

AMERICAN GUARD SERVICES, INC.



Submitted to:
City of Rialto
(Electronic Submittal)



Submitted by:
American Guard Services, Inc.
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**Response to Request for Proposal
#22-007
Security Guard and Patrol Services**



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TAB 1 – Proposal Letter

The Proposal Letter, Completed Signature authorization and Addenda Acknowledgment (included as Attachment A) must be signed by a person or persons authorized to legally bind the firm to the proposed contract with the City. The firm shall sign and certify the required Debarment and Suspension Certificate (included as Attachment B), and include with Tab 1.

Please see the attached.

PROPOSAL LETTER**PROPOSAL TO: CITY OF RIALTO, CALIFORNIA**

The undersigned firm proposes and agrees, if this Proposal is accepted, to enter into an Agreement with the City in the form included in the Request for Proposals ("RFP") Documents, to perform the requested services (the "Work") as specified or indicated in said RFP Documents entitled:

**REQUEST FOR PROPOSALS (RFP) 22-007
SECURITY GUARD AND PATROL SERVICES**

The undersigned firm accepts all of the terms and conditions of the RFP Documents. This Proposal will remain open for 120 calendar days from the due date for Proposals, and the undersigned firm will enter into an Agreement within the time and in the manner required in the RFP Documents.

The undersigned firm has familiarized itself with the nature and extent of the RFP Documents, the Work, the site, the locality where the Work is to be performed, the legal requirements (federal, state, and local laws, ordinances, rules, and regulations), and the conditions affecting cost, progress, or performance of the Work, and has made such independent investigations as the undersigned firm deems necessary.

In conformance with the current statutory requirements of California Labor Code Section 1860, et seq., the undersigned firm confirms the following as its certification:

I am aware of the provisions of Section 3700 of the Labor Code, which require every employer to be insured against liability for worker's compensation, or to undertake self-insurance in accordance with the provisions, before commencing the performance of the Work of this Contract.

To all the foregoing, the undersigned firm further agrees to complete the Work required under the RFP Documents, and to accept in full payment therefor the hourly rates identified in the Proposal Pricing Form submitted herewith.

SPECIAL ACKNOWLEDGEMENT: The hourly rates identified in the Proposal Pricing Form identify and commit the undersigned firm to a "Firm Fixed Price" cost, and all other incidental or additional costs required to complete the Work as identified in the RFP Documents. The hourly rates are inclusive of all other costs, (including overtime, holiday pay, or special pay), including payment for all materials, supplies, labor, vehicles, equipment, and ancillary costs required to complete the Work.

Dated: 11/10/2021

Firm: American Guard Services, Inc.

By:

(Signature)

Title: Executive Vice President

LENGTH OF CONTRACT

In submitting a Proposal hereunder, the firm acknowledges the following:

The Initial Contract Period shall be effective on February 1, 2022, through June 30, 2023. The Contract Period may be extended by the City for up to four (4) consecutive one (1) year optional renewal periods under the terms and conditions of the original contract. Should the City elect to exercise the option to extend this agreement for an additional one (1) year period, the Parties shall negotiate pricing for such period prior to commencement of the additional one year period. Negotiated price increasing during the additional one (1) year period shall not exceed the percentage change in the United States Bureau of Labor Statistics Consumer Price Index "All Urban Consumers for Los Angeles, Riverside and Orange County, CA" (CPI) for the most recent twelve months for which statistics are available. This method of price negotiation shall apply to each extension period exercised." Option years shall become effective only upon issuance by the City of a duly executed Contract Amendment.

The City retains the right to exercise option year renewals at its sole discretion. Option year one, if exercised, shall be effective July 1, 2023, through June 30, 2024. Option year two, if exercised, shall be effective July 1, 2024, through June 30, 2025. Option year three, if exercised, shall be effective July 1, 2025, through June 30, 2026. Option year four, if exercised, shall be effective July 1, 2025, through June 30, 2026.

**CITY OF RIALTO
REQUEST FOR PROPOSAL #22-007
PROPOSER SIGNATURE DECLARATION**

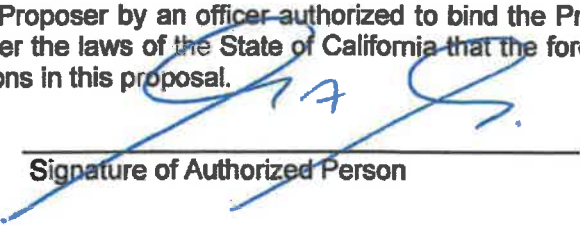
The undersigned hereby offers and agrees to furnish the goods and services in compliance with all the service level requirements, instructions, specifications, and any amendments contained in this RFP document and any written exceptions in the offer accepted by the City.

This proposal is genuine, and not sham or collusive, nor made in the interest or on behalf of any person not herein named; the Proposer has not directly or indirectly induced or solicited any other Proposer to put in a sham proposal, or any other person, firm, or corporation to refrain from submitting a proposal; and the Proposer has not in any manner sought by collusion to secure for themselves an advantage over any other Proposer.

Each proposal must be signed on behalf of the Proposer by an officer authorized to bind the Proposer to the proposal. I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct, and I agree to the terms and conditions in this proposal.

American Guard Services, Inc.

Company Name


Signature of Authorized Person

1125 W 190th Street

Address

Gerald A. Gregory

Printed Name

Los Angeles

CA

90248

City

State

Zip Code

Executive Vice President

Title

Per the Solicitation, AGS shall procure a City of Rialto business license prior to contract start (within six working days of notification of award)

11/10/2021

Date

City of Rialto

License Number

The Proposer hereby acknowledges receipt of and agrees this submittal is based on the RFP and the following addenda. Failure to indicate receipt of addenda may result in the Proposer being rejected as non-responsive.

ADDENDUM # 1 DATED 10/21/2021

ADDENDUM # 2 DATED 11/08/2021

ADDENDUM # 3 DATED 11/12/2021

ADDENDUM # _____ DATED _____

(If additional addenda are issued, attach a complete listing of these addenda when submitting this Proposal.)

No Proposal

In order to help us improve our internal processes and become a better customer, if you are not submitting a Proposal, please state the reason(s) why and return this page to the Purchasing Manager.

**REQUESTS FOR PROPOSALS (RFP) #22-007
SECURITY GUARD AND PATROL SERVICES**

DEBARMENT AND SUSPENSION CERTIFICATION

TITLE 49, CODE OF FEDERAL REGULATIONS, PART 29

The Firm, under penalty of perjury, certifies that, except as noted below, he/she or any other person associated therewith in the capacity of owner, partner, director, officer, and manager:

- Is not currently under suspension, debarment, voluntary exclusion, or determination of ineligibility by any federal agency;
- Has not been suspended, debarred, voluntarily excluded or determined ineligible by any federal agency within the past 3 years;
- Does not have a proposed debarment pending; and
- Has not been indicted, convicted, or had a civil judgment rendered against it by a court of competent jurisdiction in any matter involving fraud or official misconduct within the past 3 years.

If there are any exceptions to this certification, insert the exceptions in the following space.

Exceptions will not necessarily result in denial of award but will be considered in determining Proposer responsibility. For any exception noted above, indicate below to whom it applies, initiating agency, and dates of action.

Notes: Providing false information may result in criminal prosecution or administrative sanctions.

Firm Name: American Guard Services, Inc.

11/10/2021

(Date)



(Signature)

Gerald A. Gregory/ Executive Vice President

(Name & Title)

TAB 2 – Approach and Understanding

This section of the firm's Proposal should demonstrate to the City the firm's approach to delivering the requested services, and why the firm's approach is the most effective of any other firm. The firm shall include responses to all of the evaluation criteria outlined in Section A of the Evaluation Criteria.

SECTION A: APPROACH AND UNDERSTANDING

A.1 Provide a thorough description demonstrating an understanding of the Scope of Work and its components.

American Guard Services, Inc. (AGS) understands that the City of Rialto (City) is seeking security guard and patrol services of various City facilities and at City parks from highly qualified and appropriately licensed Private Patrol Operators or Qualified Manager firms.

Specifically, the City requires the following from its selected Security Firm(s):

- ❖ Security guard and patrol services at the highest industry standards by integrating innovative and progressive techniques and to follow the objectives as set forth in the City's specifications.
- ❖ All labor, vehicles, equipment, materials, tools, services, and special skills required to perform the security guard and patrol services as set forth in the City's specification and in keeping with the highest standards of quality and performance.
- ❖ Routine patrol and inspection of specified City facilities and City parks, with all required security guard and patrol services to be provided as more thoroughly described in the City's specifications.

Per the above summary, the City is seeking excellence through the security approach implemented and adherence to the City's standards; the City is seeking excellence through the labor and material resources utilized to execute the Scope of Work; and the City is seeking excellence through the thoroughness and efficiency of security guard and patrol services employed.

To this end, AGS and our security personnel will accomplish the following:

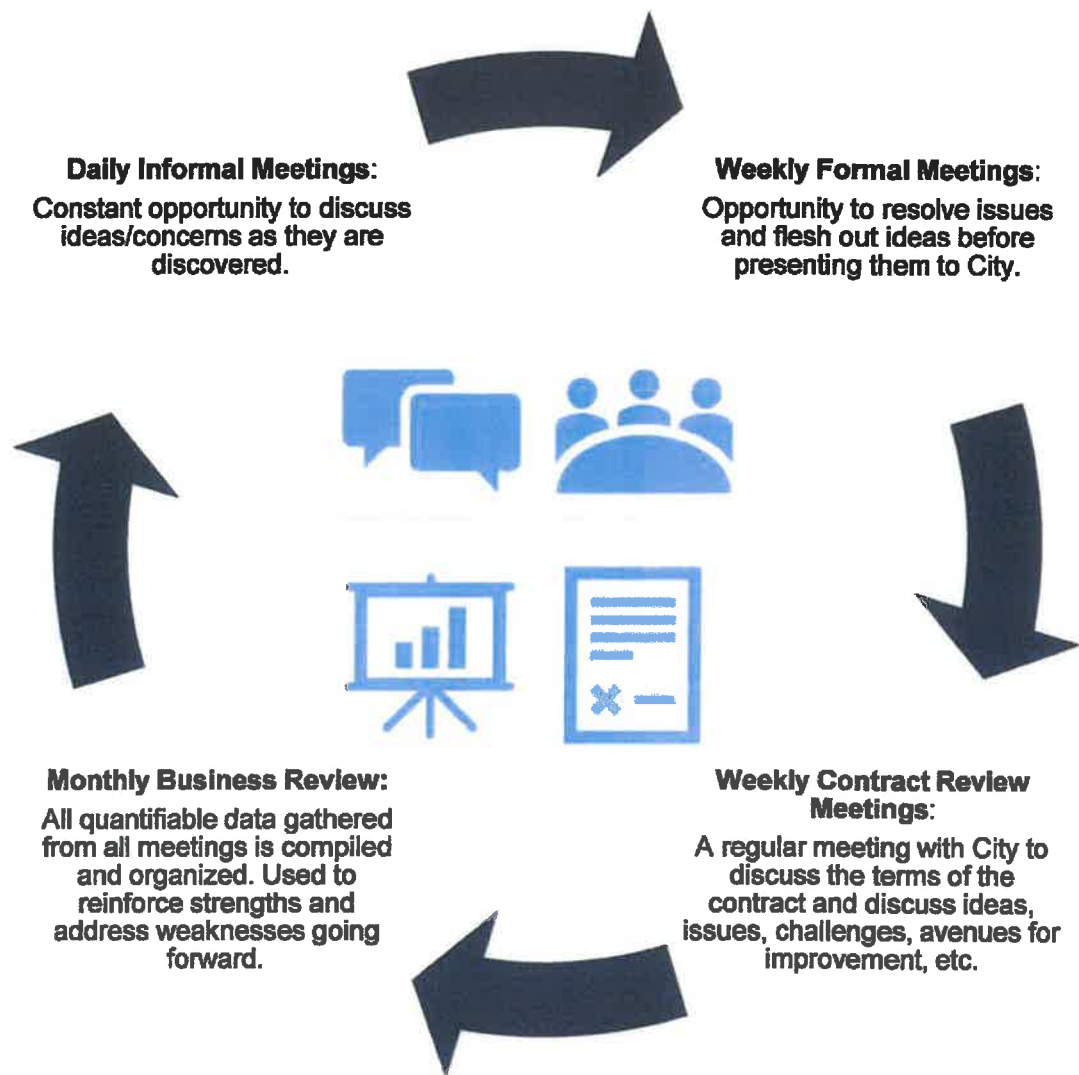
- ❖ Provide all tools, equipment, resources, and labor necessary to maintain proper security measures at all times during on-site hours
- ❖ Ensure that facilities are secure (doors and windows)
- ❖ Inspect the properties (make rounds)
- ❖ Log events such as loitering and vandalism
- ❖ Provide a program of comprehensive security coverage by providing sufficient and qualified employees to perform these services
- ❖ Be in full compliance with Federal, State, and local laws including the Rialto Municipal Code
- ❖ Provide physical and other related security deterrence
- ❖ Enforce laws, rules and regulations for the protection and security of City property and to maintain a safe environment
- ❖ Maintain high visibility

- ❖ Answer routine questions
- ❖ Provide directions and handle problems (incidents, criminal acts, etc.)
- ❖ Conduct high visibility patrols of City Facilities, various sites, including parking areas (patrolling areas hourly throughout each shift)
- ❖ Investigate unusual or suspicious conditions (vehicle, people, etc.) and report findings to law enforcement as necessary
- ❖ Randomize patrol routes to eliminate predictability
- ❖ Immediately respond to any alarm call, physically inspect the City Facility, and determine the nature of and reason for the triggered alarm
- ❖ Coordinate with the Rialto Police Department as necessary
- ❖ For Metrolink, AGS will schedule Security Officer patrol routes to coincide with the arrival and departure of Metrolink trains
- ❖ Provide Security Officers for emergency situations within a two (2) hour response time after notification by the City
- ❖ Ensure Security Officers have a minimum of 8 hours off duty between tours on this contract, except in emergency situations, to assure the City receives an alert Security Officer service
- ❖ Evaluate, recruit, screen, supervise, and train personnel
- ❖ Evaluate and provide adequate field supervision to ensure officers arrive at assigned post on time, fit for duty, in proper uniform, and properly trained and oriented and perform their duties throughout their assigned shift
- ❖ Provide at a minimum of three (3) flex officers at all times assigned to work the City account to fill in for other officers while they are on vacation, sick, military leave, jury duty, etc.
- ❖ Perform all other tasks necessary to accomplish the Scope of Work

A.2 Describe how the Scope of Work will be implemented and monitored.
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Meetings

Consistently and regularly meeting with City is integral to keep both parties up-to-date on all information concerning the contract. To ensure this, our project team employs the following cycle of meetings:



Daily Informal Meetings

Given the communicational proximity of our team, we can ensure that every team member is constantly informed on any issues, concerns, or areas of improvement for the contract.



Through phone, email, video chat, and face-to-face correspondence, our team members can always meet when the need arises to discuss something pressing, and the team often will meet daily to discuss a client's contract regardless of any pressing issues.

This constant communication affords the client the peace of mind of knowing that our team is always thinking about ways to improve on their service experience.

Weekly Formal Meetings

Once a week, project team members will convene for a dedicated meeting. Contract topics discussed in daily correspondence can be expanded and focused on to be resolved or prepared for presentation to the client.



Regardless of whether an issue is resolved or not in these meetings, the client will be made aware of any issues that arose and, if applicable, the path taken to resolve it.

Contract Review Meetings

AGS always endeavors to keep the client up-to-date on all matters concerning their contract. Accordingly, we will hold weekly “contract review” meetings in which we will discuss the progress of the contract as well as any potential avenues for improvement for the client.



Monthly Business Review

The quantifiable data from all previous meetings of the month will be compiled into a **Monthly Business Review**, which will include data relevant to the operations of this contract.



Cyclical Nature of Meetings

The cyclical nature of our meetings ensures that all parties are always up-to-date on all issues and is intended to build trust between our company and the client through availability, consistency, and stability.



Five-Step Employment Plan

AGS has over 24 years of experience providing security officer services in both the government and private sectors. AGS’s client-first approach is present in all aspects of our services, including the type of officers we employ. We recognize that our officers must be as varied as our client base, and it is reflected in our recruitment, training, and placement of our officers. For example, AGS officers that work in retail have a different skillset than AGS officers that work in government facilities, and we would never put a retail officer on a post in a government facility. AGS understands that each officer needs to be trained to properly service the clientele they are assigned to protect. From the recruitment to training stages, we have our client’s best interests in mind.

AGS understands that at the heart of this contract is the competence, reliability, and trustworthiness of its security professionals. Accordingly, AGS goes through many stages, including rigorous and selective screening and vetting, in order to guarantee the most competent, reliable, and trustworthy security personnel that are qualified and licensed to carry out their duties.

Step One: Recruitment

We will recruit potential candidates by running advertisements on various online platforms, allowing us to reach the largest number of candidates possible at little to no overhead cost, leading to cost savings for City.

Also, online recruitment will lessen environmental impact by reducing paper and plastic waste.

Step Two: Screening

Given how important proper character and temperament are to being a security officer, we maintain a strict and rigorous screening process that is comprised of three stages, each of which screens various aspects of our applicants. Screening occurs in three stages:

1. Automated Screening

Aspects Screened/Vetted: Qualifications/Licenses/Education/Experience

Using a proprietary software, we will create an online checklist comprised of both City's and AGS's required qualifications for candidates, which will be checked against all incoming job applications. Inadequate and incomplete applications will be screened out, and qualified applications will be saved to a short list.

Automated screening can also be done continuously 24/7 without human assistance, which saves AGS time and money, allowing us to give City our best price.

2. In-Person Assessments

Aspects Screened/Vetted: Character/Temperament/Personality

We will contact all short-listed candidates to come in for an interview with AGS employees from multiple departments, including the recruiter, a Human Resources representative, and the scheduler.

The purpose of such an intense review process is to screen out not only unqualified candidates, but those that may become troublesome further along in their employment. This will reflect in our work with City—we endeavor to assign only the most courteous and competent officers to City's sites, and a thorough in-person assessment will help us do just that.

3. Background Checks & Verification

Aspects Screened/Vetted: Honesty/Trustworthiness/Credibility

We will also conduct background checks on qualified candidates to check for any automatic disqualifications such as felonies, DUIs, dishonorable discharges, crimes of violence, unlawful sexual behavior, acts of domestic violence, any crime of child abuse, and any misdemeanors or felony crimes of moral turpitude. We will use state and federal databases (e.g., FBI, DOJ, etc.) to assist in our background checks. We will make all information found in our background checks available to City.

Background checks will be conducted through an independent background check and will also include the following:

- ❖ Social Security Number Trace
- ❖ Federal Criminal Records
- ❖ State Criminal Records

- ❖ Criminal Records from other States if the employee disclosed, or the background check identifies, that the employee lived in another state in the last seven years
 - ❖ National Sexual Offender Registry Search
 - ❖ Fingerprint check by the Department of Justice
 - ❖ Minimum inquiry of all previous employers during the past five (5) years
 - ❖ Driving record history
 - ❖ Military discharge records (if applicable)
- We will also conduct a series of tests prior to employment, which may include:
- ❖ Physical Examination/Testing
 - ❖ Drug Urinalysis Testing
 - ❖ E-Verify

Step Three: Hiring

We will offer employment to all qualified candidates that pass all three stages of screening. Upon hiring, all employees must attend orientation that includes sexual harassment training.

AGS's Dedication to Equal Opportunity Employment

AGS is dedicated to offering employment fairly to all individuals, and we have policies in place to reinforce this.

Non-Discrimination

AGS has zero tolerance for discrimination against any employee or any applicant for employment because of age, race, religion, color, handicap, sex, physical condition, developmental disability, sexual orientation or national origin. This policy shall be enforced in all aspects of personnel interaction, including but not limited to the following: recruitment and employment, promotion, demotion, transfer, compensation, selection for training including apprenticeship, layoff and termination.

Equal Opportunity

AGS intends to offer equal opportunity to veterans, the handicapped, and the disabled. We will also reasonably accommodate religious observances and practices when this can be done without undue hardship on the conduct of our business.

To implement these policies, AGS and its officials will continue to carry out our commitments to:

- ❖ **Recruit, hire, train and promote persons in all job classifications without regard to race, sex, color, religion, national origin, age sexual orientation, veteran status, and/or handicap.**
- ❖ **Base decisions on employment to further the principle of equal employment opportunity.**
- ❖ **Ensure that all personnel actions (including, but not limited to compensation, benefits, transfers, layoffs, retire from layoffs, or return from disability or pregnancy leave) are administered equally.**
- ❖ **Ensure that promotion decisions are in accord with principles of equal employment opportunity by presenting valid requirements for promotion.**

Step Four: Training

All AGS employees are subject to the following types of training:

Type	Timeframe	Description
Initial Training	Before assignment	AGS provides all security officers with comprehensive pre-assignment training, which is necessary to familiarize Officers with the normal protocols. Training will include the following: ❖ Security Officer instruction as mandated by the State of California ❖ Patrol Procedures ❖ Basic, Intermediate, and Advanced Report Writing ❖ Observation and Incident Reporting ❖ Security Awareness ❖ Legal Aspects of Private Security ❖ Security Officer Conduct ❖ Principles of Radio Communications ❖ Principles of Access Control ❖ Principles of Safeguarding Sensitive Security Information ❖ Emergency Response Procedures ❖ Life Safety Awareness ❖ Workplace Violence ❖ Sexual Harassment ❖ Discrimination ❖ Diversity ❖ Conflict Resolution Awareness (i.e., unruly citizens, dealing with difficult and hostile people, etc. ❖ Traffic Control (Parking Lot and City Street) ❖ Parking Lot Security ❖ Crowd Control ❖ Terrorism (Recognition, Response, and Recovery) ❖ Responding to Bomb Threats ❖ Responding to Natural Disasters ❖ Crisis Management ❖ Motor Vehicle and Defensive Driving Training ❖ Heat Illness Prevention and Response ❖ Cardiopulmonary Resuscitation (Adult, Child, and Infant) (CPR) and Automatic External Defibrillator (AED) certification (proof of current certification required)

		❖ First Aid (proof of current certification required) ❖ Site Specific Training (as outlined in Post Orders and defined by the City) ❖ Health and Safety Training ❖ Safety & Security Procedures/Policies
Site-Specific Training	Before assignment	AGS will be create a customized training program for officers assigned to the City. Historically, AGS has asked for either collaboration or approval of all our training programs to ensure they meet client expectations and specifications. All officers must have on-the-job training at a minimum of 24 hours.
Annual Retraining and Recertification	As needed	Retraining and recertification will occur as needed and in consideration of task changes. For example, an officer moved from a roving patrol post to a fixed post will be given additional customer service training. AGS will keep all certifications and licenses current.
Training Gap Analysis	Regularly	A training gap analysis ensures that all officers continue to meet ours and the client's standards. We work with our clients to identify and address these gaps (using Training Gap Analysis)—which are often understood in the following categories: ❖ General Job-Related Training ❖ Human Interaction/Customer Service ❖ Post Order Compliance ❖ Communications ❖ Emergency Response

Step Five: Staffing

To properly staff City's contract and comply with all requirements of its security personnel, we will ensure that all officers assigned will be appropriate for the contract by utilizing a checklist of City's requirements. Officers must fulfill all checklist items before being considered for assignment to this contract.

Requirement	Met?
Read, write accurate, clear, and legible reports speak and understand the English Language, and additional Spanish language skills are desirable. Specifically, assigned personnel shall be able to report emergencies to 911 and the City's authorized representative. Assigned personnel must be able to read and understand all post orders, the City's policies and procedures, and posted warning and danger signs of potential hazards and safety instructions.	✓

Have the necessary public relations skills to deal with employees (Security Contractor & the City) and customers in a professional, courteous, businesslike manner.	✓
Understand written and oral rules and regulations and apply them in a tactful and non-confrontational manner.	✓
Must possess either a high school diploma or a General Equivalency Diploma and have 1½ years of prior security experience or have worked in a related field. The minimum age for security officers assigned to the City is 21 years old.	✓
Maintain poise and self-control under stress. Security officer must be able to think and act quickly and effectively in emergency situations.	✓
Must be mentally alert and capable of exercising good judgment, implementing instructions, and assimilating necessary specialized training. Emotional and mental stability are essential since duties normally require contact with public and quick action under emergency situations.	✓
Must be able to stand on their feet for extended periods of time, maneuver stairs and other physically demanding terrain at the site as regular duties. Security Officers must make all building rounds/tours as assigned by the City's authorized representative.	✓
Refrain from fraternization with Agency employees while on or off duty. This includes but not limited to dating, emails, or other means of communications (i.e. Social Media – Facebook, Twitter, etc.).	✓
Possess and carry in their possession while on duty a valid California Driver's License issued by the State of California Department of Motor Vehicles.	✓
Recognize the confidential nature of the information associated with this work.	✓
Be a graduate of a state of California certified security officer/guard training program.	✓
Have appropriate licenses issued by the California Department of Consumer Affairs – Bureau of Security and Investigative Services.	✓
Have certification to carry Oleoresin Capsicum (OC) and handcuffs. Security Personnel who are armed shall have all required licenses from BSIS. Security Guards shall possess all required certifications and licenses at all times while on duty.	✓
Security Guards shall possess all necessary certificates and permits required by the state of California and San Bernardino County.	✓
Possess current First Aid, CPR, and AED certification cards. Certification as an Emergency Medical Technician level (EMT-1) may substitute for the first aid requirement.	✓
Security Officers must be fully capable of performing work requirements moderate to arduous physical exertion under either normal or emergency conditions. Security Officers will possess a good distance vision in each eye corrected to 20/30. They will have normal field of vision, good depth perception, and the ability to distinguish basic colors. Any hearing loss may not exceed thirty (30) decibels in both ears or 35 decibels in the poorer ear.	✓

An example checklist used to verify assignment compliance.

In addition, we will address any concerns brought up by City's stakeholders during the transition period (e.g., locality to site, behavioral concerns, etc.) and staff appropriately.

We recognize City's right to remove any guard who does not meet the proper standards for customer service and performance.

Consistent Coverage Plan

AGS understands that gaps in security coverage can occur at any time including a no call or a no show, opening up security vulnerabilities and causing worry and anxiety for the client. Fortunately, we plan for emergency coverage before it is needed and have ample resources at the ready for emergency and additional coverage. Through this Consistent Coverage Plan, AGS fills these gaps and ensures the client both continuous security coverage and peace of mind.

We can provide this same peace of mind to the City through our Consistent Coverage plan, and can fulfill the following requests and more:

- ❖ *Back-filling requests*
- ❖ *Emergency service requests*
- ❖ *Expansion of service requests*
- ❖ *Additional coverage requests*

Flex-Force Officers—To guarantee a breakless continuity of quality coverage, we keep a reserve of local Flex-Force Officers who have also been trained at the City's sites and thus are already familiar with their tasks and duties.

Roving Supervisors—To immediately address coverage gaps (e.g., from a no call or no show), we have roving supervisors on duty during all coverage hours to be available as a temporary replacement while a Flex-Force Officer is en route.

24/7 National Dispatch Center—AGS can handle emergency requests immediately through our 24/7 National Dispatch Center, which is active twenty-four hours a day, seven days a week. Dispatchers are trained to be friendly, helpful, and understanding in times of emergency.

Automated Scheduling—AGS can be alerted to gaps in coverage caused by sick leave, vacation time, etc. through our automated scheduling system, MITC.

Rapid Response Team—Rapid Response Team is a group of Security Officers and Supervisors who receive training at every client location as well as specialized training that enables them to respond to emergency situations or any additional event requirements such as special events.

Procedure to Resolve Unforeseen Gaps in Coverage

If for any reason a post is left uncovered, the following plan will be followed:

- ❖ **Late Officer Procedure:** If an officer fails to clock in on time, an alert is sent to his/her direct supervisor via cell phone.

- ❖ **No Show Officer Procedure:** If an Officer fails to show up for a designated shift, a AGS supervisor will immediately relocate to cover the shift until an adequate replacement is found.
- ❖ **Absent Officer Procedure:** AGS maintains an adequate pool of backup Officers (“Flex-Force Officers”) who can be utilized to cover an Officer’s expected absence (e.g., illness, vacation).
- ❖ **Emergency Request Procedure:** “Flex-Force,” Rapid Response Team., and Roving Supervisors can all be utilized to cover unexpected/ emergency requests.

These processes ensures that at no time is the post left uncovered for an extensive length.

Rapid Response Team

- ❖ As a nationwide company, we prepare in advance to deal with all types of incident related emergencies. Our Rapid Response Team embodies our dedication to this type of preparation
- ❖ All Security Officers are CPR, First Aid, and AED certified and receive Active Shooter training
- ❖ Each state has their own Rapid Response Team assigned to it. Our Rapid Response Team receives specialized training to handle all sorts of emergency issues; they have proven success in handling emergency issues. They were specifically effective putting programs in place to keep operations running in states/areas that were heavily affected by COVID-19. In these cases, we use Rapid Response Teams from other states/geographical areas to assist



Monitoring Plan

As experts in the surveillance and monitoring fields, we are well aware that monitoring is most effective when implemented from multiple angles. Our monitoring plan to ensure the quality performance will utilize a diverse range of physical and virtual capabilities, including the following:

- ❖ **On-Site Inspections:** Supervisors and managers will conduct physical surveys of Customer sites and posts while guards are on-duty, at both random and scheduled intervals. In addition, on-site inspections will include “penetration testing” designed to evaluate the effectiveness of access control measures.

- ❖ **GPS Guard Tracking:** AGS uses a web-based application called Field Force Manager which allows us to track the physical location of guards via “Geofencing” to monitor their presence at posts when on-duty. This is primarily our means of ensuring continuous coverage. Through Field Force Manager, we can even implement mandatory “selfie check-ins” for guards at post.
- ❖ **24-Hour Communications and Dispatch Center:** Our multi-million-dollar, State-of-the-Art dispatch center and team of world-class dispatchers can monitor sites remotely; in addition, our corporate management team have direct access to dispatch footage via their personal office desktops, laptops, and even mobile phones, a feature which drastically improves corporate oversight.

Employee Retention and Benefits Plan

To help retain high-quality personnel, we offer the following **benefits package**:

Health, Vision, And Dental Insurance—We offer all employees a customizable insurance plan for which we will pay a monthly stipend. If the employee adds plan benefits that exceed this stipend, the remainder will be deducted from their pay.



No-Cost Tailored Uniforms—We provide all employees with no-cost, tailored uniforms—these are regularly resized as needed to upkeep each guard's professional appearance.



Holiday/Premium Pay—When they are working, we will pay our officers at the holiday or premium rate.



Merit-Based Cash Bonus Program—We award exceptional employees through a merit-based cash bonus program. Eligibility is based on attendance and work performance.



In addition to these benefits, we also offer the following **retention incentives**:

Promote from Within Policy—Rather than continually fill supervisor positions by hiring from outside, AGS endeavors to promote deserving officers to these positions, thus incentivizing retention and continuously developing our security personnel.



Personal and Career Development Opportunities—AGS offers development opportunities to its security personnel by offering webinars, conferences, special training, etc.



Competitive Pay—AGS conducts comprehensive market surveys to ensure our officers are paid the median. This allows us to offer competitive rates and hire based on prior experience and education.



Employee Discipline Plan

Prevention of Misconduct

Most acts of misconduct can be prevented through familiarizing officers with the company, client, and site's policies providing officers with a quick reference document of these policies and reminding officers frequently of these policies.

Initial Orientation—Ensure familiarity with and understanding of AGS and client policies and regulations.

Easy Reference—Provide an easily accessible list of AGS and client policies and regulations for quick reference.

Frequent Reminders—Frequently remind officers of commonly violated regulations (e.g., no smoking, no drug use, no fraternization, etc.)

In general, we follow an escalation matrix of disciplinary procedures. This begins with soft measures such as warnings or demerits. Further misconduct merits a supervisor working closely with the guard to identify root causes of the behavior; in the long term, this increases retention by avoiding termination of guards for fixable issues and by showing the value we place on guards. If behavior fails to improve or worsens, drastic measures such as suspension, re-assignment, or even termination are implemented as last resorts.

We have disciplined officers in the past for filling out reports incorrectly (and with insufficient detail) and not following the company's policy regarding uniforms/appearance. Increased training and remediation-focused action plans with increased supervisory presence helped increase poor performance from those two situations.

Firing a security officer is done via a personalized, face-to-face meeting with their supervisor or manager. Information is kept secure by disallowing access to our servers, their email, etc. once the decision is complete. This is done only in circumstances where all options in our escalation matrix have been exhausted and there is no alternative course of action, or if the severity of the guard's actions warrants immediate termination.

Escalation Matrix

Severity	Example	Consequence
First Offense	Improper wearing of uniform	• Written warning placed in personnel file • Corrective action taken to ensure compliance
Repeated Offenses	Regular inadequate performance of duties	• Extra training/supervision from supervisor • Corrective action taken to ensure compliance
Severe Offense	Offenses that result in direct and malicious breach of contract	• Removal from Assignment/Termination

Uniforms



Above: AGS uniforms are fully customizable to your specifications.

It is important for a private security force to be approachable, so our uniforms are never overly militaristic. Our uniforms are not designed to induce fear or dominance, but rather to project a sense of calmness and security that will invite people to seek guidance from our officers. AGS uniforms are easily distinguishable from local law enforcement to avoid any confusion during incident response. All uniforms come with an officer name tag (first initial and full last name) for easy identification. Uniforms will never be issued without the approval of City.

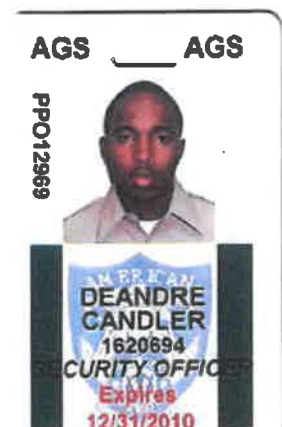
In addition, AGS uniforms are fully customizable and, if awarded, we will issue uniforms that specifically match City's specifications. We provide all employees with 3 sets of no-cost, tailored uniforms—these are regularly resized as needed to upkeep each guard's professional appearance.

Uniform Inspection Program

AGS will perform random and scheduled uniform inspections of all personnel that will be working at the City. Uniform inspections will be done once a shift, pending City approval.

Badges

All officers will be provided with weather-resistant badges that will display their name or identification number, current picture, and the name of our company. They will be worn in full view on the chest.



Quality Assurance Plan

Not only does AGS commit to routine inspections and meetings, but we will implement our time-tested Quality Assurance Plan to ensure that City receives high quality service throughout the entire life of the contract.

AGS's quality control and contract compliance methods have improved our performance in key areas across multiple contracts.

Key Performance Indicator (KPI) Reports

We understand the need for a guaranteed, auditable baseline on the client end. Thus, Key Performance Indicator (KPI) Reports are crucial for tracking performance and providing the client with a clear method of evaluation. The client may tailor KPIs tailored to the metrics that they value most, such as:

- | | |
|--------------------|-------------------------|
| ❖ Billing | ❖ Management Visits |
| ❖ Customer Service | ❖ Resolution |
| ❖ Performance | ❖ Hiring/Screening |
| ❖ Documents | ❖ Training |
| ❖ Post Orders | ❖ Turnover |
| ❖ Improvement | ❖ Post Order Compliance |
| ❖ Responsiveness | ❖ Misconduct |

AGS employs a dedicated, in-house Quality Assurance Team (QAT) to facilitate the KPI process, which consists of a Director, Quality Assurance Coordinators, and Quality Assurance Specialist who will all be involved monthly (pending approval from City).

The QAT Coordinator communicates with client-side representatives and site managers; they send KPI scorecard surveys, solicit feedback, track KPI information, and present KPI scores in our Monthly Business Reviews (MBRs). The QAT Specialist determines our overall performance based on the aggregate averages of all sites; they calculate scores in a neutral and balanced fashion, function as a check to the Coordinator, and add additional recommendations per the QAT head.

Typically, our KPI process for multi-locational contracts use client-side site surveys, which are sent to the client-side liaison for each site in the contract to fill out. They are asked to rate our performance in each KPI on a percentage basis (quantitative feedback), while offering additional commendations and recommendations (qualitative feedback) for a more holistic appraisal.

KPI Scorecard

These KPI scores along with the qualitative feedback are compiled in a report which aggregates our feedback from all sites in the contract. This report is presented to client representatives in our Monthly Business Review (MBRs); if the scores from any site fall below a minimum expectation of service, AGS takes immediate corrective action. As the name suggests, our MBRs are presented monthly; however, we can increase or decrease the frequency of review based on City's needs.

KPI- 2020	Q1	Q2	Q3	Q4
Billing			93.3%	
Customer Service			80%	
Performance			80%	
Documents			80%	
Post Orders			93.3%	
Improvement			93.3%	
Responsiveness			93.3%	
Resolution			86.7%	
Hiring/Screening			96.7%	
Training			98.3%	
Turnover			10%	
Post Order Compliance			100%	
Misconduct			80%	
Management Visits			93.3%	
Total %				

A sample of a KPI scorecard from one of our contracts.

AGS will use this QAT Process to ensure that City is continuously receiving high quality service. We will check in with City directly on a monthly basis to provide updates and receive feedback. Additionally, we will manage our services based on the results from our QAT Process.

The QAT Process

1. The Coordinator sends KPI scorecards/surveys to the client-side site manager and our company's account manager. These surveys not only solicit each manager's score for each KPI, but also additional qualitative feedback regarding commendations and recommendations.
2. The QAT receives feedback from each site manager
3. The Specialist calculates AGS's overall performance based on the average of all sites.
4. The Coordinator presents the overall results in an MBR, which also includes qualitative feedback from each site such as commendations and recommendations.

Dispatching System

AGS has access to a **24/7 National Dispatch Center**, a state-of-the-art, multi-million-dollar facility that allows our executive management and corporate compliance officers a greater degree of connection and oversight. It is manned by a team of the most qualified dispatchers in the nation, hired and trained by our corporate staff. The dispatch center is powered by cutting edge technologies that allow our firm to provide a level of service that is unparalleled in the security industry. Our national dispatch center combines technology and hands-on customer service to provide clients with uninterrupted security guard coverage and an accelerated response time to all other security requests.

Upon award, AGS will provide our 24-hour call center phone number for appropriate random patrol response in a timely manner for 365 days of a year for our employees and for the City to contact in the event of an emergency



AGS's \$2.5 million Dispatch Center available for City 24/7/365 upon award.

[Online Functionality and Remote Access](#)

The Dispatch Center has online functionality and can be remotely accessed; our corporate management team regularly views real-time dispatch center footage from their own office desktops, laptops, or even phones to monitor compliance.

Vehicles



AGS vehicles are distinguishable from law enforcement without sacrificing their professional and authoritative appearance.

AGS vehicles are distinguishable from law enforcement without sacrificing their professional and authoritative appearance.

AGS maintains a fleet of vehicles for the purposes of patrols, checkpoints, etc.

We will utilize brand-new, domestic vehicles to execute City's contract. As we have a national contract with both Ford and Chevrolet, acquiring these vehicles will be quick and efficient. While we currently have over 220 vehicles in our fleet, these vehicles will only be used as "back-up" vehicles for City's contract, and only vehicles that meet City specifications will be utilized.

All vehicles are regularly serviced and inspected to ensure safety and performance. They are also customizable to the City's needs, so they may bear whatever words or symbols may be requested.

AGS's vehicles will be brand new at the start of the contract and properly equipped (AC/Heater, Blue Tooth, etc.). Our vehicles will be replaced when they reach 125,000 miles and/or 3 years of usage; our vehicles will be in compliance with RMC Chapter 9.32; our vehicles will have all desired equipment and capabilities (e.g., Guard Touring/GPS System and yellow scene management tape). Moreover, our vehicles will be fuel efficient (eco-friendly).

Vehicles can also be equipped with flashing yellow lights and a siren, if desired.

To ensure the cleaning and maintenance of patrol vehicles that does not impact security assignments, we will implement reserve vehicles that meet the City's requirements. Our Road Supervisors will service the regular patrol vehicles while the reserve vehicles are used. Once service and maintenance are completed, the vehicles will be swapped once again.

A.3 Describe staffing levels and timeframe necessary for tasks described in the Scope of Work.

Staffing Levels

As there are approximately 510.25 weekly hours for this contract, the minimum staffing levels required amount to thirteen (13) full-time security personnel. Additionally, per the City's specifications, there must be a minimum of three (3) flex officer at all times to work for the City account, which bring the total minimum staffing to sixteen (16) security personnel. This will help ensure that AGS replaces any post that is left vacant unexpectedly within 30 minutes and not charge for time not worked.

Transition Plan

A transition plan is necessary to ensure that City is, first, always informed of how and when it will be receiving security services, and second, always given time to respond to or request any changes to AGS's project approach.

Upon notification of award, we will commence our transition over a period of thirty days, during which we will address any changes and ensure the timely deployment of security services.

Gerald Gregory, AGS's Executive Vice President, will be in charge of a smooth implementation of services. His contact information is as follows:

Address: 1125 W 190th Street, Los Angeles, CA 90248

Phone: (800) 441-1808

Email: igregory@americanguardservices.com

He will be supported by Craig Weissman, AGS's Vice President of Contract Compliance. His contact information is as follows:

Address: 1125 W 190th Street, Los Angeles, CA 90248

Phone: (619) 559-0049

Email: cweissman@americanguardservices.com

Projected Transition Plan Timeline

Task	Week			
	1	2	3	4
On-Site Survey				
Meet with Stakeholders				
Establish Lines of Communication				
Contact Incumbents				
In-Person Review of Employee Candidates				
Finalize Training Programs and Documents				
Initial Orientation/Classroom Training				
Issue Uniforms				
Site-Specific Training				
Work Schedule Developed				

Re-Fit/ Re-Issue Uniforms				
Final Transition Review / Stakeholders Sign-Off				
Weekly Meetings with Stakeholders				

Week 1	On-Site Survey	AGS transition team members will visit each job site and conduct on-site surveys. These site surveys will determine if any sites have critical vulnerabilities. We will consider factors such as the location of restroom facilities, stairways, fire alarms, fire extinguishers, the approximate square footage of the site area in need of coverage, and gaps in the perimeter. Data collected from these surveys will form the basis for our patrol routes.
	Meet with stakeholders	During the On-Site Survey, AGS liaisons/transition team members will meet directly with stakeholders and the security or building manager of the facility. Key topics covered during the initial meeting will include the stakeholders' personal expectations for security officer duties and performance, their areas of concern, common on-site procedures (e.g., locking/unlocking the facility, using their preferred software for administrative functions, etc.), general organization of their large-scale inventories, and any other resources available and pertinent for officers to use in their daily functions. As a product of these meetings, AGS would like to receive a copy of the most current post orders for all job sites. If not, we would like to receive the most current version under development. Post Orders must be approved prior to Week 3.
	Establish Lines of Communication	Once our liaisons have met with the stakeholders, our liaisons will establish direct lines of communication by trading contact information with City's primary and secondary contracts. Additionally, we will give the stakeholders a toll-free number for our national dispatch center.
	Contact Incumbents	If applicable, we will obtain a list of incumbent officers from all job sites who are qualified for retention (in compliance with both City's and AGS's standards). AGS will not contact them prior to the incumbent firm receiving a notice of the transition. Once a notice has been received and the transition plan activates, we will immediately contact these qualified incumbents and offer them their "Right-of-First-

Week 2		Refusal” within the first week. They will be made aware of their new pay and benefits and any other changes in the contract. If they sign on with our team, their information will be recorded and we will have them sign a commitment statement giving them until the second week of transition to change their minds; should they remain in their position past the second week, their assignment will be guaranteed. This ensures a finalized picture of our incumbent retention halfway through transition and prior to the final assignment of security personnel in the third week, while giving us enough time in the early recruiting phases to adapt to any last-minute changes. This process could last until Week 1, 2 or later, depending on the incumbent officer.
	In-Person Review of Employee Candidates	New recruits who have passed our automated employment screening in the pre-transition phase will be called for in-person interviews.
	Finalize Training Programs and Documents	AGS will finalize all documents and programs pertaining to the training and assignment of its security officers, including security manuals, post orders, training programs, quality assurance programs, and assignment details.
Week 3	Keep Stakeholders Informed	AGS will continue to meet with the stakeholders on a regular basis. In these meetings, AGS will inform stakeholders on the status of the transition. In addition, any adjustments or concerns from City may be addressed.
	Initial Orientation/ Classroom Training	All new security officers assigned to this task will attend orientation and classroom-based training off premises. During this time, the incoming officers will learn AGS's training curriculum as well as City-specific courses.
	Issue Uniforms	Uniforms will be issued at no cost to City. Each security officer will receive three complete uniforms. Uniforms will be refit regularly to upkeep our officers' professional appearance.

Week 4	Site-Specific Training	All officers will begin site-specific training under the direction of a supervisor or manager. Training will ensure their knowledge of post orders, understanding of site regulations, and familiarity with the site.
	Work Schedule Developed	The AGS Transition Team will develop and finalize a work schedule for all security officers assigned to the various job sites. The schedule will ensure that all scheduled hours are covered by a security officer. In addition, the schedule will allow for continuous coverage, overlap, meal breaks, etc.
	Re-Fit/ Re-Issue Uniforms	As needed, AGS will refit and reissue uniforms to our security officers. This will ensure that our force will always look professional to both City and the public.
	Final Transition Review / Stakeholders Sign-off	AGS will review the Transition status with the stakeholders on an ongoing basis. As finalization nears, the Transition Team will capture and process any last-minute revisions received from City management. Once the Transition Plan is approved, we will obtain sign-off from all stakeholders. Once finished, AGS will assume complete ownership and control of this task in the fifth week prior to transition start for each individual site.

A.4 Describe what process or system will be used to track and monitor the sites patrolled, the routes patrolled, and the hours worked.

Real-Time Vehicle Supervision/Monitoring (Samsara)

To track and monitor vehicle patrol (site and routes patrolled), AGS uses **Samsara Fleet Management** to ensure that vehicular patrols are consistent, efficient, and contractually compliant. The Samsara CM22 is a high-definition, Internet-connected dash camera, with two dual-facing cameras that simultaneously capture the driver and the road. It will automatically upload footage of accidents, hard braking, distracted driving, and other events of interest.

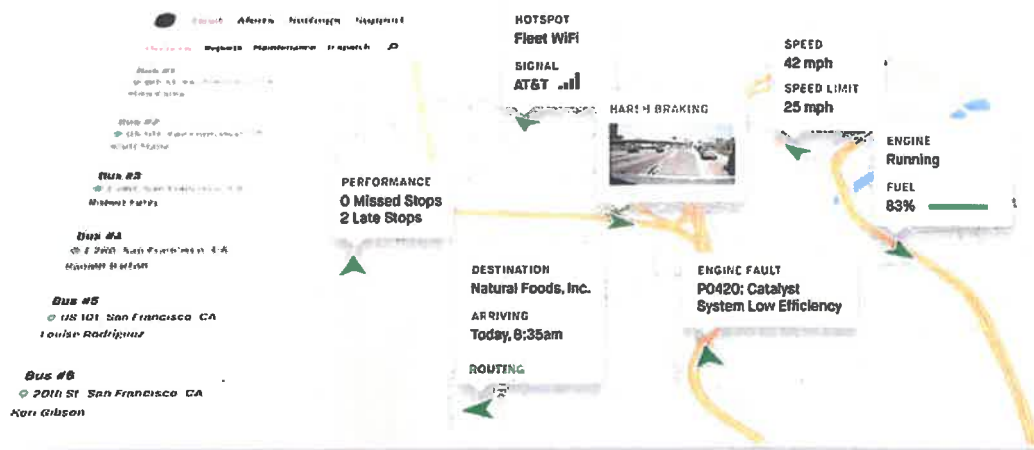
Samsara's intuitive cloud software provides video-based reports, driver scorecards, and a search engine, enabling fleet operators to implement preventive safety coaching programs designed to prevent accidents and decrease vehicle-related costs.

SAMSARA CM22 HIGHLIGHTS

- ❖ High-definition cameras that simultaneously face the driver and road
- ❖ Automatically uploads footage of harsh driving events, and retrievable on-demand
- ❖ Audio speaker for voice-based safety coaching
- ❖ Cloud-based reporting, accident reconstruction, and driver safety scorecards
- ❖ Easy to install—no hard-wiring into vehicle required



Samsara CM22 is compact and user-friendly.



Samsara allows comprehensive monitoring of officer vehicles.

Real-Time Officer Supervision/Monitoring (Field Force Manager)



To track and monitor foot patrol (sites and routes patrolled), AGS will utilize **Field Force Manager (FFM)**, a top-of-the-line Electronic Security Officer Monitoring/Tracking System designed to provide an efficient and automated method to manage the services provided to our clients. The FFM software requires a tablet computer (tablet) or GPS-enabled phone that supports FFM applications (i.e., iOS, Android, and/or BlackBerry). Crucially, AGS managers and City stakeholders may log in online using a computer, tablet, or smartphone to view the information generated by FFM. FFM has the ability to perform the following actions:

❖ **Geolocation: Provide geolocated checkpoints that can be read by a cell phone or tablet provided by AGS to our staff**

AGS will provide a tablet to our staff to utilize FFM. (Note: We will provide a cell phone instead if the City prefers this option.) FFM's GPS tracker function is a tracking device that allows AGS management and City stakeholders to monitor our Security Officers' movements during the course of their shifts in real-time. Additionally, FFM allows AGS management and City stakeholders to use a playback feature to get a visual depiction of a device's route after the tour of duty.

Geolocated checkpoints can be easily created. Alternatively, AGS also offers a barcode reading feature that can be customized to the City's needs. Events, incidents, prescheduled tasks, and other functions along with the standard patrol station can be programmed and used by the officers while on patrol. FFM can create a barcode report (similar to Detex or Deggy) that can also be texted, emailed, or stored in the database for download. FFM's capabilities make it a highly customizable security solution that can meet all City needs regarding geolocated checkpoints.

❖ **Incident reports: Monitor incidents in real-time by gathering multimedia data (image, voice, notes) with tag to security personnel that filed that incident**

FFM allows AGS management and City stakeholders to create customized reports, including incident reports. These reports are made available to Security Officers in the Forms Menu. Once a report has been filled out and the Security Officer presses Submit Form, the report will be sent to the portal and emailed to pre-selected personnel instantly.

Security Officers can observe and report incidents in real-time by gathering multimedia data (image, voice, notes) with a tag that links them to the report they are filling out. These multimedia data will be part of the report, and a timestamp will be generated to indicate when the report was filed. FFM's real-time customizable reports enable AGS management and City stakeholders to see and hear what our Security Officers experience. FFM's modern, user-friendly capabilities will help ensure that all pertinent information is documented in our reports.

❖ **Guard patrol monitoring: Ensuring that personnel follow the patrol path that was designated by PO**

As mentioned previously, FFM's GPS tracker function is a real-time tracking device. Its capabilities will help ensure that personnel follow the patrol path designated by their Post Orders. FFM allows AGS management and City stakeholders to create Geo Fences. Alerts will be automatically generated and sent out to pre-designated personnel when Security Officers enter or exit a designated Geo Fence.

All of our devices are programed with an email account, so our Security Officers are capable to get messages from our 24/7 Communication and Dispatch Center, supervisors, managers, and customers. In addition, FFM comes equipped with a 2-way messaging application that allows parties to send and complete "Job Requests" directly to and from the device. Consequently, upon receiving an automated alert that a Security Officer is not following a designated patrol path, our 24/7 Communication Center will contact the Security Officer directly to implement a corrective action. If needed, the issue will be immediately elevated to AGS supervisors and/or management for a quick and efficient resolution.

❖ **Timekeeping: Automatic record of check-in and check-out of personnel in real-time**

Security Officers can indicate when and where they will start or end their shifts at the push of a button in real-time. These check-ins can be evidenced through Geo Fencing alerts. In addition, breaks and lunches can also be tracked on FFM. Security Officers can also indicate any location changes necessitated by special jobs or events. AGS management and City stakeholders can obtain time sheets from the management portal.

❖ **Reporting: Creates reports of scanned and missed points, incidents, patrol duration**

FFM can easily generate reports of scanned and missed points, incidents, and patrol duration alongside all required reports (e.g., Daily Activity Reports, Incident Reports, Condition Reports, and other data). The automatically generated features in these reports, such as the GPS location, date, and time tags are essential in providing irrefutable accuracy of the event. Reports and other crucial data can be saved on both the device's memory and a "cloud" database. Specialty reports can be saved as a document file on each individual device. Training Manuals, Post Orders, Emergency Contact Information, and other literature can be added to each tablet.

❖ **Easy export of report files**

FFM allows for the easy export of report files, which can be exported en masse quickly and efficiently from individual devices and/or the cloud database.

❖ **Configurable client access portal for the geolocation tracking software that provides basic reporting functionality, as well as historical data of patrols and travel patterns**

FFM is fully customizable to the City's needs. AGS will provide the City with a configurable client access portal for FFM, which will provide basic reporting functionality as well as historical data of patrols and travel patterns. Searches can be filtered to streamline operations.

Incident Report Sample

Please see the following pages for a sample daily log report generated via Field Force manager. AGS security officers create these throughout their shift by scanning barcodes along their patrol routes and taking pictures documenting their shifts. All pictures and barcode scans are time-stamped and geo-logged.



Form Information

Form Name	Hollywood 959 Daily Log Report
Submitted by	Patrol 11751 3105086671
Date/Time	04/29/21 05:33 AM PDT
Address	959 Seward Street, Los Angeles, CA 90038

Details

AMERICAN GUARD SERVICES	
Date	29-Apr-2021
Time	04:46
Site Caption	 At 04/29/21 04:47 AM PDT 6555 Barton Avenue Los Angeles, CA 90038
Shift Activity	s/o moody
Barcode Scanning 1	Courtyard
Barcode Scanning 1 Picture	 At 04/29/21 04:47 AM PDT 959 Seward Street Los Angeles, CA 90038
Barcode Scanning 2	East Stair 3



Barcode Scanning 2 Picture



At 04/29/21 04:48 AM PDT 959 Seward Street Los Angeles, CA 90038

Barcode Scanning 3

West Fire 1

Barcode Scanning 3 Picture



At 04/29/21 04:49 AM PDT 6555 Barton Avenue Los Angeles, CA 90038

Barcode Scanning 4

West Fire

Barcode Scanning 4 Picture



At 04/29/21 04:50 AM PDT 6524 Barton Avenue Los Angeles, CA 90038

Barcode Scanning 5

Barton



Barcode Scanning 5



At 04/29/21 04:52 AM PDT 6520 Barton Avenue Los Angeles, CA 90038

Barcode Scanning 6

East Fire

Barcode Scanning 6 Picture



At 04/29/21 04:53 AM PDT 6502 Barton Avenue Los Angeles, CA 90038

Barcode Scanning 7

Seward Street

Barcode Scanning 7 Picture



At 04/29/21 04:54 AM PDT 959 Seward Street Los Angeles, CA 90038

Barcode Scanning 8

Seward



Barcode Scanning 8 Picture



At 04/29/21 04:55 AM PDT 959 Seward Street Los Angeles, CA 90038

Barcode Scanning 9

SF Entrance 2

Barcode Scanning 9 Picture



At 04/29/21 04:56 AM PDT 959 Seward Street Los Angeles, CA 90038

Barcode Scanning 10

East Stair 2

Barcode Scanning 10 Picture



At 04/29/21 04:57 AM PDT 959 Seward Street Los Angeles, CA 90038

Barcode Scanning 11

P3 West Blue Box



Barcode Scanning 11 Picture



At 04/29/21 04:58 AM PDT 1000 Seward Street Los Angeles, CA 90038

Barcode Scanning 12

Transformers

Barcode Scanning 12 Picture



At 04/29/21 04:59 AM PDT 1000 Seward Street Los Angeles, CA 90038

Barcode Scanning 13

Romaine

Barcode Scanning 13 Picture



At 04/29/21 05:01 AM PDT 6626 Romaine Street Los Angeles, CA 90038

Barcode Scanning 14

PG West Blue Box



Barcode Scanning 14 Picture



At 04/29/21 05:02 AM PDT 6626 Romaine Street Los Angeles, CA 90038

Barcode Scanning 15

PG West Blue Box

Barcode Scanning 15 Picture



At 04/29/21 05:02 AM PDT 6626 Romaine Street Los Angeles, CA 90038

Barcode Scanning 16

Trash Bins

Barcode Scanning 16 Picture



At 04/29/21 05:03 AM PDT 6626 Romaine Street Los Angeles, CA 90038

Barcode Scanning 17

Loading Area



Barcode Scanning 17 Picture



At 04/29/21 05:04 AM PDT 6555 Barton Avenue Los Angeles, CA 90038

Barcode Scanning 18

West Fire 2

Barcode Scanning 18 Picture



At 04/29/21 05:05 AM PDT 959 Seward Street Los Angeles, CA 90038

Barcode Scanning 19

Ground Fire Panel

Barcode Scanning 19 Picture



At 04/29/21 05:06 AM PDT 959 Seward Street Los Angeles, CA 90038

Barcode Scanning 20

Cab 1



Barcode Scanning 20 Picture



At 04/29/21 05:11 AM PDT 959 Seward Street Los Angeles, CA 90038

Barcode Scanning 21

Cab 1

Barcode Scanning 21 Picture



At 04/29/21 05:12 AM PDT

Barcode Scanning 22

P8 East BS

Barcode Scanning 22 Picture



At 04/29/21 05:13 AM PDT 959 Seward Street Los Angeles, CA 90038

Barcode Scanning 23

P8 East Blue Box



Barcode Scanning 23 Picture



At 04/29/21 05:14 AM PDT 959 Seward Street Los Angeles, CA 90038

Barcode Scanning 24

P8 West BS

Barcode Scanning 24 Picture



At 04/29/21 05:16 AM PDT 6626 Romaine Street Los Angeles, CA 90038

Barcode Scanning 25

P7 West Blue Box

Barcode Scanning 25 Picture



At 04/29/21 05:17 AM PDT 6626 Romaine Street Los Angeles, CA 90038

Barcode Scanning 26

P7 East Blue Box



Barcode Scanning 26 Picture



At 04/29/21 05:18 AM PDT 959 Seward Street Los Angeles, CA 90038

Barcode Scanning 27

P6 East Blue Box

Barcode Scanning 27 Picture



At 04/29/21 05:19 AM PDT 959 Seward Street Los Angeles, CA 90038

Barcode Scanning 28

P6 West Blue Box

Barcode Scanning 28 Picture



At 04/29/21 05:21 AM PDT 6626 Romaine Street Los Angeles, CA 90038

Barcode Scanning 29

P5 West Blue Box



Barcode Scanning 29 Picture



At 04/29/21 05:21 AM PDT 6626 Romaine Street Los Angeles, CA 90038

Barcode Scanning 30

P5 East Blue Box

Barcode Scanning 30 Picture



At 04/29/21 05:23 AM PDT 6600-6650 Romaine Street Los Angeles, CA 90038

Barcode Scanning 31

P4 East Blue Box

Barcode Scanning 31 Picture



At 04/29/21 05:24 AM PDT 6555 Barton Avenue Los Angeles, CA 90038

Barcode Scanning 32

P4 West Blue Box



Barcode Scanning 32 Picture



At 04/29/21 05:25 AM PDT 6628 Romaine Street Los Angeles, CA 90038

Barcode Scanning 33

P3 West Blue Box

Barcode Scanning 33 Picture



At 04/29/21 05:26 AM PDT 6555 Barton Avenue Los Angeles, CA 90038

Barcode Scanning 34

P3 East Blue Box

Barcode Scanning 34 Picture



At 04/29/21 05:27 AM PDT 959 Seward Street Los Angeles, CA 90038

Barcode Scanning 35

P2 East Blue Box



Barcode Scanning 35 Picture



At 04/29/21 05:28 AM PDT

Barcode Scanning 36

P2 West Blue Box

Barcode Scanning 36 Picture



At 04/29/21 05:29 AM PDT 6626 Romaine Street Los Angeles, CA 90038

Barcode Scanning 37

P2 West Blue Box

Barcode Scanning 37 Picture



At 04/29/21 05:30 AM PDT 6626 Romaine Street Los Angeles, CA 90038

Barcode Scanning 38

PG West Blue Box



Barcode Scanning 38 Picture



At 04/29/21 05:31 AM PDT 6535 Barton Avenue Los Angeles, CA 90038

Barcode Scanning 39

Loading Area

Barcode Scanning 39 Picture



At 04/29/21 05:31 AM PDT 6535 Barton Avenue Los Angeles, CA 90038

Barcode Scanning 40

West Fire 2

Barcode Scanning 40 Picture



At 04/29/21 05:32 AM PDT

Barcode Scanning 41

Barcode Scanning 41 Picture

Automated Officer Scheduling and Management (MITC)

To track hours worked and to streamline scheduling and management services via automation, AGS utilizes MITC, which brings web-based, real-time automation through a centralized database. From dynamic scheduling and attendance to payroll and human resources, MITC uses patent pending technology and advanced biometrics to power a seamless, fully-automated management system—all in real-time.

	
Streamlined Scheduling Solutions	MITC Workforce Management Solutions streamlines our administrative operations. They offer modular workforce packages and a wide range of customization for every partner. Among many advantages to MITC integration, MITC allows us to fill positions quickly with real-time publishing; they implement improved time management with prompts; no-shows, over and under-schedule alerts and alarms; and the service supports any device (smartphones, tablets, PC).
Improved Communication	MITC facilitates communication of schedules in real time to employees, managers, and client representatives. Communication features such as schedule prompting can improve time management by sending emails or text messages with schedule reminders prior to an employee's shift.
Cost Reduction	By automating workforce management, MITC reduces overhead costs incurred by the time and manpower needed for scheduling; this saves time and money. Additional benefits of this system include making obsolete those expensive employee badges, time cards, and timesheets, saving between \$5 and \$9 dollars per badge in hard costs alone; elimination of unauthorized overtime, extended breaks, early departures, late arrivals and more; and buddy-punching becomes obsolete.
Innovative Compliance Measures	Auto-reminders for employees reduces the possibility of missed shifts or late arrivals. This system also enables MITC to send officers messages to update necessary information such as post orders and ensuring compliance with requisite training and certifications. All messages are time-stamped to confirm that officers heard the Supervisor's directive(s).
Universal Accessibility	MITC's technology allows officers to go online via cellular phone or computer to check their schedules and payroll at any time. Not only does this add to system efficiency, but also significantly decreases traditional paperwork-related errors/malfunxions.
Increased Transparency and Auditability	MITC's online scheduling system provides the ability for our clients to log in and view their site scheduling, which officers are covering shifts, and that their posts are properly covered. Further, any client looking to conduct audits will have access to most of the records they need online.

A.5 Describe the firm's ability to adequately track individual employee's activities such that monthly invoices for hours worked can be audited and verified.

As mentioned previously, AGS will utilize our 24/7 National Dispatch Center; Samsara, our Real-Time Vehicle Supervision/Monitoring Solution; Field Force Manager, our Real-Time Officer Supervision/Monitoring Solution; and MITC, our Automated Officer Scheduling and Management to help monitor and track individual employee's activities.

MITC, specifically, will streamline tracking monthly invoices for hours worked that can be audited and verified.

AGS's invoice process is centralized in a single office staffed by a dedicated, in-house accounting department. This allows for a greater degree of corporate oversight and control. Our process for existing customers with multiple locations across the country uses subdivision on a regional basis, with separate accounting teams in our department handling different regions of the contract while a designated payroll supervisor manages the overall invoice process. Regional specialization improves focus, accuracy, speed, and efficiency, while allowing billing issues to be pinpointed to a specific region. Furthermore, since payroll is done on a weekly basis, we can address errors and disputes on a quicker timeline. Because billing is segmented regionally in our centralized department, we can isolate issues to specific sites. Billing is resolved immediately by our accounting specialists personally contacting clients or guards with concerns. We are fully capable to handle all City billing processes.

A.6 Describe or otherwise provide a copy of the training program used to meet and exceed the minimum training requirements. Identify if required training is administered in-house or the certified training facility used. Identify additional training provided that further develops and improves the overall qualifications of assigned staff.

Training Program

All AGS employees are subject to the following types of training:

Type	Timeframe	Description
Initial Training	Before assignment	AGS provides all security officers with comprehensive pre-assignment training, which is necessary to familiarize Officers with the normal protocols. Training will include the following: ❖ Security Officer instruction as mandated by the State of California ❖ Patrol Procedures ❖ Basic, Intermediate, and Advanced Report Writing ❖ Observation and Incident Reporting ❖ Security Awareness ❖ Legal Aspects of Private Security

		❖ Security Officer Conduct ❖ Principles of Radio Communications ❖ Principles of Access Control ❖ Principles of Safeguarding Sensitive Security Information ❖ Emergency Response Procedures ❖ Life Safety Awareness ❖ Workplace Violence ❖ Sexual Harassment ❖ Discrimination ❖ Diversity ❖ Conflict Resolution Awareness (i.e., unruly citizens, dealing with difficult and hostile people, etc.) ❖ Traffic Control (Parking Lot and City Street) ❖ Parking Lot Security ❖ Crowd Control ❖ Terrorism (Recognition, Response, and Recovery) ❖ Responding to Bomb Threats ❖ Responding to Natural Disasters ❖ Crisis Management ❖ Motor Vehicle and Defensive Driving Training ❖ Heat Illness Prevention and Response ❖ Cardiopulmonary Resuscitation (Adult, Child, and Infant) (CPR) and Automatic External Defibrillator (AED) certification (proof of current certification required) ❖ First Aid (proof of current certification required) ❖ Site Specific Training (as outlined in Post Orders and defined by the City) ❖ Health and Safety Training ❖ Safety & Security Procedures/Policies
Site-Specific Training	Before assignment	AGS will be create a customized training program for officers assigned to the City. Historically, AGS has asked for either collaboration or approval of all our training programs to ensure they meet client expectations and specifications. All officers must have on-the-job training at a minimum of 24 hours.
Annual Retraining and Recertification	As needed	Retraining and recertification will occur as needed and in consideration of task changes. For example, an officer moved from a roving patrol post to a fixed post

		will be given additional customer service training. AGS will keep all certifications and licenses current.
Training Gap Analysis	Regularly	A training gap analysis ensures that all officers continue to meet ours and the client's standards. We work with our clients to identify and address these gaps (using Training Gap Analysis)—which are often understood in the following categories: ❖ General Job-Related Training ❖ Human Interaction/Customer Service ❖ Post Order Compliance ❖ Communications ❖ Emergency Response

Training is typically administered in-house. To further develop and improve the overall qualifications of assigned staff, we utilize the following:

Training/Drill Improvements

Drills ensure staff and administrators are cognizant and aware of the security protocols—and provide the additional benefit of pointing out security vulnerabilities during a crisis. AGS always assigns a designated individual to organize and orchestrate a series of planned and unplanned drills. Past lessons and approaches are taken into account when calibrating the best drill response—the environment and the number of participants matter in each case.

Below, we list some of the drill-types AGS has developed and/or modified for company use:

- ❖ **Tabletop exercises** — Scenario-based discussions where stakeholders meet in a conference room setting to discuss their responsibilities and how they would react to emergency situations.
- ❖ **Walkthrough drills** — Generally involve more people and are more thorough than tabletop exercises. AGS and stakeholders actually perform their emergency response functions.
- ❖ **Functional drills** — Specific functions such as medical response, emergency notifications, warnings, and communications procedures and equipment may be performed singularly or collectively to evaluate the systems and procedures.
- ❖ **Relocation drills** — Occupants of a structures and buildings relocate to another floor due to an emergency on their floor.
- ❖ **Evacuation drills** - Occupants walk the evacuation route to a pre-designated assembly area where procedures for accounting for all occupants are conducted and validated. Conditions vary to test for preparation in varying environments/conditions.

- ❖ **Full-scale exercises** — Real life emergency situations are simulated as closely as possible involving all stakeholders, occupants, AGS, and more.

A.7 Describe or otherwise provide a copy of Drug Screening Policy implemented for mandatory drug testing of employees as a condition of initial employment, “post-incident” drug testing of employees involved in accidents or other reportable incidents, and “reasonable suspicion” drug testing.

AGS has a zero-tolerance policy toward drug and alcohol abuse. All testing will be prior to placement using a laboratory certified by SAMHSA and codified by 49 CFR 40.3. The unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in AGS workplaces. A single violation of such prohibition will result in the offending individual being removed from the job site and AGS recommending his or her participation in an approved drug abuse assistance or rehabilitation program. AGS drug screening is implemented as a condition of initial employment, “post-incident” for employees involved in accidents or other reportable incidents, and for “reasonable suspicion.” The drug screen shall include testing of urine samples for marijuana, amphetamines, methamphetamines, cocaine, opiates, etc. Tests shall be done prior to assignment to the City and at any time upon City request.

TAB 3 – Qualifications of Firm

This section of the firm's Proposal should establish that the firm has the ability to satisfactorily perform and deliver the requested services; that the firm has the requisite previous experience on similar assignments; and that the firm has the stability and professional standing required to deliver the requested services. The firm shall include responses to all of the evaluation criteria outlined in Section B of the Evaluation Criteria. The firm shall complete the required Company General Information Form (included as Attachment C), and include with Tab 3.

Please see the attached Company General Information Form (included as Attachment C).

Company General Information

The Firm shall furnish the following information. Additional sheets may be attached, if necessary.

- (1) Name: American Guard Services, Inc.
- (2) Address: 1125 W. 190th Street Los Angeles, CA 90248
- (3) Phone No.: (800) 441-1808 Fax No.: N/A
- (4) E-Mail: igregory@americanguardservices.com
- (5) Type of Firm: (Check all that apply)
- ☐ Individual ☐ Partnership ☒ Corporation
- ☐ Minority Business Enterprise (MBE) ☐ Women Business Enterprise (WBE)
- ☐ Small Disadvantaged Business (SDB) ☐ Veteran Owned Business
- ☐ Disabled Veteran Owned Business ☐ Other
- (6) Business License: ☒ Yes ☐ No License Number: PPO12969
- (7) Tax Identification Number: 44-395-259
- (8) Contractors License: State: License No. : PPO12969 Classification(s) Private Patrol Operator
- (9) Names and Titles of all corporate officers of the Firm:
- Sherine M. Assal, Chief Executive Officer
- Sherif M. Assal, Senior Vice President
- (10) Year Incorporated: 1997
- (11) Number of years as Private Patrol Operator ("Security Firm"): 24

SECTION B: FIRM QUALIFICATIONS

B.1 List the firm's complete name, type of firm (individual, partnership, corporation or other), telephone number, FAX number, contact person and E-mail address. If a corporation, indicate the state the corporation was organized under. Identify the number, size and location of the firm's offices, and total number of employees. Identify the year the firm was founded and/or incorporated. Complete the required "Company General Information" Form included as **Attachment C**.

Company Background and History



Pictured above: AGS Headquarters in Los Angeles, CA.

Company History

Founded in 1997, American Guard Services, Inc. ("AGS") is a nationwide woman-owned corporation with licenses, resources, personnel, and offices nationwide; we have been providing security services to government and commercial clients for over twenty-four (24) years.

AGS employs more than 4,000 people all over the country. Our services include unarmed and armed security officers, mobile patrols, surveillance solutions, security consulting and investigations, loss prevention, event security, risk management, facial recognition integration, thermal camera solutions, and more.

AGS has had successful contracts with federal and local municipalities, higher education clients, K-12 education clients, airports, transit authorities, and maritime facilities.

Our company is growing rapidly thanks to our exceptional quality of services and expanding capabilities.

AGS's Future

AGS plans to maintain its current trajectory of success into the future by further expanding its resources, infrastructure, and reach all across the United States. We aspire to provide

premier security services to a diverse high-profile clientele within the United States, and will leverage the strength of our executive management team and all of our resources to that end.

Currently, we are investing in building infrastructure local to newly acquired clients in order to stimulate long-term growth and give uniform levels of our exceptional customer service all across the country.

Our Success Is Through Our Clients

We recognize that—as a contract security service provider—our success is contingent on the success of our clients. We do not succeed without first facilitating the success of others. In that same vein, we aspire to live up to our name and provide the admirable businesses and public agencies all across these United States with professional, responsible, and qualified security services.

Our current size as a large business and our nationwide reach are evidence that, for over 24 years, we have contributed to the success and stability of hundreds of commercial businesses and public agencies across the country.

Company Size

AGS is a California corporation with a nationwide reach; we have licenses, resources, personnel, and offices nationwide.

- ❖ 40 branch offices across the United States
- ❖ 4,000 security personnel strong
- ❖ Hundreds of clients, diverse in size and industry
- ❖ Tens of millions of dollars in revenue a year

Although we have amassed the resources and financial strength of a large business, we still handle our client's contracts like a small business—our executive management works closely with each and every contract we acquire and are involved in every aspect of the firm.

We endeavor to make every client feel like an anchor client through a combination of attentiveness, care, and loyalty. Through us, clients experience both the secure stability of a large firm and the close communication of a small firm.

Corporate Headquarters

AGS's Corporate Headquarters stands in the city of Los Angeles. This office is a state-of-the-art "Class A" facility equipped with a multi-million-dollar National Dispatch Center, which operates 24 hours a day, seven days a week.

All accounting, business development, human resources, dispatch, legal department, and other remotely operable administrative functions are executed at this office. This centrality of operations grants our corporate management a greater degree of oversight and quality control, and we can reduce overhead costs associated with managing a nationwide firm.

Local San Bernardino County Office

Although our corporate headquarters will be the main point of contact during procurement, this contract will be operated mainly out of our local San Bernardino County office. We

always operate contracts as close to the client as possible. The merits of this include but are not limited to:

- ❖ Decreased response time from support staff in the same time zone
- ❖ Increased area familiarity thanks to our local staff
- ❖ Decreased costs by conducting operations locally

San Bernardino County office address:

1920 S. Archibald Avenue, Suite G, Ontario, CA 91761

Requested Information:

Complete Name: American Guard Services, Inc.

Type of Firm: S Corporation

Telephone Number: (800) 441-1808

FAX Number: N/A

Contact Person: Gerald Gregory

E-mail address: jgregory@americanguardservices.com

State of Incorporation: California

Number, Size, and Location of Firm's Offices:

AGS has 40 offices of variant sizes across the United States. Please see the following for their locations:

List of Office Locations

Address	City	State	Zip Code
85 Bagby Dr., #338	Birmingham	AL	35209
10000 North 31st Avenue, Suite D407	Phoenix	AZ	85051
1125 W. 190th Street	Los Angeles	CA	90248
433 E. Keats Avenue, Suite 5 & 6	Fresno	CA	93710
7901 Oakport Street, South Bldg., Suite 2000	Oakland	CA	94621
1920 S. Archibald Avenue, Suite G	Ontario	CA	91761
6381 Auburn Blvd. Suite D	Citrus Heights	CA	95621
124 East 30th Street, Suite B	San Diego (National City)	CA	91950
1650 Palma Drive, Suite 202	Ventura	CA	93003
8523 Lankershim Blvd.	Sun Valley	CA	91352
1603 E. Palmdale Blvd., #A	Palmdale	CA	93550
10612 Prospect Ave., Suite 105	Santee	CA	92071
285-B S. Atlantic Blvd	Los Angeles	CA	90022
770 W. Hampden Avenue, Suite 350	Englewood	CO	80110
7011 North Atlantic Ave., #200	Cape Canaveral	FL	32920
2550 Eisenhower Blvd., Suite 322-326	Ft. Lauderdale	FL	33316

1015 North America Way, #102, #103, #104, #106, #108, #110	Miami	FL	33132
1598 Havendale Blvd. NW	Winter Haven	FL	33881
10318 NW 55th Street	Sunrise	FL	33351
10322 NW 55th Street	Sunrise	FL	33351
1509 N. Cruise Blvd., Terminal 10 – Warehouse	Miami	FL	33132
521 Forest Parkway, Suite 100	Forest Park	GA	30297
1164 Bishop Street, Suite 500	Honolulu	HI	96813
505 S. Broadway Avenue, Suite 209	Wichita	KS	67202
2475 Canal Street, #211	New Orleans	LA	70119
24359 Northwestern Hwy., Suite 150	Southfield	MI	48075
2750 Cherry Street, Suite 100D	Kansas City	MO	64108
3143 S. Grand Blvd. 2nd Floor	St. Louis	MO	63118
2320 Paseo Del Prado, Suite B305-06	Las Vegas	NV	89102
477 Madison Avenue - 6th Floor	New York	NY	10022
1000 N. Main Street, Suite 102	Fuquay-Varnia	NC	27526
1327 East Kemper Rd., #3100E	Cincinnati	OH	45246
1050 SW 6th Avenue, Suite 1100	Portland	OR	97204
1510 Stuart Rd, Suite 204D	Cleveland	TN	37312
10803 Gulfdale Street, Suite 125	San Antonio	TX	78216
3363 E. Commerce Street, Suite 132	San Antonio	TX	78220
3505 Boca Chica Blvd., Unit 111	Brownsville	TX	78521
2401 Avenue J, Suite 215	Arlington	TX	76006
6666 Harwin Drive, Suite 159	Houston	TX	77036
16040 Christensen Road, #217	Tukwila	WA	98188

Total Number of Employees: 4,000

Year the Firm was Founded and/or Incorporated: 1997

B.2 List the name and title of the firm's principal officers with the authority to bind your company in a contractual agreement.

Name and Title: Gerald Gregory, Executive Vice President

B.3 List the firm's specific and relevant experience with security guard and patrol service contracts of similar scope (a minimum of 5 references is required). Prior experience providing similar services for public agencies is preferred. Detailed contract information, including dates contract started and completed, contracting entity contact information, contracting entity Contract Officer, and other appropriate supporting information shall be provided. A minimum of ten (10) years of experience is required.

Reference One: Judicial Council of California

Contract Information: AGS provides the Judicial Council of California security guard services to monitor security desk consoles, conduct magnetometer and security wand

entry screening, perform interior surveys, and monitor public access points to court facilities amongst other deliverables. AGS provides security guard services for their regional service areas, which includes Los Angeles, Ventura, Sacramento, San Diego, Riverside, Santa Ana, Fresno, and San Jose.

Contract Start and Completion Date: 2020 to Present

Contact Information:

- ❖ 300 S. Spring Street, Suite 2217, Los Angeles, CA. 90013
- ❖ 213-830-7110
- ❖ dan.potter@jud.ca.gov

Contract Officer: Daniel P. Potter / Clerk Executive Officer

Reference Two: Port of Seattle

Contract Information: AGS provides multi-functional security services for the protection of the Port of Seattle, the third largest cargo gateway in the US. All AGS employees comply with the United States Coast Guard (USCG) approved Facility Security Plan requirements. AGS Security Officers deter unauthorized access, property damage, and indecent or illegal actions on the sites; provide technical security during emergencies; respond to customer inquiries and requests for assistance; properly lock and unlock site facilities; perform security roves throughout the sites; provide security escort services; and more.

Contract Start and Completion Date: 2020 to Present

Contact Information:

- ❖ 2711 Alaskan Way Seattle, WA 98121
- ❖ 206-787-6523
- ❖ Lewis.F@portseattle.org

Contract Officer: Farlis Lewis / Buyer Supervisor

Reference Three: Seattle Housing Authority

Contract Information: At SHA sites, AGS guards patrol the premises, enforce park closure hours, respond to calls from residents and others, and enhance the general safety and security of all employees, residents, and property. AGS officers employ positive communication and community policing practices with residents and homeowners, which is crucial to contract compliance. Additionally, AGS provides bikes/electric Trikke patrols for four High Point community locations.

Contract Start and Completion Date: 2017 to Present

Contact Information:

- ❖ 190 Queen Anne Ave. North P.O. Box 19028 Seattle, WA 98109-1028
- ❖ 206-615-3302
- ❖ Cindy.Sribhibhadh@seattlehousing.org

Contract Officer: Cindy Sribhibhadh / Property Management Administrator

Reference Four: City of Fresno Housing Authority

Contract Information: AGS provides security guard services to the Fresno Housing Authority. Guard duties include, but are not limited to, providing logs on daily/nightly tenant activities in violation of the Tenant Agreement, conducting exterior patrol of each occupied and unoccupied unit hourly, reporting problems that occur within and around the complex (e.g., illegal activities, safety issues, visible lease violations), conducting access control, notifying the Police Department immediately of any activities that are criminal in nature, and enforcing the City ordinance curfew.

Contract Start and Completion Date: 2020 to Present

Contact Information:

- ❖ 1331 Fulton Street, Fresno, California 93721
- ❖ 559-443-8400 Ext 4437
- ❖ laguigam@fresnohousing.org

Contract Officer: Lyric Aguigam / Policy Analyst

Reference Five: DHL Supply Chain - Nationwide

Contract Information: AGS provides Armed and Unarmed Security, cargo screenings, and access control services for ramp locations and loading docks at DHL facilities. Our service mirrors the high performing UPS contract with our use of the local labor force and our commitment to appropriate technologies to save time and money. AGS has formal program evaluations that assess many variables in our security response and performance. AGS consistently has met its program goals and objectives through open feedback assessments and other measures. Loading zones and other facility posts are crucial entrances to the outside world, not to mention, environments with vulnerabilities we understand and seek to mitigate.

Contract Start and Completion Date: 2010 to Present

Contact Information:

- ❖ 401 23rd St., San Francisco CA 94107
- ❖ 310-961-8413
- ❖ Robert.Candia@dhl.com

Contract Officer: Robert Candia / Corporate Security & Investigations

B.4 Provide a copy of the firm's license as a Private Patrol Operator or Qualified Manager issued by the California Department of Consumer Affairs – Bureau of Security and Investigative Services.

Please see the attached.



Bureau of Security and Investigative Services
P.O. Box 989002
West Sacramento, CA 95798-9002
(916) 322-4000

PRIVATE PATROL OPERATOR

License No. PPO12969

Valid Until: 09/30/2023

Receipt No. 8389

AMERICAN GUARD SERVICES, INC
1125 W 190TH ST
GARDENA, CA 90248-4303

In accordance with the provisions of
Division 3, Chapter 11.6 of the Business
and Professions Code, the company
named hereon is issued a Private Patrol
Operator License Renewal.

----- NON-TRANSFERABLE ----- POST IN PUBLIC VIEW -----

WPIPP0 10/2015



1125 W 190TH ST
GARDENA CA 90248-4303
AMERICAN GUARD SERVICES, INC
T1P1 *****AUTO**MIXED AADC 956

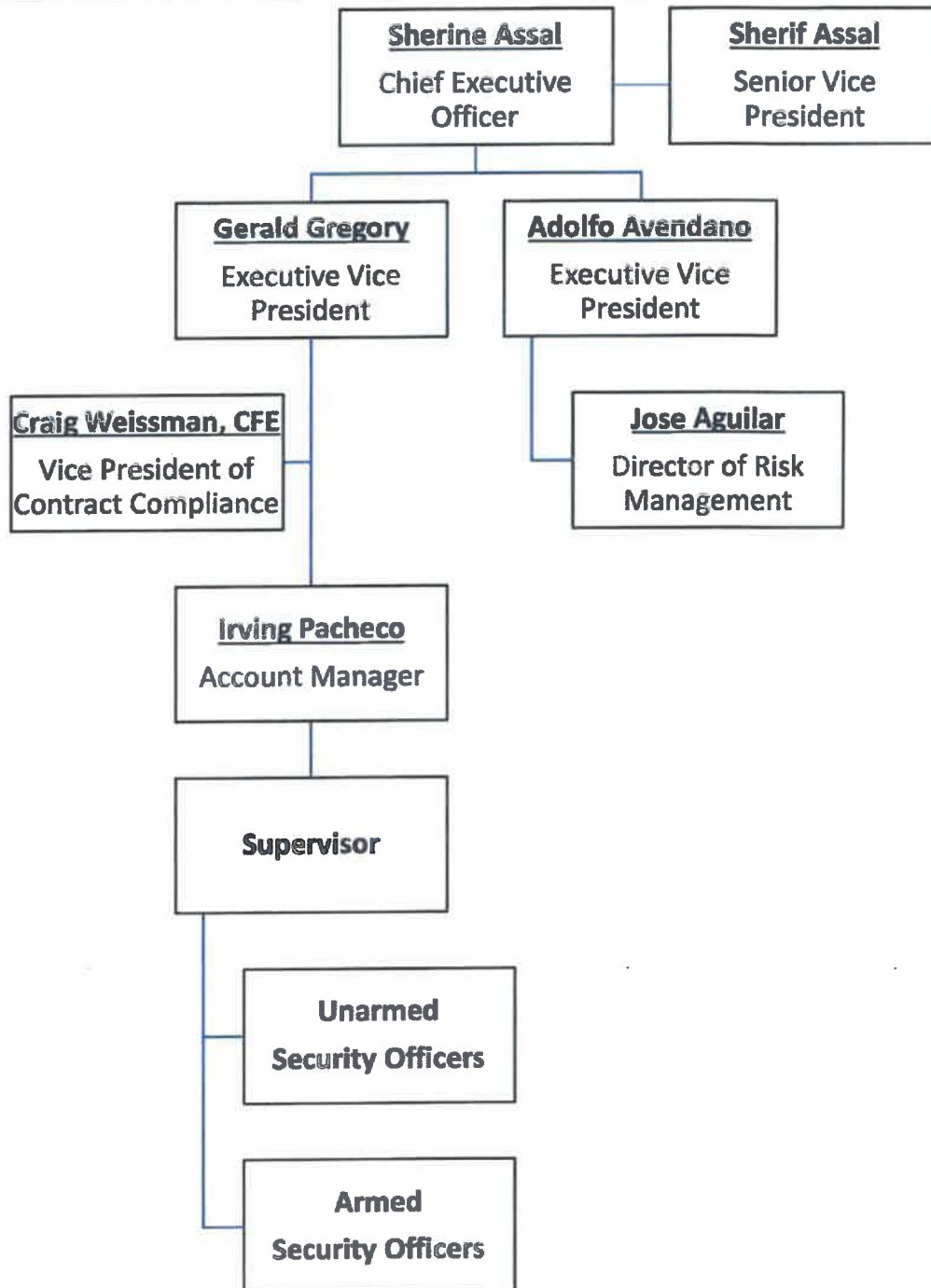
RECEIVED JUL 07 2021
RECEIVED JUL 07 2021

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES
PO BOX 989002
WEST SACRAMENTO CA 95798-9002

B.5 Provide the required certification that the firm has not committed a prior offense or violated the Private Security Services Act, leading to a suspension or revocation of the firm's license.

AGS hereby certifies that it has not committed a prior offense or violated the Private Security Services Act, leading to a suspension or revocation of the firm's license.

B.6 Provide an organizational chart identifying all employees to be assigned to the contract, showing relationships between key personnel and support staff.



B.7 Identify the firm's turn-over rate with employees; identify the current average tenure of all of the firm's employees; identify the current minimum, maximum, and average tenure of the employees to be assigned to work on the proposed contract with the City.

AGS's turn-over rate with employees has not exceeded 30% in the last three (3) years. The current average tenure of AGS's employees is two to three years (at the Security Officer level). Key Personnel such as our Chief Executive Officer, Sherine Assal, have been with the company much longer (Ms. Assal has been with AGS since it was founded in 1997). As AGS practices the security industry standard of seeking to employee qualified incumbents to streamline the transition process, the current minimum, maximum, and average tenure of the employees to be assigned to work on the proposed contract with the City is undefined. However, in terms of our Key Personnel identified in the organizational chart, the minimum tenure will be one year, the maximum tenure will be twenty-four years, and the average tenure will be twelve years.

B.8 Provide a brief description of the firm's litigation and contract history, including:

- Conviction or indictment of the firm or any officer of the firm within the last three years involving alleged fraud, bribery, collusion, conspiracy, or violation of state or federal antitrust law.
- Adjudication or determination by any federal, state, or local agency that the firm or any officer of the firm has violated any provision of law relating to equal opportunity or fair employment.
- Conviction of the firm or any officer of the firm related to any state or federal law relating to the employment of undocumented foreign worker.
- Termination of a contract for convenience or for cause.

Please see the attached Litigation Letter.

B.9 Identify any subcontractors, if any, by company name, address, contact person, telephone number, and assigned role under the proposed contract with the City. Describe the firm's experience working with each subcontractor identified, if any.

AGS will not be utilizing subcontractors for this project.



AMERICAN GUARD SERVICES, INC.

Corporate Office:
Direct:
E-mail:

1125 West 190th Street, Gardena, CA 90248
424-213-4143
Mohamed@wwsginc.com

November 11th, 2021

City of Rialto

Ref: RFP No. 22-007; Security Guard and Patrol Services

Please allow this letter to inform of the current litigation filed against American Guard Services Inc. ("American Guard").

Like any organization, American Guard is subject to litigation arising in the ordinary course of business.

American Guard employs approximately 4,000 security officers nationwide. As the organization has expanded, the lawsuits filed against the organization have increased as well.

The lawsuits include general liability matters, employment law issues, civil suits, and worker's compensation claims. American Guard is also compelled to defend personal injury claims brought by our client's customers. In addition, American Guard must deal with commercial litigation resulting from contractual disputes.

The majority of the matters are covered by insurance and handled by a Risk Management and a Legal Department.

While an unfortunate, yet understandable "cost-of-doing-business," American Guard is confident and hopeful that all matters will be resolved justly and expediently, as American Guard and its affiliated entities continue to grow as a security services provider and gain market share in the security services industry.

Should you have any questions or concerns, please contact me directly.

Sincerely,

Mohamed A. Youssef, Esq.
General Counsel,
American Guard Services, Inc.

TAB 4 – Qualifications of Personnel

This section of the firm's Proposal should establish that the individuals to be assigned to participate on the proposed contract with the City have the ability to satisfactorily perform and deliver the requested services; that the individuals have the requisite previous experience on similar assignments; and that the individuals have the stability and professional standing required to deliver the requested services. The firm shall include responses to all of the evaluation criteria outlined in Section C of the Evaluation Criteria.

SECTION C: STAFF QUALIFICATIONS

Please the following resumes for the staff qualifications of our Key Personnel identified in our organizational chart; they have worked collaboratively to help execute the security contracts listed in Tab 3:



SHERINE ASSAL
CHIEF EXECUTIVE OFFICER

Overview:

Ms. Assal has 24 years' experience in the ownership, management, and operations of security services companies. She started the company in 1997 and helped it grow to \$45 million in sales. Ms. Assal is involved in every aspect of the company, such as Operations, Scheduling and Accounting. Ms. Assal oversees new client business to ensure strong growth; existing client accounts to ensure contract requirements are met and suggests enhancements and modifications that will better serve the needs of our clients. Ms. Assal oversees all employees to ensure high levels of training, consistency, and professionalism in our Guard Force.

Employment History:

1997 – Present	American Guard Services, Inc.	Chief Executive Officer
1989 – 1996	International Services, Inc.	Senior Vice President, Operations

Professional Affiliations:

- ❖ Cruise Lines International Association
- ❖ Maritime Security Council
- ❖ Florida Caribbean Cruise Association
- ❖ International Cargo Security Council
- ❖ American Society for Industrial Security

Education:

Bachelor of Arts in Business Administration, American University of Cairo



SHERIF ASSAL
SENIOR VICE PRESIDENT

Overview:

Mr. Assal co-founded American Guard Services in 1997 and has been responsible for all aspects of the business along with his sister, Ms. Sherine Assal. Mr. Assal oversees all operations, marketing, legal, M&A and HR functions and represents the company at a variety of trade and industry associations.

Mr. Assal is the driving force behind differentiating American Guard Services from its competitors and building the brand. Mr. Assal has been ultimately responsible for a variety of phenomenally successful acquisitions throughout the United States as well as their subsequent integration into the AGS organization.

Employment History:

1997 – Present	American Guard Services, Inc.	Senior Vice President, Operations
1992 – 1997	International Services, Inc.	Vice President, Marketing

Licenses & Certificates:

Private Investigator, Patrol and Guard Operator

Professional Affiliations:

- ❖ Cruise Lines International Association
- ❖ Maritime Security Council
- ❖ Florida Caribbean Cruise Association
- ❖ International Cargo Security Council
- ❖ American Society for Industrial Security

Education:

Graduated from Venice High School, CA.

Completed various courses and seminars in Security, Supervision, Management, Law Enforcement, Seaport Security Antiterrorism Training Program with the Federal Law Enforcement Training Academy, Train-the-Trainer Program, and Security Screener Training



GERALD GREGORY
EXECUTIVE VICE PRESIDENT

Overview:

Gerald A. Gregory brings over 40 years of security/investigations and public law enforcement experience. Mr. Gregory began his career in New York City, as an undercover investigator also performing street surveillance operations. Today, a Licensed Private Detective and security professional, Mr. Gregory has extensive industry experience in both the private and public sectors. In the public law enforcement sector, he successfully completed his duty as an Essex County Constable, Police Officer, Sergeant, Lieutenant, and Captain of a police department Emergency Management Division.

Employment History:

2009 - Present	American Guard Services, Inc.	Executive Vice President
2007 – 2009	Beau Security & Investigations, Inc.	President of Internal Intelligence
1990 – 2007	Internal Intelligence Service	Chief Executive Officer & President

Licenses & Certificates:

Private Investigator

Awards:

1998: Received the national leadership award from the National Republican Congressional Committee and was appointed Honorary Co-Chairman of the Business Advisory Council.

1999: Named "Businessman of the Year" by the National Republic Committee. Listed in USA Today.

2003: Was awarded the Republican Senatorial Medal of Freedom, the highest honor a Republican member of the US Senate can bestow.

Education:

- ❖ Criminal Justice Associates Degree, John Jay College of Criminal Justice
- ❖ Essex County Police Academy, Graduate



ADOLFO AVENDANO
EXECUTIVE VICE PRESIDENT

Overview:

Mr. Avendano has worked in the security industry for over 24 years. He joined American Guard Services, Inc. in February of 2011 after eight years with Guard Systems, Inc, out of Monterey Park, CA. where he was the Regional Manager. Prior to this he worked for American Protective Services out of Covina, California. Mr. Avendano is responsible for all non-maritime security operations in the western United States for American Guard Services ranging from retail to government accounts. Currently he oversees approximately 1,400 staff, including his Operations Management Team.

Specific responsibilities include: Operations Management, Business Development, Quality Control, and Training & Development.

Employment History:

2011 – Present	American Guard Services, Inc.	Executive Vice President
2003– 2011	Guard Systems, Inc. (GSI)	Operations Manager
1997–2003	American Protective Services	Scheduling Manager

Education and Certifications:

- AA Criminal Justice, Rio Hondo Community College
- LAPD "Community Police Academy" Training



CRAIG WEISSMAN, CFE

VICE PRESIDENT OF CONTRACT COMPLIANCE

Overview:

Mr. Weissman has 20 years' experience in the security and investigative industry. His expertise includes contract compliance and management and operational guidance. In addition, his investigative experience includes conducting financial review audits, financial fraud examinations, due diligence investigations, and the corporate restructuring of several companies. His career includes 6 years in the corporate office of Beau Dietl & Associates as Vice President of the White Collar Division, managing a staff of analysts and investigators. As an investigator, he has provided risk assessment and competitive intelligence to help clients make strategic business decisions.

In addition, Mr. Weissman has been a Certified Fraud Examiner since 2004. As granted by the Association of Certified Fraud Examiners, a Certified Fraud Examiner credential denotes proven expertise in fraud prevention, detection, and deterrence. Mr. Weissman graduated from George Washington University with a Bachelor's of Science in Economics.

Specific responsibilities include operations management/guidance, business development, and compliance.

Employment History:

2008 – Present	American Guard Services, Inc.	Vice President
2001 – 2008	Beau Dietl & Associates	Vice President

Education and Certifications:

- ❖ BS Economics, George Washington University
- ❖ Certified Fraud Examiner (CFE)



JOSE AGUILAR

DIRECTOR OF RISK MANAGEMENT

Overview:

Mr. Jose Aguilar has 28 years of experience in the Claims Management field. He has been responsible for such duties as overseeing new and established claims through closure; interacting with injured employees, managers, medical facilities, claim adjusters, defense attorneys, and third-party administrators; participating in claims review, depositions, hearings, mediations, and arbitrations; conducting internal investigations for work injuries for potential exposure and/or liability; and working collaboratively to enhance safety programs on current injury trends to prevent future injuries/liabilities.

Employment History:

2019 – Present	American Guard Services, Inc	Director of Risk Management
2014 – 2019	Athens Services	Sr. Claims Manager
1999 – 2013	Merchants Building Maintenance	Loss Prevention Manager
1996 – 1999	Xtra Help, Inc./Tandem Staffing	Office Supervisor/Workers Comp. Coordinator
1992 – 1996	Law Offices of Michael Lopiano	Operations Manager

Education:

California State University, Los Angeles

Computer Skills:

- ❖ Microsoft Office
- ❖ GoldMine Software
- ❖ WinTeam
- ❖ viaOne Software
- ❖ JDi Data Software
- ❖ Adobe Reader



IRVING PACHECO
ACCOUNT MANAGER

Overview:

Mr. Pacheco is a skillful and strategic manager with 11+ years of security experience. This includes but is not limited to managing security in aviation, transportation, healthcare, banking, residential, film studios, grocery stores, educational institutions, warehouses, business improvement districts, manufacturing, and corporate security. He has utilized his comprehensive knowledge and familiarity with diverse cultures and personalities to quickly map out needs and recommend appropriate solutions.

Employment History:

2021-Current	American Guard Services, Inc.	Account Manager
2020-2021	Securitas USA	District Manager
2019-2020	Allied Universal Security Services	Client Manager
2014-2019	G4S Secure Solutions USA Inc.	Healthcare Security Manager
2010-2014	US Department of Homeland Security	Transportation Security Manager

Education:

East Los Angeles College	Associate of Arts Degree in Administration of Justice
California State University Dominguez Hills	Bachelor of Science Degree in Public Administration

C.1 List the name and qualifications of the Supervisor that will be assigned to the proposed contract with the City. Provide a résumé or a job description.

As AGS practices the security industry standard of seeking to employee qualified incumbents to streamline the transition process, we will staff the Supervisor position upon award.

Qualifications:

- ❖ Supervisor must meet or exceed all qualifications required of Security Officers for this contract (see "C.3" below)
- ❖ Have three to five years of security experience
- ❖ Have two years to three years of security supervisory experience

Job Description:

The Security Guard Supervisor shall provide supervision and control of the Security Guards. The Security Guard Supervisor shall maintain communication with the City to receive directions, assignments, updates, and any information pertaining to the security of City Facilities and Sites.

The Security Guard Supervisor must be able to perform all tasks and duties of the Security Guards and, at a minimum, the following supervisory duties:

- ❖ Provide an adequate, appropriate level of field supervision for Security Guards on assigned patrols.
- ❖ Coordinate all security operations and patrol services for regular and event assignments with the City to ensure that all are properly staffed.
- ❖ Organize, plan, direct and supervise the work activities of assigned Security Guards and make assignments to provide job performance ratings in a fair and consistent manner, taking appropriate actions to correct any deficiencies.
- ❖ Issue oral and written instructions to assigned Security Guards.
- ❖ Conduct preliminary investigations of misconduct or allegations against Security Guards and prepare reports to recommend appropriate actions.
- ❖ Provide on the scene supervision involving security related incidents.
- ❖ Review reports of assigned Security Guards for accuracy and provide constructive guidance.
- ❖ Ensure that assigned Security Guards are performing their duties as prescribed by law, applicable rules and regulations.
- ❖ Conduct preliminary investigations of injuries to assigned Security Guards.
- ❖ Conduct regular staff meetings to discuss work related problems and to provide advice and guidance.
- ❖ Ensure required training of Security Guards is conducted and properly documented.
- ❖ Attend and participate in the City's security related meetings, as required.

C.2 Identify the prior contracts, and with what contracting agency, the proposed Supervisor has previously completed. Explain the Supervisor's current availability to be assigned as the Supervisor of the proposed contract with the City.

As mentioned previously, AGS practices the security industry standard of seeking to employee qualified incumbents to streamline the transition process. Therefore, we will staff the Supervisor position upon award. However, we will ensure that the Supervisor has extensive related security experience working with prior contracts similar to the City's project.

C.3 List the names and qualifications of all employees that will be assigned as Security/Patrol Guards to the proposed contract with the City. Provide résumés or a job description.

As mentioned previously, AGS practices the security industry standard of seeking to employee qualified incumbents to streamline the transition process. Therefore, we will staff Security/Patrol Guards upon award. Please see the following for the job description and qualifications we will utilize:

Job Description:

The primary role of the security officer is to be alert, observe, report, and be present rather than apprehend. Security personnel shall have normal concern for their own physical safety and shall take reasonable precautions not to place themselves in situations that would encourage violence or abuse against them or other persons in the area. The use of force shall be avoided except for personal protection or for the safety of others.

Duties for Security/Patrol Guards will include the following:

- ❖ Patrol all assigned sites.
- ❖ Monitor for fire, trespassers, or other irregularities.
- ❖ Prevent and report acts of theft, vandalism, and security breaches.
- ❖ Investigate suspicious persons or unusual incidents.
- ❖ Report all discrepancies and unsafe conditions and identify for appropriate remedial action.
- ❖ Check the security of a City Facility, its materials, equipment, and any perimeter fences.
- ❖ Respond to complaints and take appropriate action.
- ❖ Detain persons who violate laws, rules and regulations for law enforcement authorities.
- ❖ Ensure firefighting equipment, fire lanes, doors and traffic lanes are not blocked by people or equipment.
- ❖ Supervise evacuation procedures when directed.
- ❖ Report all unusual incidents, irregular activities, events, or property damage.
- ❖ Prepare reports, maintain required logs and records, and provide copies of reports to designated City staff.
- ❖ Operate radios, computers, and telephones to facilitate communication with the City as required.

- ❖ At the end of a public or private event, verify that all persons have cleared the building and all perimeter doors are locked and building is secure.
- ❖ Preventing trespass on, damage to, or theft of Agency property.
- ❖ Inspecting parking areas, enforcing Agency parking regulations, and, if requested, conducting traffic control duties.
- ❖ Enforcing security procedures and regulations.
- ❖ Interacting in a professional manner with the public.
- ❖ Be a visible presence in the lobbies and other areas when requested.
- ❖ Responding to emergencies and/or alarms.
- ❖ Escorting City personnel or visitors to or from their automobiles as requested and provides general assistance whenever possible.
- ❖ Enforcing "No Smoking" policy.
- ❖ Maintaining a daily activity report that summarizes the significant events that occurred during the shift.
- ❖ Survey facilities and parks for any defective exterior lights, electrical outages, broken pipes, broken windows, broken sprinklers, and vandalism.
- ❖ Report any findings to the appropriate City personnel.
- ❖ Identify and report any exterior/interior doors or gates not permanently secured and/or requiring maintenance. If the situation is of a suspicious nature, the guard will contact the Police Department Dispatch immediately.
- ❖ Report any urgently or immediately unsafe or dangerous conditions or circumstance, fire hazards, or breaches of security to the Police Department Dispatch.
- ❖ Cooperate with local law enforcement officers.
- ❖ Notify appropriate City personnel and local authorities when emergencies occur.
- ❖ Shift Change: The Security Guard going off of duty shall ensure that relief is properly informed and ready to assume their responsibilities. The guard coming on duty shall read all pass-down information, emails, and alerts at the beginning of each shift and initial in pass-down logbook they have done so. Provide briefing of day events, issues, and pertinent information to the relieving security officer.
- ❖ Other duties as assigned by the City's authorized representative.

Qualifications:

- ❖ Read, write accurate, clear, and legible reports speak and understand the English Language, and additional Spanish language skills are desirable. Specifically, assigned personnel shall be able to report emergencies to 911 and the City's authorized representative. Assigned personnel must be able to read and understand all post orders, the City's policies and procedures, and posted warning and danger signs of potential hazards and safety instructions.
- ❖ Have the necessary public relations skills to deal with employees (Security Contractor & the City) and customers in a professional, courteous, businesslike manner.
- ❖ Understand written and oral rules and regulations and apply them in a tactful and non-confrontational manner.

- ❖ Must possess either a high school diploma or a General Equivalency Diploma and have 1½ years of prior security experience or have worked in a related field. The minimum age for security officers assigned to the City is 21 years old.
- ❖ Maintain poise and self-control under stress. Security officer must be able to think and act quickly and effectively in emergency situations.
- ❖ Must be mentally alert and capable of exercising good judgment, implementing instructions, and assimilating necessary specialized training. Emotional and mental stability are essential since duties normally require contact with public and quick action under emergency situations.
- ❖ Must be able to stand on their feet for extended periods of time, maneuver stairs and other physically demanding terrain at the site as regular duties. Security Officers must make all building rounds/tours as assigned by the City's authorized representative.
- ❖ Refrain from fraternization with Agency employees while on or off duty. This includes but not limited to dating, emails, or other means of communications (i.e. Social Media – Facebook, Twitter, etc.).
- ❖ Possess and carry in their possession while on duty a valid California Driver's License issued by the State of California Department of Motor Vehicles.
- ❖ Recognize the confidential nature of the information associated with this work.
- ❖ Be a graduate of a state of California certified security officer/guard training program.
- ❖ Have appropriate licenses issued by the California Department of Consumer Affairs – Bureau of Security and Investigative Services.
- ❖ Have certification to carry Oleoresin Capsicum (OC) and handcuffs. Security Personnel who are armed shall have all required licenses from BSIS. Security Guards shall possess all required certifications and licenses at all times while on duty.
- ❖ Security Guards shall possess all necessary certificates and permits required by the state of California and San Bernardino County.
- ❖ Possess current First Aid, CPR, and AED certification cards. Certification as an Emergency Medical Technician level (EMT-1) may substitute for the first aid requirement.
- ❖ Security Officers must be fully capable of performing work requirements moderate to arduous physical exertion under either normal or emergency conditions. Security Officers will possess a good distance vision in each eye corrected to 20/30. They will have normal field of vision, good depth perception, and the ability to distinguish basic colors. Any hearing loss may not exceed thirty (30) decibels in both ears or 35 decibels in the poorer ear.

C.4 Provide a copy of the Security Guard licenses issued to all employees that will be assigned as Security/Patrol Guards to the proposed contract with the City by the California Department of Consumer Affairs – Bureau of Security and Investigative Services.

Per the Questions and Answers, AGS will provide a copy of the Security Guard licenses issues to all employees that will be assigned as Security/Patrol Guards to the proposed contract with the City by the California Department of Consumer Affairs – Bureau of Security and Investigative Services upon award before the contract commences.

Additional Attachments

Please see the following additional attachments:

- ❖ Disclosures Required by Persons or Entities Contracting with the City of Rialto Form
- ❖ Statement of References Form
- ❖ Proposers Background Information Form
- ❖ Statement of Proposer's Qualifications Form
- ❖ Statement of Proposer's Past Contract Disqualifications Form
- ❖ Certification of Non-Discrimination by Consultants Form
- ❖ Non-Collusion Affidavit
- ❖ W-9
- ❖ Secretary of State Certificate of Status
- ❖ Certificate of Liability Insurance (Specimen)
- ❖ Credit Letter from CAC
- ❖ Credit Letter from Zurich
- ❖ Good Standing Letter from Active Universal Capital
- ❖ Sample Incident Report
- ❖ Sample Daily Activity Report
- ❖ Sample Invoice

**CITY OF RIALTO
REQUEST FOR PROPOSAL #22-007
DISCLOSURES REQUIRED BY PERSONS OR ENTITIES
CONTRACTING WITH THE CITY OF RIALTO**

Pursuant to City of Rialto Code of Ordinances Section 2.48.145, all persons or business entities supplying any goods or services to the city, or seeking a loan or grant awarded by the city, whether through an application or proposal, shall disclose in such application or proposal whether any city officer, employee, or consultant may have a financial or non-financial interest in the person or business entity, or in any member, employee, owner, or officer of the business entity.

- A financial interest shall mean any interest that is prohibited under state law, including California Government Code Sections 1090 and 87100, and California Code of Regulation Section 18700 *et seq.*
- A non-financial interest shall mean any interest that is prohibited by City of Rialto Code of Ordinances Section 2.48.140 (attached here).

For the purpose of helping the City understand whether City personnel might have a conflict of interest in you or your organization, please disclose below whether you or any of your members, employees, paid or unpaid officers, paid or unpaid directors, or owners are (or are related to) a City elected or appointed official, a City officer, or a City employee or consultant.

Name of Your Organization's Affected Member, Employee, Paid or Unpaid Officer, Paid or Unpaid Director, or Owner	Name of City Elected or Appointed Official, City Officer, a City Employee or Consultant	Relationship Between the Two
N/A	N/A	N/A

By submitting [this application/proposal], or supplying any goods or services to the city, the [applicant/vendor/contractor/consultant] hereby attests under penalty of perjury, personally and/or on behalf of the entity [submitting this application/proposal or supplying any goods or services to the city] that no City of Rialto elected or appointed official, employee or consultant has a financial or non-financial interest, as such terms are defined in California Government Code Sections 1090 and 87100 and in City of Rialto Code of Ordinances Section 2.48.145, in the [applicant/vendor/contractor/consultant], except as specifically disclosed herein.

Person/Entity: Gerald A. Gregory

Title: Executive Vice President

Signature: 

Date: 11/10/2021

Form Date: 06/09/2021

**CITY OF RIALTO
REQUEST FOR PROPOSAL #22-007
STATEMENT OF REFERENCES**

List and describe fully the last four contracts performed by your firm which demonstrate your ability to complete the work included with the scope of the specifications. Attach additional pages if required. The City reserves the right to contact each of the references listed for additional information regarding your firm's qualifications.

Reference No. 1

Customer Name: Judicial Council
Contact Individual: Daniel P. Potter / Clerk Executive Officer **Phone No:** 213-830-7110
Address: 300 S. Spring Street, Suite 2217 Los Angeles, CA 90013
Contract Amount: Annually \$1,206,992.00 **Year:** 2020 to Present
Description of work done: AGS provides the Judicial Council of California security guard services to monitor security desk consoles, conduct magnetometer and security wand entry screening, perform interior surveys, and monitor public access points to court facilities amongst other deliverables. AGS provides security guard services for their regional service areas, which includes Los Angeles, Ventura, Sacramento, San Diego, Riverside, Santa Ana, Fresno, and San Jose

Reference No. 2

Customer Name: Port of Seattle
Contact Individual: Farlis Lewis / Buyer Supervisor **Phone No:** 206-787-6523
Address: 2711 Alaskan Way Seattle, WA 98121
Contract Amount: Annually \$1,904,001.00 **Year:** 2020 to Present
Description of work done: AGS provides multi-functional security services for the protection of the Port of Seattle, the third largest cargo gateway in the US. All AGS employees comply with the United States Coast Guard (USCG) approved Facility Security Plan requirements. AGS Security Officers deter unauthorized access, property damage, and indecent or illegal actions on the sites; provide technical security during emergencies; respond to customer inquiries and requests for assistance; properly lock and unlock site facilities; perform security roves throughout the sites; provide security escort services; and more

Reference No. 3

Customer Name: Seattle Housing Authority
Contact Individual: Cindy Sribhibhath / Property Management Administrator **Phone No:** 206-615-3302
Address: 190 Queen Anne Ave. North P.O. Box 19028 Seattle, WA 98109-1028
Contract Amount: Annually \$207,922.22 **Year:** 2017 to Present
Description of work done: At SHA sites, AGS guards patrol the premises, enforce park closure hours, respond to calls from residents and others, and enhance the general safety and security of all employees, residents, and property. AGS officers employ positive communication and community policing practices with residents and homeowners, which is crucial to contract compliance. Additionally, AGS provides bikes/electric Trikke patrols for four High Point community locations

Reference No. 4

Customer Name: City of Fresno - Housing Authority
Contact Individual: Lytic Aguigam / Policy Analyst **Phone No:** 559-443-8400 Ext 4437
Address: 1331 Fulton Street, Fresno, California 93721
Contract Amount: Annually \$477,877 **Year:** 2020 to Present
Description of work done: AGS provides security guard services to the Fresno Housing Authority. Guard duties include, but are not limited to, providing logs on daily/nightly tenant activities in violation of the Tenant Agreement, conducting exterior patrol of each occupied and unoccupied unit hourly, reporting problems that occur within and around the complex (e.g., illegal activities, safety issues, visible lease violations), conducting access control, notifying the Police Department immediately of any activities that are criminal in nature, and enforcing the City ordinance curfew

Please list all City of Rialto projects (if any) completed within the last five (5) years.

Project Name: N/A
Contact Individual: N/A **Phone No:** N/A
Project Location: N/A
Contract Amount: N/A **Year:** N/A
Description of work done: N/A

**CITY OF RIALTO
REQUEST FOR PROPOSAL #22-007
STATEMENT OF REFERENCES**

List and describe fully the last four contracts performed by your firm which demonstrate your ability to complete the work included with the scope of the specifications. Attach additional pages if required. The City reserves the right to contact each of the references listed for additional information regarding your firm's qualifications.

Reference No. 1

Customer Name: DHL Supply Chain - Nationwide

Contact Individual: Robert Gandia / Corporate Security & Investigations

Phone No: 310-961-8413

Address: 401 23rd St., San Francisco CA 94107

Contract Amount: Annually \$4,000,000.00

Year: 2010 to Present

Description of work done: AGS provides Armed and Unarmed Security, cargo screenings, and access control services for ramp locations and loading docks at DHL facilities

Our service mirrors the high performing UPS contract with our use of the local labor force and our commitment to appropriate technologies to save time and money. AGS has formal program evaluations that assess many variables in our security response and performance -- AGS consistently has met its program goals and objectives through open feedback assessments and other measures. Loading zones and other facility posts are crucial entrances to the outside world, not to mention, environments with vulnerabilities we understand and seek to mitigate.

Reference No. 2

Customer Name: _____

Contact Individual: _____

Phone No: _____

Address: _____

Contract Amount: _____

Year: _____

Description of work done: _____

Reference No. 3

Customer Name: _____

Contact Individual: _____

Phone No: _____

Address: _____

Contract Amount: _____

Year: _____

Description of work done: _____

Reference No. 4

Customer Name: _____

Contact Individual: _____

Phone No: _____

Address: _____

Contract Amount: _____

Year: _____

Description of work done: _____

Please list all City of Rialto projects (if any) completed with in the last five (5) years.

Project Name: _____

Contact Individual: _____

Phone No: _____

Project Location: _____

Contract Amount: _____

Year: _____

Description of work done: _____

**CITY OF RIALTO
REQUEST FOR PROPOSAL #22-007
PROPOSERS BACKGROUND INFORMATION**

Proposers Information

Proposer's Contact Name:	Gerald A. Gregory
Contact Title:	Executive Vice President
Mailing Address:	1125 W. 190th Street Los Angeles, CA 90248
Location of Business (if different from mailing address):	/
Telephone Number:	800-441-1808
Pager Number:	N/A
24 Hour Tel. Number:	800-441-1808
Fax Number:	N/A
E-Mail Address:	jgregory@americanguardservices.com
Remittance Address: (if different from mailing address):	PO Box 6534 Pasadena, CA 91109
Number of Years in Business:	24 Years
Applicable State of California License #(s):	PPO12969
Expiration Date(s):	09/30/2023
Proposer's Dunn and Bradstreet 'DUNNS' NUMBER:	00-512-2853

**CITY OF RIALTO
REQUEST FOR PROPOSAL #22-007
STATEMENT OF PROPOSER'S QUALIFICATIONS**

STATE OF CALIFORNIA, COUNTY OF Los Angeles

I am the of Executive Vice President/ American Guard Services, Inc., the
Proposer herein. I have read the foregoing statement and know the contents thereof, and I certify that the
same is true of my own knowledge, except as to those matters which are therein stated upon my information or
belief, and as to those matters I believe it to be true.

Executed on November 10, 2021 at Los Angeles, California
(date) (place)

I declare, under penalty of perjury, that the foregoing is true and correct.



Signature of Proposer

Executive Vice President

Title

Signature of Proposer

Title

CITY OF RIALTO
REQUEST FOR PROPOSAL #22-007
STATEMENT OF PROPOSER'S PAST CONTRACT DISQUALIFICATIONS

Pursuant to Section 10162 of the Public Contract Code the Proposer shall state whether such Proposer, any officer or employee of such Proposer who has a proprietary interest in such Proposer has ever been disqualified, removed, or otherwise prevented from proposing on, or completing a Federal, State or Local Government Project because of a violation of law or a safety regulation; and if so, explain the circumstances.

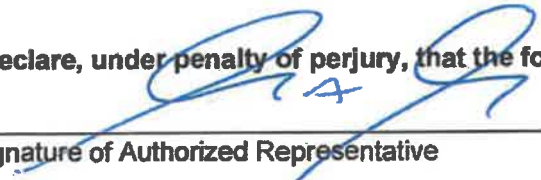
If the Proposer has had a contract terminated for default, all such incidents must be described. Termination for default is defined as notice to stop performance due to the Proposer's non-performance or poor performance and the issue was either not litigated; or litigated and such litigation determined the Proposer to be in default. Submit full details of all termination(s) for default experienced by the Proposer including the other party's name, address, and telephone number. Present the Proposer's position on the matter. The City will evaluate the facts and may, at its sole discretion, reject the Proposer's proposal if the fact discovered indicates the completion of a contract resulting from the RFP may be jeopardized by selection of the Proposer.

If no such termination for default has been experienced by the Proposer in the past five years, so indicate.

1. Do you have any disqualification, removal, etc., as described in the above paragraph to declare?
Yes ☐ No ☒
2. If yes, explain the circumstances. Attach additional pages if necessary.

Executed on November 10th, 2021 at Los Angeles, California.

I declare, under penalty of perjury, that the foregoing is true and correct.



Signature of Authorized Representative

Gerald A. Gregory

Printed Name

Executive Vice President

Title

American Guard Services, Inc.

Company Name

11/10/2021

Date Signed

**CITY OF RIALTO
REQUEST FOR PROPOSAL #22-007
CERTIFICATION OF NON-DISCRIMINATION BY CONSULTANTS**

As suppliers of goods or services to the City of Rialto, the firm listed certified that it does not discriminate in its employment with regard age, handicap, race, color, religion, gender, gender identity, sex, sexual orientation, or national origin; that it is in compliance with all federal, state, local directives, and executive orders regarding non-discrimination in employment; and that it agrees to demonstrate positively and aggressively the principle of equal employment opportunity in employment. Every bidder in violation of this section is subject to all penalties imposed for violation of Chapter 1 of Part VII, Division 2 of the Labor Code, in accordance with the provisions of Section 1753 thereof.

We agree specifically:

1. To establish or observe employment policies which affirmatively promote opportunities for minority persons at all job levels.
2. To communicate this policy to all persons concerned, including all company employees, outside recruiting services, especially those serving minority communities, and to the minority communities at large.
3. To take affirmative steps to hire minority employees within the company.



Signature of Authorized Representative

Gerald A. Gregory/ Executive Vice President

Printed Name/Title

American Guard Services, Inc.

Company Name

1125 W. 190th Street

Address

Los Angeles, CA, 90248

City, State, Zip Code

11/10/2021

Date Signed

Please include any additional information available regarding equal opportunity employment programs now in effect within your company.

**CITY OF RIALTO
REQUEST FOR PROPOSAL #22-007
NON-COLLUSION AFFIDAVIT**

State of California)
County of Los Angeles) SS.

Gerald A. Gregory being first duly sworn, deposes and says that he or she Executive Vice President is of American Guard Services Inc. the party making the foregoing proposal that such proposal is not made in the interest of or on behalf of any undisclosed person, partnership, company, association, organization or corporation; that the proposer has not directly or indirectly induced or solicited any other proposer to put in a false or sham proposal, and has not directly or indirectly colluded, conspired, connived, or agreed with any proposer or any one else to put in sham proposal, or that anyone shall refrain from proposing; that the proposer has not in any manner, directly or indirectly, sought by agreement, communication or conference with anyone to fix the proposal price of said proposer or of any other proposer, or to fix any overhead, profit, or cost element of the proposal price, or of that of any other proposer, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the proposal are true; and, further, that said proposer has not directly or indirectly, submitted his or her proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid and will not pay any fee to any corporation, partnership, company, association, organization, proposal depository or to any member or agent thereof, to effectuate a collusive or sham proposal."

11/10/2021

(Date)

American Guard Services, Inc.

Proposer Name
(Person, Firm, Corp.)

1125 W. 190th Street Los Angeles, CA 90248

Address

Los Angeles, CA 90248

City, State, Zip Code

Los Angeles, California

(Signed at (Place)


Authorized Representative

Gerald A. Gregory

Representative's Name

Executive Vice President

Representatives' Title

Request for Taxpayer Identification Number and Certification

► Go to www.irs.gov/FormW9 for instructions and the latest information.

Give Form to the
requester. Do not
send to the IRS.

Print or type. See Specific Instructions on page 3.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. American Guard Services, Inc.	
	2 Business name/disregarded entity name, if different from above	
	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes. ☐ Individual/sole proprietor or single-member LLC ☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► _____ Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner. ☐ Other (see instructions) ► _____	
	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ (Applies to accounts maintained outside the U.S.)	
	5 Address (number, street, and apt. or suite no.) See instructions. 1125 W 190th Street	Requester's name and address (optional)
	6 City, state, and ZIP code Gardena, CA, 90248	
	7 List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number								
			-			-		
or								
Employer identification number								
9	5	-	4	6	5	4	3	5

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign
Here

Signature of
U.S. person ►

Date ► 11/10/21

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.

State of California

Secretary of State

CERTIFICATE OF STATUS

ENTITY NAME:

AMERICAN GUARD SERVICES, INC.

FILE NUMBER: C2019169
FORMATION DATE: 10/01/1997
TYPE: DOMESTIC CORPORATION
JURISDICTION: CALIFORNIA
STATUS: ACTIVE (GOOD STANDING)

I, ALEX PADILLA, Secretary of State of the State of California, hereby certify:

The records of this office indicate the entity is authorized to exercise all of its powers, rights and privileges in the State of California.

No information is available from this office regarding the financial condition, business activities or practices of the entity.



IN WITNESS WHEREOF, I execute this certificate and affix the Great Seal of the State of California this day of August 06, 2019.

A handwritten signature in black ink, appearing to read "Alex Padilla".

ALEX PADILLA
Secretary of State



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
11/22/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER El Dorado Insurance Agency, Inc. El Dorado Sec Svcs Ins Agy 3673 Westcenter Drive Houston TX 77042		CONTACT NAME: Lindsey Paparello PHONE (A/C No. Ext): (713) 521-9251 E-MAIL: lpaparello@eldoradoinsurance.com ADDRESS: 11/22/2020	
INSURED American Guard Services, Inc. 1125 W. 190th Street Los Angeles CA 90248		INSURER(S) AFFORDING COVERAGE INSURER A: Lexington Insurance Company NAIC # 19437 INSURER B: Zurich American Insurance Co. 27855 INSURER C: Endurance American Specialty Ins. Co. 10641 INSURER D: Westchester Surplus Lines Ins. Co. 10172 INSURER E: United Wisconsin Insurance Company 29157 INSURER F: Hiscox Insurance Company 10200	

COVERAGES CERTIFICATE NUMBER: AGS - All Certs - 11.20 REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	AGGL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR ☒ Errors & Omissions GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☐ PRO-JECT ☐ LOC OTHER:		080878076	11/19/2020	11/19/2021	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPO AGG \$ 2,000,000 \$
B	AUTOMOBILE LIABILITY ☒ ANY AUTO ☐ ALL OWNED AUTOS ☐ HIRED AUTOS ☐ SCHEDULED AUTOS ☐ NON-OWNED AUTOS		BAP0885493-05	11/19/2020	11/19/2021	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
C	UMBRELLA LIAB ☒ OCCUR		E1D90002147800 & -8142700	11/19/2020	11/19/2021	EACH OCCURRENCE \$ 10,000,000
D	EXCESS LIAB ☒ CLAIMS-MADE DED RETENTION \$		G71839916001 018303236 (Lexington)	6/18/2021	11/19/2021	AGGREGATE \$ 10,000,000 \$
E	WORKERS COMPENSATION AND EMPLOYER'S LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N/A	WC600-00097-021-BE	1/1/2021	1/1/2022	☒ PER STATUTE ☐ OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
F	1st & 3rd party Crime		UC21824594.20	11/14/2020	11/14/2021	Aggregate \$2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER El Dorado Insurance Agency SPECIMEN El Dorado Insurance Agency	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE R.L. Ring, Jr./LINDS
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ACORD 25 (2014/01)
INS025 (201401)

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Constance Butts:

CAC Acceptance Corporation finances insurance policies for American Guard Services (AGS). With revenue of over \$100 million, AGS has significant insurance needs and respective premiums. We have been financing AGS's insurance policies for over a decade. We finance all of their policies including worker's compensation, automobile, general liabilities, and a large umbrella policy.

AGS has maintained an excellent credit rating as they always timely pay their premiums. Specifically, our records indicate they have always paid timely, and there have been no 30-day late payments in the last 12 months, and no 30-day late payments in the last 24 months.

If you have any additional questions regarding their credit rating, please let me know.

Sincerely,

Andy Ring
Vice President

Tel: 713.524.1691 or 888.422.7755
3673 Westcenter Dr Houston, TX 77042
info@cacacceptancecorp.com
www.cacacceptancecorp.com



ZURICH North America Surety
2000 Market Street, Suite 1100
Philadelphia, PA 19103

Phone: (610)-727-5642
Fax : (610)-640-9410

To whom it may concern:

Zurich American Insurance Company and/or its subsidiary, Fidelity and Deposit Company of Maryland, are prepared to provide surety credit to American Guard Services, Inc. for single projects of \$6 million and an aggregate uncompleted backlog of \$25 Million. Zurich/F&D is rated "A" (Excellent) with a financial size category of XV (\$2 billion +) by AM Best and has a US Treasury Limit exceeding \$700 million.

If American Guard Services, Inc. is awarded a contract and requests that we provide the necessary Performance and/or Payment Bonds, we will be prepared to execute the bonds subject to our acceptable review of the contract terms and conditions, bond forms, appropriate contract funding and any other underwriting considerations at the time of the request.

Our consideration and issuance of bonds is a matter solely between American Guard Services, Inc. and ourselves, and we assume no liability to third parties or to you by the issuance of this letter.

We trust that this information meets with your satisfaction. If there are further questions, please feel free to contact me.

Sincerely,
Michael Matyjasik, Account Executive
Zurich American Insurance Company
Fidelity and Deposit Company of Maryland

A member of the  Zurich Financial Services Group



February 4, 2021

Re: Good Standing Letter

To Whom It May Concern:

The intent of this letter is to confirm that **American Guard Services, Inc.**, account is in good standing. They currently have a \$30,000,000 financing arrangement and we are willing to provide them with an additional \$30,000,000 if needed to accommodate new contract awards. Active Universal Capital, LLC., has been working with **American Guard Services, Inc.**, and their affiliates since May 2020.

Yours sincerely,

A handwritten signature in dark ink, appearing to read "Samuel Goldberg", is written over a horizontal line.

(Authorized Signature)

By: Samuel Goldberg
Title: Executive Vice President



AMERICAN GUARD SERVICES, INC.

INCIDENT REPORT

IR#

Incident Day/Date			Incident Time (24 hrs.)		
Type of Incident					
Location of Incident					
PRIMARY INVOLVED PARTY					
☐ Suspect ☐ Victim ☐ Witness ☐ Guest ☐ Employee					
Name (Last, First, Middle)					
DOB		Race		Sex	
Address					
City				State	Zip
Home Phone				Alt. Phone	
ID Document / #				State/Country	
Employee's Shift started at (injury report only)				Dept.	Title
Guest Room #		CI/CO Date		Function/Event	
VEHICLE INVOLVED					
Make		Model		License	State
Year		Body Style		Color	
Additional Description/Distinctive Equipment					
OTHER INVOLVED PARTY					
☐ Suspect ☐ Victim ☐ Witness ☐ Guest ☐ Employee					
Name (Last, First, Middle)					
DOB		Race		Sex	
Address					
City				State	Zip
Home Phone				Alt. Phone	
ID Document / #				State/Country	
MISSING PROPERTY					
Item	Qty.	Article Description, Brand, Model	Serial #	Value \$	
PRELIMINARY INVESTIGATION FACTORS					
Physical Evidence	Area Checked	Injury / First Aid	Guest contacted		
Photographs taken	Assault	Refused Medical Aid	Lock Interrogation		
Diagram	Illegal Substances	Paramedics called	86 List		
Intoxication	Firearm	Police / Fire on Property	Follow-up needed		
Reporting Officer	Serial #	Date/Time Report Was Taken			
Signature					
DISTRIBUTION	General Manager	Human Resources	Other		

IR#	
-----	--

[illegible]

Reporting Officer		Serial #	
Signature			

Reporting Officer		Serial #	
Signature			

Signature	
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American Guard Services, Inc.
1125 W 190th St.
Los Angeles, CA 90248
310-465-6200

DAILY ACTIVITY REPORT BY SHIFT

CLIENT _____
ADDRESS _____
POST _____

☐ DAY SHIFT ☐ SWING SHIFT ☐ GRAVEYARD SHIFT

SHIFT START TIME _____ DATE _____
SHIFT END TIME _____ DATE _____

OFF-DUTY S/O

NAME _____
EMPLOYEE # _____

ON-DUTY S/O

NAME _____
EMPLOYEE # _____

EQUIPMENT CUSTODY

FACILITY KEYS _____
PATROL CLOCK _____
HAND- HELD RADIO _____
FLASHLIGHT _____



ACCEPTED: ON-DUTY S/O

SIGNATURE _____
COMMENT _____

DISPATCH CALL-IN LOG

TIME CALLED	S/O INITIALS

PATROL ROUNDS LOG

TIME ROUND STARTED	TIME ROUND ENDED	S/O INITIALS	IF KEY STATION MISSED-- EXPLAIN

REVERSE SIDE
RECORD ALL SIGNIFICANT EVENTS

DAILY ACTIVITIES

RECORD ALL ACTIVITIES SUCH AS:

- ALL DUTIES AS REQUIRED BY POST ORDERS
- EQUIPMENT/PACKAGES/FURNITURE REMOVED OR BROUGHT IN
- AUTOMOBILES OR TRUCKS ENTERING OR LEAVING PROPERTY
- VISITORS OR REPAIRMENT OR EMPLOYEES NOT NORMALLY ON PROPERTY

ALSO, LOG EVENT AND PREPARE INCIDENT REPORT IF THERE IS ANY:

- FIRE - POLICE ACTION - MEDICAL INCIDENT - TRESPASSER - COMPANY SECURITY VIOLATION
- INJURY TO PERSON - PROPERTY DAMAGE

[illegible]



Invoice Number: SAMPLE

Subtotal	
Sales Tax	
Total Invoice Amount	
Payment/Credit Applied	
TOTAL	