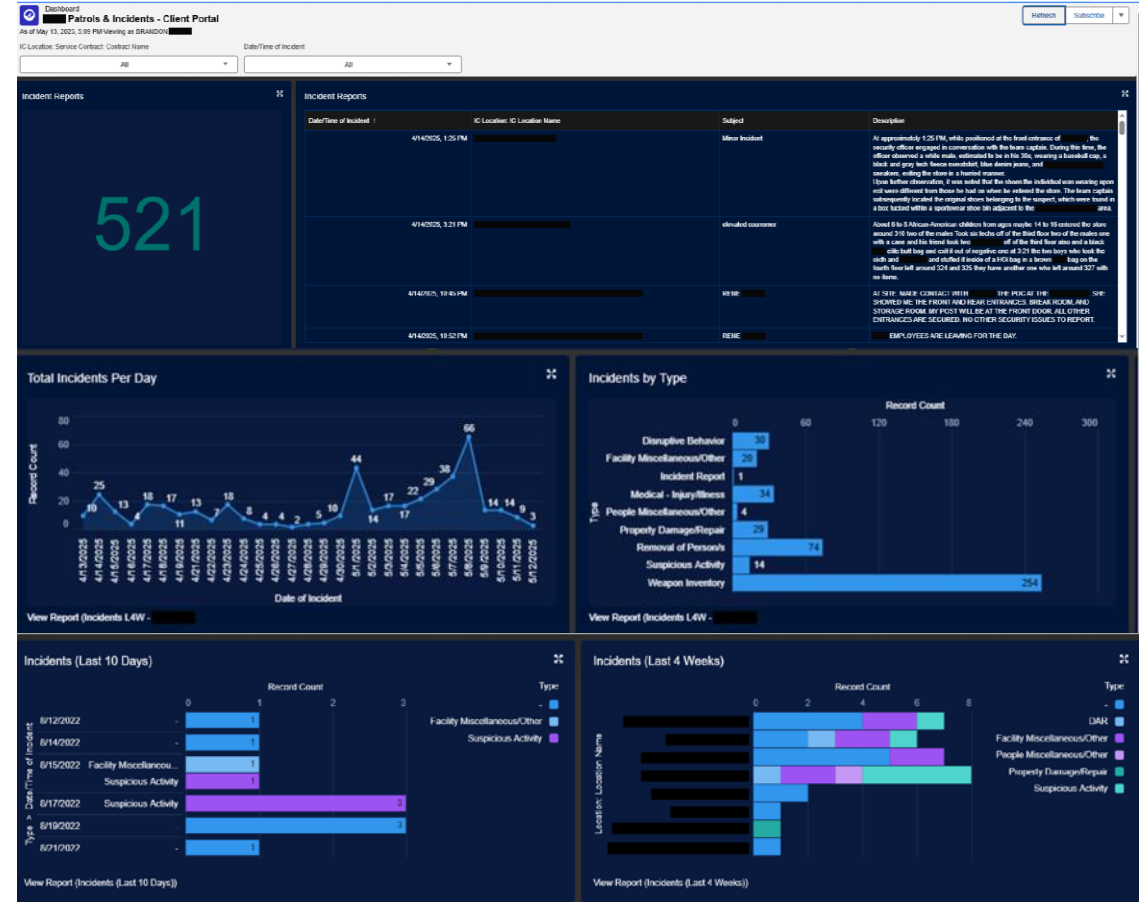
Trend analysis to identify recurring risks and high-activity locations



Exportable reports for investigations, audits, and executive briefings



Secure documentation maintained throughout the life of the contract



PAYROLL

How is payroll conducted?

Integrated Payroll Administration

- Managed through Paycom's secure, end-to-end Human Capital Management platform
- Centralizes payroll, timekeeping, benefits, compliance, training, and performance records

Biometric Time & Attendance Controls

- Secure mobile clock-in/out with identity and location verification
- Automated synchronization reduces errors and ensures contract-compliant wage calculations
- Supervisor review and exception reporting prior to payroll finalization

Data-Driven Workforce Oversight

- Analytics monitor attendance, overtime, training completion, and employee progression
- Supports compliance, workforce planning, and retention strategies



**Paycom Centralized
Workforce Management**



**Biometric Enabled
Attendance System**



**Financial Flexibility
through DailyPay**

EQUIPMENT

What type of equipment is provided and/or utilized? Golf Carts, Vehicles, Barricades, Etc.

Comprehensive Asset Control

- Continuous inventory and receipt tracking system
- Dedicated Property Accountability Officer
- Immediate escalation and resolution of equipment deficiencies

Fully Equipped & Professionally Maintained Fleet

- Five marked, fully outfitted SUV-style patrol vehicles
- Enterprise Fleet full-service maintenance & roadside coverage
- Rental replacements ensure zero operational disruption

Modernized, Digital Post Order Management

- County-aligned Post Orders developed and updated during transition
- Accessible onsite and via ICONIQ with real-time updates
- Annual review and mandatory officer acknowledgment



HUMAN RESOURCES

Provide an overview of your Human Resources structure.

Corporate

Oversees companywide policies, compliance, benefits, payroll governance, employee relations, and legal compliance

Ensures adherence to federal, state, and local labor laws

Manages background screening and onboarding standards

Administers compensation and benefits programs

Provides guidance on investigations, corrective actions, and risk management matters

Contract Support

Responsive day-to-day workforce support

Onboarding coordination

Badging documentation

I-9 verification

Training record maintenance

Timekeeping oversight

Employee relations support

Performance documentation

Partners with the Project Manager to address employee concerns, manage discipline and leave, and ensure contract compliance

DRUG AND ALCOHOL PROGRAM

If armed guards are being used in this contract, what is your drug and alcohol program?

Drug-Free Workplace Policy

- Inter-Con maintains a drug free workplace policy applicable to all employees assigned to client accounts.
- Violation may result on removal from the contract and potential disciplinary action up to and including termination.

Screening Circumstances:

✓	Pre-employment screening
✓	Post incident or post accident
✓	Reasonable suspicion
✓	As otherwise required by contract



Appendix



Superior Dedicated Service Model

Single Service Standard

All dedicated Inter-Con personnel report up same chain

The “Inter-Con Way”

Uniform, tried-and-true processes Company-wide function at large-scale

No Rogue Branch Offices or Distracted Managers

All dedicated staff follow same playbook, focus only on one client: Broward County

Standardized, Program-Wide Training

Program personnel trained the same way by the same Trainers

Top-Down Operational Procedures

Program-specific needs are addressed by dedicated Management, not by branch offices

Program-Wide Reporting

Consistent, real-time reporting of KPIs



Single Service
Standard



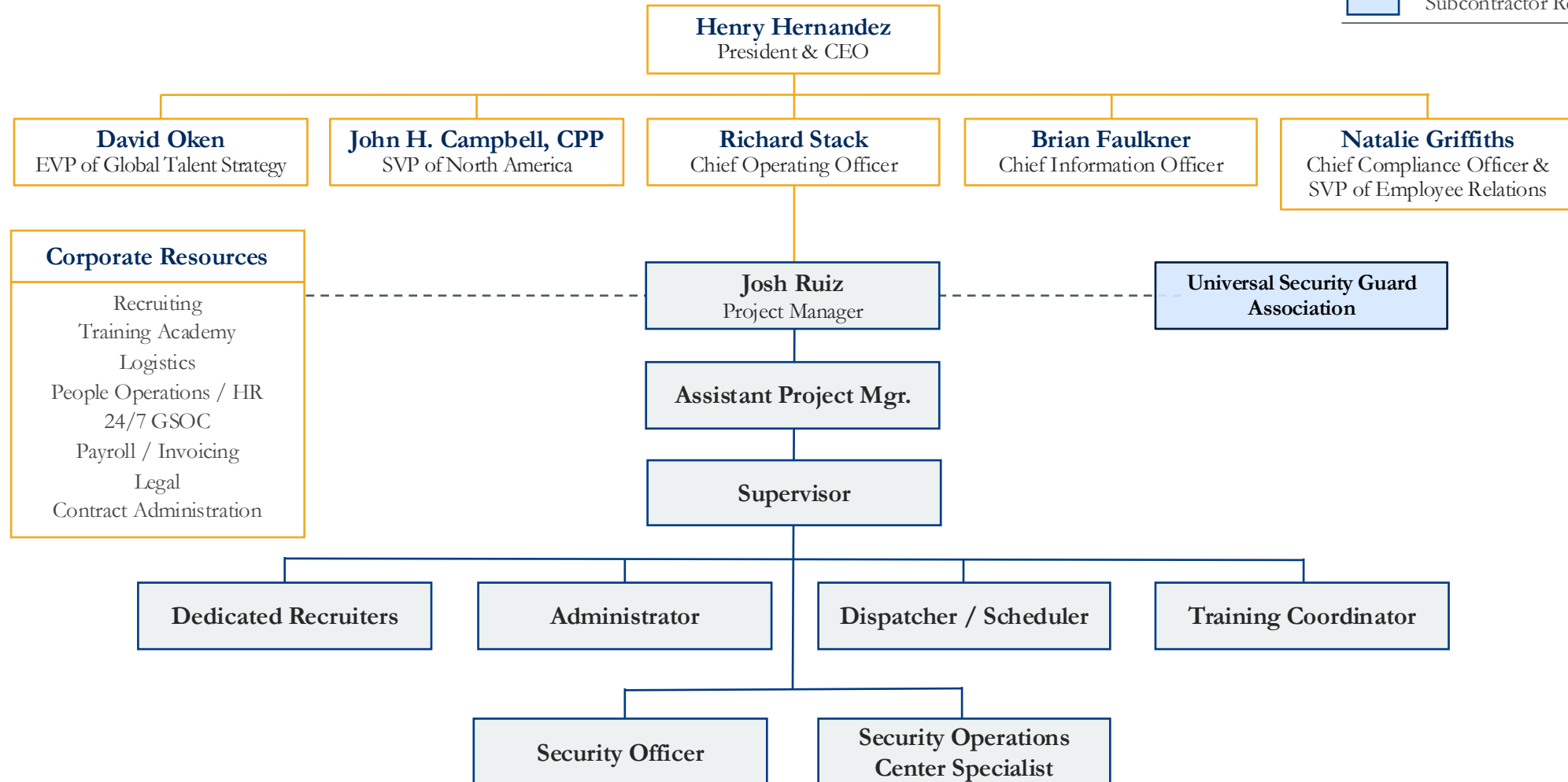
Standardized
Training



Uniform, Program Wide
Processes and Reporting

Proposed County Organizational Model

LEGEND	
	Corporate Resources
	Program Dedicated Resources
	Subcontractor Resources



Quality Control Management

Proactive



Responsive



1. Collect Performance Information from:
 - Incident Reports
 - Post Inspections
 - Daily Activity Report
 - Customer Satisfaction Surveys
 - Quarterly Business Reviews
2. Compare with historical data
3. Highlight findings that apply to KPIs and Mission Critical Activities
4. Debrief with Security Team
5. Update Training, Post Orders, and Inspections

Transitioning the County Account through Microsoft Projects

The screenshot displays the Microsoft Project interface for a project titled "Transition: Seattle City Lights" (Jan 6 - Apr 21). The interface includes a navigation bar with "Grid", "Board", "Timeline", "Charts", "People", and "Goals" views. The main area shows a task list with columns for task ID, status, completion percentage, task name, labels, assignee, description, start/finish dates, duration, dependencies, and comments. All tasks shown are 100% complete.

ID	Status	% Complete	Task Name	Labels	Assigned to	Description	Start	Finish	Duration	Depends on	Comment
1	Complete	100%	Award-Stage			Inter-Con has officially been awarded the contract	1/6/2025	2/26/2025	52 days		
2	Complete	100%	Publish-Contracts/CSA/SOW	Pricing	Timothy Johnston	All relevant stakeholders have signed off on their resp...	1/6/2025	2/7/2025	33 days		
3	Complete	100%	Publish-Transition-Workbook	Pricing	Timothy Johnston	All requirements are converted to a standalone docu...	1/6/2025	2/7/2025	33 days		
4	Complete	100%	Pricing-review-with-transition-stakeholders	Pricing	Timothy Johnston	Pricing provides an overview of the awarded contract	1/6/2025	2/7/2025	33 days		
5	Complete	100%	Transition-PA-accepts-Pricing-hand-off	Operations	Soames Navarro	All relevant stakeholders review transition workbook a...	1/6/2025	2/7/2025	33 days		
6	Complete	100%	Transition-team-formation			All tasks are assigned out to individuals, which re...	2/2/2025	2/10/2025	9 days		
7	Complete	100%	Project-management-resources-deployed	Operations	Soames Navarro	Department has assigned appropriate resourcing to t...	2/8/2025	2/10/2025	3 days		
8	Complete	100%	Contracts-resources-deployed	Contracts	Joanne Burger	Department has assigned appropriate resourcing to t...	2/3/2025	2/7/2025	5 days		
9	Complete	100%	Field-recruiting-resources-deployed	Recruiting	Delina Pullam	Department has assigned appropriate resourcing to t...	2/3/2025	2/7/2025	5 days		
10	Complete	100%	Corp-recruiting-resources-deployed	Recruiting	Allie Allie Garcia	Department has assigned appropriate resourcing to t...	2/2/2025	2/7/2025	6 days		
11	Complete	100%	StratOps-resources-deployed	StratOps	Naiche Lujan	Department has assigned appropriate resourcing to t...	2/2/2025	2/7/2025	6 days		
12	Complete	100%	Logistics-resources-deployed	Logistics	Luis Duran	Department has assigned appropriate resourcing to t...	2/2/2025	2/7/2025	6 days		
13	Complete	100%	Training-resources-deployed	Operations	Soames Navarro	Department has assigned appropriate resourcing to t...	2/2/2025	2/7/2025	6 days		
14	Complete	100%	Scheduling-resources-deployed	Scheduling	Genesis Espinoza	Department has assigned appropriate resourcing to t...	2/2/2025	2/7/2025	6 days		
15	Complete	100%	Benefits-resources-deployed	Benefits	Sarah Monfort	Department has assigned appropriate resourcing to t...	2/2/2025	2/7/2025	6 days		
16	Complete	100%	HR-resources-deployed	HR	Amanda Rutledge	Department has assigned appropriate resourcing to t...	2/2/2025	2/7/2025	6 days		
17	Complete	100%	Transition-gear-up			Internal and external meetings for status and coor...	1/10/2025	2/26/2025	48 days		
18	Complete	100%	Produce-Overhead-structure-proposal	Operations	Soames Navarro	Produce an overhead proposal based on operational ...	2/6/2025	2/10/2025	3 days		
19	Complete	100%	Sign-off-Overhead-structure-proposal	Executives	Soames Navarro	Accept that deliverable meets all required quality stan...	1/10/2025	1/12/2025	3 days		
20	Complete	100%	Client-kick-off-call	Operations	Soames Navarro	Initial call with the client to review project schedule	2/3/2025	2/7/2025	5 days		
21	Complete	100%	Publish-Transition-project-plan	Operations	Soames Navarro	Project Manager adjusts tasks as needed, assigned da...	2/8/2025	2/14/2025	7 days		
22	Complete	100%	Recruiting-gains-access-to-site	Recruiting	Delina Pullam	Client to provide access to non-secure site areas for t...	1/17/2025	2/7/2025	22 days		
23	Complete	100%	Job-Task-Analysis	Recruiting	Delina Pullam	Recruiting team does walk through to duties and wor...	2/3/2025	2/7/2025	5 days		
24	Complete	100%	Operations-gains-access-to-site	Operations	Soames Navarro	Client to provide access to all IC-secured areas for sec...	2/6/2025	2/6/2025	1 day		
25	Complete	100%	Security-Technology-Assessment	Tech	Chris McDaniel	Assess existing technologies to identify opportunities ...	2/10/2025	2/11/2025	2 days		
26	Complete	100%	Set-up-client-meetings	Operations	Soames Navarro	Client transition sync invites sent.	2/11/2025	2/26/2025	16 days		
27	Complete	100%	Set-up-recruiting-internal-meetings	Operations	Soames Navarro	Weekly internal transition sync invites sent.	2/11/2025	2/12/2025	2 days		
28	Complete	100%	Internal-kick-off-call	Operations	Soames Navarro	Initial call with the transition team to cover kick off ag...	2/11/2025	2/11/2025	1 day		

Transition Planning

Resource Management

Timeline & Scheduling

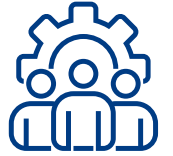
Communication & Coordination

Deliverables Tracking

Monitoring & Reporting

Proposed Inter-Con Transition Activities

ID	Tasks	Duration	60 Day Transition						
			10	20	30	40	50	60	
1	Activate Transition Team	1 Day	█						
2	Notify & Activate Key Personnel	1 Day	█						
3	Hold Post Award Conference	1 Day	█						
4	Conduct Initial Transition Team Meeting	1 Day	█						
5	Submit Licenses, Permits and Insurance	2 Days		█					
6	Submit Job Descriptions & Recruiting Profiles	10 Days		█					
7	Brief Incumbent Personnel	3 Days	█						
8	Screen Incumbent Personnel	15 Days	█	█					
9	Recruit & Screen New Applicants	60 Days	█	█	█	█	█	█	█
10	Submit Approved Application Packages & Hire Personnel	10 Days		█					
11	Acquire Required Equipment and Software	30 Days			█	█	█		
12	Hold Weekly Meetings	60 Days	█	█	█	█	█	█	█
13	Review Existing Operational Processes	15 Days	█	█					
14	Conduct Initial Security Threat Assessments for Assigned Locations Review Existing Posts, Procedures, Deliverables, Data & Regulation	10 Days	█	█					
15	Submit Final Transition, QC & Contingency Plans	15 Days	█	█					
16	Secure Approval for Training Programs	10 Days	█	█					
17	Review Incumbent Personnel Information	10 Days	█	█					
18	Conduct On-boarding Training for New Personnel	60 Days	█	█	█	█	█	█	█
19	Inventory County-Furnished Property	10 Days		█					
20	Inventory Inter-Con Furnished Property	10 Days			█				
21	Implement all Software Tools/Updates	40 Days	█	█	█	█	█		
22	Issue Uniforms & Equipment	60 Days	█	█	█	█	█	█	█
23	Hold Final Transition Meetings	5 Days							█
24	Commence Operations	2 Days							█
25	Monitor & Review Transition Activity	60 Days	█	█	█	█	█	█	█



Dedicated
Implementation Team



Customized Plan
& Dashboards



96%+ Incumbent
Capture Rate

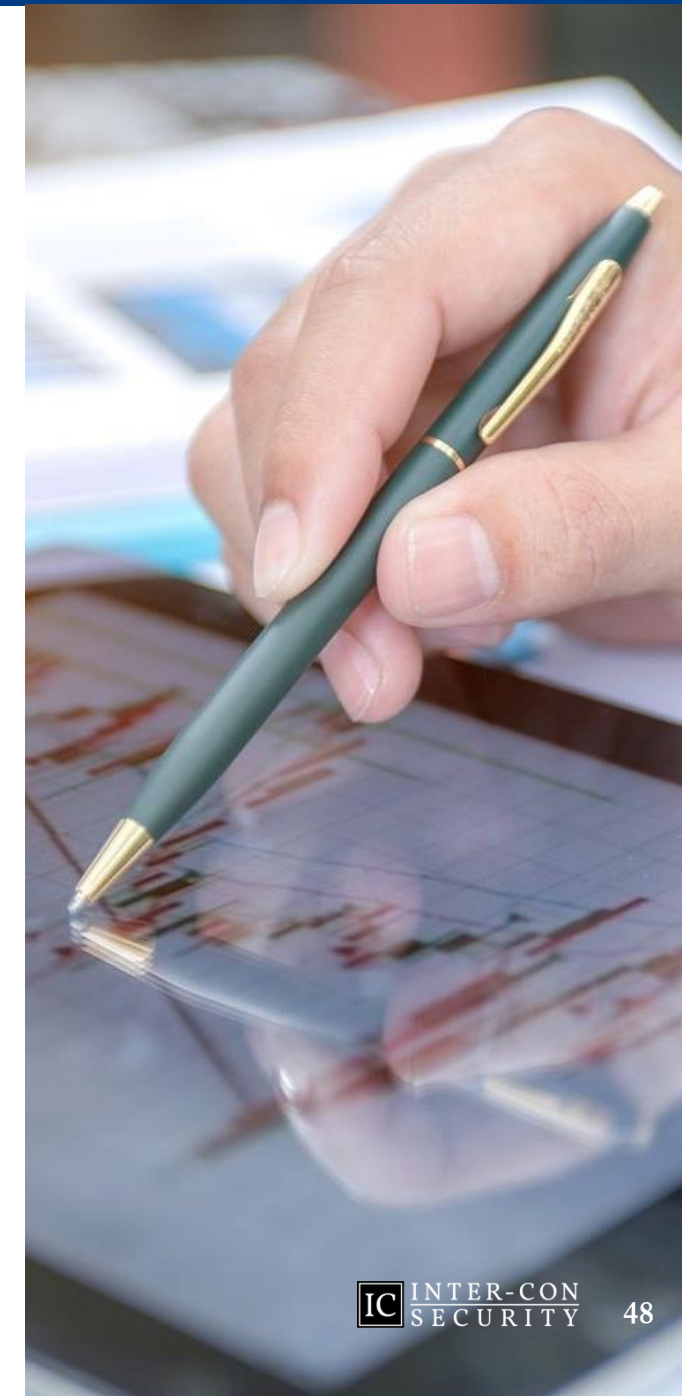
Proposed Bill Rates & Compensation

Year 1					
Position	Quantity Required	Unit of Measure	% Attributed to Labor	Unit Price	Total Cost
Officer	564,223	Hour	87%	\$30.73	\$17,338,572.70
Officer (Overtime/Holiday)	21,859	Hour	84%	\$44.25	\$967,260.75
Security Operations Center Specialist	20,333	Hour	88%	\$34.96	\$710,841.68
Security Operations Center Specialist (Overtime/Holiday)	634	Hour	86%	\$50.34	\$31,915.56
Supervisor	59,587	Hour	88%	\$38.47	\$2,292,311.89
Supervisor (Overtime/Holiday)	2,218	Hour	84%	\$55.40	\$122,877.20
Training Coordinator	2,080	Hour	92%	\$50.03	\$104,062.40
Assistant Project Manager	2,080	Hour	93%	\$67.12	\$139,609.60
Project Manager	2,080	Hour	93%	\$81.36	\$169,228.80
Vehicle (per Vehicle)	1,825	Day	0%	\$50.00	\$91,250.00
Year 1 Total					\$21,967,930.67



Proposed Bill Rates & Compensation

Year 2					
Position	Quantity Required	Unit of Measure	% Attributed to Labor	Unit Price	Total Cost
Officer	564,223	Hour	87%	\$30.73	\$17,338,572.79
Officer (Overtime/Holiday)	21,859	Hour	84%	\$44.25	\$967,260.75
Security Operations Center Specialist	20,333	Hour	88%	\$34.96	\$710,841.68
Security Operations Center Specialist (Overtime/Holiday)	634	Hour	86%	\$50.34	\$31,915.56
Supervisor	59,587	Hour	88%	\$38.47	\$2,292,311.89
Supervisor (Overtime/Holiday)	2,218	Hour	84%	\$55.40	\$122,877.10
Training Coordinator	2,080	Hour	92%	\$51.53	\$107,184.27
Assistant Project Manager	2,080	Hour	93%	\$69.13	\$143,797.89
Project Manager	2,080	Hour	93%	\$83.80	\$174,305.66
Vehicle (per Vehicle)	1,825	Day	0%	\$51.50	\$93,987.50
Year 2 Total					\$21,983,055.19
Two-Year Total					\$43,950,985.86



Employment & Benefits

Broward County

All Full Time Personnel

- PTO in accordance with CBA. After 1 year - 40 hours annually. After 3 years - 80 hours annually. After 8 years - 120 hours annually
- 40 hours of Sick leave in accordance with CBA.
- CBA personnel will receive a health differential of \$3.86 per hour.
- Holidays: New Year's Day, Martin Luther King, Jr. Day, Presidents' Day, Memorial Day, Juneteenth, Fourth of July, Labor Day, Veteran's Day, Thanksgiving Day, Day after Thanksgiving, Christmas Day
- Bereavement: As required in Section 5.17 all personnel will receive three (3) days.

Salaried Personnel

- Corporate Insurance Offering
- 401K – Employer match of 50% up to 60% of their contribution
- Access to Dental/Vision/Life Insurance plans at employee cost
- Access to company sponsor 401(k) plan



Paid Time Off

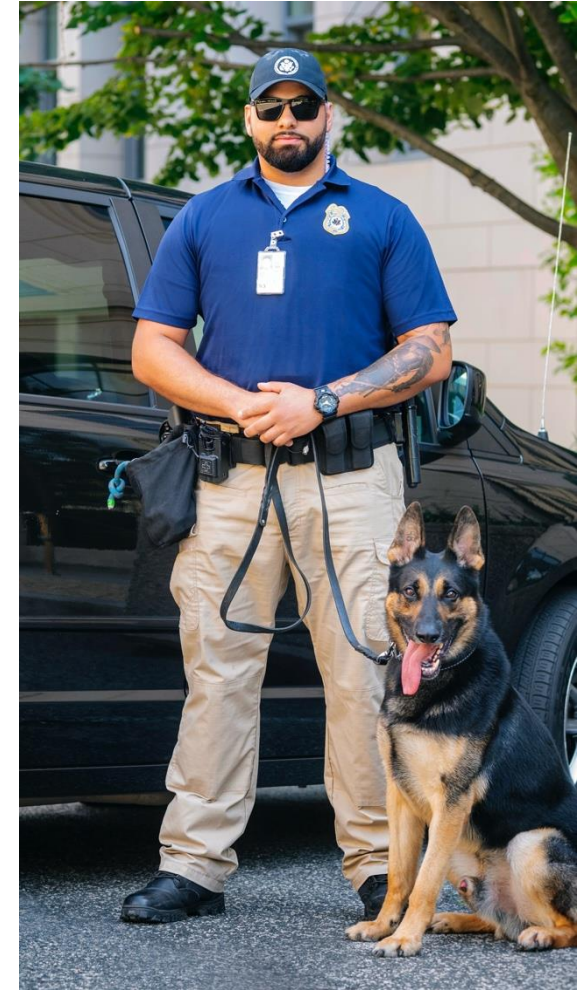


Corporate Vacation
and Sick Leave



Health & Life
Insurance

Customizable Uniforms & Equipment Options



Security Officer Requirements

Hiring Standards Matrix for CSS Personnel

<p><i>All personnel</i></p>	<ul style="list-style-type: none"> • Inter-Con baseline requirements • Valid Class “D” Security Officer license, pursuant to Section 493 • Airport Issued Identification Media (badge) as required by Section 2-43 of the Code • Customs and Border Protection Seal • TWIC card
<p><i>Management Requirements</i></p>	<ul style="list-style-type: none"> • Have at least two years of verifiable experience • Be accessible via cellphone at all times (24/7) and on site at the Airport at least forty (40) hours per week <i>(project manager)</i>
<p><i>Additional Requirements</i></p>	<ul style="list-style-type: none"> • Successfully pass pre-employment drug screening, criminal and background checks and Federal criminal history • Possess basic knowledge of office skills, as well as language proficiency skills • Be in good general health and be physically capable of performing their assigned duties

Professional Development & Retention Initiatives



REWARD EXCELLENCE



CONTINUING EDUCATION



PERSONALIZED SCHEDULING



PROVIDE CAREER GROWTH



PROMOTION OPPORTUNITIES



PEOPLE OPERATIONS TEAM



Performance-based
Bonuses



Officer of the
Month / Quarter



613 Promotions
in 2025



Achievement
Awards

U.S. Presence



Licensed in All 50 States




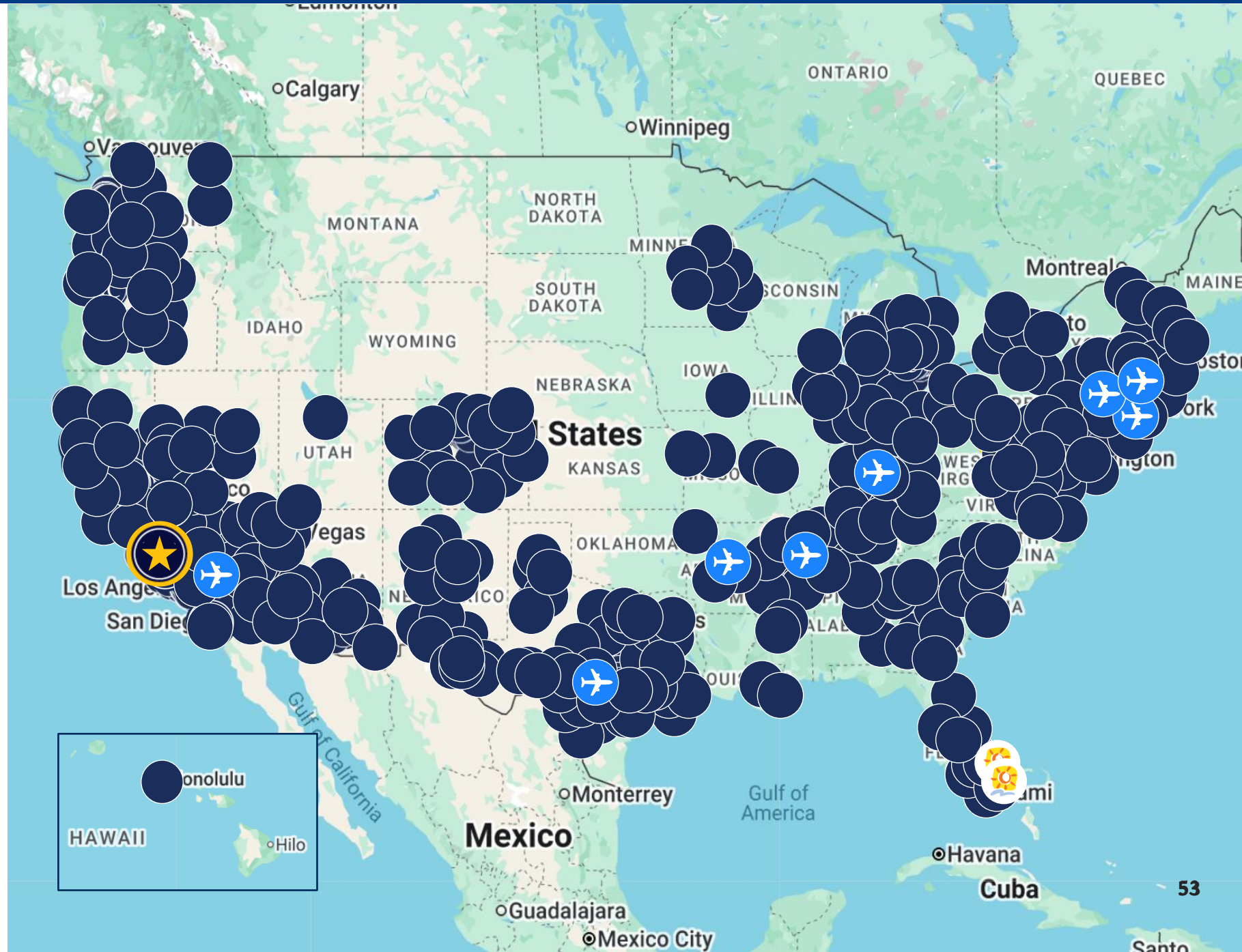
Inter-Con Offices Located Across the Country



25,500+ Security Officers across the United States

LEGEND

-  IC Global Headquarters
-  IC Service Locations
-  IC Airport Locations
-  Broward County Sites



A Truly Diverse, 100% Minority-Owned Business



46% BLACK

27% HISPANIC OR LATINO

5% ASIAN

4% 2+ RACES

0.5% AMERICAN INDIAN OR ALASKA NATIVE

1% NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER

31% FEMALE REPRESENTATION

100%

Hispanic & Family-owned Company

4/4

Board Members are Hispanic and/or Female



Nominated by JPMC for Supplier of the Year



Certified Minority Business Enterprise



Avetta's 2023, 2024, & 2025 Supplier Award Winner

100%

MBE Tier 2 Supplier Goal

Key Services



Armed & Unarmed
Officers



Security Operations
Centers (SOC)



Fire / Life Safety



Special Events



Concierge Specialists



Executive Protection



High Value Asset
Transit



Comprehensive
Screening Services



Intelligence & Risk
Advisory



Remote Guarding



K 9 Teams



Advanced Security/
Firearms Training



PRESENTATION FOLLOW-UP BROWARD COUNTY AVIATION DEPARTMENT

Request for Proposal

**SECURITY GUARD SERVICES FOR FLL AND
NORTH PERRY AIRPORTS**

Proposed By

INTER-CON SECURITY

Address

210 S De Lacey Avenue
Pasadena, CA 91105

Contact

John H. Campbell, CPP
SVP, North America
T: (626) 535 – 2639
E: solutionsdesign@icsecurity.com

Date

March 6, 2026



Partnering for Success

EXPERIENCE

What is your specific experience in providing security services at a category X airport, airports in general, and general aviation operating under federal state local directives, specifically, 49 CFR part 1542?



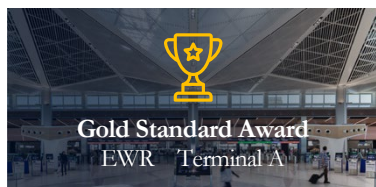
Inter-Con delivers tens of thousands of weekly service hours across the United States and employs thousands of security professionals supporting major airports and aviation clients nationwide. Through longstanding partnerships with the Department of Homeland Security, Federal Aviation Administration, and the United States Coast Guard, we design and implement security programs that remain fully aligned with evolving federal, state, and local directives. We maintain strict compliance with 49 CFR Parts 1542, 1540, and 1520, as well as TSA Security Directives and SIDA requirements.

Our aviation portfolio includes Category X airports, large hub commercial service airports, and general aviation environments operating under federally regulated security programs. *Representative clients include the Port Authority of New York and New Jersey serving JFK, Newark Liberty, and LaGuardia Airports; the Metropolitan Nashville Airport Authority; Clinton National Airport in Little Rock; Munich Airport NJ, LLC at Terminal One, Newark Liberty and four Regional Airports for the County of San Diego.* In addition to airport authorities, we support major aviation stakeholders such as United Airlines, American Airlines, Amazon Air, and UPS Air, providing unarmed security services across hub operations, employee screening programs, access control, perimeter protection, air cargo facilities, and logistics operations.

Each of these environments operates under 49 CFR Part 1542 requirements governing airport security programs, access control systems, badging, SIDA enforcement, vehicle inspections, and security response protocols. Inter-Con’s experience includes managing access control points, conducting vehicle guard operations, enforcing identification media requirements, supporting audits, and maintaining documentation necessary for TSA inspections and regulatory review.



Our performance at Category X airports further demonstrates this expertise. During TSA’s first quarter 2026 comprehensive inspection at a major Category X airport in the New York metropolitan area, Inter-Con received zero findings at our assigned vehicle guard posts. This outcome reflects disciplined post execution, thorough officer training, proper documentation practices, and strict adherence to TSA regulatory standards.



Additionally, our security program for Terminal A at Newark Liberty International Airport earned the TSA Gold Standard Award, recognizing excellence in regulatory compliance, operational performance, and security preparedness within a highly regulated commercial aviation environment.



Beyond airports, Inter-Con has also supported clients operating under TSA oversight in other transportation sectors. For example, the San Diego Metropolitan Transit System was awarded the TSA Gold Standard Award for excellence in security and emergency preparedness, an achievement Inter-Con was proud to support. This demonstrates our ability to implement and sustain federally compliant security programs across complex transportation environments.

Collectively, this experience reflects Inter-Con’s proven capability to provide security services at Category X airports, commercial service airports, and general aviation facilities operating under 49 CFR Part 1542 and related federal directives. Our aviation portfolio demonstrates the trust placed in us by leading airports and aviation stakeholders that require the highest levels of regulatory compliance, operational discipline, and service reliability.

Representative examples include:

- **LaGuardia Airport (LGA):** Perimeter patrols, ID and credentialing services, access management, and emergency response.
- **John F. Kennedy International Airport (JFK):** Perimeter and access control, vehicle inspections, credentialing, and traffic control.
- **Newark International Airport (EWR):** Perimeter patrols, access control, credentialing, and inspections of vehicles and deliveries.
- **Munich Airport NJ LLC – Newark Liberty International Airport:** Personnel screening, x-ray operations, roving patrols, and terminal security operations.
- **Bill and Hillary Clinton National Airport (LIT):** Vehicle checkpoint security, perimeter patrols, and compliance with CFR 1542 requirements.
- **Metropolitan Nashville Airport Authority (BNA):** Traffic control, access control, roving patrols, and emergency response.
- **Palomar Airport (County of San Diego):** The security operation consists of two primary posts. The first post performs standard airport security functions and additionally supports TSA by maintaining a presence during the boarding and unloading commercial flights. This post is also responsible for ensuring all personnel within designated SIDA areas are properly badged. The second post serves as the Airport Security Operations Center (SOC). Officers assigned to this post coordinate with multiple airport departments and Air Traffic Control, monitor all CCTV systems, and provide operational support to TSA as needed. This post functions as the eyes and ears of the airport, and airport operations cannot commence unless it is actively staffed.
- **Ramona Airport (County of San Diego):** Perimeter protection and airfield safety. Regular fence line and gate inspections to identify and prevent security breaches.
- **Fallbrook Airport (County of San Diego):** Security personnel ensure that runways and taxiways remain clear of debris and unauthorized or unnecessary traffic. The team coordinates directly with Air Traffic Control to support incoming and outgoing flights by providing runway clearance as needed.
- **Gillespie Airport (County of San Deigo):** Perimeter protection and airfield safety. Regular fence line and gate inspections to identify and prevent security breaches.
- **United Airlines – Newark Liberty International Airport (EWR):** Employee screening, access control, TSA support, and inspection of goods entering sterile areas.
- **American Airlines – Phoenix and Charlotte Airports:** Vehicle and foot patrols, access control, surveillance monitoring, and emergency response coordination.
- **Amazon Air – Logistics Facilities (CA, KY, OH):** Access control, alarm monitoring, CCTV operations, and screening of personnel and property.

ii. At these airports, how many contracts have been renewed and for how long?

Inter-Con currently supports eight aviation-related contracts nationwide. Many of these engagements were competitively awarded between 2022 and 2023 as three-to-four-year base terms with renewal options, reflecting our clients’ long-term confidence in our operational approach.

In 2025, Inter-Con was successfully re-awarded the security services contract at Clinton National Airport in Little Rock following a competitive process. This award demonstrates the client’s continued confidence in our regulatory compliance, operational performance, and customer service delivery.

EMERGENCY

In the event of emergency or special coverage to be addressed, how long would it take to increase staffing by an additional twenty, fifty or one hundred officers? These numbers should factor in criteria for a certified and trained officer, excluding the airport badging process.

In our 52-year history, Inter-Con has never failed to mobilize additional staff when requested by a client. While variable work was not priced explicitly, Inter-Con is fully prepared to provide immediate temporary, emergency, and special event coverage as requested by the County, ensuring continuity of operations during airport emergencies, heightened security levels, special events, or potential work stoppages.

In alignment with the County’s requirements, Inter-Con can rapidly deploy additional personnel who are fully qualified and badged. This surge is achieved through the coordination of Inter-Con’s permanent full-time and part-time Security Officers, supplemented by our flex and overtime staffing capacity. **The total surge capacity of 7,960 hours per week is a carefully calculated figure derived from our staffing analytics and historical deployment data, ensuring we maintain the right balance between operational efficiency and readiness.** This structured approach guarantees that all surge requests are filled exclusively by Inter-Con employees who are already trained, vetted, and familiar with the County’s airport security program. (Specifications and Requirements, Section 2.5, 2.6 (F), 4.5, Evaluation Criteria 2.3)

To provide clear response thresholds:

- An additional 20 officers can be deployed within 8 hours
- An additional 50 officers can be deployed within 48 hours
- An additional 100 officers can be deployed within 96 hours

INSPECTIONS, INCIDENTS, AND GENERAL DATA

Explain or illustrate how your firm processes inspections, incidents, or general data to validate the compliance requirements already specified and which technologies are used to produce that data?

Inter Con utilizes ICONIQ, our proprietary Security Management System, to systematically capture, validate, analyze, and report inspections, incidents, and operational data in real time. ICONIQ functions as the centralized system of record across single site and multi-location programs, ensuring contract compliance, operational accountability, and full client transparency.

1. INSPECTION AND PATROL COMPLIANCE VALIDATION

All inspections and patrol activities are completed through ICONIQ using secure mobile devices.

Data Capture Methods

- Structured digital inspection forms aligned with post orders and contract requirements
- Mandatory completion fields to prevent incomplete submissions
- Time stamped and geolocation verified entries
- Photo and document uploads for evidentiary support
- NFC checkpoint validation for guard tour verification

Compliance Controls

Automated alerts for missed patrols or incomplete inspections

- Real time supervisory dashboard review
- Escalation workflows for identified deficiencies
- Permanent audit trail of all activity

This ensures every required inspection is documented, verifiable, and reviewable.

2. INCIDENT REPORTING AND QUALITY ASSURANCE

All incidents are documented within ICONIQ using standardized digital workflows designed to meet client specific reporting standards.

Data Validation Process

- Required fields enforce completeness and accuracy
- Classification categories aligned with contractual definitions
- Attachments including photographs and supporting documentation
- Supervisory review and approval routing
- Time tracked submission and closure metrics

Each incident report is indexed, searchable, and retained within the system for audit, regulatory review, and trend analysis.

3. STAFFING AND CONTRACTUAL COMPLIANCE MONITORING

ICONIQ integrates staffing data, scheduling, certifications, and training compliance to validate that contractual obligations are being met.

Monitoring Capabilities

- Real time staffing visibility by post and shift
- Automated alerts for coverage gaps
- Certification and licensing tracking
- Training completion monitoring
- Post order acknowledgment verification

Dashboards provide immediate visibility into service level performance indicators including patrol completion rates, response times, and incident frequency.

4. DATA ANALYTICS AND CONTINUOUS IMPROVEMENT

ICONIQ transforms operational activity into actionable intelligence.

- Trend identification and risk pattern analysis
- KPI tracking aligned with service level agreements
- Performance benchmarking across locations
- Data driven corrective action planning

The platform enables leadership to proactively address operational risks and continuously improve service delivery.

5. TRANSPARENCY AND CLIENT ACCESS

Authorized client stakeholders may be granted secure access to customized dashboards within ICONIQ. These dashboards provide:

- Real time visibility into staffing levels
- Inspection and patrol completion metrics
- Incident reporting summaries and trends

- Compliance tracking
- Verified billing data

Automated notifications flag operational exceptions as they occur, ensuring immediate awareness and response.

TECHNOLOGIES USED WITHIN ICONIQ

- Secure cloud-based hosting environment
- Mobile smart devices for field reporting
- Geolocation and time stamp verification
- NFC checkpoint systems
- Role based access controls
- Encrypted data storage and transmission
- Automated alert and escalation engines
- Configurable dashboards and reporting analytics

SUMMARY

Through ICONIQ, Inter-Con converts inspections, incidents, and operational activity into validated, auditable, and transparent compliance documentation. The platform ensures accountability at the officer level, oversight at the supervisory level, and organizational visibility for clients, fully supporting contractual, regulatory, and performance-based requirements.

TRANSITION PLAN

How will your firm manage the recruitment process during this transition, including if you have staff on board to transition to this project.

Inter-Con brings over 52 years of experience managing large-scale contract transitions across complex, multi-site environments. This experience shaped a well-honed, reputable process built on defined milestones dedicated transition staffing and ongoing client collaboration. **Our approach involves meticulously delineating tasks, assigning dedicated team members, defining clear milestones, and closely monitoring weekly progress, all aimed at ensuring minimal disruption airports operations.** These steps would be customized to meet both FLL and North Perry’s unique needs and site-specific requirements. Inter-Con is committed to finalizing the transition and being ready to begin service on October 1, 2026.

TRANSITION TEAM

Inter-Con’s Transition Team includes cross-functional experts from Operations, Technology, Human Resources, Talent Acquisition, and Contract Administration, each selected for their expertise in standing up large-scale, multi-site contracts. This team collaborates closely to ensure a seamless transition by leveraging institutional knowledge and proven best practices to address all aspects of project mobilization. We have included a short bio on some of the key individuals below.

Figure 1: Key Members of Inter-Con’s Transition Team

Team Member	Key Responsibilities
Richard Stack Chief Operating Officer <i>Role: Supporting Executive</i>	<ul style="list-style-type: none"> • Leads executive oversight of the transition • Directs procurement and reallocation of corporate resources • Serves as key liaison with County leadership
Josh Ruiz SVP Operations <i>Role: Chief Transition Officer</i>	<ul style="list-style-type: none"> • Aligns Inter-Con transition strategy with County goals • Oversees all mobilization deliverables • Expedites requests from County’s Project Manager
Brian Faulkner Chief Technology Officer <i>Role: Technology Interfacing Officer</i>	<ul style="list-style-type: none"> • Leads integration of guard tour and security tech • Proposes system enhancements and innovations • Oversees data/reporting tools for continuous improvement

Team Member	Key Responsibilities
David Oken EVP, Global Talent <i>Role: Transition Manager</i>	<ul style="list-style-type: none"> Oversees incumbent review and new recruiting Ensures candidate compliance with screening criteria Manages Talent Acquisition team for staffing alignment

RECRUITING & SCREENING

To ensure the highest quality of personnel, **Inter-Con will assign two Recruiters *exclusively* to this contract**, ensuring focused attention and alignment with the County’s staffing goals. Unlike traditional branch-based models, where Recruiters split their time across multiple clients, our **dedicated recruiting team will concentrate solely on sourcing, screening, and onboarding personnel for *this* program**. This focused structure minimizes the risk of unqualified candidates reaching post and ensures only those who meet both Inter-Con’s and the County’s standards are presented for selection.

Under the leadership of our Executive Vice President of Talent, Inter-Con’s dedicated Recruiters would work closely with the County to develop a Hiring Standards Matrix for all CSS personnel. This Matrix would be tailored to your operational and cultural needs. Together, we will define role-specific requirements that go beyond minimum qualifications, ensuring Officers not only meet technical standards, but also reflect Inter-Con and the County’s values and expectations for professionalism. Inter-Con will integrate the County’s baseline requirements with our proven hiring standards to create a **holistic, site-specific checklist that drives quality and performance from Day One**. See **Figure 2** for a draft framework; final criteria will be finalized collaboratively during the transition period.

INCUMBENT CSS PERSONNEL

We recruit incumbent Officers by engaging in **open and ongoing conversations**, with clear communication about the opportunities Inter-Con provides and an emphasis on the stability of continuing services. All qualified incumbent personnel would be offered the opportunity to remain on the new contract. They must complete Inter-Con’s online application, provide supporting documentation such as relevant credentials, and interview with Inter-Con’s Transition Team. Interviews are conducted during off-duty hours and after contract award to ensure the outgoing vendor is not adversely impacted. We also incentivize retention by offering compelling salary and benefits, matching or improving compensation for follow-on contracts, and honoring original hire dates in the calculation of benefits. This approach has allowed us to achieve high **incumbent capture rates of 96%**.

Figure 2: Security Officer Requirement Checklist

Minimum Requirements for Security Personnel	
Universal Baseline Requirements <i>(applies to all CSS Personnel)</i>	<ul style="list-style-type: none"> Be at least 21 years of age Be a U.S. citizen or legally authorized to work in the U.S. <i>(will be verified with e-verify)</i> Must have and maintain a valid Class “D” Security Officer license from the State of Florida, pursuant to Section 493, Florida Statutes. Have and maintain a valid State of Florida Driver’s license if required by the Post Orders for the post assigned. Have and maintain an Airport Issued Identification Media (badge) as required by Section 2-43 of the Code, and a Customs and Border Protection Seal, and pass all background checks and tests necessary to obtain same. Having earned a minimum of a high-school diploma or equivalent Have at least one year of verifiable security experience Be able to qualify for and obtain a TWIC card if assigned to a secure post
<i>Management Requirements</i>	
Project Manager	In addition to the above, the Project Manager must: <ul style="list-style-type: none"> Be accessible via cellphone at all times (24/7) and on site at the Airport at least forty (40) hours per week. Be able to physically report to the Airport within forty-five (45) minutes

Minimum Requirements for Security Personnel	
	<ul style="list-style-type: none"> • Have a bachelor's degree (or higher) from an accredited institution • Have at least two years of supervisory experience in security
Assistant Project Manager	In addition to the above, the Assistant Project Manager must: <ul style="list-style-type: none"> • Have at least two years of verifiable supervisory experience
Security Operations Specialist	In addition to the above, the Security Operations Specialist must: <ul style="list-style-type: none"> • Have at least two years of verifiable experience in security • Be able to remain calm under emergency conditions
Supervisors	In addition to the above, all Supervisors must: <ul style="list-style-type: none"> • Have at least one year of verifiable supervisory experience
Trainer	In addition to the above, the Trainer must: <ul style="list-style-type: none"> • Must have at least two years of verifiable training experience
<i>Additional requirements for all personnel</i>	
Screenings	<ul style="list-style-type: none"> • Successfully pass pre-employment drug screening • Successfully pass criminal and background checks including inquiry of all previous employers during past five years, driving record history, local, Florida State, Federal criminal history, and military discharge records (if applicable) • Employees who require unescorted access to General Facilities will undergo a FDLE background check • Must be able to obtain and maintain an Airport Issued Identification Media (badge) as required by Section 2-43 of the Code, and a Customs and Border Protection Seal, and pass all background checks and tests necessary to obtain same.
Soft Skills	<ul style="list-style-type: none"> • Have the necessary public relations skills to interact with employees and customers in a courteous, businesslike manner • Understand written and oral rules and regulations and apply them in a tactful and non-confrontational manner • Be able to understand and maintain confidentiality of information • Be able to remain calm and professional in high stress situations • Possess the ability to think quickly and critically • Be able to cooperate in a team environment and follow Supervisor orders
Office Skills	<ul style="list-style-type: none"> • Utilize computer and associated equipment to monitor environmental and electronic security systems • Possess basic knowledge of word processing, spreadsheet programs, data entry and operation of multi-line telephone • Must be able to identify and manipulate power switches on inspection equipment, distinguish all colors displayed on such equipment, and explain what each color signifies
Language Proficiency	<ul style="list-style-type: none"> • Must demonstrate the ability to read, understand, and apply rules, detailed orders, instructions, and training materials in the English language • Retain the ability to construct and write clear, concise, accurate, and detailed reports, as well as communicate effectively, clearly, and concisely in English
Health & Physical Fitness	Be in good general health and capable of the following: <ul style="list-style-type: none"> • Standing, sitting, or walking for extended periods of time-up to eight-hours • Maneuver stairs and other physically demanding terrains at the site as regular duties • Must be physically capable of performing the inspections including, but not limited to, opening and closing latches, zippers, and screw caps; removing or feeling beneath the contents of containers; and reaching all sides and compartments of bags

Minimum Requirements for Security Personnel	
	<ul style="list-style-type: none"> • Must be physically capable of handling and manipulating baggage, containers, and other objects that are subject to screening • Must be physically capable of performing hand-held metal detector inspections of individuals and reaching all parts of the individual’s body with one hand • Possess long-distance vision (use of glasses/contacts is permitted) • Hear ordinary conversation (hearing aids are suitable), including hearing and responding to audible alarms • Have no medical condition which limits the effective performance of their assigned duties. Temporary incapacitation due to illness, disease, or recent medical operation is permitted • No medical history or medical diagnosis of habitual alcoholism or drug addiction. If such a condition existed, medical evidence of recovery and ability to perform duties is required prior to assignment

WORKFORCE INVESTMENT PROGRAM

Inter-Con affirms full compliance with the Broward County Workforce Investment Program. In support of the County’s objectives, we will: Use good faith efforts to meet the First Source Referral goal for vacancies resulting from this contract; Publicly advertise all vacancies created under this contract with CareerSource Broward for a minimum of five business days; Review and use good faith efforts to interview all Qualified Referrals; Make good faith efforts to hire Qualifying New Hires for at least fifty percent (50%) of vacancies; Obtain worker certifications attesting to Qualifying New Hire, Economically Disadvantaged Worker, or Hard-to-Hire status where applicable; Retain all required records documenting vacancies, referrals, and interview outcomes; Provide requested compliance documentation to the County; and Submit required annual and close-out reports.



PROACTIVE RECRUITMENT PLAN

Inter-Con Recruiters are required to maintain a pipeline of **approximately 20% above base staffing levels**; these extra Officers can step in and quickly fill an opening when necessary. Our dedicated Recruiters will work closely with the PM and APM to identify any events or new posts that may strain the County’s Officer capacity so that we can recruit the additional personnel needed to maintain a strong reserve.

This recruiting technique is being successfully used at the PANYNJ contract with great success. For this contract, **we staff more than 350 standard posts per week (400+ with specials or requests for temporary services)** and our metrics report a <.01% dark post rate.

By investing our resources upfront and having individuals solely focus on your staffing needs, Inter-Con can provide the County with assurances that your posts will continuously be staffed with qualified employees.

We will review and assess these numbers every quarter to ensure that we meet the County’s needs with maximum efficiency. We typically recalibrate our full-time/part-time ratio and surge capacity based on changes to contract requirements or staffing patterns. This will then inform us of our hiring practices and allow us to adjust the sizes of our new hire training classes.

TRAINING

Especially for internal trainers, does your firm have them internally or through subcontractors.

To support the County’s effort, **Inter-Con will leverage its internal trainers and the world-class Training Academy**, which emphasizes a student-centric methodology and incorporates real-life scenarios directly relevant to airport operations. Each training program will be customized to the County’s unique needs, reviewed by the dedicated Trainer, and submitted for approval to the CSS Administrator or Director of Aviation. Any updates or modifications will likewise be implemented in coordination with the Administrator to ensure continued compliance. This tailored, collaborative approach guarantees that all CSS personnel are not only well-informed and properly credentialed but also invested in their responsibilities and committed to upholding the highest standards of quality and professionalism. **(Specifications and Requirements, Section 4.7)**

How is additional Training Handled

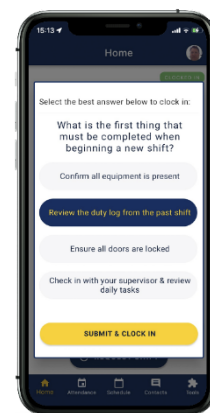
Inter-Con is flexible in our approach to training. At minimum, Inter-Con ensures that all Officers stay up to date with necessary knowledge, requirements, ideas, programs, devices, and certifications associated with working security for FLL and North Perry Airports through annual training. For FLL, **our annual training regimen would include 16 hours of refresher training**, covering these industry updates and the subjects covered in New Hire Training. Every County Officer will be required to complete this course to continue working on the contract. In addition, any Officer assigned to a new post will receive comprehensive, site-specific training prior to their first day on duty to ensure they are fully prepared to perform their responsibilities with confidence and precision. (Specifications and Requirements, Section 4.7 (B))

EMERGENCY TRAINING

Pursuant to Section 2-43 of the Broward County Code, Inter-Con would ensure that all security personnel obtain and maintain the required emergency response training before being issued Airport Identification Media, and at each renewal thereafter. Our training program developed for the County would integrate this emergency response component as a foundational element. Inter-Con will also ensure that all employees are compensated appropriately for time spent completing this training, as required by County ordinance. By embedding this training within our Initial, site-specific post assignments, and ongoing refresher curriculum, we commit to full compliance and readiness across all personnel from day one. (Specifications and Requirements, Section 4.7 (C))

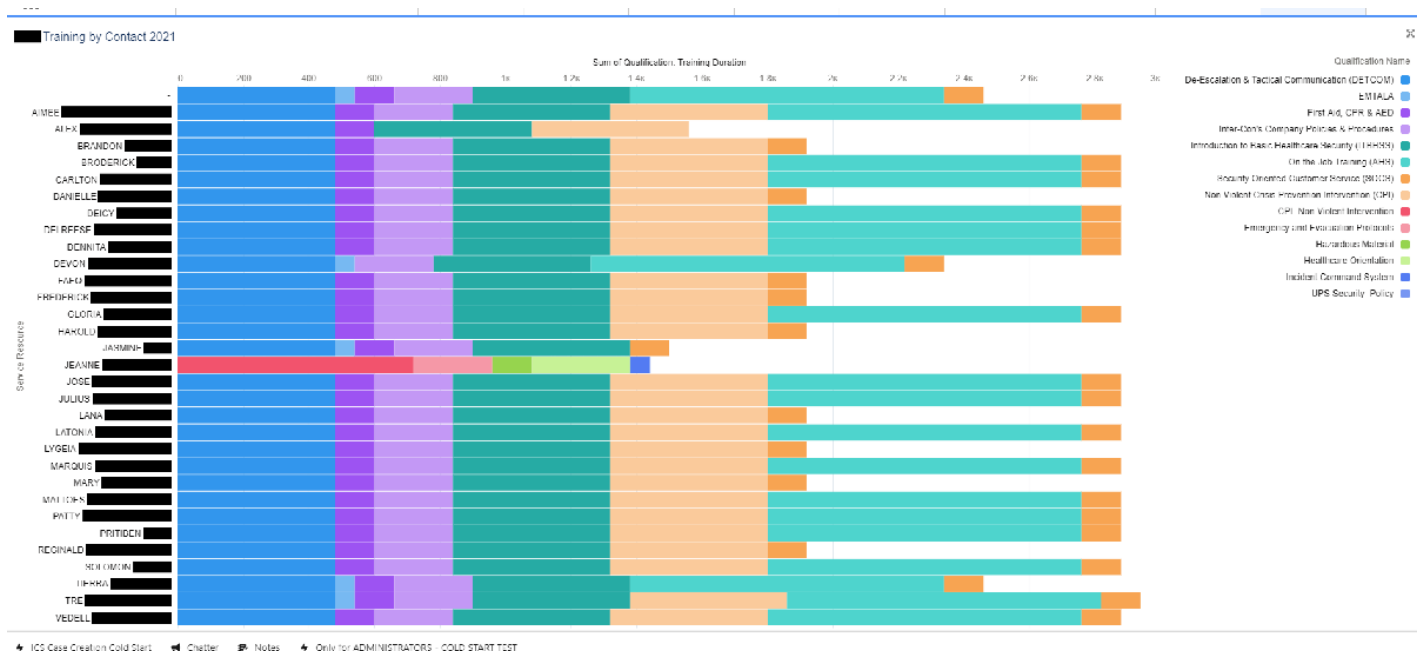
MICROLEARNING

To support knowledge retention and continuous improvement, ICONIQ also delivers a brief learning tip before each shift. This feature, known as microlearning, is completely customizable, and reinforces key concepts and procedures in small, digestible formats that help Officers stay sharp and better retain critical information over time.



TRACKING TRAINING COMPLETION & COMPLIANCE

Inter-Con offers the capability to maintain training records on the County’s customized Client Portal Dashboard, providing County designated representatives with real-time access and up-to-date information. This dashboard not only streamlines record management but also allows for efficient tracking of certification expiration dates for each Security Officer and Supervisor, ensuring compliance and readiness at all times. (Specifications and Requirements, Section 4.7 (E))



What does Training look like for your firm? Use of Force, De-Escalation, Observation, Report Writing, Communication.

Training at Inter-Con is flexible, comprehensive, and tailored to the needs of individual clients, ensuring realistic scenarios and contract-specific requirements are always addressed. All existing and newly hired personnel would receive a minimum of 40 hours of Initial training at least seven days prior to the commencement date of the contract. The training would address all Airport-specific rules and regulations and on-the-job requirements, including customer service. Our Trainer and Assistant Project Manager would evaluate the performance of each Officer to certify their suitability for the assignment and comprehension of training materials prior to any regular scheduled work. (Specifications and Requirements, Section 4.7 (A))

Figure 3: Sample Training Regimen

Pre Assignment / New Hire Training	
Training Topic	Delivery Method
New Hire Orientation (<i>Inter-Con's Organization, Policies, Procedures, PR, & Grooming/ Appearance</i>)	Online Learning Management System (LMS)
Duties & Responsibilities on Post (<i>Post Orders & Reporting for Duty</i>)	Instructor Led
CCTV, System Use, and Access Control (<i>including equipment use</i>)	Instructor Led / LMS
Emergency Procedures (<i>Bombs, Terrorism, Fire Alarm, Safety and Evacuation, Active Shooters, Weather/Natural Disaster Procedures, & Medical Emergencies</i>)	Instructor Led / LMS
Inter-Con's and Broward County's Chain of Command	Instructor Led
Security Officer Instruction & Limitations as Mandated by the State of Florida	Instructor Led
Use of Force in Defense of Person	Instructor Led / LMS
De-escalation & Conflict Resolution Awareness Training	Instructor Led / LMS
Observation Techniques & Incident Reporting (<i>including photographic documentation</i>)	Instructor Led / LMS
Communications Systems (<i>Radio & Cellphone use and etiquette</i>)	Instructor Led
Workplace Violence / Harassment (<i>sexual, bullying, etc.</i>) / Discrimination	Instructor Led / LMS
Customer Service & Sensitivity, Conflict Resolution Awareness, Dealing with Homeless and Mentally Ill Individuals	Instructor Led / LMS
Crowd Management	Instructor Led / LMS
Patrol Procedures (<i>including Detecting Crime, etc.</i>)	Instructor Led / LMS
Workplace Safety, Accident Prevention	Instructor Led / LMS
First Aid / CPR / AED Certification	Instructor Led

ANNUAL TRAINING

Inter-Con ensures that all our Officers stay up to date with the necessary knowledge, requirements, programs, devices, and certifications associated with working security for Broward County. **Our annual training includes 16-hours of refresher training**, covering these industry updates and the subjects covered in New Hire Training. Every County Officer assigned to FLL or North Perry Airport will be required to complete annual training to continue working on this contract.

Annual Training	
Type of Training	Delivery Method
Inter-Con's Annual Refresher Training	Instructor Led / LMS

STAFFING PLAN

Include a detailed plan that outlines your staffing requirements, search criteria, and ability to furnish those personnel, including the badging process.

Inter-Con takes a deliberate and strategic approach to staffing, ensuring the right balance of workforce availability, operational continuity, and cost efficiency. While recruitment (outlined above) focuses on sourcing qualified candidates, our staffing strategy ensures those individuals are properly vetted, credentialed, badged, and positioned to meet the County’s operational requirements from day one. Our priority is to maintain a pool of qualified, trained, and site ready Security Officers capable of meeting the County’s coverage requirements around the clock. To ensure candidates are qualified to work meet all staffing requirements including badging, Inter-Con follows the following processes:

Pre-Screened SIDA-Eligible Recruitment Pipeline: Our recruiting process will be tailored to align with the Broward County Airport ID Media application requirements. Dedicated recruiters (designated as Authorized Signatories) will prescreen applicants during the hiring process using SIDA-aligned application forms to identify and filter out individuals with disqualifying criminal offenses or inability to provide required identification prior to submission for badging. This ensures only SIDA-eligible candidates enter the formal badging process, significantly reducing processing delays and rejected applications.

End-to-End Badging and Vetting Management: Inter-Con will manage the full airport credentialing process for each applicant from application submission through credential issuance, including coordination of Fingerprint-based Criminal History Records Checks (CHRC), Security Threat Assessments (STA), complete Broward County Airport or approved third-party SIDA training, and verification of all acceptable identity documents in accordance with TSA and Airport ID Media requirements.

Credential Accountability and Compliance Controls: We maintain strict badge accountability procedures consistent with airport security directives. Our program includes documented tracking of issued credentials, supervisory verification of badge possession during deployment, and immediate retrieval and return of SIDA badges upon employee separation, reassignment, or credential revocation. These controls help prevent badge misuse and maintain full compliance with Airport Security Program (ASP) requirements and TSA regulations.

For the County, Inter-Con plans to maintain a standard workforce composition of approximately 80% full-time and 20% part-time Security Officers at each airport. This ratio has proven effective in similar TSA and TWIC regulated, multi-site environments and enables seamless coverage during vacations, absences, training, and other leave scenarios, without compromising service delivery. In the event there is a change to the staffing plan the PM will seek the approval of the Contract Services Administrator or Director of Aviation either in writing or verbally, depending on the emergent need. [\(Specifications and Requirements, Section 2.3 \(G\), Evaluation Criteria 2.4\)](#)

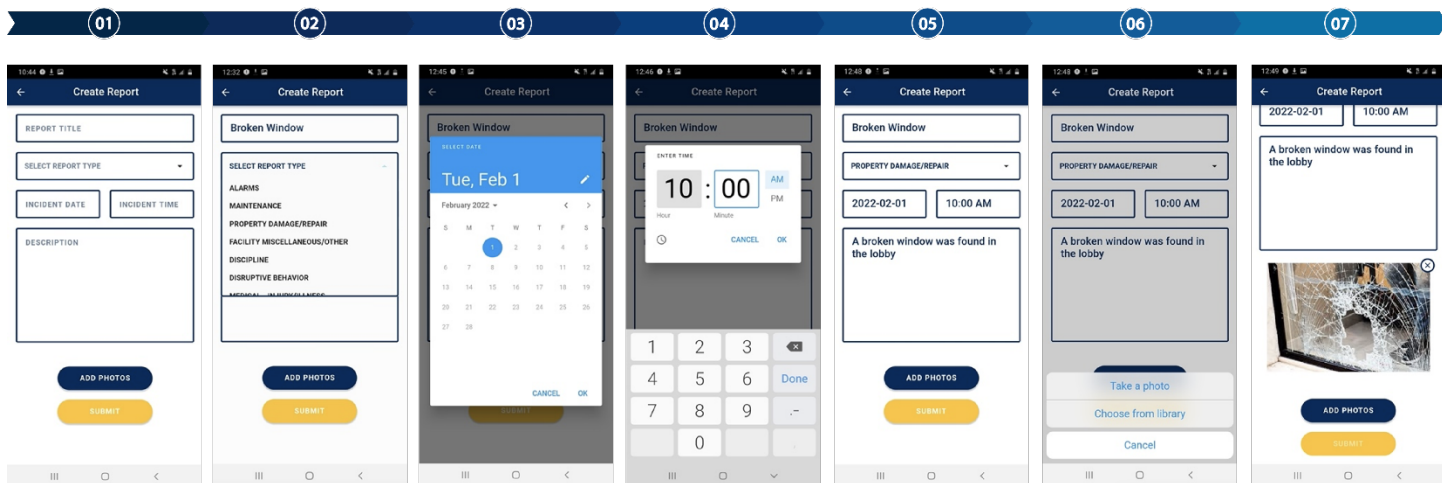
Position	Planned HPW	Full Time	Part Time	Total Personnel	Normal Surge (HPW)	Emergency Surge (HPW)	Disaster Surge (HPW)
Project Manager	40	1	-	1	-	20	40
Assistant Project Manager	40	1	-	1	-	20	40
Supervisor	1,146	25	7	32	134	774	1,414
SOC Specialist	391	9	2	11	49	269	489
Recruiter	80	2	-	2	-	40	80
Admin	113	3	-	3	7	67	127
Dispatcher/Scheduler	113	3	-	3	7	67	127
Training Coordinator	40	1	-	1	-	20	40
Officer	11,960	266	66	332	1,320	7,960	14,600
Total	13,960	311	75	399	1,583	9,563	17,543

REPORT WRITING

Is report writing conducted? Electronic or Paper? How are Reports Provided?

Yes, ICONIQ includes a structured electronic incident reporting module that standardizes report writing, improves documentation accuracy, and ensures full transparency for the County.

The platform guides Security Officers through a step-by-step report writing process using structured fields and required data prompts to ensure all critical details are captured, including date and time, location, involved parties, actions taken, notifications made, and final disposition. This standardized format would promote consistency across both airports as well as reduce incomplete or vague submissions.



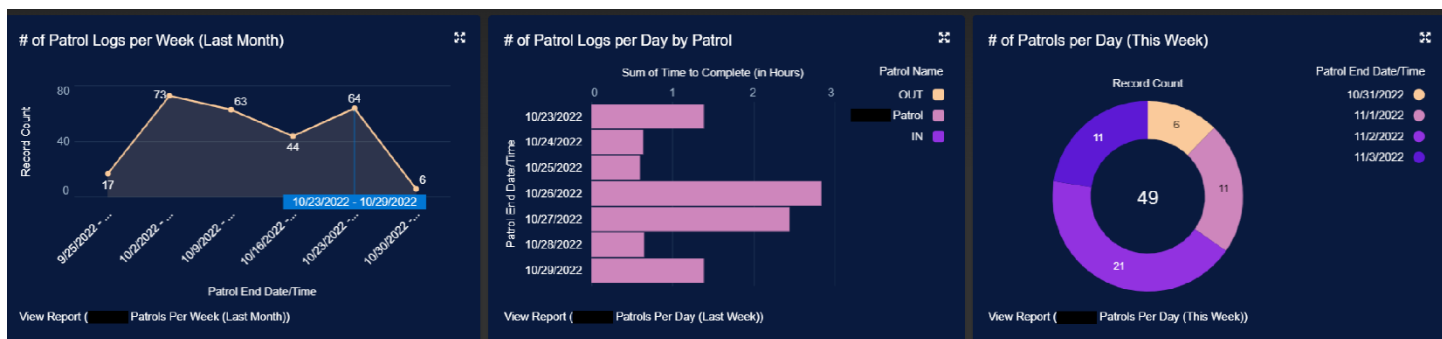
TECHNOLOGY

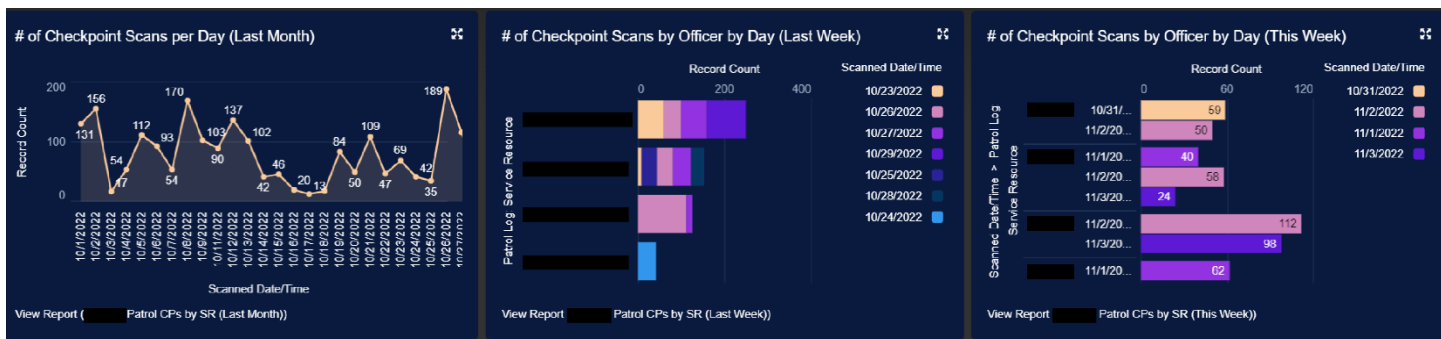
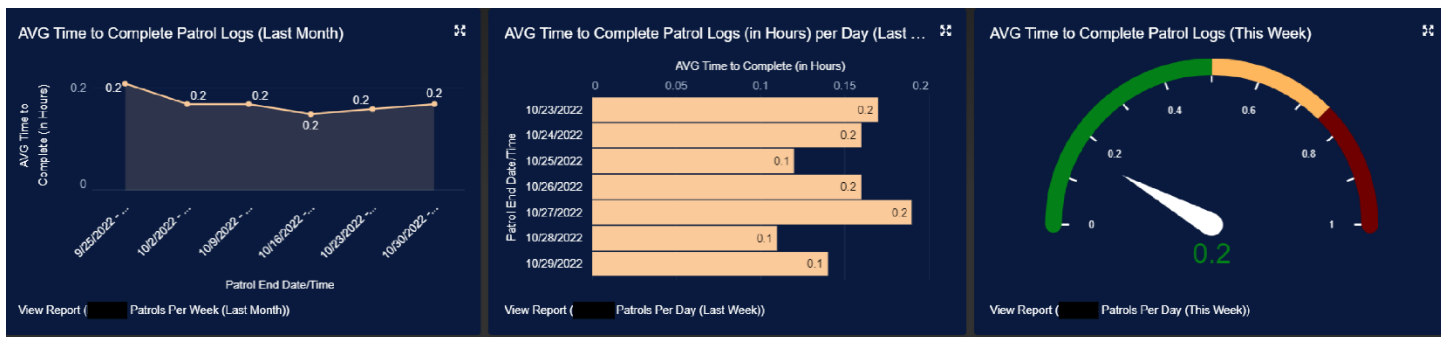
How are patrols conducted and what technology is used?

Patrols are performed through a combination of foot patrols, vehicle patrols, perimeter inspections, access control checks, and response patrols, depending on post orders and Airport Security Program requirements under 49 CFR Part 1542. Officers follow defined patrol routes and inspection points that may include SIDA areas, perimeter fencing, gates, airside access points, cargo facilities, employee parking areas, and public facing terminal spaces. Patrol frequency and routing are aligned with threat levels, TSA directives, and airport specific security requirements.

Technology plays a central role in ensuring patrol verification and documentation. Inter-Con utilizes electronic guard tour systems that require officers to scan designated checkpoints throughout their patrol routes. These systems time stamp each checkpoint and provide supervisory visibility into patrol completion, missed checkpoints, and route adherence. Real time dashboards (*illustrated below*) allow supervisors to confirm coverage and immediately address any gaps.

In addition, officers are equipped with mobile reporting tools through ICONIQ, enabling them to document incidents, hazards, access control issues, and suspicious activity directly from the field. Reports are geo tagged and time stamped, ensuring accurate documentation and audit readiness. Supervisors can review patrol activity, incident trends, and response times through system generated reports.





QUALITY ASSURANCE AND ACCOUNTABILITY

What type of accountability measures do you have? Patrols, Coaching, Timekeeping, Supervision.

Inter-Con maintains a comprehensive accountability framework built on Total Quality Management principles and formalized through our Quality Control Plan. Accountability is ensured through structured patrol verification, active supervision, coaching and performance evaluation, and technology supported timekeeping systems.

PATROL ACCOUNTABILITY

All patrols are verified through electronic guard tour technology and documented in real time. Officers must scan designated checkpoints, creating time stamped records that supervisors monitor daily. Patrol activity, incident reports, and daily activity reports are reviewed for completeness, accuracy, and compliance with post orders and 49 CFR Part 1542 requirements.

COACHING AND PERFORMANCE MANAGEMENT

Supervisors conduct regular post inspections, both announced and unannounced, no less than weekly. These inspections evaluate officer knowledge, appearance, adherence to post orders, documentation quality, and regulatory compliance. Findings are documented, and corrective coaching is provided immediately when deficiencies are identified. Emergency drills and performance testing further assess readiness, with results used to guide additional training and development.

TIMEKEEPING CONTROLS

Attendance and schedule adherence are monitored through digital timekeeping systems that track sign in and sign out times, late arrivals, early departures, and missed shifts. Exception reports are reviewed by management to ensure prompt corrective action. Staffing metrics, including overtime and coverage gaps, are analyzed regularly to maintain operational integrity.

SUPERVISORY OVERSIGHT

Supervisory oversight is supported by Inter Con’s aviation subject matter experts and the Inter-Con Aviation Committee, which provides strategic guidance on aviation security practices, regulatory compliance, and operational standards specific to airport environments. This specialized expertise ensures that the program remains aligned with TSA requirements, airport authority expectations, and industry best practices.

Daily supervision occurs at multiple levels, including shift supervisors, project management, and executive leadership. Inspection findings, KPI performance metrics, incident trends, and corrective actions are documented and tracked within ICONIQ. All discrepancies require documented follow up to ensure timely resolution and accountability.

Quarterly Business Reviews further reinforce transparency and oversight by providing detailed reporting on staffing, training, operational activity, drills, quality control efforts, and asset accountability.

Together, these layered oversight measures, supported by aviation subject matter experts and the Inter Con Aviation Committee, ensure consistent operational oversight, regulatory compliance, documented performance management, and continuous improvement across all airport security operations.

What is the management process for monitoring the guards and the different locations/posts.

Inter-Con utilizes a structured, multi layered management process to monitor Security Officers and all assigned posts across multiple airport locations.

ON SITE SUPERVISORY OVERSIGHT

Each shift is supported by designated supervisors responsible for direct oversight of assigned posts. Supervisors conduct routine and random inspections, verify patrol completion, review post logs, confirm uniform and credential compliance, and ensure adherence to post orders. Supervisors are physically present in the field and conduct both announced and unannounced checks at least once weekly per post.

TECHNOLOGY ENABLED MONITORING

All patrol activities, incident reports, and timekeeping are captured through ICONIQ. Our proprietary tour technology verifies checkpoint completion with time stamped data. Digital timekeeping tracks attendance, overtime, and schedule adherence. ICONIQ dashboards allow management and the County to monitor staffing levels, coverage gaps, and incident activity across all locations in real time.

MANAGEMENT REVIEW AND KPI TRACKING

Project Management reviews Key Performance Indicators including attendance trends, incident reporting accuracy, patrol compliance, and training status. Exception reports automatically flag missed patrols, late arrivals, or documentation deficiencies. These metrics are reviewed daily at the account management level and regularly at the executive

REPORTING AND ESCALATION STRUCTURE

All findings from inspections, drills, or incident reviews are documented and entered into ICONIQ. Issues requiring corrective action are assigned, tracked, and verified for completion. Significant matters are elevated to the Account Manager and, when appropriate, reported to County leadership.

MULTI SITE COORDINATION

For multiple airport locations, management utilizes centralized reporting dashboards that provide visibility into staffing, compliance, and activity levels at each site. This ensures consistent standards across all posts while allowing site specific operational adjustments when needed.

Through this structured oversight model combining field supervision, technology based monitoring, KPI tracking, and executive review, Inter-Con ensures consistent guard performance, post compliance, and operational accountability at every assigned location.

INCIDENTS AND INCIDENT TRACKING

How are incidents handled?

ICONIQ also allows reports to be categorized by incident type, such as access control violations, safety hazards, medical emergencies, or suspicious activity. This enables leadership and the County to generate analytical reports that identify trends, recurring risks, or high activity locations. Reports can be exported and securely shared as needed, supporting investigations,

compliance audits, and executive briefings while maintaining proper documentation standards throughout the life of the contract.



Dashboard: Patrols & Incidents - Client Portal

As of May 13, 2025, 5:05 PM Viewing as DRANDON

IC Location: Service Contract: Contract Name | Date/Time of Incident

Incident Reports

Date/Time of Incident	IC Location: IC Location Name	Subject	Description
4/14/2025, 1:25 PM	[Redacted]	Minor Incident	At approximately 1:25 PM, while positioned at the front entrance of the security officer engaged in conversation with the team captain. During this time, the officer observed a white male, estimated to be in his 30s, wearing a baseball cap, a black and gray tech fleece sweatshirt, blue denim jeans, and sneakers, exiting the store in a hurried manner. Upon further observation, it was noted that the suspect the individual was wearing upon exit were different from those he had on when he entered the store. The team captain subsequently located the original shoes belonging to the suspect, which were found in a box tucked within a sportswear shoe bin adjacent to the area.
4/14/2025, 3:21 PM	[Redacted]	cleared customer	Around 3:10 to 3 African-American children from ages maybe 14 to 18 entered the store around 310 two of the males Took six teddy off of the third floor two of the males one with a case and his friend took two off of the third floor also and a black girls ball bag and cut it out of regarding one at 3:21 the two boys who took the sixth and and stuffed it inside of a HOI bag in a brown bag on the fourth floor left around 324 and 325 they have another one who left around 327 with no items.
4/14/2025, 10:45 PM	[Redacted]	RENE	AT SITE: MAKE CONTACT WITH THE POC AT THE SHE: SHOWED ME THE FRONT AND REAR ENTRANCES BREAK ROOM AND STORAGE ROOM MY POST WILL BE AT THE FRONT DOOR ALL OTHER ENTRANCES ARE SECURED. NO OTHER SECURITY ISSUES TO REPORT.
4/14/2025, 10:52 PM	[Redacted]	RENE	EMPLOYEES ARE LEAVING FOR THE DAY.

PAYROLL

How is payroll conducted?

Payroll is administered through Paycom, a fully integrated Human Capital Management platform that manages the complete employee lifecycle from onboarding through separation. This system centralizes payroll processing, time and attendance tracking, benefits administration, compliance documentation, training records, and performance milestones within a single secure environment.

Officers record time electronically through our biometric enabled attendance system using secure mobile devices. This system verifies identity at clock in and clock out, captures real time attendance and location data, and confirms post assignment accuracy. Time entries are automatically synchronized with Paycom, reducing manual input, minimizing payroll discrepancies, and ensuring accurate wage calculations in accordance with approved schedules, overtime policies, and contract requirements.

Supervisors review and approve time records prior to payroll submission, providing an additional layer of oversight and quality control. Exception reports flag missed punches, late arrivals, early departures, and unapproved overtime to ensure timely

correction before payroll is finalized. This structured review process supports both payroll accuracy and contractual billing integrity.

The data captured within Paycom is also analyzed to monitor workforce trends such as attendance patterns, overtime utilization, training completion, and employee progression. These analytics support retention initiatives, workforce planning, and compliance monitoring.

In addition, Inter-Con offers DailyPay, an optional benefit that allows employees to access earned wages prior to the close of the pay cycle. This program supports financial flexibility for employees and has proven to enhance morale and retention without disrupting payroll controls.

EQUIPMENT

What type of equipment is provided and/or utilized? Golf Carts, Vehicles, Barricades, Etc.

To ensure full accountability of all equipment, supplies, and property, Inter-Con employs a continuous receipt system to mark, inventory, monitor, and distribute every item as necessary. This process ensures that all Security Officers are properly equipped and that every piece of equipment is tracked and maintained. Inter-Con’s Procurement and Logistics Manager, Mr. Abess Safiedeen, will serve as the Property Accountability Officer for this contract, assisting in the drafting and submission of inventory reports, overseeing the proper storage and upkeep of property, and supporting the account management and supervisory teams with control, maintenance, and reporting functions. Any malfunctioning or deficient equipment will be reported immediately, or by the end of the shift depending on mission importance, to both the Project Manager (PM) and Mr. Safiedeen, who will arrange for repair or replacement. Additionally, he will ensure that all necessary manuals, books, guides, and forms are provided and accessible to Security Officers.

All personnel must also make proper log notations regarding the disposition of any keys, locking systems, clocks, and Post Orders required for use at their post. To perform their duties effectively, CSS Personnel will be equipped with all authorized equipment necessary to meet contract requirements. [\(Specifications and Requirements, Section 2.4 \(Q, R\)\)](#)

VEHICLES

Inter-Con would provide the County with five vehicles required to ensure efficient operations under the SOW for this contract. Any vehicle regularly used on the dock will have a Dockside Parking Permit. Vehicle(s) will be an identical compact SUV-style, comparable to a Chevy Trax, be clearly marked with Inter-Con graphics, fully equipped with a light bar, jumper cables, first aid equipment, and traffic cones as well as hold any additional items as required by contractual obligations. (Specifications and Requirements, Section 2.8)

Maintaining a clean and well-kept vehicle is essential to presenting a professional image and ensuring operational readiness. Inter-Con prioritizes vehicle cleanliness as part of our commitment to safety, professionalism, and client satisfaction. To support this, we authorize the use of car washes at gas stations through the fuel cards assigned to each vehicle. When a gas station car wash is not available nearby, the vehicle would be enrolled at the nearest standalone car wash to ensure both the interior and exterior remain in top condition.

For vehicle maintenance and repairs, we enroll our vehicles in Enterprise Fleet’s full maintenance plan that covers all major and minor mechanical repairs, all standard preventative maintenance, and all roadside assistance needs (towing, fuel shortage, key lock outs, etc.). Any time a vehicle is out of service for maintenance/repairs for an extended period, we secure a rental through our corporate account with Enterprise Rent-A-Car. An Enterprise Fleet maintenance card is issued to each vehicle and used as the method of payment for these services. The driver is never responsible for payment themselves.

POST ORDERS

During the contract transition period, Inter-Con will collaborate with designated County stakeholders to develop detailed Post Orders for FLL and North Perry Airport. Following our initial site assessments and review of existing procedures, our Transition Team will update the Post Orders to ensure compliance with County policies, operational standards, and expectations. Post Orders, covering general, site-specific, and emergency directives, will be available both at each post and digitally via ICONIQ, enabling Security Officers to access, acknowledge, and receive automated real-time updates. In addition, Officers are able to que

ICONIQ’s chatbot feature in the event they have a question regarding the post orders. ICONIQ’s smart prompts ensure Officers remain informed of procedural changes as they occur. Inter-Con will maintain and update Post Orders annually or more frequently as required by County security protocols. As part of on-the-job training, each Officer will review and sign off on the Post Orders. (Specifications and Requirements, Section 4.4)

HUMAN RESOURCES

Provide an overview of your Human Resources structure

Inter-Con maintains a structured Human Resources organization designed to support large, multi site security programs operating in highly regulated environments.

Our HR structure operates at two integrated levels: corporate and contract support.

At the corporate level, Inter-Con’s Human Resources Department establishes and oversees companywide policies, compliance standards, benefits administration, payroll governance, employee relations protocols, and legal compliance. Corporate HR ensures adherence to federal, state, and local labor laws, manages background screening and onboarding standards, administers compensation and benefits programs, and provides guidance on investigations, corrective actions, and risk management matters.

At the contract level, HR functions are closely aligned with site leadership to ensure responsive day-to-day workforce support. This includes onboarding coordination, badging documentation, I-9 verification, training record maintenance, timekeeping oversight, employee relations support, and performance documentation. Corporate HR partners directly with the Project Manager to address employee concerns, manage disciplinary processes, oversee leave administration, and ensure compliance with contract requirements.

DRUG AND ALCOHOL PROGRAM

If armed guards are being used in this contract, what is your drug and alcohol program?

Inter-Con maintains a drug free workplace policy applicable to all employees assigned to client accounts, including unarmed security personnel.

As part of our pre-employment screening process, candidates undergo a five-panel drug test administered through a certified third-party laboratory vendor. Testing evaluates marijuana, cocaine, opioids, amphetamines, and phencyclidine, in accordance with applicable state and local laws. Applicants who do not successfully pass the screening are not eligible for hire.

In addition to pre-employment testing, Inter-Con reserves the right to conduct drug and alcohol testing under the following circumstances, where permitted by law:

- Post incident or post-accident
- Reasonable suspicion
- As otherwise required by contract

Any employee found to be in violation of Inter-Con’s drug free workplace policy is subject to removal from the contract and potential disciplinary action up to and including termination.

Employees who are prescribed legal medications that may affect job performance are required to notify Human Resources so that fitness for duty can be evaluated without requiring disclosure of confidential medical details.

Inter-Con maintains accurate records of all required screenings and ensures testing protocols comply with applicable state specific regulations, including jurisdictions where marijuana laws have evolved. Regardless of local legalization status, employees are strictly prohibited from being under the influence of drugs or alcohol while on duty.

This approach ensures professionalism, safety, and reliability across all assigned posts while remaining aligned with the scope of unarmed security services.

This keeps it compliant, appropriate in scope, and aligned with an unarmed airport contract without introducing unnecessary federal safety sensitive language.