

CITY OF FORT LAUDERDALE, FL

November 30, 2017

**City of Fort Lauderdale
City Ambassador Program
RFP # 12054-585**



Individual Responsible for Proposal

*Alyshia Assal, Executive Coordinator
1299 E. Artesia Suite 200
Carson, CA 90746
Phone: (424) 213-4090
Fax: (310) 645-6233
alyshia@americanguardservices.com
mboulette@americanguardservices.com*



American Guard Services

Corporate Headquarters

1299 E. Artesia Blvd, Suite 200
Carson, CA 90746
Phone: (800) 662-7372
Fax: (310) 645-6233

Local Address

2550 Eisenhower Blvd., Suite 326
Hollywood, FL 33316
Phone: (954) 462-6907

November 28, 2017

City of Fort Lauderdale Procurement Services Division
100 N. Andrews Avenue, #619
Fort Lauderdale, FL 33301

American Guard Services, Inc. is pleased to submit this response to your RFP to provide Security Services for The City of Fort Lauderdale, Florida (CITY). I trust you will find that our firm is duly qualified and in fact an excellent match for your agency.

Founded in California in 1997, American Guard Services:

- Maintains numerous regional offices throughout Florida, California, Washington, Arizona, Hawaii, Louisiana, Nevada, and Texas
- Provides high-quality security services in major seaports, airports, educational institutions, grocery & retail chains, etc.
- Continually evaluates and tailors its services to the specific needs of our customers, regulatory requirements and industry evolutions and innovations
- Serves renowned customers like Norwegian Cruise Line, DHL, Kroger (Ralph's / Food4Less) Companies, UPS and many others

AGS offers a broad range of industry-specific security guard services and we take great pride in our rigorous hiring, training and performance standards. We believe that the key to success is forming a partnership with each and every one of our valued clients, thereby creating exceptional working relationships and lines of communication between our security professionals and our clients' representatives. AGS has a clean record, completely void of any liens, litigation, or bankruptcies, and is in good standing as a vendor for all federal, state, and local entities.

AGS provides services across a wide array of industries including, but not limited to:

The cruise industry during a record breaking 2012 year, with more than 20.3 million global travelers and 17 million sailing from the United States. As the fastest growing category in the leisure travel market, with an average passenger growth rate of 7.2% per annum, the demand for high quality security services is greatest in 2015. AGS has consistently met this growth with fully trained and qualified Officers before a need was felt, or an incident could take place. We are contracted by most major cruise lines to provide MTSA and USCG compliant terminal security during a vessel's stay in the ports of Miami, Long Beach, Fort Lauderdale, and more.

The U.S. logistics and transportation industry, but more specifically, the world's leading airfreight forwards today—**DHL** and **UPS**. UPS consistently leads the pack in net revenue, and has secured a strong market position with agile, innovative security solutions offered by AGS at its San Leandro, CA location.



The food retail industry's 30 billion dollar a year problem with loss prevention is solvable with a comprehensive, industry-leading security response. Chain supermarkets have been experiencing a decline in theft-related incidents (since 2006) because of monitoring tools, technology, and education—strategies that are implemented by AGS staff across hundreds of Ralph's locations.

AGS offers tailored services and a complete corps of skilled personnel that can be immediately utilized according to any need, independent of project size and scope. Company-wide, we have decades of experience executing effectively during emergency situations.

Legal Name, Address, and Telephone Number:

American Guard Services
1299 E Artesia Blvd
Carson, CA 90746
(310) 645 6200

Designated Contact:

Alyshia Assal, Executive Coordinator
(424) 213 - 4090
alyshia@americanguardservices.com

AGS has read the solicitation in its entirety and understands and accepts the requirements made within. We are completely committed to providing the most effective security measures, along with unparalleled customer service levels. Thank you for your consideration of our qualifications. In the event you require further information, please contact me at any time. We look forward to the opportunity to demonstrate the value we are certain we can provide to your organization.

Respectfully,

Sherif Assal, President
American Guard Services, Inc.



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Executive Summary

Biography

American Guard Services (AGS) is a Corporation founded in 1997 by siblings Sherine and Sherif Assal, who are the acting Chief Executive Officer and President. AGS is a full service Security Guard Company, recognized under the NAICS Code 561612: Security Guards and Patrol Services. AGS is a Prime Government Contractor, approved under the Federal Supply System as a Security Contractor, as well as Woman-Owned, Small Business under the criteria established by the U.S. Small Business Administration. With over 4,500 security officers and support and operations throughout 30 states, AGS addresses the needs of our Government clients and their myriad of special concerns every day. We make it our company mission to never sacrifice performance for profit. **AGS is and will remain registered as a legal entity in the State of Florida.**

AGS provides the following services:

- Investigation
- Security Technology
- Guest Services
- Emergency Response
- On-Demand Security
- Access Control
- Building Perimeter Checks
- Identification Checks

Mission Statement

AGS makes it our mission to never sacrifice performance for profit, and we tailor needs specifically for our clients. We always support local economies and seek to give back to the communities we serve.

Number of Years in Business

AGS has been in business, providing Security Guard and Crossing Guard services for nearly twenty years. AGS was established in 1997, and our key personnel have over seventy (70) years combined experience in the security industry. This is inclusive of providing services for MTSA regulated facilities, maritime facilities, and other security services (for government, retail, commercial/industrial, residential, and crossing guards, etc.) As a seasoned maritime security contractor, we are capable of handling surge requests for increased security officers by use of our 24 hour communications center, local operations management, and area supervisors. AGS also has experience providing security services for correctional facilities through a subsidiary.

AGS has experience at Educational facilities, including Universities, Colleges, and Charter Schools. AGS has served at a number of facilities designed for primary and higher education. We provide general security and patrol, and even crossing guard services for institutes such as West Coast University, the University of Southern California, American Career College, and KIPP Charter Schools.

Customer Retention Rate

AGS has a record-high customer retention rate of 95%.

Turn-over Rate

AGS has a healthy turnover rate of 20%.



Average Length of Employment

Because we have such a low turnover rate, and prefer to promote from within, AGS sees longer relationships with its employees, which may range anywhere from 3-5 years+.

Overview of Organization

Sherif Assal, who co-founded American Guard Services, is the driving force behind differentiating American Guard Services from its competitors and building the brand. He oversees our logistics and transportation Contracts in conjunction with Regional Managers, and has years of experience with air, ground, sea transit, and logistics.

Our Vice President, Adolfo Avendano, is responsible for all non-maritime security operations in the United States for AGS, ranging from retail to Government accounts. He oversees a vast network of trained Guards, including his Operations Management Team.

The AGS Upper Management Team's extensive experience is illustrated by its use of vendors that support the security industry, such as Target Solutions, a company which provides online security training, and MITC, our workforce management support in the industry. Our decades of experience have taught us to efficiently and effectively utilize vendors that act as partners and assist us in providing well-trained, competent Guards for our clients. The CITY and AGS management share complementary objectives and long-term goals that converge on the provision, implementation, and retention of qualified and proficient Security Guards. As such, AGS underscores several core elements for a successful partnership with the CITY in terms of a clear purpose and intent with respect to primary staffing and the CITY's performance goals; a clear division of roles, responsibilities, and accountability; direct modes of communication; flexibility to respond to changing circumstances, and incorporate new information and experiences that become available over time; openness to learn and change to promote an environment of mutual trust and rapport; and persistence to facilitate successful implementation and retention efforts as reflected through systematic monitoring and evaluation.

Our systematic training program, management staff, and assigned Security Guards have a proven track record that will meet these operational challenges and provide a security service to exceed your requirements. Specifically, AGS's Management Team has a successful track record; we are capable of providing the highest level of services that the CITY requires.

Local Address and Amount of Local Administrative Staff

AGS is currently operating in more than thirty (30) states, with a central office location in Carson, CA, and with nine (9) regional office locations spanning the US and Hawaii. Nearby office locations to serve the CITY are our Cape Canaveral, Miami, and Fort Lauderdale locations. Upon request, AGS will open a local office upon award.

Waste Management

AGS will develop a Green Plan to complement CITY's mission—one that addresses energy, waste management, sustainable practices, water and air treatment, etc. We will participate in any meetings related to contract success, and in addition, attend those meetings related to any environmental matters that affect a wider audience.



Key Personnel



SHERINE ASSAL
CHIEF EXECUTIVE OFFICER

Overview:

Ms. Assal has over 21 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. Ms. Assal is 100% committed to CITY.

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:

Bachelors in Business Administration, American University of Cairo



SHERIF ASSAL
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 highly successful acquisitions throughout the United States as well as their subsequent integration into the AGS organization. Mr. Assal is 100% committed to CITY.

Employment History:

1997 – Present	American Guard Services, Inc.	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 30 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. His widespread capacities in the private sector include Officer, Investigator, Scheduling and Operations Manager, Branch Manager, Regional and National Operations Director, Vice President, Executive Vice President, President, and Chief Executive Officer. 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. Mr. Gregory is 100% committed to CITY.

Employment History:

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

Overview:

Mr. Avendano has worked in the security industry for over 15 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. Mr. Avendano is 100% committed to CITY.

Employment History:

2011 – Present	American Guard Services, Inc.	Regional Manager
2008 – 2011	GSI, MBM, MLS, Reedley	Project Manager
2000 – 2008	Guard Systems, Inc. (GSI)	Operations Manager
1989 – 2000	American Protective Services	Scheduling Manager

Education and Certifications:

AA Criminal justice, Rio Hondo Community College
LAPD "Community Police Academy" Training
American Society for Industrial Security (A.S.I.S. International)
Certified Protection Professional (CPP)



KEITH DOVE
DIRECTOR, RISK MANAGEMENT

Overview:

Mr. Dove possesses over 30 years of progressive experience in law enforcement and security in a variety of capacities ranging from Deputy Sheriff for the County of Los Angeles to Law Enforcement Director in the private sector. Mr. Dove is currently responsible for the risk management administration for AGS as well as creating and maintaining safety policies and procedures, use of force guidelines, reporting procedures, etc.

Mr. Dove previously was in charge of maritime operations including security services in the ports of Los Angeles, Long Beach, Miami and others. Mr. Dove is 100% committed to CITY.

Employment History:

2011 – Present	American Guard Services, Inc.	Director, Risk Management
2007 – 2011	American Guard Services, Inc.	Director, Maritime Operations
2004 – 2007	ADT / Bel-Air Patrol	Team manager
1997 – 2004	L.A. County Sheriff's Dept.	Deputy Sheriff (Custody Asst.)

Education:

Microsoft Certified System Engineer, Software Education of America
Los Angeles County Sheriff Academy
US Air Force Law Enforcement Academy
US Air Force Non-Commissioned Officer Academy
Community College of the US Air Force, Criminal Justice



CRAIG WEISSMAN
VICE PRESIDENT, CONTRACT COMPLIANCE

Overview:

Mr. Weissman has 15 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 Bachelors of Science in Economics. Mr. Weissman is 100% committed to CITY.

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

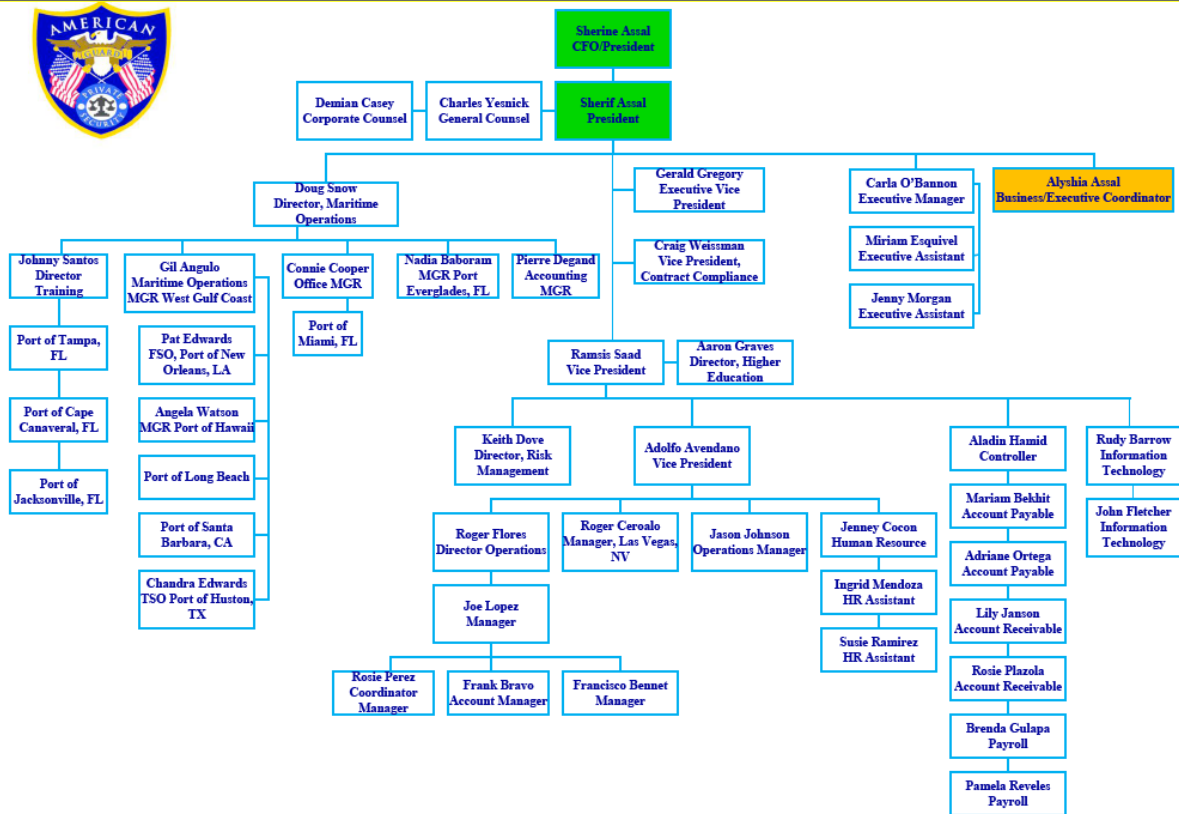
Education and Certifications:

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



Organizational Chart

American Guard Services, Inc.





Approach to Scope of Work

Time needed to fill Service Requests

Upon notice of award, AGS will implement the following within thirty (30) days:

Prior to Service Start

Task	WK 1	WK 2	WK 3	WK 4
Contract Award				
Review CITY Procedures				
Transition Team Assigned				
On-Site «Service» Review				
Meet with CITY Representative				
Establish Lines of Communication				
Final Selection of Supervisors				
Recruit 120% of Security Staff				
Pre-Employment Screening & Drug Test				
Background Investigations & Interviews				
Evaluate Incumbent Security Guards				
Final Selection of Security Guards				
Finalize Security Manual & Procedures				
Finalize Training & QA Programs				
Receive & Revise Post Orders				
AGS Weapons Training [if applicable]				
Order Uniforms & Equipment				
Classroom Training				
Work Schedule Developed				
Issue and/or Refit Uniforms				
On-Site Training				
Final Transition Plan Review				
Start Service				

Post – Startup

Task	WK 1	WK 2	WK 3	WK 4
On-Site Evaluation by Management				
Meetings to Critique Service				
Post-Orders/ Security Manual Review				
Master Schedule Revisions				
Security Guards Reassessment				
Evaluation of Inspection Plans				
Confirm Lines of Communication				
Training Curriculum Revisions				
Quality Control Plan Submitted				
Finalization of Site Survey Results				
Report Writing Procedures Reviewed				
Service Standards Evaluated				



Communication/Reporting Emergency Situations

AGS takes reporting and documentation to the next level with live-reporting technology, a frequency and quality that exceeds most Solicitations, and a smart force who communicates effectively in English, and shows proactive/observational resourcefulness. These service qualities are usually forgotten by our competition, or not utilized effectively. Officer documents and personnel reports will indicate each individual's performance according to how well they communicate with CITY staff, produce written reports, and document incidents as they occur. Any reports on disciplinary actions and terminations will be submitted to the Security Systems Supervisor on the same day, or within one (1) day of the incident.

Our formalized system ensures that facts are uniformly captured in legible reports each time. If high-risk scenarios make this difficult, Body Worn Cameras can supplement reporting tasks to guarantee accuracy. Trained Supervisors review all reports on a regular basis, give verbal and written feedback, communicate to the appropriate designees, and suggest field improvements. Real-time reporting minimizes errors, and smart, encrypted workforce management tools (i.e. databases) allow only those personnel who are authorized to view service at a facility and compile additional reports for service substantiation.

AGS provides an agile workforce that has competencies with most major technologies and smart service systems. We understand the importance of daily shift and activity reports, and the vital nature of complete and accurate records for service substantiation. AGS will always act in accordance with CITY's reporting requirements.

Reports for CITY will have the following characteristics, depending on the location and nature of the incident: reports will be written in first-person, information will appear organized and presented in a chronological manner, reports will aim to answer the five Ws and one H: who what, when, where, why, and how, and will always contain a high level of specificity. Importantly, daily reports will be concise, based on the objective facts of the situation(s), and exude an expected degree of professionalism (i.e. will not include text speak, improper punctuation, etc.).

Performance standards will be monitored and maintained from a combination of reports, CITY feedback, technology, and resolution quality assessments. Scoring and qualitative assessment will be used for the following variables of service: Property Protection, Safety, Patrol Techniques, Fire Prevention and Control, Communication, Conduct, De-escalation Techniques, Ingress/Egress Monitoring, Public Relations, Client Relations, Grooming/Appearance, and Quality and Legibility of reports. We will make these Report Management/Assessment documents available to CITY, and also deliver any Risk Assessment reports to CITY Designee upon request.

AGS senior management retains the primary responsibility for the scope and implementation of this project's requirements. However, each individual employed by AGS is responsible for achieving and maintaining the desired quality of his or her assigned activities. AGS management promotes quality objectives and continuous improvement in job performance through the principles and procedures outlined herein.

We are moving toward de-perimeterization in the security world, yet our data systems and recording techniques are already there. Measuring and trending quality issues must not be tied to one specific physical environment, but analyzed across many environments, and weighed against factors that we can control. Sharing improvements and other quality-related information is encouraged between AGS and CITY. This type of networked dialogue is field-tested and our experience shows that it promotes proactive behavior among staff, making your Administrators and visitors feel an extra degree of safety every day.



MITC Technology

MITC applies comprehensive solutions that substantially reduce costs, increase efficiency, and streamline security operations. Because this platform is 24/7 and web-based, AGS Supervisors have continuous access—even through their iPhones. From dynamic scheduling and attendance to payroll and human resources, MITC uses technology and advanced biometrics to power a seamless, fully-automated management system—all in real-time. This system enables AGS to send Officers messages to update necessary information such as post orders and ensuring compliance with requisite training and certifications. When Officers check in for shifts on their cellular phone, they will hear any messages their Supervisors wish to relay; in fact, they cannot log in without listening to the messages. All messages are time-stamped to confirm that Officers heard the Supervisor's directive(s). 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. Further, by utilizing the MITC system, any CITY Designee looking to conduct audits will have access to most of the records they need online.

AGS has also utilized the Xora System on previous Contracts; this is software that can be used with any Tablet PC, GPS Enabled phone that supports data applications or PC with an Internet Connection and Static IP Address. With the push of a button, Security Officers can improve reporting by indicating when they are starting or ending their shifts, or special jobs to which they have been assigned. Supervisors can access web-based maps and reports, revealing Security Officers' locations in order to make certain that they are patrolling and mobile, and performing their duties. DARs, IRs, Condition Reports and other data can be electronically generated by officers, and accessed by Supervisors and Managers. Photo and video clips may be taken, collected, and shared instantly from the AGS server, providing visual documentation of incidents such as vandalism.

Disaster Plan

Employees at AGS will review disaster preparation and emergency action plan procedures to a State-approved competency. Mock disaster training will be conducted annually and will involve local police and fire authorities. Quarterly drills will consist of walk-through drills and/or tabletop exercises, functional drills, evacuations, or full-scale exercises—all with a frequency that may be decided by CITY. In the rare instance that a Security Guard is unable to perform his or her duties, AGS will maintain a contingency of personnel on call to replace no shows or call-ins. These Guards will also be properly trained and vetted. AGS will work with and take direction from CITY Representative with respect to personnel files, review, removal, assignment, and orders. AGS will avoid making changes in personnel when at all possible. AGS will immediately remove and/or replace an individual at no extra cost to CITY when necessary.

AGS also respects the CITY's right to dismiss and replace any Guard or staff who, in CITY's sole discretion, is not performing in a satisfactory manner according to CITY's specifications or the Guard Procedures. AGS will supply the necessary additional Guard(s) as a replacement as soon as possible, at no extra cost to CITY. Additionally, we respect CITY's right to conduct personal interviews, drug tests, and drug screens of any or all potential AGS employees prior to selection, and we will not hold CITY liable for any costs incurred by AGS in connection with such procedures.



Guard Checks

Guards must pass background checks (as detailed below), and annual re-checks as requested by the CITY. Guards must demonstrate excellent character and dependability possess normal vision and adequate hearing, be in good health, as well as be knowledgeable of traffic rules and regulation, and have the ability to communicate clearly and concisely. On-call Guards will follow the same background and training requirements as assigned Guards, and will be fully familiar with crossing locations. All such checks will be conducted at the expense of AGS.

Designation and Certification for Qualified Anti-Terrorism Technologies

AGS understands the need to work cooperatively and develop plans with experts, as we are always looking for teaming opportunities to better secure Government facilities. For over 10 years, management secured the Los Angeles Union Station with state-of-the-art approaches designed to block, mitigate, and proactively prevent silent vulnerabilities that could lead to terrorism, as well as enforced the City of Los Angeles' Hazard Mitigation Plan. Our Director of Security, Johnny Santos, understands Potential Threat Elements (PTE) specific to transportation systems and infrastructure, and knows how to respond when an individual, group, or entity encounters a PTE in an environment such as Agency's. In our Threat Mitigation Plans, we use FBI and local definitions of WMDs, NBCs (nuclear-biological-chemical), and other weapons/devices, and evaluate jurisdictional threat data to better identify potential terrorist targets and likely hazards. Moreover, contingency planning and preparation will establish a chain of command for responding to spills, explosions, etc.

Contingency Plan

The design of the security response will leave room for contingencies and other unknowns, so that the transition phases built into the Plans proposed above have the time, resources, and personnel to execute—and additionally, so that administrators can implement improvements to scheduling (for example) without delaying service or quality. With contingent episodes and incidents built into the workflow, and a monitoring culture in place, AGS believes the service deliverables will meet any CITY need. Approvals from CITY will be sought whenever possible, and prior to staff assignment; this requirement is integral to our Service Plan and Service Design.

Objectives of the Plan

- Facilitate timely recovery of core contract functions
- Protect the well-being of our employees, clients, and their families and customers
- Minimize the loss of revenue/clients
- Minimize the potential loss of contract-relevant information
- Maintain public image and reputation
- Demonstrate capacity to add qualified Guards and support staff as-needed

Recovery Strategies

AGS has identified these strategies to implement for full recovery:

- Contract functions will be recovered in priority sequence based upon the classification of the function as agreed with executive management.
- Communications concerning the recovery status will be coordinated through the Contingency Planning Team.
- Supply of any additional equipment or supplies needed for the recovery effort will be coordinated through AGS Team Management.



- The contingency planning infrastructure will provide for the coordination of critical travel arrangements.
- Non-critical functions within the company will add to the support effort as needed.

Temporary facilities, a Vendor Readiness Plan, and Shutdown Procedures will be planned and finalized along with the CITY's Designee.

Site Map Documentation

All facility-appropriate information pertaining to buildings will be organized and kept assessable for the complete duration of the contract. AGS will familiarize itself with the location of CITY's utility shutoffs, water hydrants, water main values, electrical cutoffs, floor plans, alarms and enunciators, fire extinguishers and suppression systems, exits, stairways, designated escape routes, and restricted areas

24/7/365 Communication

AGS is fully committed to providing optimal security services to its clients, and highlights customer service, communications, and human/public relations during training. AGS has also implemented a 24 Hour Communications Center, which allows for direct access to supervisors, roving security officers, and key personnel for any emergency communications. Officers are also equipped with email capable smartphones and tablets, and also have direct access to the Communications Center, in the event of any emergencies, changes in personnel, and communicating orders and procedures.

Our Management Team's years of experience with a 24-Hour Centralized Communications Center has allowed us to constantly upgrade and develop the capability to receive and dispatch calls in the states in which we are licensed to provide security services, monitor DVR and CCTV systems, and receive alarm notifications. The dispatchers utilize computerized systems that allow them quick access to a cellular phone number, thereby permitting effective communication with emergency contact personnel at local law enforcement agencies, state law enforcement agencies, and emergency responders such as medical first aid, fire departments, emergency client contact names, and their vendors in the states within our operational arena. All assigned Security Officer information is also available, including their working schedules, availability, certification expiration dates, and emergency contact information. Similarly, all assigned Officers are able to contact the 24-Hour Communications Center by push-to-talk radio or cellular phone, which allows the on-duty dispatcher to assist them immediately, who in-turn assures clients that a top management executive will return their call within minutes. AGS's key management's Law Enforcement and Military backgrounds have provided training and understanding of the crucial role the dispatch center has in making the security program a success.

Selection Criteria for Employment

Nominated officers will be at least eighteen (18) years of age, have at least one year of verifiable experience, and pass all AGS and CITY mandated training. AGS screens each candidate's criminal history, inclusive of any sex offenses prior to employ. These checks are performed through the Department of Justice (DOJ), as well as the Federal Bureau of Investigation (FBI). AGS does not employ anyone convicted of a felony or of a crime involving moral turpitude. All assigned Security Officers will be fingerprinted and registered with the State of Washington, pass a full and complete understanding of the English language, and be subject to random drug and alcohol testing and/or screening.

AGS screens each candidate's criminal history, inclusive of any sex offenses prior to employ. These checks are performed through the Department of Justice (DOJ), as well as the Federal Bureau of



Investigation (FBI). AGS does not employ anyone convicted of a felony, or a crime involving moral turpitude. All assigned Security Officers will be fingerprinted and registered with the State, pass a full and complete understanding of the English language, possess a valid Washington driver's license and security guard license, and be subject to random drug and alcohol testing and/or screening. Officers will also be tested to meet any necessary health standards, including vision and other physical qualifications, mental stability, and additional necessary requirements

AGS is committed to enforcing a zero tolerance, drug free workplace and conducts periodic comprehensive drug and alcohol testing on all employees. Any employee refusing this test will be terminated. 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 recommended his or her participation in an approved drug abuse assistance or rehabilitation program. AGS' ongoing drug-free awareness training program includes the following:

Classroom and Meeting Discussions (Mandatory Participation):

- The dangers of drug abuse in the workplace.
- Distribution and discussion of AGS's policy of maintaining a drug-free workplace.
- Any available drug counseling, rehabilitation, and employee assistance programs.
- Penalties that may be imposed upon employees for drug abuse violations occurring in the workplace.
- Intervention Procedures—Employee and Supervisor.
- Identification—Signs and Symptoms.
- Corrective actions.
- Personnel actions—program enforcement, disciplinary options, and employee assistance.
- Legal or criminal actions.
- Disciplinary actions up to and including termination.
- Drug abuse or rehabilitation program.

Qualifications

Applicants must meet the following requirements:

- Have at least one (1) year of verifiable experience in a security environment; have at least three (3) years of verifiable experience if a Supervisor
- Meet all background and drug testing requirements
- Provide verification of High School Diploma or equivalent
- Demonstrate literacy and communication levels crucial to all post orders and requests
- Demonstrate the capacity to adapt to the constant transformations of the workplace
- Possess the ability to communicate emergency instructions in a clear and coherent manner
- Possess the ability to remain calm during an emergency, with a professional composure
- Show articulate, courteous, and impartial attention to visitor details
- Maintain a clean and professional appearance
- Hold a valid motor vehicle operator's license
- Be eligible for and maintain all requirements for state licensing and firearm licensing, etc. **(as needed only)**
- Pass courses and evaluations for CPR/BLS/First Aid/AED training, if required
- Pass any additional state and CITY-specific training requirements
- Pass all AGS training and testing



Training

Officers assigned to this Contract will have the minimum number of years' professional experience as required, as well as any further level of experience necessary. AGS is solely responsible for providing completely trained Officers, and all on-site training will be coordinated and approved by CITY. Any training provided by AGS will be at AGS's expense. Training will include the minimum topics provided in the Solicitation, particularly crowd control training, and any additional training that AGS and CITY may agree should be included.

In addition to CITY-mandated and site-specific training, AGS will provide appropriate training and ongoing on-the-job training to all staff to ensure that its personnel are performing in strict accordance with the terms and conditions of this Contract, including harassment training. All such training, including refresher courses, will be at the expense of AGS, who will retain responsibility for training all Security Officers in security procedures, techniques, and familiarization of assigned duties. AGS will ensure personnel receive emergency response and safety sensitivity training, and all Officers will be suitably instructed on proper security and patrol procedures.

AGS Security Officers receive training in scan and search techniques, facility layout, and report writing. Each of these aids in the responsibilities associated with managing attendee entrance and exit at an event, as well as reporting any incidents. Written proof of training will be made available upon request, as well as related record documentation. Systematic training for personnel who are assigned to support the Contract will consist of sub-areas to include, but not limited to, Basic, Intermediate, and Advanced procedures. AGS will focus primarily on the following areas:

- Duty Knowledge
- Skills Training
- Lateral Training
- Incident/Report Writing

All AGS Officers under this Contract will be licensed under the Department of Consumer Affairs Bureau of Security and Investigative Services. Moreover, AGS provides all Security Officers with comprehensive pre-assignment training in addition to post-specific training to effectively handle any circumstance or emergency specific to CITY locations and events. AGS recognizes that pre-assignment training is necessary to familiarize Officers with the normal protocols; however, more important is post-specific training. AGS has long-standing practices of cross-training Officers in advance for multiple posts. This brings added value. AGS also moves Officers to different posts, so that Officers do not become complacent, their abilities are sharpened, and Officers are utilized in different ways.

In addition to other mandated training, AGS conducts training using Target Solutions' online testing programs, specifically designed for the security industry. Coverage of these topics ensures that an Officer's education is broad and, when combined with post-specific training, thorough, and even more beneficial to CITY's needs. Following each seminar topic is a test, for which each applicant must receive a passing grade of at least 80% to be considered for employment. All AGS Officers undergo a minimum of 16 hours covering the following topics:



Guard Training (16 hours)	Supervisor Training (24 hours)
<ul style="list-style-type: none">• Asset Protection and Security• Civil Law and Civil Liability• Communications• Criminal Law and Criminal Liability• Emergency Situations• Ethics, Deportment, and Professional Conduct• Fire Protection and Life Safety• Human and Public Relations• Investigations• Patrols and Fixed Posts• Physical Security and Crime Prevention• Report Writing	<ul style="list-style-type: none">• Behavior and Motivation• Career Development Opportunities• Counseling and Sexual Harassment• Customer Service as a Security Function• Discrimination and Affirmative Action• Effective Communication• Emergency Preparedness and Crisis Management• Employee Performance Evaluations• Handling Multiple Priorities• Leadership Principles I and II• Professional Standards• Security's Role in Reducing Business Risk• Sexual Harassment• Substance Abuse• Supervisor Communication• Time Management

Both formal and informal on-the-job-training (OTJ), updated quarterly, will facilitate continuous improvement, and address any negative trends. Corrective actions will consist of documenting negative trends, and applying additional training to ensure that AGS Personnel understand each task breakdown and overall mission. Upon request, Security Officers and the Project Manager will undergo a minimum of eight (8) hours of job-specific on-site training, with a person designated by CITY at AGS's expense and prior to the assumption of Security Officer responsibilities. AGS will ensure that all Supervisors and Security Officers are thoroughly familiar with all applicable rules, regulations, and procedures before they are allowed to staff any post at any of the designated facilities. All personnel will adhere to the rules and regulations without exception.

In addition to Target Solutions training, AGS will re-train all Officers through a refresher course taught by a certified state licensed training instructor. AGS feels that a refresher-training course is beneficial and advantageous to our clients. All Officers will receive this extra 4-6 hours of in-classroom training in addition to all other training.



Less than Lethal Technology Training Procedures

American Guard Services ensures that all Security Officers have satisfactorily completed any state mandated training requirements, along with any specific training programs required by our clients. Training of our employees is under our direction in coordination with federal and state regulations.



AGS Security Officers are trained to respond to angry, aggressive, or violent people in the conduct of their duties. In group and crowd circumstances, tensions often run high, and there is always the possibility for problematic encounters with multiple individuals. Thus, less-than-lethal training is particularly valuable for CITY's security needs. AGS Security Officers are taught to primarily project a passive, yet visual deterrent against criminal activity. AGS core security training parameters are to avoid physical action against an individual whenever possible, however, at times taking appropriate measures is unavoidable. In these situations, our Officer's understand the parameters in which he or she must operate; accordingly, AGS Officers recognize that individual people require specific approaches; therefore, sensitivity training and methods for the least amount of disturbance or harsh strategies will be implemented. Officers utilize the specific tactics learned in our scenario based training exercises. AGS implements a "Reasonable Officer Response" model. This model uses the widely accepted premise and practice of progressive application of force in response to the level of compliance by the individual to be controlled.



All Security Officers will complete a 12-part active-learning system. In addition, prior to being promoted to supervisor all Officers will be required to take a 10-part supervisor training, which prepares them to excel on the job. This series includes engaging, up-to-date lessons concerning safety and security methods, emergency preparedness, effective communications, report writing, ethical conduct, and many other critical topics. The courses provide timely, topical training to satisfy training mandates including state, federal, and in-service requirements. Security Officers will receive extensive training in field-tested techniques on how to plan a security program, how to implement and utilize the program, and how to evaluate its effectiveness. They will learn effective enforcement techniques using interpersonal skills, presence, and communication skills in addition to understanding the "ask, tell, make" concept as well as other major aspects of enforcement.



On-going Security Officer Training	On-going Security Supervisor Training
<ul style="list-style-type: none">• Legal Restrictions and arrest and restraint of persons• Detection, control, and the reporting of incidents involving violence, criminal activity, and fires• CPR and first aid training, along with certification from the American Heart Association• Disaster response plans and evacuations• Radio procedures for communication• Prohibitions on the use of personal cell phones while on duty• Prohibitions on the use of music devices while on duty• First on scene: CPR, Choking, and AED• Handling an irate individual• Use of Force Spectrum• Principles of Controlling Resistance• Advanced Control Tactics• Principles of Triangulation• Reaction Time Principles• Method of Application• Components of Acceptability	<p>Module 1: Principles of Leadership I</p> <ul style="list-style-type: none">• The Role of Private Security• Leadership and the Security Mission• Leadership and Supervisory Skills <p>Module 2: Principles of Leadership II</p> <ul style="list-style-type: none">• Key Principles of Leadership• The Ethics of Professional Leadership• Conflict Management <p>Module 3: Effective Communications</p> <ul style="list-style-type: none">• Methods of Communication• Types of Communication Systems• Barriers to Effective Communications <p>Module 4: Employee Performance Evaluations</p> <ul style="list-style-type: none">• Performing Job Analysis• Writing Job Descriptions• Performance Standards• Evaluating Employee Methods <p>Module 5: Time Management</p> <ul style="list-style-type: none">• Prioritizing Activities• Effective Planning• Time-Robbers• Time Management Tools

Training will discuss and demonstrate proper use of verbal techniques to reduce potential conflicts, such as emphasizing the vocal tone, pace, pitch, and modulation of the Security Officer's voice. "Verbal Judo" is one of an Officer's most effective options for defusing aggressive behavior. Training will demonstrate the art of mediation and emphasize the importance of harmony between thought and speech. Instruction also includes proxemics, body language, and facial expressions, as well as basic blocking techniques, distraction techniques, and relative positioning. Routine and emergency procedures, including using an aggressor's balance, speed, energy, and implementation of pressure points to control violent behavior, receive particular attention. Properly applied, these procedures can be used to control aggressive individuals without causing physical harm.

AGS's Training Procedures help Security Officers understand the various elements of access control and their contribution to this effort. Through continuous, performance-focused training, AGS will equip the security team with the knowledge and skills they need to perform efficiently, effectively, responsibly, and professionally. Certificates of completion are provided to individual Security Officers, who successfully complete prescribed courses of study. A record of the certificate is maintained on the Target Solutions database, and recap information is available to customers upon request. Taken together, AGS will provide a well-trained, motivated, and powerful safeguard.

Employee Benefits

Employee benefits, competitive compensation, stable employment, and opportunities for growth and advancement all form the foundation of our Employee Retention Strategy. We are excited to deliver a



powerful, reliable safeguard with such stable and reliable Guards—and with an industry-low turnover rate of 20 percent. And because we prefer to promote from within, this greatly attributes to our healthy turnover rate.

As part of our retention policy, AGS has taken strategic steps to ensure that each new hire completes the term of their assignment. We have designed our recruiting methodology to include the interview/hiring process and utilizing a recruiter's applicant screening checklist. The checklist questions are geared toward determining whether a candidate has similar past employment experience and whether he or she fully understands the position and its environment, such as whether they have any previous security or military experience, and if they have any applicable training or experience, as well as whether the applicant understands the significance of the safety measures for which they will be responsible. Additionally, part of our retention policy involves conducting pre-exit interviews with those employees who have submitted resignation notices. Upon receiving a resignation notice, AGS will contact the employee. This procedure has been particularly successful in solving many issues, often resulting in rescinded resignations, a lower resignation rate, and thus lower turnover. Our Retention Plan also includes competitive wages, superb benefit packages, performance awards, and substantive financial incentives to AGS employees who refer qualified Guards.

Recognition Awards

Our Personnel Recognition Programs demonstrate our on the ground focus and high performance expectations. We are also proud of our Guards and their many accomplishments providing expert-level care and attention to pivotal retail industry clients. These programs recognize exceptional employees who make a difference to customers, their team, and the organization. Those who show initiative, pride, and passion in their work are rewarded.

We invest significant time, energy, and resources in recognizing effort, rewarding results, and celebrating accomplishments. We award the following:

- Employee of the Month Awards
- Employee of the Year Awards
- Making a Difference Awards
- Employee Service Awards
- Safety Awards
- Client-Specific Recognition Awards
- Referral Bonuses

Standardized criteria for the selection of these awards will be formulated and made public for easy reference. Fairness, transparency, and moderate usage will govern the use of these awards as motivators. Although employee recognition awards are the standard operational procedure for commendable work performance, they do not make up the entirety of our proposed program; day-to-day positive recognition from managers, competitive pay and benefits, company-sponsored activities and events, and a natural environment of appreciation matter too.

Health Insurance

AGS has exhaustively researched the area of medical benefits, which includes Traditional (medical, dental, and supplemental insurance) and Non-Traditional benefits (Health & Welfare Flex spend programs). We regularly surpass our competitors in the region of health and welfare benefits. AGS is in full compliance with the Affordable Care Act.



Quality Management

As part of our Quality Assurance/Control, AGS performs the following:

- Planned (Routine) Inspections: Used to evaluate tasks or performance processes.
- Unscheduled (No-Notice) Inspections: Used to supplement planned inspections and effective in evaluating work of a routine or repetitive nature (e.g., entry control inspections, post observations, and log entries made by AGS personnel for accuracy and completeness), and conducted often.
- Random Sampling: Used to evaluate a portion of a task to estimate overall performance (e.g., post briefings requests, training verification compliance and equipment checks).

AGS Corporate Quality Control personnel will provide training in procedures to AGS personnel assigned to the support the Contract. Formal and informal (on-the-job-training) will facilitate continuous improvement and rectify any problems. Remedial actions will consist of identifying and documenting negative trends and implementing suitable, additional training to ensure AGS Personnel understand each task breakdown and overall mission.

A wide variety of logs, records, and reports will be in use throughout the support effort. AGS will provide Daily Logs and Wand Reports upon CITY's request. They are designed to be customized document trails for maintaining accountability within individual areas of concern; as such, they play an important role in the Quality Control of operations. These logs will be monitored by the Quality Control/Contract Officers to determine their accuracy, evaluate them for modification, or determine their continued need. Recommendations will be discussed with the individual support personnel. Daily security reports will be submitted to designated staff advising of any emergencies or incidents that the Security Officer responded to.

AGS will monitor and inspect all work performed to ensure a consistently superior level of service in compliance with Contract requirements. AGS has a comprehensive, well-established Quality Assurance Plan (QAP) to ensure, with the highest degree of confidence, that work objectives will be achieved as planned and that items and processes will be performed in accordance with valid professional requirements and standards. This QAP framework was developed utilizing the principles of AGS Total Quality Management (TQM) philosophy and culture of continuous improvement with an emphasis on meeting and exceeding Contract performance requirements. In particular, TQM envisions Quality Control as the responsibility of every AGS employee; therefore, every employee is charged with successfully completing his/her duties while continuously searching for, and recommending ways to, improve existing processes. Experience has proven that this approach ensures employee accountability; improves task efficiencies; increases customer satisfaction; and promotes cost control on a Contract-wide basis.

Activities affecting quality will be planned and documented to achieve a systematic approach to all tasks. Planning includes consideration of such items as mission objectives, budget, performance objectives, acceptance criteria, risk analysis, and regulatory compliance requirements. In accordance with the Contract timeframe, planning documents (e.g., work plans, QA project plans, and administrative procedures) will be completed at the beginning of this project and be consistent with the schedule for accomplishing these activities. Project-specific planning documents are developed as tailored specifically to the requirements of this QA Program and other pertinent Contract requirements. Similarly, planning documents will utilize a common vocabulary consistent with the work performed, and all key terminology will be clearly defined.



AGS senior management retains the primary responsibility for the scope and implementation of this QA Program. However, each individual employed by AGS is responsible for achieving and maintaining the desired quality of his or her assigned activities. AGS management promotes quality objectives and continuous improvement in job performance through the principles and procedures outlined herein. AGS respects PCCD's right to review the credentials and qualifications of any AGS personnel providing services pursuant to this Contract, and to instruct AGS not to use for such purposes any individual who is determined to be unqualified to perform the requisite services.

Uniforms and Equipment

All AGS personnel are presented in a neat appearance, paying particular attention to personal hygiene, and fully dressed in guard uniform and equipment. AGS provides the uniforms and personal equipment necessary while on duty, at no charge to CITY or officers. From standard tan and green to blue and white, in addition to jacket and tie, we can ensure our personnel are outfitted in a manner that best suits our clients' customer base, location and job duties. AGS ensures that personnel do not use, wear, or display any items of uniform when off duty. Uniforms will be neat and pressed, with visible insignia and identification badges. Shoes will be shined. Guards will not "accessorize" and will wear minimal jewelry, cover tattoos, and have natural colored hair.

AGS uniforms typically consist of the following:

- Shirt (various styles and colors according to contract specifications)
- Trousers
- Sweater or pullover
- Lined wind-breaker jacket
- Full length raincoat
- Black shoes or boots
- Black trouser belt
- Black duty belt and belt keepers
- Caps with appropriate emblems
- Each shirt and jacket shall have an approved badge and shoulder patch

Equipment for uniformed guard personnel (as needed **only**):

- Whistle
- Straight or collapsible baton
- Set of handcuffs
- Rechargeable flashlight, which must be functional at all times
- Hard hat
- Safety glasses
- Disposable hearing protection
- Approved badge
- Equipment belt (with ammunition for armed services **only**)
- Radio
- Key holders
- Pepper spray

Sample Uniforms, Equipment, and Vehicles

APX 7000 Multi-Band Motorola Portable Radios
Used by mission-critical first responder



Supervisors are also issued Apple iPhones and iPads.





References

Please find below our references who can attest to our ability.

DHL - LAX Gateway 401 23rd St., San Francisco CA 94107 Robert Candia, Corporate Security & Investigations Robert.candia@dhl.com - (310) 961-8413
UPS Freight 7754 Paramount Blvd., Pico Rivera, CA 90660 Alfred Johnson alfredjohnson@ups.com - (562) 706-4175
Carnival Cruise Lines 3655 NW 87 th Ave., Miami, FL 33178 Dominick A. Froio, Vice President, Security Services dfroio@carnival.com - (305) 599-2600
Norwegian Cruise Lines 7665 Corporate Center Drive, Miami, FL 33126 Matthew Lewis, Vice President of Operations mlewis@ncl.com - (310) 436-4450

Minority/Women (M/WBE) Participation

Founded as a minority-owned, women-owned small business, AGS has since greatly expanded in size. We aspire to give back to the communities we serve by utilizing Small, Minority, and Woman-Owned Business Enterprises, joining small business associations, providing staff from these communities, and hiring local residents for administrative and support positions. AGS certifies that we will take the additional and required actions necessary to ensure this opportunity presents exposure to the usage of Small, Minority, and Woman-Owned Business Enterprise vendors.

Subcontractors

AGS will not subcontract for this Contract.



Required Forms

Proposal Certification

Please see attached form

Cost Proposal

Please see attached form

Non-Collusion Statement

Please see attached form

Local Business Preference

Please see attached form and license

Contract Payment Method

Please see attached form

Sample Insurance Certificate

Please see attached document

BID/PROPOSAL CERTIFICATION

Please Note: If responding to this solicitation through BidSync, the electronic version of the bid response will prevail, unless a paper version is clearly marked **by the bidder** in some manner to indicate that it will supplant the electronic version. All fields below must be completed. If the field does not apply to you, please note N/A in that field.

If you are a foreign corporation, you may be required to obtain a certificate of authority from the department of state, in accordance with Florida Statute §607.1501 (visit <http://www.dos.state.fl.us/>).

Company: (Legal Registration) American Guard Services, Inc. EIN (Optional): 95-4654353

Address: 1299 E Artesia Blvd., Suite 200

City: Carson State: CA Zip: 90746

Telephone No. (310) 645-6200 FAX No. (310) 645-6233 Email: alyshia@americanguardservices.com
mboulette@americanguardservices.com

Delivery: Calendar days after receipt of Purchase Order (section 1.02 of General Conditions): 30

Total Bid Discount (section 1.05 of General Conditions): 1% 10 Days / Net 30

Does your firm qualify for MBE or WBE status (section 1.09 of General Conditions): MBE WBE

ADDENDUM ACKNOWLEDGEMENT - Proposer acknowledges that the following addenda have been received and are included in the proposal:

Addendum No.	Date Issued	Addendum No.	Date Issued	Addendum No.	Date Issued
<u>1</u>	<u>10/03/2017</u>	<u>3</u>	<u>11/01/2017</u>	<u> </u>	<u> </u>
<u>2</u>	<u>10/18/2017</u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>

VARIANCES: If you take exception or have variances to any term, condition, specification, scope of service, or requirement in this competitive solicitation you must specify such exception or variance in the space provided below or reference in the space provided below all variances contained on other pages within your response. Additional pages may be attached if necessary. No exceptions or variances will be deemed to be part of the response submitted unless such is listed and contained in the space provided below. The City does not, by virtue of submitting a variance, necessarily accept any variances. If no statement is contained in the below space, it is hereby implied that your response is in full compliance with this competitive solicitation. If you do not have variances, simply mark N/A. **If submitting your response electronically through BIDS SYNC you must also click the "Take Exception" button.**

American Guard Services, Inc. takes no exceptions to this RFP.

The below signatory hereby agrees to furnish the following article(s) or services at the price(s) and terms stated subject to all instructions, conditions, specifications addenda, legal advertisement, and conditions contained in the bid/proposal. I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal I will accept a contract if approved by the City and such acceptance covers all terms, conditions, and specifications of this bid/proposal. The below signatory also hereby agrees, by virtue of submitting or attempting to submit a response, that in no event shall the City's liability for respondent's direct, indirect, incidental, consequential, special or exemplary damages, expenses, or lost profits arising out of this competitive solicitation process, including but not limited to public advertisement, bid conferences, site visits, evaluations, oral presentations, or award proceedings exceed the amount of Five Hundred Dollars (\$500.00). This limitation shall not apply to claims arising under any provision of indemnification or the City's protest ordinance contained in this competitive solicitation.

Submitted by:

Sherif Assal
Name (printed)


Signature

November 28, 2017
Date:

President
Title

revised 04/10/15



ADDENDUM NO. 1

RFP No. 12054-585
TITLE: City Ambassador Program

ISSUED: October 3, 2017

This addendum is being issued to make the following change(s):

1. Section 3.1.9.2 has been revised to add Independence Day for a total of 9 holidays as follows:

3.1.9.2 In addition, total labor hours, deployment times and coverage area may be adjusted during contract period on holidays and/or special event time periods. Although the City observes nine legal holidays, service hours on holidays will be at the discretion of each Entity. The nine holidays are:

1. New Year's Day
2. Martin Luther King's Birthday
3. Memorial Day
- 4. Independence Day**
5. Labor Day
6. Veterans Day
7. Thanksgiving Day
8. Day Following Thanksgiving
9. Christmas Day

2. Section 3.2.3.D is revised to include Wednesdays as follows:

3.2.3.D. DDA requires three (3) ambassadors for a total of 212 weekly hours, of which the supervisor shall serve 40 hours a week. The chart below represents the minimum staffing levels for the DDA area/zones.

Downtown Development Authority Service Operation Needs			
Days	Shift	Number of Ambassadors	Number of Days
Sunday	10:00AM - 10:00PM	3	52
Monday	10:00AM - 10:00PM	3	52
Tuesday	10:00AM - 10:00PM	3	52
Wednesday	10:00AM - 10:00PM	3	52
Thursday	10:00AM - 10:00PM	3	52
Friday	9:00AM - 12:00AM	3	52
Saturday	9:00AM - 12:00AM	3	52




City of Fort Lauderdale • Procurement Services Division
100 N. Andrews Avenue, 619 • Fort Lauderdale, Florida 33301
954-828-5933 Fax 954-828-5576
purchase@fortlauderdale.gov

All other terms, conditions, and specifications remain unchanged.

AnnDebra Diaz, CPPB
Senior Procurement Specialist

Company Name: American Guard Services, Inc.
(please print)

Bidder's Signature: 

Date: 11/28/2017



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954-828-5933 Fax 954-828-5576
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ADDENDUM NO. 2

RFP No. 12054-585
TITLE: City Ambassador Program

ISSUED: October 18, 2017

This addendum is being issued to make the following change(s):

1. The opening date has been changed to Tuesday, November 14, 2017.

This RFP is on hold until further notice. Another addendum will be forthcoming with revisions to the technical specifications and estimated quantities. A determination will be made at that time if another extension to the due date will be required.

AnnDebra Diaz, CPPB
Senior Procurement Specialist

Company Name: American Guard Services, Inc.
(please print)

Bidder's Signature: 

Date: 11/28/2017



ADDENDUM NO. 3

RFP No. 12054-585
TITLE: City Ambassador Program

ISSUED: November 1, 2017

This addendum is being issued to make the following change(s):

1. Section 3.1.4, first paragraph is revised and shall now read:
“Ambassadors shall wear specially designed uniforms (same color for Exhibit B – the Northwest Progresso Flagler Height and Exhibit C - Downtown areas). The uniforms for Exhibit A – Central Beach shall be designed to reflect the festive nature of the beach environment. All uniforms shall use designated logos on all collateral materials, equipment and accessories. Required uniform, equipment and accessories for all Entities shall include but not be limited to the following:...”
2. Section 3.1.6.4 is added and shall now read:
“Selected consultant shall ensure all ambassadors and supervisors obtain a Class “D” Security Officer License prior to start of service, in addition to ensuring licenses are renewed when applicable and in a timely manner without disrupting service.”
3. Section 3.1.6.3 now includes new item # 2:
“submittal of Class “D” Security License proof, including renewal proof after (2) years for all personnel.”
4. Section 3.1.9.2 now includes the following legal holidays:
 1. New Year’s Day
 2. Martin Luther King’s Birthday
 3. Memorial Day
 4. Independence Day
 5. Labor Day
 6. Veterans Day
 7. Thanksgiving Day
 8. Day Following Thanksgiving
 9. Christmas Day
5. Section 3.2.1.C has been deleted in its entirety.
6. Section 3.2.1.D, Breakdown of hours has been deleted and shall now read:
“The BID is seeking an estimated total of 2,268 labor hours annually per ambassador.”
7. Section 3.2.2.D, Chart on minimum staffing levels has been removed in its entirety and shall now read:
“The BID is seeking an estimated total of 2,268 labor hours annually per ambassador.”



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8. Section 3.2.2.G, Historic Sistrunk is revised and shall now read:
 - "Historic Sistrunk– uncolored area requires two (2) personnel, an ambassador and the supervisor."
9. Section 3.2.2.2.H, Breakdown of hours has been deleted and show now read:
"NPF-CRA is seeking an estimated total of 3,172 labor hours annually, per ambassador."
10. Section 3.2.3.D, Chart on DDA minimum staffing levels has been removed in its entirety and shall now read:
"DDA requires three (3) ambassadors for a total of 212 weekly hours, of which the supervisor shall serve 40 hours a week."
11. Section 3.2.3.E, is revised and shall now read:
"DDA is seeking an estimated total of 11,024 labor hours annually."
12. Section VI – Cost Proposal Page has been revised. Proposers shall use the revised page included with this addendum.
13. The opening date has changed to November 30, 2017.

All other terms, conditions and specifications remain unchanged.

AnnDebra Diaz, CPPB
Senior Procurement Specialist

Company Name: American Guard Services, Inc.
(please print)

Bidder's Signature: 

Date: 11/28/2017



SECTION VI - COST PROPOSAL PAGE - REVISED

Proposer Name: _____

6.1 Proposer agrees to supply the products and services at the prices bid below in accordance with the terms, conditions and specifications contained in this RFP.

6.2 **Cost to each Entity:** Contractor must quote firm, fixed, costs for all services/products identified in this request for proposal. These firm fixed costs for the project include any costs for travel and miscellaneous expenses. No other costs will be accepted.

6.3 Contractor shall factor all cost associated with providing ambassador services in the final price for each entity, including requested items listed under sub-section 3.1. General Information/Intent.

6.4 Ambassador Cost by Entity: ESTIMATED ANNUAL HOURS

6.4.1 BID Area/Zones

- Ambassadors, Regular Hours 4,536 hrs X \$ 15.24 /hr = \$69,128.64 annually
- Supervisor, (non-shared) Hours 1,320 hrs X \$ 17.43 /hr = \$23,007.60 annually

6.4.2 The NPF-CRA Area/Zones:

- Ambassadors, Regular Hours 9,516 hrs X \$ 15.24 /hr = \$145,023.84 annually
- Supervisor, (non-shared) Hours 2,224 hrs X \$ 17.43 /hr = \$38,764.32 annually

6.4.3 DDA Areas/Zones:

- Ambassadors, Regular Hours 8,944 hrs X \$ 15.24 /hr = \$136,306.56 annually
- Supervisor, Regular Hours 2,080 hrs X \$ 17.43 /hr = \$36,254.40 annually

6.5 Shared Services between the BID and NPF-CRA:

6.5.1 Shared Supervisor, Regular Hours 948 total hours breakdown:

- BID** 474 hrs X \$ 17.43 /hr = \$8,261.82 annually
- NPF-CRA** 474 hrs X \$ 17.43 /hr = \$8,261.82 annually

6.5.2 Shared Vehicle between the BID and NPF-CRA:

- BID Portion 42% \$ 5,290.00
- NPF-CRA Portion 58% \$ 7,260.00 Cost \$ 12,550.00 annually

TOTAL COST \$ 477,559.00 ANNUALLY

Submitted by:

Sherif Assal
Name (printed)


Signature

November 28, 2017
Date

President
Title

NON-COLLUSION STATEMENT:

By signing this offer, the vendor/contractor certifies that this offer is made independently and *free* from collusion. Vendor shall disclose below any City of Fort Lauderdale, FL officer or employee, or any relative of any such officer or employee who is an officer or director of, or has a material interest in, the vendor's business, who is in a position to influence this procurement.

Any City of Fort Lauderdale, FL officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement.

For purposes hereof, a person has a material interest if they directly or indirectly own more than 5 percent of the total assets or capital stock of any business entity, or if they otherwise stand to personally gain if the contract is awarded to this vendor.

In accordance with City of Fort Lauderdale, FL Policy and Standards Manual, 6.10.8.3,

3.3. City employees may not contract with the City through any corporation or business entity in which they or their immediate family members hold a controlling financial interest (e.g. ownership of five (5) percent or more).

3.4. Immediate family members (spouse, parents and children) are also prohibited from contracting with the City subject to the same general rules.

Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the City Procurement Code.

<u>NAME</u>	<u>RELATIONSHIPS</u>
N/A	N/A

In the event the vendor does not indicate any names, the City shall interpret this to mean that the vendor has indicated that no such relationships exist.

LOCAL BUSINESS PREFERENCE CERTIFICATION STATEMENT

The Business identified below certifies that it qualifies for the local BUSINESS preference classification as indicated herein, and further certifies and agrees that it will re-affirm it's local preference classification annually no later than thirty (30) calendar days prior to the anniversary of the date of a contract awarded pursuant to this ITB. Violation of the foregoing provision may result in contract termination.

(1) _____ is a **Class A** Business as defined in City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the City of Fort Lauderdale current year Business Tax Receipt and a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.
Business Name

(2) _____ is a **Class B** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the Business Tax Receipt or a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.
Business Name

(3) American Guard Services, Inc. is a **Class C** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the Broward County Business Tax Receipt shall be provided within 10 calendar days of a formal request by the City. **Attached**
Business Name

(4) _____ requests a **Conditional Class A** classification as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.
Business Name

(5) _____ requests a **Conditional Class B** classification as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.
Business Name

(6) _____ is considered a **Class D** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. and does not qualify for Local Preference consideration.
Business Name

BIDDER'S COMPANY: American Guard Services, Inc.

AUTHORIZED COMPANY PERSON: Sherif Assal
NAME


SIGNATURE

11/28/2017
DATE

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-831-4000

VALID OCTOBER 1, 2017 THROUGH SEPTEMBER 30, 2018

DBA:
Business Name: AMERICAN GUARD SERVICES INC

Receipt #: 329-35887
Business Type: ALL OTHERS (SECURITY GUARD SERVICES)

Owner Name: SHERIF ASSAL
Business Location: 2550 EISENHOWER BLVD 326
HOLLYWOOD
Business Phone: 310-645-6200

Business Opened: 08/01/2004
State/County/Cert/Reg: BB2300048
Exemption Code:

Rooms

Seats

Employees
150

Machines

Professionals

For Vending Business Only						
Number of Machines:				Vending Type:		
Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
150.00	0.00	0.00	0.00	0.00	0.00	150.00

THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS

THIS BECOMES A TAX RECEIPT

WHEN VALIDATED

This tax is levied for the privilege of doing business within Broward County and is non-regulatory in nature. You must meet all County and/or Municipality planning and zoning requirements. This Business Tax Receipt must be transferred when the business is sold, business name has changed or you have moved. The business location. This receipt does not indicate that the business is in compliance with State or local laws and regulations.

Page 1 of 1
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CONTRACT PAYMENT METHOD BY P-CARD

THIS FORM MUST BY SUBMITTED WITH YOUR RESPONSE

The City of Fort Lauderdale has implemented a Procurement Card (P-Card) program which changes how payments are remitted to its vendors. The City has transitioned from traditional paper checks to payment by credit card via MasterCard or Visa. This allows you as a vendor of the City of Fort Lauderdale to receive your payment fast and safely. No more waiting for checks to be printed and mailed.

Payments will be made utilizing the City's P-Card (MasterCard or Visa). Accordingly, firms must presently have the ability to accept credit card payment or take whatever steps necessary to implement acceptance of a credit card before the commencement of a contract.

Please indicate which credit card payment you prefer:

 X Master Card

 X Visa Card

Company Name: American Guard Services, Inc.

Sherif Assal

Name (printed)



Signature

November 28, 2017

Date:

President

Title



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

10/23/2017

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 PO Box 66571 Houston TX 77266		CONTACT NAME: Kimberly Ann deGreef PHONE (A/C No. Ext): 832-320-4505 FAX (A/C No.): 832-320-4555 E-MAIL ADDRESS: kimberlyann@eldoradoinsurance.com															
INSURED American Guard Services, Inc. 10100 Reunion Place, Suite 120 San Antonio TX 78216		<table border="1"><thead><tr><th>INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr></thead><tbody><tr><td>INSURER A: Zurich American Ins Co</td><td>27855</td></tr><tr><td>INSURER B: Endurance American Insurance</td><td>10641</td></tr><tr><td>INSURER C: Colony Insurance Company</td><td>39993</td></tr><tr><td>INSURER D: Hiscox Insurance Company</td><td>10200</td></tr><tr><td>INSURER E:</td><td></td></tr><tr><td>INSURER F:</td><td></td></tr></tbody></table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Zurich American Ins Co	27855	INSURER B: Endurance American Insurance	10641	INSURER C: Colony Insurance Company	39993	INSURER D: Hiscox Insurance Company	10200	INSURER E:		INSURER F:	
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INSURER E:																	
INSURER F:																	

COVERAGES

CERTIFICATE NUMBER: V-AGS (10-20-17)

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	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY			EOL0288450-00	10/20/2017	10/20/2018	EACH OCCURRENCE \$ 1,000,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR		DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000				
	<input checked="" type="checkbox"/> Errors & Omissions		MED EXP (Any one person) \$ 10,000				
	GEN'L AGGREGATE LIMIT APPLIES PER:		PERSONAL & ADV INJURY \$ 1,000,000				
	<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC						GENERAL AGGREGATE \$ 3,000,000
	OTHER:						PRODUCTS - COMP/OP AGG \$ 3,000,000
A	AUTOMOBILE LIABILITY			BAP0885493-01	9/30/2017	10/20/2018	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	<input checked="" type="checkbox"/> ANY AUTO		BODILY INJURY (Per person) \$				
	<input type="checkbox"/> ALL OWNED AUTOS	<input type="checkbox"/> SCHEDULED AUTOS	BODILY INJURY (Per accident) \$				
	<input checked="" type="checkbox"/> HIRED AUTOS	<input checked="" type="checkbox"/> NON-OWNED AUTOS	PROPERTY DAMAGE (Per accident) \$				
B	UMBRELLA LIAB	<input checked="" type="checkbox"/> OCCUR		EXC30000484300 (\$5M X \$1M)	10/20/2017	10/20/2018	EACH OCCURRENCE \$ 10,000,000
C	EXCESS LIAB	<input type="checkbox"/> CLAIMS-MADE		AR4460605 (\$5M X \$5M)	10/20/2017	10/20/2018	AGGREGATE \$ 10,000,000
	DED	RETENTION \$					\$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			WC 0093650 02	10/20/2017	9/30/2018	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N	E.L. EACH ACCIDENT \$ 1,000,000				
	If yes, describe under DESCRIPTION OF OPERATIONS below		E.L. DISEASE - EA EMPLOYEE \$ 1,000,000				
			E.L. DISEASE - POLICY LIMIT \$ 1,000,000				
D	Crime - 1st & 3rd Party			UC21824594.17	10/15/2017	10/15/2018	Limit \$2,000,000

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

CERTIFICATE HOLDER**CANCELLATION**

Evidence of Coverage

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./KDEGRE

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ACORD 25 (2014/01)

INS025 (201401)

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CAM 18-0306

EXHIBIT 4

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