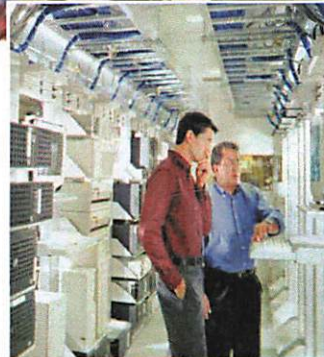
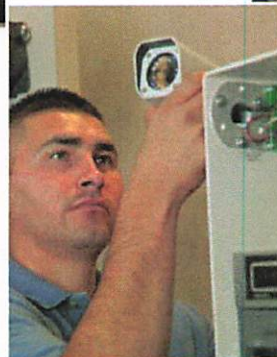


City of Hyattsville

Proposal for a New Camera-Video Management System





Proposal for:
City of Hyattsville

1 Electronic PDF via Email

Submitted to:
Mr. Ron Brooks
Director, City Treasurer
4310 Gallatin Street
Hyattsville, MD 20781

Date:
November 14, 2022 @ 4:00 PM EST

Submitted by:
Johnson Controls Inc.
1100 Hampton Park Blvd
Capitol Heights, MD 20743

Contact Name and Phone Number:
Name: Mr. Bill Forman
Phone: 443-784-1825
Email: William.bill.forman@jci.com

Corporate Address:
Johnson Controls Inc.
5757 North Green Bay Avenue
Milwaukee, WI 53209

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Johnson Controls
1100 Hampton Park Blvd, Capitol Heights, MD



November 14, 2022

Mr. Ron Brooks Directory, City Treasure
City of Hyattsville
4310 Gallatin Street
Hyattsville, MD 20781

Dear Mr. Brooks:

Johnson Controls recognizes the City of Hyattsville is soliciting proposals to replace the existing Complete View VMS and Existing Exterior Cameras. Our Capitol Heights Office, located in Capitol Heights, with the backing of the entire Johnson Controls organization, stands ready to provide world class products and support for this project.

Summary Of The Services To Be Provided

Johnson Controls will design and install an integrated video management solution for City of Hyattsville. After carefully reviewing the RFP requirements in conjunction with our own understanding of City of Hyattsville current systems and future building goals, we are proposing an Genetec solution. The installation of an Genetec solution will bring City of Hyattsville closer to your goal of an energy-efficient "smart" facility.

JC's Primary Contact On This RFP, Who Has Authority To Answer Questions Regarding The Proposal.

Mr. Bill Forman, City of Hyattsville existing account manager, will continue to be the primary point of contact for this RFP. Mr. Forman's contact information is as follows:

Mr. Bill Forman, Integrated Security Systems Representative/Construction Senior Account Executive
P: 443-784-1825 | E: William.bill.forman@jci.com

We will assign the same local team to support the Genetec VMS project who are currently supporting City of Hyattsville. This will allow our team to provide continuity across all projects and throughout the warranty and post-warranty support phases.

As ISSR and Senior Account Executive I confirm the following:

- No attempt has been made or will be made to induce any other person or company to submit or not to submit a proposal;
- JCI has no interest, direct or indirect, which would conflict with the performance of services under this agreement
- We currently do not and will not employ, in the performance of this agreement, any person having a conflict;
- I am authorized to sign on behalf of the organization and to make decisions as to pricing
- Neither myself, nor JCI, have participated, and will not participate, in any action contrary to the above statements
- We are not submitting our response with the assumption that there will be an opportunity to negotiate any aspect of the proposal
- We assume sole and complete responsibility for delivery of the required services
- Our proposal is valid for 120 days or until City of Hyattsville has completed the RFP process
- We accept all of the contract provisions included in the RFP
- Our proposal meets all RFP requirements

Johnson Controls is committed to continuing to provide you with the highest quality, end-to-end support for your video surveillance system. Our experienced team is dedicated to ensuring safety. We pledge to provide the highest quality, best value solution, now and into the future.

Sincerely,

Bill Forman

Integrated Security Systems Sales Representative
Commercial Account Executive

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2. Service Proposal

We understand the RFP requires the following:

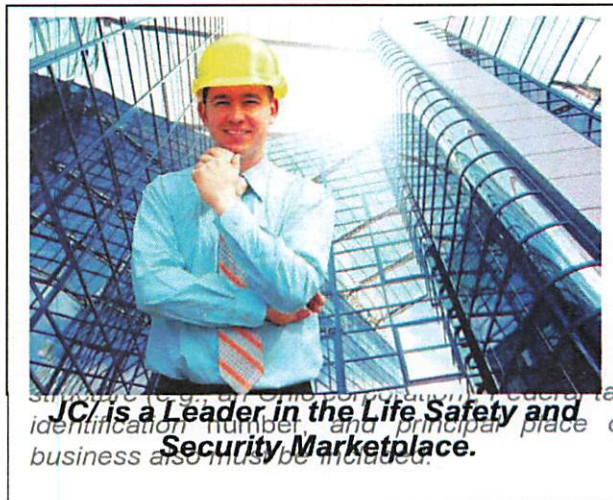
This section is a list of questions that must be responded to in the proposal. Each item in this section must be addressed by restating the item and then providing a response to it.

Johnson Controls' local Capitol Heights office will continue to provide one-stop, turnkey support for City of Hyattsville systems, including the design and installation of a new VMS. We offer world-class solution, responsive local support, and full access to our extensive corporate resources, including over 120 company-owned local branch offices and our Security Design Center of Excellence. An additional, crucial benefit to STRS is our knowledge of your business needs, key concerns, and ultimate goals - a direct result of our long-term partnership. With each life safety systems and security project, we bring City of Hyattsville closer to your goal of an energy-efficient "smart" facility.

2.1 Vendor Information

We understand the RFP requires the following:

This section should contain an overview of the vendor. The overview should include pertinent information such as state of incorporation, history of the company and years working in this area. A statement regarding the vendor's legal



Johnson Controls, Inc., (JCI) is a wholly owned, indirect subsidiary of Johnson Controls International plc., a publicly traded company (NYSE: JCI). Serving a geographic area that covers all North America, Johnson Controls is committed to being a single-source provider that delivers unequaled customer service. Johnson Controls features several distinguishing competencies:

- Highly reliable, technologically advanced building automation, energy management, fault detection, energy analytics, HVAC equipment, fire alarm, life safety, sprinkler, suppression, integrated security, lighting, CCTV, Hazard protection systems, refrigeration, communications and trained service personnel in all of these areas. For additional information, please visit our web site: www.johnsoncontrols.com
- A network of company-owned district offices that spans all of North America and enables Johnson Controls to deliver



Our Systems Protect Many of the Most Iconic Buildings in America, Including the Empire State Building.

high-quality systems and services at the local level.

- A services organization staffed by more than 8,900 technicians, installers and other professionals. Through this organization, Johnson Controls provides 24/7 emergency service and brings customers unrivaled knowledge and expertise in designing, engineering, installing, testing, inspecting, maintaining, servicing and supporting fire detection, fire suppression and other life safety systems.

2.2 JC Overview

We understand the RFP requires the following:

This section should contain an overview of the vendor. The overview should include pertinent information such as state of incorporation, history of the company and years working in this area. A statement regarding the vendor's legal structure (e.g., an Ohio corporation), Federal tax identification number, and principal place of business also must be included.

Johnson Controls is a local and global leader that brings ingenuity to the places where people live, work, and travel. Our company employs more than 100,000 employees across all business divisions, serving customers from 1,500 office locations in 150 countries. We deliver integrated building control systems, mechanical equipment, fire alarm and life safety products, physical security systems, and both mechanical and technical services.

We also provide solutions designed to improve the comfort, safety, and energy efficiency of non-residential buildings and residential properties. Revenues come from facilities management, technical services, installation of controls and equipment during the construction of new buildings, and the replacement and upgrade of HVAC controls and mechanical equipment in the existing buildings market, where the company's large base of current customers leads to repeat business. Customer relationships often span entire building lifecycles.

In North America, JCI employs over 6,000 factory certified technicians to provide full service and response capabilities. We create a more comfortable, safe and sustainable world through our products and services for more than 12 million homes and 1 million commercial buildings.

2.3 State of Incorporation

We understand the RFP requires the following:

*This section should contain an overview of the vendor. The overview should include pertinent information such as **state of incorporation**, history of the company and years working in this area. A statement regarding the vendor's legal*

structure (e.g., an Ohio corporation), Federal tax identification number, and principal place of business also must be included.

Johnson Controls, Inc. was incorporated in Wisconsin on July 31, 1900.

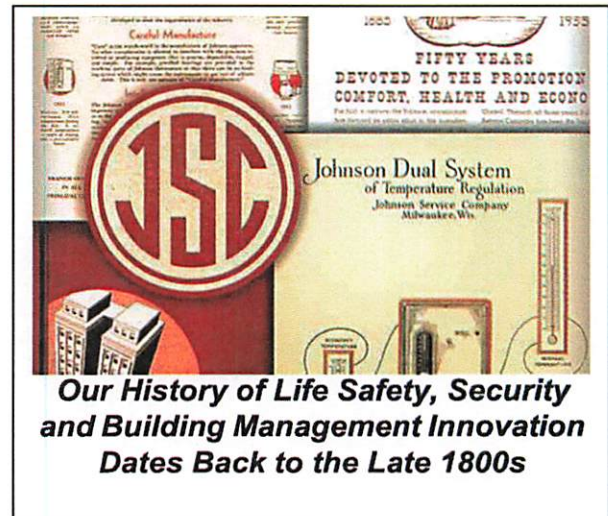
2.4 Company History

We understand the RFP requires the following:

This section should contain an overview of the vendor. The overview should include pertinent information such as state of incorporation, history of the company and years working in this area. A statement regarding the vendor's legal structure (e.g., an Ohio corporation), Federal tax identification number, and principal place of business also must be included.

Johnson Controls was originally founded as Johnson Electric Service Company in 1885, two years after Warren S. Johnson, a professor at the State Normal School in Whitewater, Wisconsin, received his first patent for the electric room thermostat. The company continued to grow and expand throughout the late 1800's and early 1900's, expanding its capabilities and product offerings in the thermostat, temperature, and building controls industries. In 1902, we changed our name to Johnson Service Company and in 1940 became a publicly traded company on the New York Stock Exchange. In 1968 we entered the Fortune 500 and in 1974, we officially changed our name to Johnson Controls, Inc.

Our Columbus, Ohio office was established in the 1950's as part of Simplex Time Recorder, Inc. In 2001, Tyco International Ltd. (Tyco), acquired Simplex and merged it with its existing Grinnell Fire Protection business to form SimplexGrinnell, LP. In



2016, Tyco merged with Johnson Controls, Inc. to form our parent company, Johnson Controls International, Inc. This merger expanded the capabilities and resources of our entire organization, including the Columbus office. Instead of needing to spend personnel and resources to manage multiple vendors, City of Hyattsville now has a single partner for your individual life safety, security, HVAC, and building automation systems.

2.5 Years Working In Area

We understand the RFP requires the following: Our local, Washington, DC Office has supported the local service area for over 40 years.

2.6 Statement of Legal Structure

We understand the RFP requires the following:

This section should contain an overview of the vendor. The overview should include pertinent information such as state of incorporation, history of the company and years working in this area.

A statement regarding the vendor's legal structure Federal tax identification number, and principal place of business also must be included.

Johnson Controls Inc. is a Wisconsin corporation.

2.7 Federal Tax Identification Number

We understand the RFP requires the following:

This section should contain an overview of the vendor. The overview should include pertinent information such as state of incorporation, history of the company and years working in this area. A statement regarding the vendor's legal structure Federal tax identification number, and principal place of business also must be included.

Our Federal Tax Identification Number is 39-0380010.

2.8 Principal Place of Business

We understand the RFP requires the following:

This section should contain an overview of the vendor. The overview should include pertinent information such as state of incorporation, history of the company and years working in this area. A statement regarding the vendor's legal structure (e.g., an Ohio corporation), Federal tax identification number, and principal place of business also must be included.

Johnson Controls' corporate headquarters are in Milwaukee, Wisconsin. Our organization owns and operates over 120 offices in our North American network.

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3. Personnel Information

We understand the RFP requires the following:

As stated in **Section 2: Service Proposal**, Johnson Controls' local Washington DC office will continue to support City of Hyattsville. Our service team will design and install your facility's new Video Management System. Mr. Brian Snowden, Senior Complex Security Project Manager, will coordinate our work on this project with the team currently installing your fire alarm systems. A single project manager will help ensure work on both installations will complement each other. We will be able to capitalize on staff, scheduling, and equipment efficiencies.

Mr. Bill Forman will continue to be City of Hyattsville account manager. Mr. Forman will be responsible for all business aspects of the project, including contract management, procurement, and, if necessary, requesting additional support from Johnson Controls corporate resources.

3.1 Primary Individuals Who Will Provide Technical Assistance

We understand the RFP requires the following:

The name and hourly rate of the primary individual(s) who will provide technical assistance on the project and who is/are proposed to serve as the vendor for the project should be listed.



Our Corporate Personnel Provide Technical Support.

In addition to Mr. Snowden, the following individuals will continue to provide technical assistance support for this project:

- Mr. Keith White – Operations Manager
- Mrs. Katie Metrenas - Area Security Manager
- Mr. Dan Kvasnok- Senior Master Technician

Johnson Controls will also commit at least 30 full time employees to support City of Hyattsville' engineering, design, installation, and training requirements. Warranty and post- warranty service will be provided by the Capitol Heights service team, led by our Service Operations Manager, Mr. Keith White.

3.2 How Team Members Will Be Involved With The Project

We understand the RFP requires the following:

Also include how each individual(s) will be involved in the project, including an estimate of the number of hours each will devote to the



***Our Technical Support Personnel
Use In Place Processes and
Procedures.***

project, a summary of the reasons why the individual proposed to be assigned to the project can provide City of Hyattsville with the best assistance available, and a resume for each person that describes their relevant experience.

The following section includes an overview of how each team member will be involved in this project. Each member of Our proposed project team will work the number of hours required to fully complete the installation.

Mrs. Katie Metrenas Service Manager

Mrs. Metrenas will provide a focus for effort for all activities associated with the project including:

- Providing project leadership and promote the interests of the contract within Johnson Controls;
- Interpreting contract requirements and providing comprehensive plans for the completion of all activities.
- Ensuring adequate resources are available for the execution of the plans;
- Minimizing risk by the early identification of risk issues and the development of plans to mitigate risk;

- Providing project control for the elements of cost, schedule and performance.
- Monitoring all project activities and provide timely and informative reporting on all project elements;
- Developing solutions for the correction of program deficiencies and implement the corrective actions;
- Establishing priorities between projects and provide a system for resolving conflicts;
- Improving efficiency by providing coordination between functional disciplines and between Johnson Controls and the Customer.
- Ensuring each project is concluded to the satisfaction of Johnson Controls and STRS personnel in a professional and efficient manner.

Mr. Bill Forman, Account Manager

Mr. Forman will be City of Hyattsville primary contact for this project, providing technical solutions and operational expertise. Mr. Forman will work directly with City of Hyattsville to identify ways to improve your facility and achieve your goal of a "single pane of glass" Smart Building.

Mr. Brian Snowden, Senior Security Project Manager

Mr. Snowden will continue to serve as the Lead Electronics Engineer, responsible for designing and configuring the new VMS as defined by City of Hyattsville specifications and scope of work. Mr. Snowden will prepare layout and installation drawings and coordinate the review the preparation of the project submittal package prior to being submitted to City of Hyattsville. He will be responsible for quality assurance, including system commissioning. Mr. Snowden will also serve as a resource to the installation team throughout the project.

Mr. Tony Standerfer, Area Security

Leader Mr. Standerfer will review the scope of work and system specifications to ensure functionality. Mr. Standerfer will also review City of Hyattsville facility to gather the necessary information on how City of Hyattsville uses its current VMS and provide recommendations to engineering regarding options to improve the new systems design. Mr. Standerfer will work with internal Johnson Controls business units to secure the resources and expertise necessary to fully meet STRS' requirements. Finally, Mr. Standerfer will assist with preparing scope of work and cost estimates.

Mr. Dan Kvasnok, Senior Master Technician

Mr. Tim Polfleit is responsible to ensure the installation follows the approved design documents, ensuring installation activities do not occur unless design documents are fully approved by all required participants. He is responsible for all field crews working on assigned construction projects, including all subcontractors, coordinating crew assignments, approving labor estimates on bid projects from sales and coordinating with branch office Design and Project Managers to ensure the materials are delivered on time and other customer requirements are met.

Mr. Jon Moles, Service Operations Manager

Mr. Moles supervises a team of technicians, inspectors, and administrators to support STRS warranty and post-warranty service and maintenance requirements. He will ensure contractual obligations are fulfilled while quickly resolving potential City of Hyattsville issues. Mr. Moles is responsible for departmental employees' effective and timely customer communications, building solid customers relationships from initial contact through order acquisition, delivery,



Johnson Controls Employs the Best Trained Service Personnel in the Industry.

installation, and service. Finally, Mr. Moles ensures all employees comply with corporate safety programs and employee safety training is complete and up-to-date.

[Why This Team is Best Qualified to Support](#)

Johnson Controls has selected these team members to support City of Hyattsville because they are the best in the industry. These individuals will be able to begin work on this project immediately.

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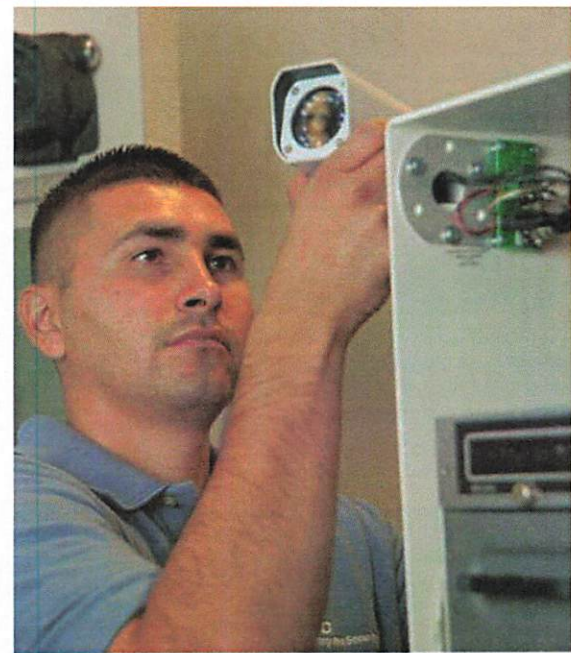
4. Client Information/References

We understand the RFP requires the following:

Johnson Controls is an established security systems integrator with over 50 years of experience. Our experience started with DOS-based access control designs and integrated VHS-based CCTV systems. Since then, our capabilities and product offerings have grown significantly. Today we are a leading provider of:

- Access Control Solutions
- Central Monitoring and Reporting
- IP CCTV Systems
- Video Management Systems
- Duress and Panic Alarm Systems
- Intrusion Detection Solutions
- Door, Gate, Turnstile and Locking Control Systems
- Managed Security Solutions
- Integrated, Multi-System Security, Fire Alarm, HVAC and Building Automation Solutions.

As an experience prime contractor working with networked security system design, development, installation and support, our efforts have included interfacing with a range of other businesses and agencies. This section also includes a summary of our related experience with customers similar in size and scope to City of Hyattsville.



Johnson Controls' Over 50 Years' Experience Help Ensure STRS Will Receive a High Quality Installation That Meets Your Project and Overall Business Objectives

4.2 References

We understand the RFP requires the following:

We have provided references of projects similar in size and scope below.

4.2.1 Reference 2 - Google

Information Type	JC's Response
Project Name	Google
Completed in the Last 4 Years?	Yes
One of JC's Largest Current Clients?	Yes
Contact Information	
• Name	Mr. Matt Adams
• Title	Manager Global Security & Resilience Services
• Telephone Number	425-893-4432
• Email Address	adamsmathew@google.com
• Address	1600 Amphitheatre Parkway Mountain View, CA 94043
Scope of Work	JCI rolled out a Cloudvue solution for 72 locations including a total of 1,440 cameras.

4.2.2 Reference 3 - T-Mobile

Information Type	JC's Response
Project Name	T-Mobile
Completed in the Last 4 Years?	Yes
One of JC's Largest Current Clients?	Yes
Contact Information	
• Name	Mr. Martin Tall
• Title	Sr. Manager National Critical Facilities
• Telephone Number	925-497-0017
• Email Address	martin.tall@t-mobile.com
• Address	12920 SE 38th Street Bellevue, WA 98006
Scope of Work	JCI rolled out the Cloudvue solution to 115 locations and installed 400+ cameras as part of this solution.

4.2.3 Reference 4 - Wayfair

Information Type	JC's Response
Project Name	Warehouse Surveillance Cloud Initiative
Completed in the Last 4 Years?	Yes
One of JC's Largest Current Clients?	Yes
Contact Information	
• Name	Mr. Justin Bennet
• Title	IT Systems
• Telephone Number	857-306-0676
• Email Address	jubennett@wayfair.com
• Address	4 Copley Place, 7th Floor Boston, MA 02116
Scope of Work	JCI implemented a Cloudvue rollout for 80 locations and 2000+ cameras.

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5. Understanding of the Project

We understand the RFP requires the following:

Johnson Controls understands City of Hyattsville requires a new Video Management System (VMS). The existing VMS was originally manufactured in the 1990s, over 20 years ago. From our work with STRS over the years, we recognize parts and equipment for the existing VMS are difficult to procure. These issues can create potential safety and security issues for City of Hyattsville personnel and property. Our team also realizes CCTV and Video Management technology has advanced significantly in the last 20 years and City of Hyattsville wants to capitalize on these advancements to create a better user experience for security and building operations personnel.

5.1 Understanding of Services Requested

We understand the RFP requires the following:

Johnson Controls realizes City of Hyattsville wants more from your selected partner for this project than simply a vendor to replace the currently antiquated VMS system. We understand you require a partner who will work with you to achieve your goal of transforming your facility into a truly integrated, smart building with a single pane

of glass approach to managing and maintaining your life safety and security systems. We recognize City of Hyattsville requires a partner who will provide continuity of service and systems integration and provide value over the lifetime of the entire system in order to achieve this goal.

5.2 Response to Each Item of Project Scope

We understand the RFP requires the following:

We have provided a response to each scope element in the attached table. Johnson Controls is proposing an Genetec solution. Genetec scalable video surveillance solution features a complete suite of video management software, video storage, intelligent analytics, and systems integration. Genetec offers:

- A user-friendly experience
- Access control and BAS systems integration
- Actionable intelligence
- Scalable and customizable hardware and software

Genetec increase operational efficiency with an intuitive and easy to use VMS software that can be managed from a free client, web browser, or mobile device. Its software products are designed to manage live and recorded video for a variety of needs. The system is designed to change as City of Hyattsville

PROJECT SCOPE ELEMENT	CAN JC COMPLY AS REQUIRED
3.0 Project Scope	
3.1 Overview	
City of Hyattsville currently has a Clearview VMS. The master VMS system currently manages approximately twenty-seven IP security surveillance cameras that provide live and recorded video of various location within the City of Hyattsville.	YES
The existing twenty-seven (27) cameras are currently using wireless point of sight communication with VMS.	YES
The VMS uses a combination of PC workstations, vendor supplied software and servers to provide live and recorded video.	YES
The selected vendor must remove the existing systems and replace them with new VMS(s), servers, and software.	YES
3.2 Equipment Requirements	
The City of Hyattsville is looking to upgrade the existing the VMS to a Genetec VMS.	YES
The City of Hyattsville wants to upgrade the existing twenty-seven (27) cameras and add an additional twenty-three (23) cameras. The City of Hyattsville recommends all of the new fifty (50) cameras be Ipro America Cameras.	
The new cameras will need to report over a Verizon 5g network to an encoder system capable of recording.	YES
The new VMS must have a minimum video storage capacity of ninety (90) days at fifteen (15) fps, based upon five (5) MP cameras with sixty percent (60%) motion.	YES
The new VMS hardware, software, and equipment must be supplied by one of the following:	YES
<ul style="list-style-type: none"> Genetec 	YES
A one year warranty on all parts and labor must be included.	YES
3.3 Installation Requirements	
The selected vendor is responsible for removal of existing cameras	YES
The selected vendor is responsible for ensuring power to any new camera location	YES
The selected vendor must integrate the new VMS system with the Remote Facility's system.	YES
The selected VMS must be able to integrate with local businesses, and PG County police department cameras.	YES
System training from the manufacturer and vendor for City of Hyattsville security staff is required in the bid submission to include both operation and minor troubleshooting techniques.	YES
Upon completion of the project, the selected vendor must provide all account numbers and system passwords to City of Hyattsville.	YES
3.4 Procedural Requirements	

PROJECT SCOPE ELEMENT	CAN JC COMPLY AS REQUIRED
To be considered, vendors must provide estimated work schedule, completion date, and cost for completing the project.	YES
Work must be performed during regular business hours, 8:00 am - 5:00 pm, Monday through Friday, excluding federal holidays.	YES
Responding vendors must provide regular hourly rates for a technician during normal business hours and the estimated arrival times for service calls.	YES
While not anticipated for this project, responding vendors must provide overtime hourly rates for a technician to respond after normal business hours.	YES

business needs do via its ability to integrate with existing systems and third-party technologies, including over 5,000 camera models from over 60 manufacturers and Genetec enhanced situational awareness capabilities are compatible with a wide array of AI analytics, including license plate recognition, heat mapping and intrusion detection. Finally, Genetec hardware and software platforms accept additional devices, meaning cameras and NVRs can be added as City of Hyattsville surveillance requirements change.

5.3 Areas or Processes Included in the Project Scope that Vendor May Not Provide

We understand the RFP requires the following:

Not applicable. Johnson Controls is able to meet the full scope of work requirements for this project.

5.4 Why Our Team Is Qualified

We understand the RFP requires the following:

Our team offers a wealth of City of Hyattsville specific expertise to this new project. We are already familiar with your equipment locations, operating schedules, and personnel schedules. Our personnel are also fully trained in the specific security protocols that must be maintained at your facility. This experience translates into potential savings because we have unique knowledge of the site and the wide range of life safety equipment already installed. This knowledge also positions JC to provide high quality support throughout the years ahead.

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6. Work Plan

We understand the RFP requires the following:

Johnson Controls will continue to apply our proven project management techniques to performing work at City of Hyattsville. We use a task-based structure to define the program requirements and ensure program elements of scope, schedule, and budget are adequately provided for and properly managed. Our team's project manager, Mrs. Kaite Metrenas, will oversee all projects being performed on site at City of Hyattsville, including the new VMS systems installation. A single project manager overseeing all work done on site increases the efficiency with which work on all projects is performed. Our project manager sees the "whole picture," including which teams are working on site and where they are located on a specific day, how each



***Our Project Management Approach
Will Capitalize on City of
Hyattsville's Existing Infrastructure
and On-Going Projects to Streamline
Installation and Reduce Disruption
to Your Day-to-Day Operations.***

project is progressing in relation to the others, and what work is being performed. Using this data, Ms. Williams will allocate resources and personnel to perform work efficiently. For example, if cable runs for both the fire alarm and the VMS system are scheduled in the same area on the same day, she can assign a single technician to perform both runs, as opposed to two separate technicians doing essentially the same work at different times. This then frees up the second technician to work on another critical area of either project. This approach also minimizes the potential for onsite disruptions.

6.1 How Our Team Will Consult With STRS Ohio and Its Board

We understand the RFP requires the following:

Our team will continue to partner with City of Hyattsville to identify products and services that will:

- Streamline costs
- Improve integrated system efficiency
- Support operational and organizational well-being goals
- Increase employee engagement

Mr. Bill Forman, your account manager, will work with Mr. Brian Snowden, our area security leader, to analyze your facility and existing equipment and will also review the existing

6.2 Project Management

We understand the RFP requires the following: Management, and Data Management as applicable to specific requirements. Ms. Williams will provide a focus for effort for all activities associated with this project including:

- Providing project leadership and promote the interests of the contract within Johnson Controls
- Interpreting contract requirements and provide comprehensive plans for the completion of all activities.
- Ensuring adequate resources are

JCI's Project Management approach includes all activities from proposal preparation to contract completion and will be limited only by the project scope itself. These elements include Contract/Subcontract Management, Quality Management, Design Management, Construction Management, Cost

- available for the execution of the plans
- Minimizing risk by the early identification of risk issues and the development of plans to mitigate risk
- Providing project control for the elements of cost, schedule and performance
- Monitoring all project activities and provide timely and informative reporting on all project elements
- Developing solutions for the correction of program deficiencies and implement the corrective actions
- Establishing priorities between projects and provide a system for resolving conflicts
- Ensuring that each project is concluded to the satisfaction of Johnson Controls and City of Hyattsville in a professional and efficient manner

Mrs. Metrenas is authorized to assume full responsibility for all matters relating to the project including contractual obligations and is authorized to direct the project activities of the assigned task team members.

Our approach will ensure the most efficient and effective support is available. Ms. Williams provides the necessary experience

in construction management and the technical background. A dedicated group of design professionals will complement the team. Mr. Robert Sines, our project engineer, and Mr. Dan Kvasnok, senior master electrician, will support system design and technical support activities. This centralized team will be the nucleus, responsible for the project's timely execution and they will insure a consistent and controlled design for all projects.

Additional support will also be provided by assigned task members from within our corporate operation. These include a Customer Service Representative providing equipment processing, status and expediting responsibilities, a team member from Contract Administration proving high-level contract and subcontract support, a Design Engineer providing high-level technical problem solving capabilities (including hardware and software). These resources are available on an "as needed" basis.

Our team will perform the initial site surveys utilizing a site survey package developed specifically for obtaining the specific site information to provide a consistent turnkey design. Our local Johnson Controls' installation department will install the system per the system design package provided by project design team. The system start-up, configuration, and customer training will be provided by the trained field service technician from the local branch. This local support will provide the means of building a one-on-one relationship between Johnson Controls and each customer. This relationship will allow Johnson Controls to meet service and maintenance requirements and future needs. The core project team will also support field tasks if required. Using this approach to Project Management, Johnson Controls is positioned to provide cost

effective support, a high quality system, timely performance, and total customer satisfaction.

6.2.1 Potential Problems

We understand the RFP requires the following:

The attached table details the potential risks JCI foresees with this project, as well as our approach to resolving these risk elements and the assistance we will require from STRS to do so.

6.3 Quality Control Procedures

We understand the RFP requires the following:

JCI's uses established quality assurance procedures designed to ensure consistent quality work performance and timely

response to site resource needs and issues. Johnson Controls implements its Quality Program to ensure established system design standards are properly implemented, measured and met and adhere to our

customer's requirements. Our team delivers products and services consistently conforming to each customer's requirements increasing expectations.

6.3.1 Potential Problems

In addition to the potential risk issues presented in the attached table, Johnson Controls realizes the COVID-19 crisis continues to create supply chain issues that impact our installation contracts. Johnson Controls will begin the procurement process upon contract award to prevent any potential delays in obtaining materials such as cable, wiring, conduit, brackets, and other tools necessary to complete the fire alarm installation. Our organization maintains partnerships with several national and local suppliers of these items. This provides our team with multiple sources of supply to obtain the materials necessary to perform work for our clients.

Sharing Resources via JC's National Network

Our Capitol Heights office is one of four local offices in DMV area and part of our greater North American office network of over 120 company-owned offices. This network is capable of sharing materials and supplies, as well as personnel, equipment, and expertise. Our project manager, Michelle Williams is able to obtain a wide range of support from our network of offices.

Additionally, as explained in [Section 5: Understanding of the Project](#), Johnson Controls is a sister company to Tyco Fire Protection Products, the manufacturer of video management systems, under the Johnson Controls corporate family. As such, our organization has factory-direct access to parts, supplies, equipment and technical specifications for the entire product line. We also have access to two Johnson Controls corporate warehouses in Atlanta, Georgia and Phoenix, Arizona that are capable of overnighting parts, supplies, equipment to our Columbus office.

Process for Managing Change Orders

Johnson Controls has built ample time into our proposed schedule to allow for potential delays owing to supply chain issues, procurement issues, and unforeseen closures. We will use weekly Work in Progress (WIP) meetings to ensure system installation continues on time and on budget. These weekly meetings can be held at the job site or at our branch office. During these meetings, the following topics will be discussed:

- Comparison of project schedule to actual stage of the work in progress
- Parts and equipment on hand and required for job completion
- Potential delays to the project schedule
- Potential additional equipment required
- Any changes to the proposed system design
- Any other potential issues

Our team will develop a detailed plan to resolve potential issues. When a change to the project is required, our team will submit a change order form detailing the change and potential impacts to the cost of the project for customer review and approval. Our team requests customer sign-off prior to the implementation of any system or project schedule changes.

6.3.2 Approach to Resolving These Problems

Johnson Controls directly applies the experience we gain from working with each client to the next project. This includes any lessons learned from both our successes and our challenging situations. The lessons learned from each project are compiled from the project team members (obtained through email during the project closeout activities) and are used as references for future

projects. Lessons learned are categorized by project knowledge area. These knowledge areas include procurement, planning, quality, operational integration, time management, cost management, scope management, human resource management, and communications management.

Our personnel have extensive experience supporting clients across multiple industries. We have provided comprehensive assistance to all types of facilities in assessing and addressing their fire and life safety needs. Throughout the entire environment, fire detection systems and other life safety systems are vital to ensuring employees, visitors, and property are protected if an emergency surfaces.

As your long-time fire alarm and life safety systems testing, inspection, and maintenance partner, Johnson Controls is already familiar with your facilities, operations, safety protocols, and schedules. As such, we can begin this project right away, upon contract award, without the need to come "up to speed" on how your facility operates. We have already planned our installation and accounted for potential issues with project turnaround, including current, COVID-19 related supply chain and procurement issues.

6.3.3 Assistance Required from City of Hyattsville

Johnson Controls requests City of Hyattsville designate a member of your IT staff to assist both locally and remotely with accessing your LAN. This includes providing login information for the network and all existing IP cameras as necessary. We also request an individual from your operations team provide our team with access to the facility, including any server rooms, conduit rooms, closets where equipment is located.

6.4 Approach for Each Phase of the Project

We understand the RFP requires the following:

Our Capitol Heights office will continue to provide design, project management, training, and overall installation support. Programming, testing, commissioning, and training will be provided by our in-house technicians and preferred installation contractor. At the conclusion of final close out, our installation team will turn the account over to our Operations and Service departments.

Commissioning Procedures

Once installation of the VMS system is complete, our JCI technician will test each individual new component of the system, as well as the overall system, to ensure the system performs according to your requirements, and or manufacturer specifications. Testing will be performed in accordance with a coordinated approved time plan between JCI and STRS.

Installation Sequence

The following is a high-level overview of the steps in our installation process. Ample time is built into each of these steps to allow for schedule changes related to unforeseen events.

Step 1. Initial Job Site Project Meeting The initial job site project meeting is the most important meeting between JCI and the installer. The purpose of the project meeting is to present, in well documented detail, the drawings and instructions for installing the system and to resolve any technical or business questions related to the project. This meeting takes place prior to the installation of any back boxes, conduit, wire, or

JCI equipment. The project meeting will review the following subjects:

- Definition of the exact equipment configuration
- Communication channels for the project.
- Project submittals (including rough-in information for boxes).
- System wiring requirements.
- Riser diagram
- Peripheral termination riser diagram.
- JCI scheduling procedures and the process for purchasing additional service.
- Resolution of any specification interpretation and/or project changes.
- Coordination with other trades (Heating Ventilation Air Conditioning, Plumbing, etc.).
- Label list.

The JCI representative handles technical installation issues and reports business, design, and code issues for resolution by JCI sales personnel.

Step 2. System Start Up

The purpose of this visit is to ensure JCI VMS equipment is functioning properly and to minimize the possibility an installer wiring error will cause significant damage the new system. A JCI technician will be present for the initial startup of the new VMS. The JCI

technician will turn the system on and will identify and correct any problems. This work will be performed before any installer wiring is connected. In addition, this visit to the job site is an opportunity for the technician to answer questions, observe the wiring in process, and make appropriate suggestions.

Step 3. Ongoing Project Support

The Technical Representative is scheduled for project site visits as work progresses. The objective is to identify and resolve potential problems early in the process. A final action list is prepared just prior to the final check out. It is reviewed with the installer to determine if all items have been completed in accordance with JCI recommendations before final check out begins.

Step 4. Programming

JCI develops software programming for custom operations.

Step 5. Final Check Out

JCI will assist the installer in performing a complete functional test of the system. JCI coordinates and schedules this test when the system is complete, and all issues have been addressed. JCI also participates in pre-testing to assure the final checkout will be successful.

Step 6. Training

JCI and a VMS factory representative will conduct four, four-hour training sessions

after completion of the project as follows:

- 1 Management / administrator training session
- 2 end-user training sessions
- 1 follow up refresher training after the system has been in service for two weeks.

Johnson Controls anticipates the new VMS installation, excluding follow-up training, will take approximately eight to ten weeks.

6.4.1 Work Plan

A sample project schedule is attached for your review. The following is a high level overview of the proposed workplan for this project.

- Execute agreement
- Develop submittals
- Develop execution schedule
- Present schedule and submittals to customer for approval
- Order equipment
- Project walk through and kick off meeting
- Deliver equipment
- Install new servers on 3rd floor, encoders, and decoders on TV monitors.
- Test new servers
- Weekly progress meeting

6.5 Training

- Genetec Software
- IPro America Camera
- Integrate VMS to Genetec System
- System testing
- Complete training
- Turn over system to City of Hyattsville

Johnson Controls will provide 16 hours of training broken out into four, four-hour sessions. This includes one four-hour manager training, two four-hour end user trainings, and a four-hour follow up training session for STRS' designated personnel. The following is a high-level overview of our training process.

Our team offers an array of customized training options. Our personnel are training professionals who can quickly, and cost effectively train customer personnel to monitor and manage their security system. Our practical "real world" training approach is conducted at the customer's site. The training content is customized to the precise knowledge and skill requirements needed by the customer. Nothing plays a greater role in a customer's day-to-day success than the



Our Team Has Extensive Experience Providing A Wide Range of Training.

skill level of their personnel. The training approach offers each of our customers the following advantages:

- It will facilitate a seamless installation
- It will have residual benefits for years to come.

Johnson Controls training personnel thoroughly understand the broad range of issues associated with user training and system usage. Since most product solutions are based upon Microsoft windows operating systems, user interfaces are menu driven for ease-of-use and rapid system comprehension. Because Johnson Controls designs and integrates system hardware and software, we know and can emphasize all product nuances to help users become skilled and efficient.

We recommend each of our respective customers designate one or two individuals who will be the primary in house point of contact for the security system. Many Johnson Controls customers successfully use this concept.

- We encourage our customers to begin working with our team as soon as possible after the order has been confirmed.
- The in-house security system administrator stays involved as additional equipment/systems are

added to the campus. Therefore, they become familiar with this equipment's operation as the project progresses.

- The trained personnel will educate and train additional personnel throughout the facility.

System Operator Training	
Feature	Benefit
Small Classes	Allows Hands-On Practice For Everyone
Operator Specific Training	Focuses On Operation Versus Programming
Limited Topics	Provides Greater Skill Retention
Separate Training Sessions For Large Groups	Minimizes The Impact To Your Operations During Training

The in-house security Administrator becomes a knowledgeable resource who works with the system on a continuous basis. They will be in an excellent position to manage the system in the event of an emergency. This person also becomes the primary point of contact for our personnel to coordinate future issues such as programming assistance, operational analysis or retraining of customer personnel. The resulting training and assistance approach results in a strong partnership between Johnson Controls and the customers who are using our integrated security systems solutions.

Johnson Controls provides system training for security system operators and administrators. All training is customized to meet each customer's objectives and needs. To facilitate this process, we request our companies complete a comprehensive questionnaire to determine their key training needs. These needs are used to develop a

delivery plan for customer training that meets the each of the customer's objectives. Typically, administrators are trained on all aspects of the security system. We pay special attention and time to the specific needs and desires that have been identified. We request that administrators provide input to the questionnaire and discuss their needs. Operator training covers training modules that have been identified during delivery plan development.

Training Services for Technical Staff

Our training services provide our Dealer's technical staff with the necessary skills to configure, install, operate, troubleshoot, and repair our products to a level that will meet or exceed their expectations. Most courses are a combination of lecture and lab instructions with emphasis on hand-on lab activities. Operational up-to-date system hardware simulates actual customer environment wherever practical.

Tools

In addition to product-specific training, instruction and assistance is provided on the use of any necessary computer or test equipment (such as oscilloscopes and waveform monitors), and hand tools when the course requires them.

Written Training Materials

A complete set of product specifications, manuals, and a certificate of completion are given to each participant.

On-Line Training Materials

Learn, Tyco Security Products' online classroom, offers convenient training for our products.

Designed to complement traditional classroom training, this handy resource offers an alternative way to better

understand and master key product features.

With Learn, installers, end users and administrators can readily access an extensive selection of short "how to" video demos right from the desktop or mobile device. Users can use advanced search options - keyword, category, title or description - to quickly find the video resources they need, ideal for troubleshooting in the field.

For even greater convenience, registered users can create their own collections of favorite videos to train themselves on new product features at their own convenience. Registered users can also create/join groups to share key media with other users. Service managers now have a quick, convenient way to alert and train installers about new product features remotely.

Register to open up additional features including rating videos and adding to your favorites. Registered users can also use Groups to share videos with others. <https://learn.tycosecurityproducts.com/>

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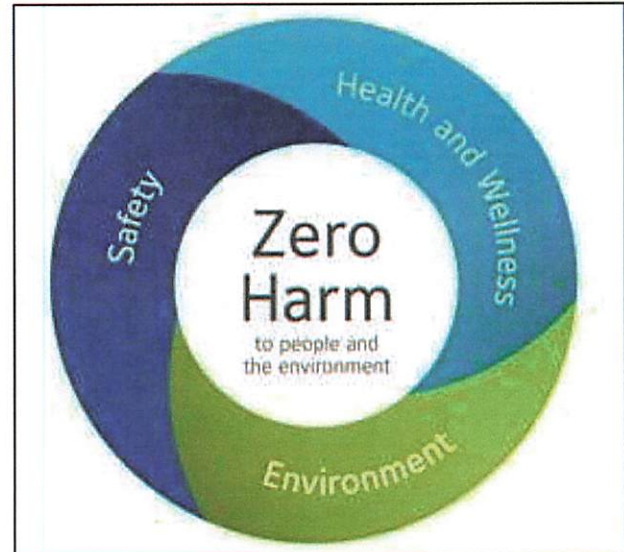
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7. Safety Requirements

Johnson Controls understands the important role safety plays. A copy of our Corporate Safety Program is attached as a separate file.

The Johnson Controls' corporate vision states, "Our products, services and workplaces reflect our belief that what is good for the environment and the safety and health of all people is good for Johnson Controls." In support of this vision the Region management teams are strongly committed to providing a safe work environment for all employees. The philosophy and objectives behind this commitment are:

- The safety and health of all employees and the environment is a top priority that is critical to the success of the business.



- The only acceptable level of safety performance is one that prevents employee injury and accidents.
- Safety is the responsibility of every employee, equal to customer satisfaction, quality, profitability, and efficiency.

7.1 Confirmation Our Team Will Comply With All Safety Regulations and OSHA Practices

Johnson Controls will continue to comply with all safety regulations and OSHA practices in our work with the City of Hyattsville. JC Project Manager, Mrs. Katie Metrenas, to monitor on-site safe working procedures.

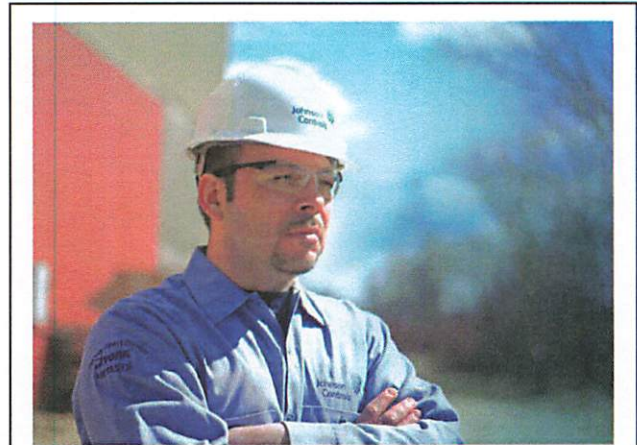
Johnson Controls' goal is to create and maintain a safety culture where injuries are unacceptable and safety is fully integrated into our business. We realize safety is just as important to you as it is to us. From onsite

field employees to corporate offices, safety is built into all the services we provide. Our company is committed to a safe and healthy work environment for our employees, our customers and contractors, our visitors and our communities. We promote a "Zero Harm" vision worldwide.

In 2019, we launched a multi-part campaign to promote our vision of Zero Harm to people and the environment. We recognize our leaders, employees, customers and communities expect us to work safely and protect the environment. Our Zero Harm vision includes specific pillars around employee safety, health and wellness, and the environment. Zero Harm is our shared belief all incidents are preventable, and we will work together as one team to promote a safe culture globally in all we do. One example supporting this vision our Distracted Driving Policy. All employees are prohibited from using any mobile device when driving while on company business.

7.2 Management Accountability for Safety

Our personnel will actively work to ensure a safe working environment is always maintained. We also minimize our installation and maintenance activities when buildings are occupied. Johnson Controls employees are responsible for understanding and complying with all aspects of the Johnson Controls program. As a condition of hire, every prospective employee must pass a drug screening test. All new employees undergo Safety Orientation training commensurate with their duties as part of their first day of employment. On-scene management is responsible for conducting the safety program, and conducting all inspections as necessary, whether at a branch office or customer site. Senior



Johnson Controls Is Committed To Providing a Safe Work Environment.

management at corporate oversees the program.

7.3 Safety Program Overview

Johnson Controls Health and Safety programs are designed to provide a safe working environment. Our initiatives focus on how employees work, striving for a safe environment by eliminating unsafe conditions and acts. Our Health and Safety programs rely on a systems management approach to ensure compliance and continuous improvement. While compliance with Health and Safety regulations is important and required, our programs reach beyond compliance to influence our company's culture through employee engagement and leadership behavior.

Given the diversity and decentralized nature of our company, our Health and Safety programs are designed around global standards with appropriate variations addressing multiple jurisdictions and regulations, specific hazards and unique working environments of each Business Unit.

Our company-wide environmental, health and safety policy is supported by local, regional, and site specific employee health and safety

policies and programs. Johnson Controls health and safety policies embody the key elements enabling Zero Harm to employees and the environment and include local and regional regulatory requirements and industry standards (e.g. European Union, US-OSHA, National Fire Protection Association, country specific) where necessary. Our Zero Harm Vision builds on three pillars: "Safety", "Health and Wellness", and "Environment" with multiple stakeholders from across the organization collaborating in improvement initiatives within the different pillars.

For a safety management system, Johnson Controls generally follows the standards of ISO 45001. Many Johnson Controls locations are certified under this standard; however, Johnson Controls does not require external certification for all its operations. In addition, various locations maintain other key certifications including ISO 9001, ISO 14001 and ISO 50001.

We use, for some sites, certified registrars to validate and certify our operations to various quality, environmental, six sigma and safety standards, e.g., ISO 9000, ISO 14001, OHSAS 18001. Additionally, filings with environmental, health and safety, and other regulatory agencies, are routinely checked internally and by the applicable regulatory agency.

The way we operate and measure the performance and outcomes of our Health and Safety programs is consistent with widely accepted standards and practices meeting or exceeding International Labor Organization's Guidelines for Occupational Health Management Systems (ILO-OSH 2001) and OHSAS 18001 certification. Our goal is to achieve and maintain world class safety performance in all of our businesses and operations. Some of the key standards and practices of our programs include:



Every Johnson Controls Employee Is Responsible for Safety.

1. Use of standard US-OSHA recordkeeping rules to measure injury and illness rates globally. We believe injury and illness rates based on consistent definitions provides an objective measure of performance and we are committed to improving our performance.
2. Use of widely accepted standards for the most critical safety processes, such as control of hazardous energy and working with hazardous substances. Such standards apply to our locations worldwide.
3. Use of established management system techniques to ensure injury rate reductions are sustainable.
4. Verification of the accuracy of self-reported safety and health data, for example, during third-party auditors' assessments.
5. Exploring innovative ways to further strengthen our safety culture. Johnson Controls' increasing focus on Leading Indicators as a measure of Safety performance and outcomes is an example of this innovation.
6. Deployment of the JCMS Maturity Model and Standards to attain world-class performance.

"Behavior-Based Safety" (BBS) and "Safety Culture" initiatives are being deployed within different parts of Johnson Controls. As there are different ways to ensure employees are engaged with safety, as a company we monitor and support such initiatives.

A key Johnson Controls goal is to continuously improve safety performance, and to eventually eliminate work-related accidents and injuries. Because of the many hazards associated with our business, we recognize the elimination of injuries may be difficult to achieve, but as an organization, we are strongly committed to taking the action required to attain this goal. To achieve this goal, constant safety awareness is promoted and maintained through all phases of field work, from planning to execution, with emphasis placed on following safety rules and the safe work practices defined in the safety program. Johnson Controls has a comprehensive safety program that addresses injury prevention along with applicable US and Canadian safety requirements. Each Region maintains a written safety program. The information is also contained in the Safety Program manual, Employee Safety handbook, Supervisor Safety Training handbook, and Subcontractor Safety handbook, which are updated and distributed to the Regions/employees accordingly.

Our technicians are equipped with our proprietary "Be Safe" safety app on their smartphones. This app is used for the following:

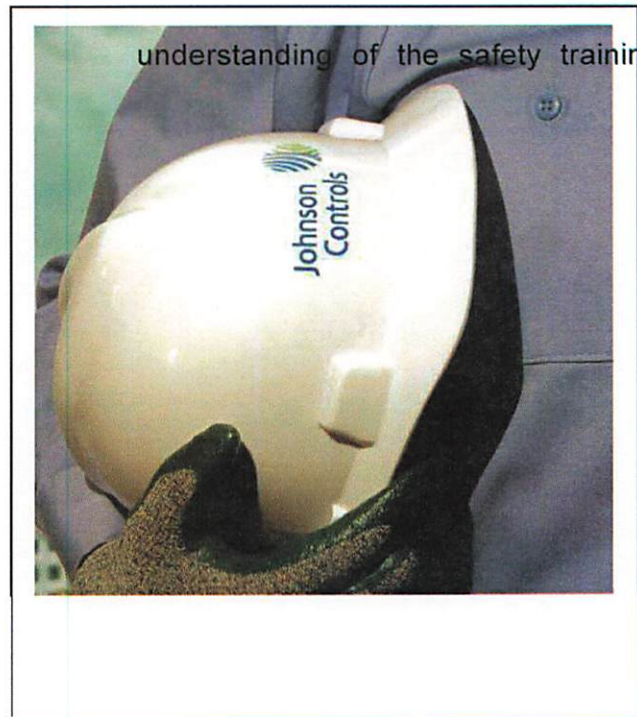
- Leader Safety Observations - Managers and supervisors completing on site safety visits of Johnson Controls personnel can complete and report safety observations directly from their mobile phones. Reports can be emailed electronically directly from the app.
- Near Miss Reporting - Employees can report their near misses using the "Near Miss Report" function of the Safety app. The app supports anonymous reporting. Completed Near Miss Reports can be emailed from within the app, including any photos attached to the report.
- Pre-Job Checklists - Our technicians must complete a pre-job safety checklist on the app before performing work on site. The app leads technicians on a step-by-step basis through a pre-job safety checklist. If specific safety prerequisites are not met, the app instructs the technician to stop working and issues a safety report. Work cannot be started until all safety prerequisites for the job have been met and are recorded in the app.

7.4 Safety Training

For injury prevention, it is critical employees understand the hazards and potential hazards they could encounter when working on the job. The Safety Training Program focuses on the identification of hazards specific to Johnson Controls work, and the safe work practices necessary to eliminate or control the hazardous conditions identified. As part of the annual or monthly training, employees are encouraged to discuss individual safety experiences on what has and hasn't worked from their perspective. To the extent that lessons learned play a role in accident prevention, employees can save their co-workers from potential injury by discussing these experiences along with their accidents or near-misses. Through training and discussion, the idea is to help employees develop a personal stake in the process of making a worksite safer.

To reinforce safety protocols, we hold formal regional meetings twice a year and hold informal safety toolbox trainings monthly. Quarterly safety marketing campaigns highlight real-world situations. To ensure safety while on-site at customer locations, field supervisors receive safety training at a minimum of annually. In addition, a train-the-trainer session is conducted for field supervision.

- **Annual Safety Training:** Field supervisors receive safety training annually during a kick-off session held during the first quarter of the fiscal year that uses a variety of media, including video- and computer-based modules. In addition to a review of relevant safety issues and area office safety metrics, a train-the-trainer session is conducted for field supervision. In this session, the supervisor learns to conduct the annual safety training for their employees (down to the specific topics chosen for the year), along with the process and resources for conducting and documenting monthly toolbox training. Johnson Controls employees also receive annual Workers' Compensation training on how to report a workplace accident or injury.
- **Monthly Toolbox Safety Training:** At a minimum, team leaders conduct monthly toolbox safety training for their team. A "Toolbox of the Month" topic is posted on the Advisor Safety homepage and is retrieved by the team leader to conduct the training. The "Toolbox of the Month" format is used to convey recent Group/Area safety issues, injury information, specific project related issues and other up-to-the minute safety topics. Each quarter, the supervisor completes a safety checklist in place of a toolbox session. This checklist is used to validate each employee's



***Our Safety Plans and Procedures
Protect Both Our Personnel and Our
Client's Employees***

topics discussed earlier in the year. The checklist is on Advisor, in place of the Toolbox of the Month topic each quarter. The completed checklists are documented the same way as monthly toolbox training. Additional toolbox topics are also available on the Advisor and in handbook format. These topics are used by the supervisor to either supplement the Toolbox of the Month, or to provide training on an as needed basis based on the type of work being performed, the environment, and/or customer requirements.

- **Non-routine Hazardous Task Training:** Our employees who perform non-routine hazardous tasks (fall protection, confined space, scaffolding, etc.) receive training that identifies the specific hazards/risks, the required safety equipment and personal protective equipment (PPE), and their use and limitations. The training will also include the safe work procedures required to perform tasks in a safe manner.

- **Environmental Training:** This is provided on a project-specific basis in accordance with the nature and needs associated with the project.

7.5 Health and Safety Organization

Johnson Controls employs dedicated Health and Safety professionals around the world. Each Business Unit maintains a Health and Safety organization and management structure designed to support its Health and Safety efforts. At the site, plant or branch level, the company employs environmental, and health and safety (EHS) specialists, combining both functions into a single role. The corporate Health and Safety team drives the company's strategic Health and Safety initiatives in close collaboration with the business unit Health and Safety leads. Enterprise-wide standards and programs are established in collaboration with the business unit health and safety leaders.

7.6 Safety Communications

Our commitment to safety is visible through our **BE SAFE.** campaign, which reinforces key safety messages and acknowledges the employees' efforts in working injury-free. As part of this campaign, employees share safety success stories about how they live safely on and off the job, through Safety Show & Tell. Additional communication tools keep safety top of mind and facilitate the safety processes:

- **Safety Nation - Newsletter:** Created on a monthly basis, this two-page, easy-to-read newsletter is a quick and informative read about safety within the Systems & Services North America organization.
- **Service Safety Mobile App:** In addition to personal protective equipment and training, we see technology as a tool our employees can use to be safe on each customer site. Our mobile app ensures

our technicians/mechanics meet Johnson Controls' safety requirements, including daily completion of a pre-job hazard assessment checklist. Technicians submit their pre-job checklist form through the Service Safety App.

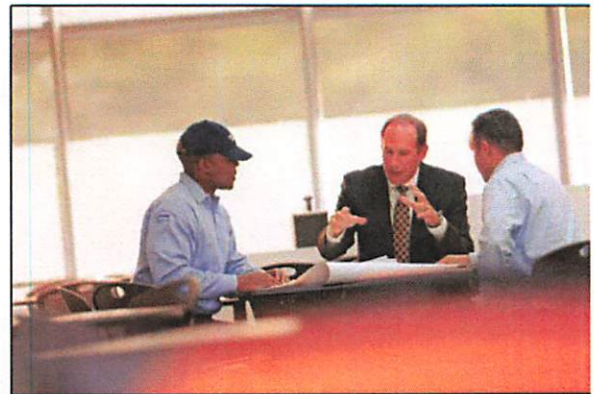
Formal safety plan communication is conducted at Safety Committee meetings held twice a year at each of our regional locations. Attendees include the Regional Manager, Regional Service and Installation Personnel, and Regional Sales Managers, along with the Regional and location Safety Coordinators, and a member of our Safety and Health team from Milwaukee, Wisconsin. These regular meetings are a forum to deploy the latest Group safety program and training materials such as training programs, manuals, handbooks, and internally produced videos that provide each Region with a step-by-step process to implement and maintain their safety programs. Additionally, the most recent safety and injury trends are reviewed with the committee, along with the Region's standings on the business unit metric.

7.7 COVID-19 Pandemic Plan

Johnson Controls is committed to the health and safety of all employees, customers, partners and the communities we serve. We have worked diligently during the COVID-19 pandemic to ensure the health and safety of our employees and customers while offering continued customer support. We immediately implemented local and regional contingency plans and continue to monitor the pandemic situation to ensure we are prepared to manage the impact of the virus on our business and our customers. We have enacted numerous safety precautions, including increased sanitation practices, physical distancing, mandatory face coverings, contact tracing and risk assessment procedures. We have provided

our field personnel with training and checklists to ensure their awareness and adherence to safety measures. Similarly, for our customers, we continue to serve their business needs with solutions to lessen the impact and enhance their response to the impact of COVID-19.

As the COVID-19 situation continues to evolve, it is important to be prepared to manage the impact of the pandemic. Therefore, we implemented a comprehensive Pandemic Safety Plan to guide employees in responding to, recovering and resuming operations during a serious event, such as COVID-19. This plan covers key personnel, resources, services and actions required to effectively continue critical business processes and operations. Items from the plan may be requested by customers to verify that Johnson Controls understands the health and safety requirements of the given work. The Pandemic Safety Plan is intended to address both short-term and extended business disruptions. Johnson Controls employees will follow the CDC guidelines on what to do to protect themselves. Employees



Our Personnel Receive Extensive Safety Training.

will follow the CDC guidelines on "Steps to Help Prevent the Spread of COVID-19 If You Are Sick."

The Johnson Controls On-Site Project Manager will coordinate all COVID-19/Coronavirus related activities. The On-Site Project Manager will also develop a staffing and resource plan to address a potential reduction in services due to the COVID-19 pandemic outbreak. Included in this plan will be steps to continue business operations and service as required per contract.

Global Environment, Health & Safety [EHS] Policy*

RELEASED JAN. 2021

At Johnson Controls, our Customer Promise is to advance the safety, comfort and intelligence of spaces and places to power our customers' missions. From optimizing building performance to improving safety and enhancing comfort, we drive the outcomes that matter most. We conduct our business in a way that is protective of the health, safety and wellbeing of our people, those working on our behalf, our customers, our shareholders, the environment and the communities in which we operate.

OPERATING PRINCIPLES

- We conduct our operations with the belief that all incidents are preventable.
- We believe our leaders, managers, supervisors and employees are responsible and accountable for our Environmental, Health and Safety (EHS) culture, behaviour and performance.
- We consult with our employees on EHS topics, to ensure we embed a Zero Harm culture across the organization.
- We identify and prioritize EHS requirements arising from our business activities, products and services; we establish processes to assess, monitor, communicate and train employees on hazards and risks, and determine effective control methods to reduce impacts to people and the environment.
- We are committed to adhere to applicable EHS compliance obligations and internal standards.
- We are committed to continual improvement and the use of EHS management systems which are routinely assessed for effectiveness and revised as necessary.
- We set EHS goals and objectives, monitor performance and report our progress in an open and transparent manner.
- We strive to integrate sound EHS design principles and practices into our material supply, products, processes and services to support our customers' and suppliers' EHS goals and initiatives.
- We are committed to actively preventing occupational illnesses and injuries, to environmental protection, conservation of energy, water and raw materials, pollution prevention and greenhouse gas emission and waste reductions.
- We engage with our communities, stakeholders and shareholders and are committed to being a good neighbor and partner.
- We invest appropriate resources, tools and technology to support our company EHS vision and goals.
- We expect Johnson Controls employees to conduct their daily activities in a manner consistent with these operating principles.

Our signatures below demonstrate our personal commitment to this global policy.



George Oliver
Chairman & CEO



John Perkins
Vice President, EHS

*This policy covers all aspects of the business under operational control of Johnson Controls, including joint ventures, with a controlling interest of 51% or greater, and vendors or contractors. All Johnson Controls employees and contractors are responsible for understanding, promoting and implementing this policy and following our operating principles.

8. Proof of Insurance

We understand the RFP requires the following:

Insurance Requirements

The selected vendor shall procure and maintain for the duration of this engagement the following insurance policies with coverage for occurrences and claims that may arise from or in connection with the performance of the obligations of contractor, its agents, employees, and representatives:

- *Workers' Compensation Insurance with statutory limits of liability and minimum Employer's Liability limits of Five Million Dollars (\$5,000,000).*
- *Comprehensive General Liability Insurance with a minimum of Two Million Dollars (\$2,000,000) combined single limit per occurrence bodily injury and property damage*
- *Errors and Omissions Insurance with limits of One Million Dollars per claim (\$1,000,000) and Five Million Dollars in the aggregate (\$5,000,000).*

All insurance policies required by this agreement shall be endorsed to state that coverage shall not be suspended, voiced, or canceled by either party, or reduced in coverage or limits, except after thirty (30) days prior written notice by certified mail has been given to City of Hyattsville.

JC can comply as required. Johnson Controls operates in more than 150 countries around the globe with historical revenues over \$24,000,000,000 annually. Johnson Controls purchases insurance that complies with all applicable regulations, laws, customs, and practices for all US states, territories, possessions, along with most countries in the world. The limits and types of insurance Johnson Controls purchases are in accordance with companies of comparable size.

A copy of our Accord insurance certificate will be provided upon award of project.

9. Legal Issues

We understand the RFP requires the following:

Describe any lawsuits, arbitration proceedings or other judicial, administrative or regulatory proceedings, investigations or settlements relating to the business activities of the vendor, its individual principals, directors, or affiliates over the past 10 years.

Johnson Controls has been in business for over 100 years. Accordingly, our company has been involved in the usual amount of litigation and claims one would expect from businesses of their size in their industries. Johnson Controls is unaware of any matter that would materially affect its ability to perform under this contract.