

# *Windward*

## *Community Development District*

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**Wednesday  
December 17, 2025  
10:00 AM**

**Four Seasons Clubhouse  
7813 Four Seasons Blvd.  
Kissimmee, FL**

### **Workshop Meeting**

1. Call to Order
2. Roll Call
3. Discussion with Counsel 10:00- 10:30 a.m.
4. Landscaping Discussion
5. Discussion of Proposals
  - A. Updated Mulch Proposals
6. Review of Security Request for Proposals
7. Gate Planned Maintenance Overview
8. Counsel Items
9. Maintenance Items
10. Management Items
  - A. District Checks- Review for Agenda
11. Adjournment

## SECTION V



200 S. F. Street  
Haines City, Florida 33844

Phone 863-422-5207 | Fax 863-422-1816

Polk County License # 214815

Date: November 19, 2025

**SUBMITTED TO:**

Four Seasons at Orlando  
2117 Antilles Club  
Kissimmee, FL 34747  
Attn: Jarrett Wright  
407-750-3599  
Email: [jwright@gmscfl.com](mailto:jwright@gmscfl.com)

**Job Name / Location:**

Four Seasons at Orlando  
2117 Antilles Club, Kissimmee, FL 34747  
Hansonbay, Antilles, Sandy Creek, Estuary, Flora Pass, Seagrass  
Stoneybay, Limestone, Whitewood, Four Seasons Blvd, Key Bay,  
Sand Pierre.

**Install Cocoa Brown Mulch In Tree Rings Throughout Property As Listed Above**

	Qty	Unit	Unit Cost	TOTAL
Palm Tree Rings (68)	7	CY	\$65.00	\$455.00
Magnolia Tree Rings (42)	5	CY	\$65.00	\$325.00
Oak Tree Rings (569)	33	CY	\$65.00	\$2,145.00
			<b>Total:</b>	<b>\$2,925.00</b>

The customer agrees, that by signing this proposal, it shall become a legal and binding contract and shall supersede any previous agreements, discussed or implied. The customer further agrees to all terms and conditions set forth within and shall be responsible for any/all court and/or attorney fees incurred by Prince and Sons, Inc. required to obtain collection for any portion of money owed for material and/or work performed by Prince and Sons Inc.

Submitted by: Emir Ogric

Date Submitted: November 19, 2025

Accepted by: \_\_\_\_\_

Date Accepted: \_\_\_\_\_



200 S. F. Street  
Haines City, Florida 33844

Phone 863-422-5207 | Fax 863-422-1816

Polk County License # 214815

Date: November 12, 2025

**SUBMITTED TO:**

Four Seasons at Orlando  
2117 Antilles Club  
Kissimmee, FL 34747  
Attn: Jarrett Wright  
407-750-3599  
Email: [jwright@gmscf.com](mailto:jwright@gmscf.com)

**Job Name / Location:**

Four Seasons at Orlando  
2117 Antilles Club, Kissimmee, FL 34747  
Pebble Passage, KeyBay And Antilles Club Dr.

**Install Cocoa Brown Mulch In Parks And Shrubs Beds Around Lift Stations.**

	Qty	Unit	Unit Cost	TOTAL
Parks	21	CY	\$75.00	\$1,575.00
Lift Stations	16	CY	\$75.00	\$1,200.00
			<b>Total:</b>	<b>\$2,775.00</b>

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Submitted by: Emir Ogric

Date Submitted: November 12, 2025

Accepted by: \_\_\_\_\_

Date Accepted: \_\_\_\_\_



200 S. F. Street  
Haines City, Florida 33844

Phone 863-422-5207 | Fax 863-422-1816

Polk County License # 214815

Date: November 19, 2025

**SUBMITTED TO:**

Four Seasons at Orlando  
2117 Antilles Club  
Kissimmee, FL 34747  
Attn: Jarrett Wright  
407-750-3599  
Email: [jwright@gmscf.com](mailto:jwright@gmscf.com)

**Job Name / Location:**

Four Seasons at Orlando  
2117 Antilles Club, Kissimmee, FL 34747  
Four Seasons Blvd, Flora pass and Sandy Creek roundabout

**Install Cocoa Brown Mulch On Blvd Beds and Front Entrance**

	Qty	Unit	Unit Cost	TOTAL
Ixora Beds	18	CY	\$65.00	\$1,170.00
Arborcola Beds	18	CY	\$65.00	\$1,170.00
Fountain Grass Beds/Shrub Beds	23	CY	\$65.00	\$1,495.00
			<b>Total:</b>	<b>\$3,835.00</b>

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Submitted by: Emir Ogric

Date Submitted: November 19, 2025

Accepted by: \_\_\_\_\_

Date Accepted: \_\_\_\_\_

## SECTION VI

# *Windward*

## *Community Development District*

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219 East Livingston Street, Orlando, FL 32801

Phone: 407-841-5524 – Fax: 407-839-1526

### **Request for Proposals – Fiscal Year 2026 Security Services at Windward Community Development District**

The Windward Community Development District is an independent special purpose local government. The community is in Osceola County and is comprised of 553 residential homes occupied by adults aged 55 or older. The community has a guard house open 365 days annually.

The District is requesting security services for various locations:

- Security Officer for 24-hours at front guard house operations
- Maintain a minimum 24-hour digital record on all CCTV cameras
- Contractor to provide reports for incidents and general monitoring activities
- Additional Services/Locations Upon Request

Due Date: Sealed proposals must be received no later than \_\_\_\_\_ at \_\_\_\_\_  
**pm** at the office of Governmental Management Services, 219 East  
Livingston Street., Orlando, Florida 32801 ATTN: Jason Showe.

Pre-Proposal Conference: No pre-proposal conference will be held. However, Proposers are encouraged to make on-site visits to the area for which services are required in order to gain an understanding of the scope of the area to be served. The Proposer is assumed to be familiar with the area and any features which will in any manner affect the work. Ignorance on the part of the Proposer will in no way relieve it from responsibility. **Any on-site visits must be scheduled with District Staff. Please contact Jarrett Wright via electronic mail at [jwright@gmscfl.com](mailto:jwright@gmscfl.com). Proposers must have an escort arranged for any on-site visits.**

All proposals shall include the following information in addition to any other requirements of the proposal documents:

- A. Three References, including the name address and phone number of a contact person, from projects of similar size and scope.
- B. Current certificates of insurance including certificates for any sub-contractors that will be used.
- C. A copy of the State of Florida Security Guard provider license.

**WINDWARD COMMUNITY DEVELOPMENT DISTRICT**

**BASIC ORGANIZATION INFORMATION**

DATE SUBMITTED \_\_\_\_\_, 2026

1. \_\_\_\_\_

2. Company Address:

Street Address

\_\_\_\_\_

P.O. Box (if any)

\_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone \_\_\_\_\_ Email \_\_\_\_\_

1<sup>st</sup> Contact Name \_\_\_\_\_ Title \_\_\_\_\_

2nd Contact Name \_\_\_\_\_ Title \_\_\_\_\_

\_\_\_\_\_



# EXHIBIT A - SCOPE OF SERVICES

## Scope of Services

1. Project Scope
    - 1.1 General Overview
    - 1.2 CDD Development
  2. General Contractor Requirements and Procedures
    - 2.1 Operation Procedures
    - 2.2 Key Personnel
    - 2.3 Personnel Dress Code
    - 2.4 Personnel Conduct
    - 2.5 Safety Program
    - 2.6 Facility Location
    - 2.7 Document Control and Data Maintenance
    - 2.8 Verification of Data
    - 2.9 Ownership of Data
  3. Coordination
    - 3.1 General Coordination
    - 3.2 Contractor's Project Manager
  4. Scheduled Operations
    - 4.1 Guard House Policies
    - 4.2 Patrol Area
  5. Administration/Maintenance/Operations Program
    - 5.1 General
    - 5.2 Administration
    - 5.3 Operations
  6. Response Time
    - 6.1 General
  7. Soft Gate
  8. Basic Scope of Work
    - 8.1 Personnel
    - 8.2 Remote Surveillance
    - 8.3 Emergency Services
    - 8.4 Access Controls
    - 8.5 Reporting Requirements
-

## **1. PROJECT SCOPE**

The Contractor shall provide security services for the Windward Community Development District.

### **1.1 General Overview**

Windward Community Development District ("The District or Owner"), located in Osceola County, is a master planned unit development with amenities such as a community clubhouse, swimming pool, and tennis court.

### **1.2 Community Development Districts (CDD) Development**

The District is an independent unit of local government created and established in accordance with Chapter 190, Florida Statutes (the "Act"). The Act was enacted in 1980 and provides a uniform method for the establishment of independent districts to manage and finance basic community development services.

## **2. GENERAL CONTRACTOR REQUIREMENTS AND PROCEDURES**

The Contractor shall meet the requirements and follow the procedures associated with all items in this Agreement. These general requirements and procedures are as follows:

### **2.1 Operation Procedures**

The Contractor shall perform the basic services outlined within the Scope of Services at the hours and days requested by the Owner. The Owner will designate where the contractor will take breaks, lunches, and use restroom facilities. Employee personnel vehicles will be marked and parked only in areas designated by the Owner.

### **2.2 Key Personnel**

2.2.1 All Work shall be managed and/or directed by key personnel identified in the proposal. Any changes in the assigned key personnel shall be subject to approval by the Owner. Where applicable, the Contractor shall require certifications, training, etc. be secured and updated for all employees.

2.2.2 Contractor shall provide one (1) Project Manager who is knowledgeable of the Contractor's daily activities when performed at the site. This Manager shall serve as the point of contact between the Owner and Contractor. The

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Manager shall be responsible for coordinating all scheduled services with the Owner.

### **2.3 Personnel Dress Code**

The Contractor shall provide and ensure that employees working under this Agreement shall wear uniforms or professional attire at all times. Clothing shall be clean and neat at all times. Clothing that is or may be interpreted as obscene, political, demeaning or degrading in any way, or in the opinion of the Owner is unsightly for any reason, shall be strictly prohibited. Contractor personnel shall wear shirts and long pants/slacks at all times and shall wear footwear that conforms to safe work practices.

### **2.4 Personnel Conduct**

The Contractor shall enforce strict discipline and good order among its employees present within the Windward Community Development District. The Contractor shall ensure that its employees that communicate and interact with the Four Seasons at Orlando community and any other customer/party associated with the District are knowledgeable of the District, the Four Seasons at Orlando Community, and the Services the Contractor is performing.

### **2.5 Safety Program**

The Contractor shall develop, implement, and maintain a safety program for its operations under this Agreement. That safety program shall include, at a minimum, a safety policy, safety rules and procedures, safety training, procedures for reinforcing and monitoring safety programs, procedures for accident investigations, providing and maintaining equipment safety features, and safety record keeping. A copy of which will be provided to the District and one copy on site at the Guard House.

The Contractor shall comply with all State of Florida and federal and local regulations, rules and orders, as they pertain to occupational safety and health, the safe operation and security of the facilities.

The Contractor shall provide, at the Contractor's expense, all safety equipment and materials necessary for and related to the work performed by its employees. Such equipment will include, but is not limited to items necessary to protect its employees and the general public, if applicable.

### **2.6 Facility Location**

The District shall only provide a guardhouse (existing) for the Contractor as part of this Scope of Services.

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## **2.7 Document Control and Data Maintenance**

### **2.7.1 Officer's Daily Log**

The Contractor shall keep accurate records of all incidences that occur while on duty, documents received, and, if applicable, issued by the Contractor. A 'document log' shall be maintained during the work of this contract and throughout the term of the Agreement and shall be available to the District upon request. The 'log' shall outline document titles and dates, the originator, received dates, and to/from information. This 'log' shall be updated daily and submitted to the District when requested or when there is an incident. The log will be in an electronic format utilizing software of the Contractor or Districts choice.

### **2.7.2 Data Maintenance**

The Contractor shall, after review with the District, establish a system for the inclusion of accumulated data into the overall security plan.

### **2.7.3 Data Dispersal**

Should the Contractor distribute data to others, the Contractor shall document the distribution of data by completing a letter of transmittal. All distribution of data shall be accompanied by a letter of transmittal with a copy provided to the District identifying:

- Party to whom the data is being transferred
- Origination of the request for transfer
- Name of data being transferred
- Type(s) of data being transferred
- Date of transfer
- Purpose of transfer, or use of information
- Further action necessary

The Contractor shall propose a format for, and keep a log of, all data transfers for updates to the District.

## **2.8 Verification of Data**

All data provided to the Contractor shall be examined for consistency with its records and work efforts. Any obvious inconsistency shall be reported to the Owner verbally and in writing, upon discovery.

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## **2.9 Ownership of Data**

It is to be understood that all data transmitted, and material/equipment purchased under this contract by the Contractor or provided to the Contractor, either by the District or third parties, shall be the sole property of the District. The Contractor shall have temporary charge of the data while performing contracted services under this Agreement. All data shall be returned to the District immediately at the termination or expiration of this Agreement, after which no copies of the data may be kept by the Contractor without the express written permission of the District.

The District shall retain the right to require that the Contractor transfer all Security data, material, or equipment to the District immediately upon fourteen (14) days written notice, for any reason. The same procedures shall apply should it become necessary for the Contractor to voluntarily return all Security data to the District.

## **3. COORDINATION**

The Contractor shall coordinate with the District for all items associated with the requirements of this Agreement.

### **3.1 General Coordination**

The Contractor shall meet with the District on a monthly basis, usually at the monthly workshop/meeting.. Those meetings shall serve as a forum for the exchange of information, identification of pertinent and critical issues, determination of an action plan and schedule for resolving those issues, review of schedule, and budget status and be scheduled by The District at a mutually agreeable time at Four Seasons at Orlando . The Contractor shall prepare the agenda for those meetings and submit it to the District at least five (5) working days prior to the date of each meeting.

In addition, Contractor shall provide a representative to attend the monthly meeting of the CDD Board of Supervisors if requested to do so by the District. This representative shall be knowledgeable of this Agreement and the Scope of Services and shall be able to respond to any questions the Board may have as to the day-to-day activities within the Windward Community Development District pursuant to this Agreement.

### **3.2 Contractor's Project Manager**

Contractor shall designate a representative who will be responsible for overall supervision of the Contractor's work force under this Agreement and shall act as the single point of contact, on a daily basis, between the District and the Contractor. This individual shall maintain at all times a means of being contacted by the District (cellular phone) and shall respond to such calls within twenty (20) minutes of contact. This individual shall be

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responsible for maintaining the Contractor's schedule of activities and notifying the Owner or this daily schedule, for quality control of the Contractor's services. Contractor may change its representative by providing notice to the District of the newly designated representative and contact information for such representative.

#### **4. SCHEDULED OPERATIONS**

##### **4.1 Guard House Policies**

The officers on duty shall staff the front guard house twenty four (24) hours a day, seven (7) days/nights a week and assist residents and guests that enter and leave the community and enforce the policies set forth by the District. The officers on duty shall be responsible for recording all visitors names, type and color of guest vehicles that enter the community along with vehicle license plate numbers, and scanning all provided identification into the computer access system. Any incidents shall be reported in the daily officer's report.

###### **4.1.1 Criminal Activities**

If the contractor becomes aware of any criminal activities within the CDD property the contractor shall notify the Osceola County Sheriff's Department immediately and record the incident in the officer's daily log along with any reports from the sheriff's deputy.

4.1.2 Should the Contractor become aware of damage to the facilities within the area being serviced by the Contractor, the Contractor shall notify the District by adding the damages to the officer's daily log. Contractor should notify the District by phone and if necessary, contact the Osceola County Sheriff's office to file a report for damages.

4.1.3 Contractor is required to provide all cleaning supplies needed for the maintenance of the interior of the guardhouse.

4.1.4 Contractor shall monitor the camera system while on duty. Any incidents involving damage shall be reported to the District.

4.1.5 Contractor is responsible for the cleanliness of the guardhouse facility. Any structural issues with the guardhouse shall be reported to the district.

4.1.6 In any case where police, fire, or ambulance are called or respond to an event occurring at the gatehouse, such event will be immediately

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reported to the District and the police report number reflected in the daily log.

#### **4.2 Patrol Area**

Not Applicable at this time.

### **5. ADMINISTRATION/MAINTENANCE/OPERATIONS PROGRAM**

The Contractor shall develop policies and procedures and implement an Administration, and Operation Program. That program shall include, but not be limited to, the following:

#### **5.1 General**

5.1.1 This program shall be a comprehensive narrative and where applicable, graphic/diagrammatic explanation of policies and procedures, which shall govern the contractor's Services provided under this Agreement as generally outlined in this Scope of Services. This program shall implement security industry standard practices. The program document shall contain key information relative to the major components described below.

The program document shall be presented in a three-ring binder using standard "8- ½ x 11" pages, single-spaced for text, graphics, and/or diagrams, and with, if necessary, 11" x 17" pages for diagrams and/or graphics that fold out if necessary. The document shall include as a minimum, a table of contents, section dividers, numbered pages, issuance date on each page, and appendices as required. Each copy shall be numbered and a log shall be kept by the Contractor of document holders (refer to Section 2.9.3, Data dispersal).

5.1.2 The program document shall be kept up-to-date at all times by the Contractor. Revisions to the document shall be indicated by footnote on the revised pages. Revisions shall be distributed by the Contractor to all document holders.

#### **5.2 Administration**

5.2.1 The administrative section of the program document shall, at a minimum, address those functions which are the responsibility of the Contractor related to all administrative matters generally described in the Scope of Services and as outlined below.

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- 5.2.2 Organization charts for administrative management functions include key personnel names, job titles, and phone numbers.
- 5.2.3 Policies and procedures related to the Contractor's program for communications with the Four Seasons at Orlando community relative too operations and customer service.
- 5.2.4 Personnel policies and procedures related to the Contractor's personnel performing services on the District site.

### **5.3 Operations**

- 5.3.1 The operations section of the program document shall, at a minimum, address those functions which are the responsibility of the Contractor related to all operations/customer service matters generally described in the Scope of Services and as outlined below.
- 5.3.2 Organization charts for operations and customer service related functions. Include key personnel names, job titles, and phone numbers.
- 5.3.4 Policies and procedures related to the Contractor's safety program  
The Administration and Operation Program shall be submitted by the Contractor for review and approval by the Districts Program Manager. The Contractor shall modify the program as required by the Districts Program Manager.

## **6. RESPONSE TIME**

The Contractor shall provide services within the amount of time indicated in this Agreement. The following is general response time information and requirements for the Emergency Response Program to be developed, implemented, and maintained by the Contractor.

### **6.1 General**

The Contractor shall, on a timely and efficient basis, respond to any and all requests, and inspections, and observations, etc. stipulated in the Project Manual. The Contractor shall provide supervisory and operating personnel as required who shall be available on call 24 hours per day, 7 days per week to respond to and correct any problems with any of the elements covered by this agreement.

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Should the Contractor fail to respond to a request for any services addressed in this Scope of Services within the required allotted time, the Owner shall, at the Contractor's sole expense, provide the requested services.

## **7. SOFT GATE**

The Contractor understands that this is a “soft gate” community and agrees to familiarize itself with such policies necessary for the Owner to provide access to the public to the rights-of-way within the Windward Community Development District.

## **8. BASIC SCOPE OF SERVICE**

**8.1 Personnel-** Contractor shall provide full time “uniformed” security officers and related services to the district as follows;

- (1) Officer on site, 24 hours a day, 7 days a week, 365 days per year
- 1 Dedicated Contractor Contact in charge of the property
- On-Demand Support from Contractor's central operations team

**8.2 Remote Surveillance Services-** Contractor will monitor all CCTV cameras throughout the property;

- Maintain a minimum 24 hour digital record on all CCTV cameras
- Work with personnel on coordinating camera feed audits

**8.3 Emergency Services-** Contractor will provide unrestricted access to ambulance, fire and police vehicles.

**8.4 Access Controls-** Contractor will provide resident, guest and vendor access control services 24/7/365;

- Use the Contractor software for access control or other software as determined by the District
- All guests, residents and vendors must be entered in the software program.

**8.5 Reporting requirements-** Contractor to provide reports on Contractor letterhead for incidents and general monitoring activities. These are to be completed FOR EACH INCIDENT.

- General incident reports- to include timelines, brief summary, date, time, individuals involved and photos or camera footage if applicable
  - Emergency Services reports- to include case number, officers name and ID number along with General Incident Report information listed above.
  - Maintenance reports- report of damage or other issues. to include timelines, brief summary, date, time, individuals involved and photos if applicable
  - All reports to be loaded into the Client portal .
  - Contractor to provide a brief monthly written summary and overview of activities
-

## **PRICING FORM**

**The designated times for service at the Windward front guard house are from 12:00 AM to 11:59 PM seven (7) days a week, 365 days per year. Please provide the following information:**

\$ _____ per hour	\$ _____ Annual
\$ _____ per hour on holidays	\$ _____ Annual

TOTAL ANNUAL COST (Combined Regular and Holiday) \$ \_\_\_\_\_

The District reserves the right to adjust the staffing and hours of operation as needed.

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## SECTION VII

# *Windward*

## *Community Development District*

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219 East Livingston Street, Orlando, FL 32801

Phone: 407-841-5524 – Fax: 407-839-1526

### **Request for Proposals – Fiscal Year 2026 Security Services at Windward Community Development District**

The Windward Community Development District is an independent special purpose local government. The community is in Osceola County and is comprised of 553 residential homes occupied by adults aged 55 or older. The community has a guard house open 365 days annually.

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- B. Current certificates of insurance including certificates for any sub-contractors that will be used.
- C. A copy of the State of Florida Security Guard provider license.

**WINDWARD COMMUNITY DEVELOPMENT DISTRICT**

**BASIC ORGANIZATION INFORMATION**

DATE SUBMITTED \_\_\_\_\_, 2026

1. \_\_\_\_\_

2. Company Address:

Street Address

\_\_\_\_\_

P.O. Box (if any)

\_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone \_\_\_\_\_ Email \_\_\_\_\_

1<sup>st</sup> Contact Name \_\_\_\_\_ Title \_\_\_\_\_

2nd Contact Name \_\_\_\_\_ Title \_\_\_\_\_

\_\_\_\_\_

# EXHIBIT A - SCOPE OF SERVICES

## Scope of Services

1. Project Scope
    - 1.1 General Overview
    - 1.2 CDD Development
  2. General Contractor Requirements and Procedures
    - 2.1 Operation Procedures
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## **1. PROJECT SCOPE**

The Contractor shall provide security services for the Windward Community Development District.

### **1.1 General Overview**

Windward Community Development District ("The District or Owner"), located in Osceola County, is a master planned unit development with amenities such as a community clubhouse, swimming pool, and tennis court.

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2.2.2 Contractor shall provide one (1) Project Manager who is knowledgeable of the Contractor's daily activities when performed at the site. This Manager shall serve as the point of contact between the Owner and Contractor. The

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Manager shall be responsible for coordinating all scheduled services with the Owner.

### **2.3 Personnel Dress Code**

The Contractor shall provide and ensure that employees working under this Agreement shall wear uniforms or professional attire at all times. Clothing shall be clean and neat at all times. Clothing that is or may be interpreted as obscene, political, demeaning or degrading in any way, or in the opinion of the Owner is unsightly for any reason, shall be strictly prohibited. Contractor personnel shall wear shirts and long pants/slacks at all times and shall wear footwear that conforms to safe work practices.

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The Contractor shall comply with all State of Florida and federal and local regulations, rules and orders, as they pertain to occupational safety and health, the safe operation and security of the facilities.

The Contractor shall provide, at the Contractor's expense, all safety equipment and materials necessary for and related to the work performed by its employees. Such equipment will include, but is not limited to items necessary to protect its employees and the general public, if applicable.

### **2.6 Facility Location**

The District shall only provide a guardhouse (existing) for the Contractor as part of this Scope of Services.

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## **2.7 Document Control and Data Maintenance**

### **2.7.1 Officer's Daily Log**

The Contractor shall keep accurate records of all incidences that occur while on duty, documents received, and, if applicable, issued by the Contractor. A 'document log' shall be maintained during the work of this contract and throughout the term of the Agreement and shall be available to the District upon request. The 'log' shall outline document titles and dates, the originator, received dates, and to/from information. This 'log' shall be updated daily and submitted to the District when requested or when there is an incident. The log will be in an electronic format utilizing software of the Contractor or Districts choice.

### **2.7.2 Data Maintenance**

The Contractor shall, after review with the District, establish a system for the inclusion of accumulated data into the overall security plan.

### **2.7.3 Data Dispersal**

Should the Contractor distribute data to others, the Contractor shall document the distribution of data by completing a letter of transmittal. All distribution of data shall be accompanied by a letter of transmittal with a copy provided to the District identifying:

- Party to whom the data is being transferred
- Origination of the request for transfer
- Name of data being transferred
- Type(s) of data being transferred
- Date of transfer
- Purpose of transfer, or use of information
- Further action necessary

The Contractor shall propose a format for, and keep a log of, all data transfers for updates to the District.

## **2.8 Verification of Data**

All data provided to the Contractor shall be examined for consistency with its records and work efforts. Any obvious inconsistency shall be reported to the Owner verbally and in writing, upon discovery.

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## **2.9 Ownership of Data**

It is to be understood that all data transmitted, and material/equipment purchased under this contract by the Contractor or provided to the Contractor, either by the District or third parties, shall be the sole property of the District. The Contractor shall have temporary charge of the data while performing contracted services under this Agreement. All data shall be returned to the District immediately at the termination or expiration of this Agreement, after which no copies of the data may be kept by the Contractor without the express written permission of the District.

The District shall retain the right to require that the Contractor transfer all Security data, material, or equipment to the District immediately upon fourteen (14) days written notice, for any reason. The same procedures shall apply should it become necessary for the Contractor to voluntarily return all Security data to the District.

## **3. COORDINATION**

The Contractor shall coordinate with the District for all items associated with the requirements of this Agreement.

### **3.1 General Coordination**

The Contractor shall meet with the District on a monthly basis, usually at the monthly workshop/meeting.. Those meetings shall serve as a forum for the exchange of information, identification of pertinent and critical issues, determination of an action plan and schedule for resolving those issues, review of schedule, and budget status and be scheduled by The District at a mutually agreeable time at Four Seasons at Orlando . The Contractor shall prepare the agenda for those meetings and submit it to the District at least five (5) working days prior to the date of each meeting.

In addition, Contractor shall provide a representative to attend the monthly meeting of the CDD Board of Supervisors if requested to do so by the District. This representative shall be knowledgeable of this Agreement and the Scope of Services and shall be able to respond to any questions the Board may have as to the day-to-day activities within the Windward Community Development District pursuant to this Agreement.

### **3.2 Contractor's Project Manager**

Contractor shall designate a representative who will be responsible for overall supervision of the Contractor's work force under this Agreement and shall act as the single point of contact, on a daily basis, between the District and the Contractor. This individual shall maintain at all times a means of being contacted by the District (cellular phone) and shall respond to such calls within twenty (20) minutes of contact. This individual shall be

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responsible for maintaining the Contractor's schedule of activities and notifying the Owner or this daily schedule, for quality control of the Contractor's services. Contractor may change its representative by providing notice to the District of the newly designated representative and contact information for such representative.

#### **4. SCHEDULED OPERATIONS**

##### **4.1 Guard House Policies**

The officers on duty shall staff the front guard house twenty four (24) hours a day, seven (7) days/nights a week and assist residents and guests that enter and leave the community and enforce the policies set forth by the District. The officers on duty shall be responsible for recording all visitors names, type and color of guest vehicles that enter the community along with vehicle license plate numbers, and scanning all provided identification into the computer access system. Any incidents shall be reported in the daily officer's report.

###### **4.1.1 Criminal Activities**

If the contractor becomes aware of any criminal activities within the CDD property the contractor shall notify the Osceola County Sheriff's Department immediately and record the incident in the officer's daily log along with any reports from the sheriff's deputy.

4.1.2 Should the Contractor become aware of damage to the facilities within the area being serviced by the Contractor, the Contractor shall notify the District by adding the damages to the officer's daily log. Contractor should notify the District by phone and if necessary, contact the Osceola County Sheriff's office to file a report for damages.

4.1.3 Contractor is required to provide all cleaning supplies needed for the maintenance of the interior of the guardhouse.

4.1.4 Contractor shall monitor the camera system while on duty. Any incidents involving damage shall be reported to the District.

4.1.5 Contractor is responsible for the cleanliness of the guardhouse facility. Any structural issues with the guardhouse shall be reported to the district.

4.1.6 In any case where police, fire, or ambulance are called or respond to an event occurring at the gatehouse, such event will be immediately

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reported to the District and the police report number reflected in the daily log.

#### **4.2 Patrol Area**

Not Applicable at this time.

### **5. ADMINISTRATION/MAINTENANCE/OPERATIONS PROGRAM**

The Contractor shall develop policies and procedures and implement an Administration, and Operation Program. That program shall include, but not be limited to, the following:

#### **5.1 General**

5.1.1 This program shall be a comprehensive narrative and where applicable, graphic/diagrammatic explanation of policies and procedures, which shall govern the contractor's Services provided under this Agreement as generally outlined in this Scope of Services. This program shall implement security industry standard practices. The program document shall contain key information relative to the major components described below.

The program document shall be presented in a three-ring binder using standard "8- ½ x 11" pages, single-spaced for text, graphics, and/or diagrams, and with, if necessary, 11" x 17" pages for diagrams and/or graphics that fold out if necessary. The document shall include as a minimum, a table of contents, section dividers, numbered pages, issuance date on each page, and appendices as required. Each copy shall be numbered and a log shall be kept by the Contractor of document holders (refer to Section 2.9.3, Data dispersal).

5.1.2 The program document shall be kept up-to-date at all times by the Contractor. Revisions to the document shall be indicated by footnote on the revised pages. Revisions shall be distributed by the Contractor to all document holders.

#### **5.2 Administration**

5.2.1 The administrative section of the program document shall, at a minimum, address those functions which are the responsibility of the Contractor related to all administrative matters generally described in the Scope of Services and as outlined below.

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- 5.2.2 Organization charts for administrative management functions include key personnel names, job titles, and phone numbers.
- 5.2.3 Policies and procedures related to the Contractor's program for communications with the Four Seasons at Orlando community relative too operations and customer service.
- 5.2.4 Personnel policies and procedures related to the Contractor's personnel performing services on the District site.

### **5.3 Operations**

- 5.3.1 The operations section of the program document shall, at a minimum, address those functions which are the responsibility of the Contractor related to all operations/customer service matters generally described in the Scope of Services and as outlined below.
- 5.3.2 Organization charts for operations and customer service related functions. Include key personnel names, job titles, and phone numbers.
- 5.3.4 Policies and procedures related to the Contractor's safety program  
The Administration and Operation Program shall be submitted by the Contractor for review and approval by the Districts Program Manager. The Contractor shall modify the program as required by the Districts Program Manager.

## **6. RESPONSE TIME**

The Contractor shall provide services within the amount of time indicated in this Agreement. The following is general response time information and requirements for the Emergency Response Program to be developed, implemented, and maintained by the Contractor.

### **6.1 General**

The Contractor shall, on a timely and efficient basis, respond to any and all requests, and inspections, and observations, etc. stipulated in the Project Manual. The Contractor shall provide supervisory and operating personnel as required who shall be available on call 24 hours per day, 7 days per week to respond to and correct any problems with any of the elements covered by this agreement.

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Should the Contractor fail to respond to a request for any services addressed in this Scope of Services within the required allotted time, the Owner shall, at the Contractor's sole expense, provide the requested services.

## **7. SOFT GATE**

The Contractor understands that this is a “soft gate” community and agrees to familiarize itself with such policies necessary for the Owner to provide access to the public to the rights-of-way within the Windward Community Development District.

## **8. BASIC SCOPE OF SERVICE**

**8.1 Personnel-** Contractor shall provide full time “uniformed” security officers and related services to the district as follows;

- (1) Officer on site, 24 hours a day, 7 days a week, 365 days per year
- 1 Dedicated Contractor Contact in charge of the property
- On-Demand Support from Contractor's central operations team

**8.2 Remote Surveillance Services-** Contractor will monitor all CCTV cameras throughout the property;

- Maintain a minimum 24 hour digital record on all CCTV cameras
- Work with personnel on coordinating camera feed audits

**8.3 Emergency Services-** Contractor will provide unrestricted access to ambulance, fire and police vehicles.

**8.4 Access Controls-** Contractor will provide resident, guest and vendor access control services 24/7/365;

- Use the Contractor software for access control or other software as determined by the District
- All guests, residents and vendors must be entered in the software program.

**8.5 Reporting requirements-** Contractor to provide reports on Contractor letterhead for incidents and general monitoring activities. These are to be completed FOR EACH INCIDENT.

- General incident reports- to include timelines, brief summary, date, time, individuals involved and photos or camera footage if applicable
  - Emergency Services reports- to include case number, officers name and ID number along with General Incident Report information listed above.
  - Maintenance reports- report of damage or other issues. to include timelines, brief summary, date, time, individuals involved and photos if applicable
  - All reports to be loaded into the Client portal .
  - Contractor to provide a brief monthly written summary and overview of activities
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## **PRICING FORM**

**The designated times for service at the Windward front guard house are from 12:00 AM to 11:59 PM seven (7) days a week, 365 days per year. Please provide the following information:**

\$ _____ per hour	\$ _____ Annual
\$ _____ per hour on holidays	\$ _____ Annual

TOTAL ANNUAL COST (Combined Regular and Holiday) \$ \_\_\_\_\_

The District reserves the right to adjust the staffing and hours of operation as needed.

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# SECTION X



*to be provided under  
separate cover*