



## Detective & Security Agency, Inc.

*Real Security · Real Service · Real Professionals*



Event  
Security

Crowd  
Control

Scheduled  
Patrols



Homeland  
Security



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2630 South Wabash Avenue  
Chicago, IL 60616

312.326.1100 312.326.4991 fax [www.digbysecurity.com](http://www.digbysecurity.com)



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### *Real Security*

The key to Real Security is developing a security plan that not only addresses your needs, but just as important is designed to be consistently enacted by those who ultimately will be assigned the task of keeping your property secure; the on-site security officers, supervisors and managers.

Our project development begins with performing a Physical Security Risk Assessment (PSRA) at the properties comprising your project. From there our project team sits down with you to discuss current policies and practices to devise an operational program complete with benchmarks. We then develop a comprehensive Post Order Book that addresses each aspect of service provision and expectations. This method is very different from our competitors who may very well take existing policies and procedures and replicate them onto their letterhead.

What really makes our program unique is that we constantly and consistently train our officers on YOUR site specific needs. Not only do officers undergo a rigorous initial site training protocol and 112 hours of annual classroom training certification, they are also tested on their site specific knowledge and capabilities via our On-Site (when required) and Field Management & Training Program. Results are documented on a Digby's Field Training Report that is reviewed by our Contract Compliance Officer and made available for inspection by the customer as well.

Being a General Services Administration Advantage Schedule Holder and Contractor brings unique capabilities to our customers. Our Best Practices in security are constantly monitored and tuned to innovative and cost sensitive applications. As example, we are able to deliver activity reports (commonly referred to as guard post logs), incident reports and timesheets via electronic broadcast so you don't have to wait days for faxes and hand delivery. We utilize Constant Contact to send security updates and alerts that are client/industry specific. GPS-based tour and mobile systems tell us not only if officers performed their patrols but where on your property they are. Because we use numerous and varied sources of information, we constantly maintain a status of readiness.

### *Real Service*

Finding a security provider that views security as a specialized service, and is experienced at delivering security as a service to its customers is challenging to say the least. We realize our customers want service-based programs, from service driven managers, enacted by service orientated security officers and supervisors along with innovative products and support; all at reasonable rates. Many organizations have district, regional and national "portfolio" managers with a degree of business acumen. However, these executives are rarely able to consistently transfer the true spirit and purpose of your service agreement from the contract document to the personnel assigned at your location.



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### *Real Service*

Security *is* all about service. From the programs we develop with our customers to the staff we recruit and deploy to actuate our programs, it's all in the management and delivery. We view service as the way and degree of professionalism and courtesy our officers enact your access control policy. The degree of observation employed by our officers while patrolling an area or monitoring your equipment. The frequency and quality of our field supervisory and training staff and just as important, the way our managers quickly and appropriately address your concerns.

Our customers should not have to see a security officer with their head buried in a newspaper. However if they should see such a breach of corporate policy, they should also receive a quick and appropriate response from our management team. Our customers' ability to directly communicate with us in an efficient manner is the reason for our establishing a 24/7 Customer Service Center located at our corporate headquarters and staffed by our employees. Because to us, your business and your concerns are worth more than an out-of-state call center that pages a manager who may or may not respond as quickly as you deserve.

### *Real Professionals*

Unlike the national companies, we are not driven by profitability goals forced down to regions and district managers by business executives at a national level. Digby's Executive team is comprised of the brightest and experienced security and law enforcement professionals. Each member of our team has twenty or more years of private security experience. The youngest member has been a part of our Executive Staff since 1995. It is a comfort to know that the persons assigned to work with you to develop and oversee your program have worked together for this length of time. In fact, you would be hard pressed to find any management or executive staff member of any other organization that has over sixteen years of tenure.

Our commitment begins with our Training & Career Development Academy. Digby's is a State of Illinois licensed unarmed and armed training academy. Our certification program allows us to recruit from the upper echelon of each graduating class; a benefit that is unique to Digby's in the Chicago area. In addition, Digby's has developed a Targeted Recruitment Program (TRP). The TRP identifies the skill and qualification sets needed at any particular customer location and then matches those qualifying sets to applications and resumes we receive on a daily basis. This method prevents the "warehouse" officer from being assigned to the office building.

Combined with our TRP is our Personnel Management Program (PMP) that results in average annual turnover rate of less than 11% (industry standard is 33%). This means your services will be provided on a consistent basis by a well maintained staff of security professionals.










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*"Establishing Partnerships Since 1979 to address the needs of our customers"*

Digby's Detective & Security Agency, Inc. has served the Chicago area since 1979. We are an M/WBE certified organization by the City of Chicago and County of Cook as well as a Universal Certified Program (UCP) M/DBE organization. Digby's is a Department of Homeland Security and General Services Administration Certified Security Contractor and GSA Advantage Schedule Holder as well as a VetBiz Certified Organization.

-  Illinois Department of Financial & Professional Regulations certified and licensed Armed and Unarmed Security Officers.
-  IDPFR Certified Unarmed & Armed Training Academy. If you have a proprietary security force that now needs to be PERC'd, our training division can develop a customized certification program of 40 hours or more that includes all IDPFR requirements.
-  FBI & ISP Certified Electronic Fingerprint Capture – Do you have a contract requiring the electronic submission of fingerprints for your employees and/or contractors? We have remote services that capture/submit fingerprints at your site or you may send your staff to our headquarters conveniently located in the south loop.
-  Pre-employment background investigations – are you looking for one organization to fulfill all of your pre-employment background investigation needs? We are able to perform a wide range of searches and investigations without your sending your candidates to us. Panel checks can be built or services may be ordered ala cart.
-  Physical Security, Vulnerability & Threat Assessments – When was the last time a thorough review of your physical security and related policies, practices and procedures performed to determine what vulnerabilities exists, their origin and likely impact on your organization? Its important to know what needs to be addressed and allow us to work with you in developing a corrective action plan; before disaster strikes.
-  Wireless Alarms & Internet Based CCTV Solutions – If you have a short-term construction project or one that requires monitoring of vacant property or rooms, our wireless alarm and internet based CCTV solutions may be a perfect fit. Our systems require no maintenance and best of all are complete with internal power supplies.
-  Special Events – let the security services provider to the Olympic Games, World Cup Games, Democratic National Convention and many more work with you to develop a complete and economical security program that offers excellent security without leaving attendees feeling as though they are in a "police state".





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**Digby's Detective & Security Agency, Inc.**

**GENERAL SERVICES ADMINISTRATION  
FEDERAL SUPPLY SERVICE  
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST**

On-line access to contract ordering information, terms and conditions, up-to-date pricing and the option to create an electronic delivery system are available through GSA Advantage! TM, a menu –driven database system. The INTERNET address for GSA Advantage! TM is:  
[www.gasadvantage.gov](http://www.gasadvantage.gov).

**SCHEDULE TITLE:** Federal Supply Schedule 0084-B., Schedule 084 - Total Solutions for Law Enforcement, Security, Facility Management Services, Fire, Rescue, Special Purpose Clothing, Marine Craft, and Emergency/Disaster Response.

FSC Group 63, Alarm and Signal Systems/Facility Management Systems, Professional Security/Facility management Services, and Guard Services.

**CONTRACT NUMBER:** GS-07F-0018V

**CONTRACT PERIOD:** October 01, 2008 through September 30, 2013

**CONTRACTOR:** Digby's Detective & Security Agency, Inc.  
2630 South Wabash Avenue  
Chicago, IL 60616  
Telephone: (312) 326-1100  
Fax: (312) 326-4991  
Web: [www.digbysecurity.com](http://www.digbysecurity.com)

**BUSINESS SIZE:** Other than Small Business Concern

**PRICE LIST:** Current



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**CUSTOMER INFORMATION:**

**1a. Awarded Special Item Numbers (SIN):**

SIN	DESCRIPTION
246-54	Guard Services (FSC S206)

**1b. Lowest Priced Model Number and Price for Each Sin:**

SIN	DESCRIPTION	PRICE
246-54	Guard I (TN Shelby County)	\$19.41

**1c. Hourly Rates:** See pages 9 through 12 for pricing information based upon geographical location and type of service.



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2. **MAXIMUM ORDER:** \$200,000 Per SIN Per Order  
If the best value selections places your order over the Maximum Order identified in this catalog/Pricelist, you have an opportunity to discuss such matters with the contractor. In accordance with the Maximum Order provisions contained in the Schedule, a delivery order may be placed against the Schedule contract even though it exceeds the maximum order.
3. **MINIMUM ORDER LIMITATION:** \$100.00
4. **PRODUCTION POINT:** Not Applicable to Services
5. **GEOGRAPHIC COVERAGE:** Atlanta , GA and surrounding areas, Chicago, IL and surrounding areas, Kansas City, MO and surrounding areas and Memphis, TN and surrounding areas.
6. **BASIC DISCOUNT:** Zero percent (0%) off the following Wage Determinations:
  - a) Georgia NO: 05-2134 Rev. 10 Dated 9/14/2010
  - b) Illinois NO: 05-2168 Rev. 11 Dated 7/16/2010
  - c) Missouri NO: 05-2310 Rev. 11 Dated 10/12/2010
  - d) Tennessee NO: 05-2496 Rev. 12 Dated 9/30/2010
7. **QUANTITY/VOLUME DISCOUNTS:** None
8. **PROMPT PAYMENT TERMS:** .50/20 Net 30
9. **GOVERNMENT PURCHASE CARDS**
  - a) Government Purchase Cards are accepted at or below the micro-purchase threshold. Bank account information for wire transfer payments will be shown on each invoice.
  - b) Government Purchase Cards are not accepted above the Micro –Purchase Threshold (Contractor may revise and accept Government Purchase Cards above the micro-purchase threshold prior to distribution of larger credit card orders)
10. **FOREIGN ITEMS:** Not Applicable
11. **DELIVERY**
  - a) **Time of Delivery:** 30 Days after receipt of order or as per arrangement with ordering agency.
  - b) **Expedited Delivery:** 14 Days after receipt of order or as per arrangement with ordering agency.
  - c) **Overnight Delivery:** Consult with contractor
  - d) **Urgent Delivery:** Consult with contractor



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- 12. **FOB:** Not Applicable – Services
- 13. a) **ORDERING ADDRESS:** Same as Contractor  
b) **ORDERING PROCEDURES:** For Supplies and Services, the ordering procedures, information on Blanket Purchase Agreement (BPAs) and a sample BPA can be found at the GSA/FSS Schedule homepage ([www.fs.gsa.gov/schedules](http://www.fs.gsa.gov/schedules)).
- 14. **PAYMENT ADDRESS:** Same as Contractor
- 15. **WARRANTY PROVISIONS:** Not Applicable to Services
- 16. **EXPORT PACKING CHARGES:** Not Applicable to Services
- 17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** (any threshold above the micro-purchase level).
- 18. **TERMS AND CONDITIONS OF RENTAL:** Not Applicable to Services
- 19. **TERMS AND CONDITIONS OF INSTALLATION:** Not Applicable to Services
- 20. **TERMS AND CONDITIONS OF REPAIR PARTS:** Not Applicable to Services
- 21. **TERMS AND CONDITIONS OF ANY OTHER SERVICES:** Not Applicable to Services
- 22. **LIST OF SERVICE AND DISTRIBUTION POINTS:** Not Applicable to Services
- 23. **LIST OF PARTICIPATING DEALERS:** Not Applicable to Services
- 24. a) **PREVENTITIVE MAINTENANCE:** Not Applicable to Services  
b) **SECTION 508:** Not Applicable
- 25. **DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER:** 037590932
- 26. **NOTIFICATION REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE:** Digby's Detective & Security Agency, Inc. has registered with CCR and is such registration is current.





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## **2011 GSA Rates Effective: March 01, 2011**

<b>Geographical Location</b>	<b>Position/Classification</b>	<b>Fully Loaded Hourly Rate</b>
Georgia WD NO: 05-2134 Rev. 10 Dated 9/14/2010	Guard I Security Officer	\$23.08
	Guard I Shift Supervisor	\$24.53
	Guard I Mobile Officer	\$30.41
	Guard I Captain/Site Supervisor	\$25.98
	Guard II Security Officer	\$28.87
	Guard II Shift Supervisor	\$30.32
	Guard II Mobile Officer	\$36.20
	Guard II Captain/Site Supervisor	\$31.77
	Guard II Dispatcher/Clerk	\$22.53



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## **2011 GSA Rates Effective: March 01, 2011**

<b>Geographical Location</b>	<b>Position/Classification</b>	<b>Fully Loaded Hourly Rate</b>
Illinois WD NO: 05-2168 Rev. 11 Dated 7/16/2010	Guard I Security Officer	\$23.91
	Guard I Shift Supervisor	\$25.44
	Guard I Mobile Officer	\$31.28
	Guard I Captain/Site Supervisor	\$26.97
	Guard II Security Officer	\$30.95
	Guard II Shift Supervisor	\$32.48
	Guard II Mobile Officer	\$38.31
	Guard II Captain/Site Supervisor	\$34.01
	Guard II Dispatcher/Clerk	\$24.57



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## **2011 GSA Rates Effective: March 01, 2011**

<b>Geographical Location</b>	<b>Position/Classification</b>	<b>Fully Loaded Hourly Rate</b>
Missouri WD NO: 05-2310 Rev. 11 Dated 10/19/2010	Guard I Security Officer	\$23.43
	Guard I Shift Supervisor	\$24.88
	Guard I Mobile Officer	\$30.76
	Guard I Captain/Site Supervisor	\$26.32
	Guard II Security Officer	\$29.19
	Guard II Shift Supervisor	\$30.64
	Guard II Mobile Officer	\$36.52
	Guard II Captain/Site Supervisor	\$32.09
	Guard II Dispatcher/Clerk	\$23.17



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## **2011 GSA Rates Effective: March 01, 2011**

<b>Geographical Location</b>	<b>Position/Classification</b>	<b>Fully Loaded Hourly Rate</b>
Tennessee WD NO: 05-2496 Rev. 12 Dated 9/30/2010	Guard I Security Officer	\$19.41
	Guard I Shift Supervisor	\$20.86
	Guard I Mobile Officer	\$26.74
	Guard I Captain/Site Supervisor	\$22.30
	Guard II Security Officer	\$22.95
	Guard II Shift Supervisor	\$24.40
	Guard II Mobile Officer	\$30.28
	Guard II Captain/Site Supervisor	\$25.85
	Guard II Dispatcher/Clerk	\$22.53



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## **LABOR CATEGORY & DESCRIPTION**

### **Guard I Unarmed and Guard II Armed Security Officer**

Enforces site and post specific rules and regulations via access control, fixed and roving foot patrols and CCTV monitoring. Required to have excellent public relations and telephone skills. Maintains a high-level of observation and visibility. Will document incident and unusual observations as required. Basic use of PC-based skills when automated access control systems are part of duties.

Guard II are properly licensed and duly authorized to carry a government regulated weapon (revolver and/or semi-automatic pistol)

### **Guard I Unarmed and Guard II Armed Shift Supervisor**

The supervisor is responsible for all aspects of security as outlined in the post orders.

Guard II are properly licensed and duly authorized to carry a government regulated weapon (revolver and/or semi-automatic pistol)

Duties & Responsibilities:

- Ensures all personnel report and depart for their tour of duty within their scheduled time frame
- Directly supervises the activities of personnel
- Ensures policies and procedures as documented in site specific post orders are adhered to
- Responsible for all reports generated during his/her shift and that such reports are correct, complete, legible and properly submitted/filed
- Required to make post checks to ensure all officers are performing their duties in a proper manner
- Responsible for training all personnel in accordance with the established training guide and standard operating procedures

### **Guard I Unarmed and Guard II Armed – Mobile (vehicular) Security Officer**

Mobile patrol security officers perform patrols of specified areas and enforces access control and other client specific policies via highly visible marked patrol sedans and SUV's. Mobile patrol officers within gated areas may be required to make vehicular stops and write citations in accordance with federal state and local laws and ordinances.

Guard II are properly licensed and duly authorized to carry a government regulated weapon (revolver and/or semi-automatic pistol)





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## **LABOR CATEGORY & DESCRIPTION**

### **Guard I Unarmed and Guard II Captain/Site Supervisor**

- Functions as a supervisor of Security Officers, shift supervisors and other contractor personnel assigned to one or more posts at a specific client's site(s); acts to ensure that all post orders are followed, that established rounds are completed, and that adequate reports are filed; notifies proper authorities and client representatives in emergency situations.
- Coaches and disciplines personnel as appropriate; seeks advice from contractor management as appropriate; meets personally with employees and documents coaching and disciplinary actions.
- Oversees training of security personnel; reviews post orders and other details of assignments with subordinates.
- Assists in the submission of payroll and personnel information to the contractor as designated.
- Prepares, files and submits various reports as required.
- As delegated, carries out or assists with security assessments and site surveys; may assist in developing post orders, may assist in the development of safety initiatives.
- Creates processes and procedures to improve efficiency and contract compliance.
- Inspects posts as scheduled and meets with subordinates to outline tasks and responsibilities.
- Conducts analyses of operational performance and data, gathers information, and develops/implements corrective plan(s) of action.
- Provides input to company initiatives; promptly assists in the resolution of legal, financial, human resources, and administrative issues.
- Participates in compliance assurance and audits as they relate to security.
- Is able and may if called upon to perform tasks and duties of a similar nature and scope as required for assigned client.

Guard II are properly licensed and duly authorized to carry a government regulated weapon (revolver and/or semi-automatic pistol)



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## **LABOR CATEGORY & DESCRIPTION**

### **Guard I Unarmed and Guard II Dispatcher/Clerk**

Performs Security Dispatch and/or secretarial (clerk) duties within the security department that in general includes a high volume of data entry, security radio communication and phone communication.

Guard II are properly licensed and duly authorized to carry a government regulated weapon (revolver and/or semi-automatic pistol)

### **RESPONSIBILITIES:**

- Maintains specialized records of the security department.
- Maintains radio communication with all security personnel at a specific client.
- Makes 911 calls when assistance is needed by security.
- Inputs data entry for registration of vehicles and card access.
- Answers, records and properly dispatches all calls for service via the communication center.
- Performs data entry as required.
- Provides information to visitors, students and staff regarding operations of the department in person or via telephone.
- Operates a computer, calculator, data entry machine and other office equipment.
- Inputs data that will be used in the preparation of reports, statistics and other information relating to the operations of the security department.
- Maintains files, records of the security department.
- May direct the work of part-time clerical staff.
- Performs related duties as required.



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## **PERSONNEL REQUIREMENTS**

### **Personnel Requirements and Recruitment**

Digby's understands the importance of providing fully licensed and certified competent and professionally trained security officers at all client locations. Our Targeted Recruitment Program (TRP) seeks to always place the best employee at the type of service location they are best fit for. In this manner, the "residential" officer is not assigned to an industrial setting.

### **Screening process and company standards for new hires**

- All candidates must:
- Be 21 years of age
- Possess a high school diploma or GED
- Be able to successfully complete a county, state and federal criminal background investigation
- Successfully complete a Panel I, II, III and IV drug screen examination.
- Successfully complete a physical fitness examination administered by a licensed physician.
- Possess valid training certifications from an authorized federal, state and local training facility where assignment will occur. (Digby's is a State of Illinois Certified Training Academy).
- Be an American citizen
- Have a verifiable work history (investigation includes the ten (10) years immediately prior to employment)
- Have a verifiable residency history for ten (10) years prior to employment
- Guard I & II Mobile Security Officer - complete the AARP Driving Class for officers assigned to a vehicle position where required by contract.
- Complete a London House psychological examination and Stanton Survey.