



CITY of CALABASAS

PROFESSIONAL SERVICES AGREEMENT

CONTRACT SUMMARY

Name of Contractor:	American Global Security, Inc.
City Department in charge of Contract:	Administrative Services Department
Contact Person for City Department:	Michael McConville, Deputy City Manager
Period of Performance for Contract:	November 1, 2023 – October 31, 2025
Not to Exceed Amount of Contract:	\$500,000
Scope of Work for Contract:	Security, emergency response, and outreach & engagement services.

Insurance Requirements for Contract:

yes no - Is General Liability insurance required in this contract?

If yes, please provide coverage amounts:

yes no - Is Auto insurance required in this contract?

If yes, please provide coverage amounts:

yes no - Is Professional insurance required in this contract?

If yes, please provide coverage amounts:

California requires Worker’s Compensation insurance. If the vendor has no employees, a Worker’s Compensation Affidavit is required.

Other:

Proper documentation is required and must be attached.

PROFESSIONAL SERVICES AGREEMENT
(American Global Security, Inc.)

1. IDENTIFICATION

THIS PROFESSIONAL SERVICES AGREEMENT (“Agreement”) is entered into by and between the City of Calabasas, a California municipal corporation (“City”), and **American Global Security, Inc.** a **California, corporation** (“Consultant”).

2. RECITALS

- 2.1 City has determined that it requires the following professional services from a consultant: **Security, emergency response, and outreach & engagement services.**
- 2.2 Consultant represents that it is fully qualified to perform such professional services by virtue of its experience and the training, education and expertise of its principals and employees. Consultant further represents that it is willing to accept responsibility for performing such services in accordance with the terms and conditions set forth in this Agreement.

NOW, THEREFORE, for and in consideration of the mutual covenants and conditions herein contained, City and Consultant agree as follows:

3. DEFINITIONS

- 3.1 “Scope of Services”: Such professional services as are set forth in Consultant’s **April 26, 2023** proposal to City attached hereto as Exhibit A and incorporated herein by this reference.
- 3.2 “Approved Fee Schedule”: Such compensation rates as are set forth in Consultant’s **April 26, 2023** fee schedule to City attached hereto as Exhibit A and incorporated herein by this reference.
- 3.3 “Commencement Date”: November 1, 2023.
- 3.4 “Expiration Date”: October 31, 2025.

4. TERM

The term of this Agreement shall commence at 12:00 a.m. on the Commencement Date and shall expire at 11:59 p.m. on the Expiration Date unless extended by written agreement of the parties or terminated earlier in accordance with Section 17 (“Termination”) below.

5. CONSULTANT'S SERVICES

- 5.1 Consultant shall perform the services identified in the Scope of Services. City shall have the right to request, in writing, changes in the Scope of Services. Any such changes mutually agreed upon by the parties, and any corresponding increase or decrease in compensation, shall be incorporated by written amendment to this Agreement. In no event shall the total compensation and costs payable to Consultant under this Agreement exceed the sum of **five hundred thousand Dollars (\$500,000.00)** unless specifically approved in advance and in writing by City.
- 5.2 Consultant shall perform all work to the highest professional standards of Consultant's profession and in a manner reasonably satisfactory to City. Consultant shall comply with all applicable federal, state and local laws and regulations, including the conflict of interest provisions of Government Code Section 1090 and the Political Reform Act (Government Code Section 81000 *et seq.*).
- 5.3 During the term of this Agreement, Consultant shall not perform any work for another person or entity for whom Consultant was not working at the Commencement Date if both (i) such work would require Consultant to abstain from a decision under this Agreement pursuant to a conflict of interest statute and (ii) City has not consented in writing to Consultant's performance of such work.
- 5.4 Consultant represents that it has, or will secure at its own expense, all personnel required to perform the services identified in the Scope of Services. All such services shall be performed by Consultant or under its supervision, and all personnel engaged in the work shall be qualified to perform such services. **Simon Wardak** shall be Consultant's project administrator and shall have direct responsibility for management of Consultant's performance under this Agreement. No change shall be made in Consultant's project administrator without City's prior written consent.

6. COMPENSATION

- 6.1 City agrees to compensate Consultant for the services provided under this Agreement, and Consultant agrees to accept in full satisfaction for such services, payment in accordance with the Approved Fee Schedule.
- 6.2 Consultant shall submit to City an invoice, on a monthly basis or less frequently, for the services performed pursuant to this Agreement. Each invoice shall itemize the services rendered during the billing period and the amount due. Within ten business days of receipt of each invoice, City shall notify Consultant in writing of any disputed amounts included on the invoice. Within thirty calendar days of

receipt of each invoice, City shall pay all undisputed amounts included on the invoice. City shall not withhold applicable taxes or other authorized deductions from payments made to Consultant.

- 6.3 Payments for any services requested by City and not included in the Scope of Services shall be made to Consultant by City on a time-and-materials basis using Consultant's standard fee schedule. Consultant shall be entitled to increase the fees in this fee schedule at such time as it increases its fees for its clients generally; provided, however, in no event shall Consultant be entitled to increase fees for services rendered before the thirtieth day after Consultant notifies City in writing of an increase in that fee schedule. Fees for such additional services shall be paid within sixty days of the date Consultant issues an invoice to City for such services.

7. OWNERSHIP OF WRITTEN PRODUCTS

All reports, documents or other written material ("written products" herein) developed by Consultant in the performance of this Agreement shall be and remain the property of City without restriction or limitation upon its use or dissemination by City. Consultant may take and retain copies of such written products as desired, but no such written products shall be the subject of a copyright application by Consultant.

8. RELATIONSHIP OF PARTIES

Consultant is, and shall at all times remain as to City, a wholly independent contractor. Consultant shall have no power to incur any debt, obligation, or liability on behalf of City or otherwise to act on behalf of City as an agent. Neither City nor any of its agents shall have control over the conduct of Consultant or any of Consultant's employees, except as set forth in this Agreement. Consultant shall not represent that it is, or that any of its agents or employees are, in any manner employees of City.

9. CONFIDENTIALITY

All data, documents, discussion, or other information developed or received by Consultant or provided for performance of this Agreement are deemed confidential and shall not be disclosed by Consultant without prior written consent by City. City shall grant such consent if disclosure is legally required. Upon request, all City data shall be returned to City upon the termination or expiration of this Agreement.

10. INDEMNIFICATION

- 10.1 The parties agree that City, its officers, agents, employees and volunteers should, to the fullest extent permitted by law, be protected from any and all loss, injury, damage, claim, lawsuit, cost, expense, attorneys' fees, litigation costs, or any other cost arising out of or in any way related to the performance of this Agreement. Accordingly, the provisions of this indemnity provision are intended by the parties to be interpreted and construed to provide the City with the fullest protection possible under the law. Consultant acknowledges that City would not enter into this Agreement in the absence of Consultant's commitment to indemnify and protect City as set forth herein.
- 10.2 To the fullest extent permitted by law, Consultant shall indemnify, hold harmless and defend City, its officers, agents, employees and volunteers from and against any and all claims and losses, costs or expenses for any damage due to death or injury to any person and injury to any property resulting from any alleged intentional, reckless, negligent, or otherwise wrongful acts, errors or omissions of Consultant or any of its officers, employees, servants, agents, or subcontractors in the performance of this Agreement. Such costs and expenses shall include reasonable attorneys' fees incurred by counsel of City's choice.
- 10.3 City shall have the right to offset against the amount of any compensation due Consultant under this Agreement any amount due City from Consultant as a result of Consultant's failure to pay City promptly any indemnification arising under this Section 10 and related to Consultant's failure to either (i) pay taxes on amounts received pursuant to this Agreement or (ii) comply with applicable workers' compensation laws.
- 10.4 The obligations of Consultant under this Section 10 will not be limited by the provisions of any workers' compensation act or similar act. Consultant expressly waives its statutory immunity under such statutes or laws as to City, its officers, agents, employees and volunteers.
- 10.5 Consultant agrees to obtain executed indemnity agreements with provisions identical to those set forth here in this Section 10 from each and every subcontractor or any other person or entity involved by, for, with or on behalf of Consultant in the performance of this Agreement. In the event Consultant fails to obtain such indemnity obligations from others as required herein, Consultant agrees to be fully responsible and indemnify, hold harmless and defend City, its officers, agents, employees and volunteers from and against any and all claims and losses, costs or expenses for any damage due to death or injury to any person and injury to any property resulting from any alleged intentional, reckless, negligent, or otherwise wrongful acts, errors or omissions of Consultant's subcontractors or any other person or entity involved by, for, with or on behalf of

Consultant in the performance of this Agreement. Such costs and expenses shall include reasonable attorneys' fees incurred by counsel of City's choice.

- 10.6 City does not, and shall not waive any rights that it may possess against Consultant because of the acceptance by City, or the deposit with City, of any insurance policy or certificate required pursuant to this Agreement. This hold harmless and indemnification provision shall apply regardless of whether or not any insurance policies are determined to be applicable to the claim, demand, damage, liability, loss, cost or expense.

11. INSURANCE

- 11.1 During the term of this Agreement, Consultant shall carry, maintain, and keep in full force and effect insurance against claims for death or injuries to persons or damages to property that may arise from or in connection with Consultant's performance of this Agreement. Such insurance shall be of the types and in the amounts as set forth below:
- 11.1.1 Comprehensive General Liability Insurance with coverage limits of not less than One Million Dollars (\$1,000,000) including products and operations hazard, contractual insurance, broad form property damage, independent consultants, personal injury, underground hazard, and explosion and collapse hazard where applicable.
 - 11.1.2 Automobile Liability Insurance for vehicles used in connection with the performance of this Agreement with minimum limits of One Million Dollars (\$1,000,000) per incident.
 - 11.1.3 Worker's Compensation insurance as required by the laws of the State of California.
 - 11.1.4 Professional Errors and Omissions Insurance, Crime Coverage, with coverage limits of not less than Twenty-Five Thousand Dollars (\$25,000).
- 11.2 Consultant shall require each of its subcontractors to maintain insurance coverage that meets all of the requirements of this Agreement.
- 11.3 The policy or policies required by this Agreement shall be issued by an insurer admitted in the State of California and with a rating of at least A:VII in the latest edition of Best's Insurance Guide.
- 11.4 Consultant agrees that if it does not keep the aforesaid insurance in full force and effect, City may either (i) immediately terminate this Agreement; or (ii) take out the necessary insurance and pay, at Consultant's expense, the premium thereon.

- 11.5 At all times during the term of this Agreement, Consultant shall maintain on file with City's Risk Manager a certificate or certificates of insurance showing that the aforesaid policies are in effect in the required amounts and naming the City and its officers, employees, agents and volunteers as additional insureds. Consultant shall, prior to commencement of work under this Agreement, file with City's Risk Manager such certificate(s).
- 11.6 Consultant shall provide proof that policies of insurance required herein expiring during the term of this Agreement have been renewed or replaced with other policies providing at least the same coverage. Such proof will be furnished at least two weeks prior to the expiration of the coverages.
- 11.7 The General Liability Policy of insurance required by this Agreement shall contain an endorsement naming City and its officers, employees, agents and volunteers as additional insureds. The General Liability Policy required under this Agreement shall contain an endorsement providing that the policies cannot be canceled or reduced except on thirty days' prior written notice to City. Consultant agrees to require its insurer to modify the certificates of insurance to delete any exculpatory wording stating that failure of the insurer to mail written notice of cancellation imposes no obligation, and to delete the word "endeavor" with regard to any notice provisions. If this contract provides service to a Homeowners Association, that Homeowners Association must be listed as an additional insured in addition to the City.
- 11.8 The insurance provided by Consultant shall be primary to any coverage available to City. Any insurance or self-insurance maintained by City and/or its officers, employees, agents or volunteers, shall be in excess of Consultant's insurance and shall not contribute with it.
- 11.9 All insurance coverage provided pursuant to this Agreement shall not prohibit Consultant, and Consultant's employees, agents or subcontractors, from waiving the right of subrogation prior to a loss. Consultant hereby waives all rights of subrogation against the City.
- 11.10 Any deductibles or self-insured retentions must be declared to and approved by the City. At the option of City, Consultant shall either reduce or eliminate the deductibles or self-insured retentions with respect to City, or Consultant shall procure a bond guaranteeing payment of losses and expenses.
- 11.11 Procurement of insurance by Consultant shall not be construed as a limitation of Consultant's liability or as full performance of Consultant's duties to indemnify, hold harmless and defend under Section 10 of this Agreement.

12. MUTUAL COOPERATION

Initials: (City) _____ (Contractor) _____

- 12.1 City shall provide Consultant with all pertinent data, documents and other requested information as is reasonably available for the proper performance of Consultant's services under this Agreement.
- 12.2 In the event any claim or action is brought against City relating to Consultant's performance in connection with this Agreement, Consultant shall render any reasonable assistance that City may require.

13. RECORDS AND INSPECTIONS

Consultant shall maintain full and accurate records with respect to all matters covered under this Agreement for a period of three years after the expiration or termination of this Agreement. City shall have the right to access and examine such records, without charge, during normal business hours. City shall further have the right to audit such records, to make transcripts therefrom and to inspect all program data, documents, proceedings, and activities.

14. PERMITS AND APPROVALS

Consultant shall obtain, at its sole cost and expense, all permits and regulatory approvals necessary in the performance of this Agreement. This includes, but shall not be limited to, encroachment permits and building and safety permits and inspections.

15. NOTICES

Any notices, bills, invoices, or reports required by this Agreement shall be deemed received on: (i) the day of delivery if delivered by hand, facsimile or overnight courier service during Consultant's and City's regular business hours; or (ii) on the third business day following deposit in the United States mail if delivered by mail, postage prepaid, to the addresses listed below (or to such other addresses as the parties may, from time to time, designate in writing).

If to City

City of Calabasas
100 Civic Center Way
Calabasas, CA 91302
Attn: Michael McConville
Telephone: (818) 224-1662

If to Consultant:

American Global Security, Inc.
9420 Topanga Canyon Blvd.
Ste 203
Chatsworth, CA 91311
Attn: Simon Wardak, Regional
Vice President
Telephone: (323) 266-9762
Email: simon@agspatrol.com

With courtesy copy to:

Matthew T. Summers
Colantuono, Highsmith & Whatley, PC
City Attorney
790 E. Colorado Blvd., Suite 850
Pasadena, CA 91101
Telephone: (213) 542-5700
Facsimile: (213) 542-5710

16. SURVIVING COVENANTS

The parties agree that the covenants contained in Section 9, Section 10, Paragraph 12.2 and Section 13 of this Agreement shall survive the expiration or termination of this Agreement.

17. TERMINATION

17.1. City shall have the right to terminate this Agreement for any reason on five calendar days' written notice to Consultant. Consultant shall have the right to terminate this Agreement for any reason on sixty calendar days' written notice to City. Consultant agrees to cease all work under this Agreement on or before the effective date of any notice of termination. All City data, documents, objects, materials or other tangible things shall be returned to City upon the termination or expiration of this Agreement.

17.2 If City terminates this Agreement due to no fault or failure of performance by Consultant, then Consultant shall be paid based on the work satisfactorily performed at the time of termination. In no event shall Consultant be entitled to receive more than the amount that would be paid to Consultant for the full performance of the services required by this Agreement.

18. GENERAL PROVISIONS

18.1 Consultant shall not delegate, transfer, subcontract or assign its duties or rights hereunder, either in whole or in part, without City's prior written consent, and any attempt to do so shall be void and of no effect. City shall not be obligated or liable under this Agreement to any party other than Consultant.

18.2 In the performance of this Agreement, Consultant shall not discriminate against any employee, subcontractor, or applicant for employment because of race, color, creed, religion, sex, marital status, sexual orientation, national origin, ancestry, age, physical or mental disability or medical condition.

18.3 The captions appearing at the commencement of the sections hereof, and in any

paragraph thereof, are descriptive only and for convenience in reference to this Agreement. Should there be any conflict between such heading, and the section or paragraph thereof at the head of which it appears, the section or paragraph thereof, as the case may be, and not such heading, shall control and govern in the construction of this Agreement. Masculine or feminine pronouns shall be substituted for the neuter form and vice versa, and the plural shall be substituted for the singular form and vice versa, in any place or places herein in which the context requires such substitution(s).

- 18.4 The waiver by City or Consultant of any breach of any term, covenant or condition herein contained shall not be deemed to be a waiver of such term, covenant or condition or of any subsequent breach of the same or any other term, covenant or condition herein contained. No term, covenant or condition of this Agreement shall be deemed to have been waived by City or Consultant unless in writing.
- 18.5 Consultant shall not be liable for any failure to perform if Consultant presents acceptable evidence, in City's sole judgment that such failure was due to causes beyond the control and without the fault or negligence of Consultant.
- 18.6 Each right, power and remedy provided for herein or now or hereafter existing at law, in equity, by statute, or otherwise shall be cumulative and shall be in addition to every other right, power, or remedy provided for herein or now or hereafter existing at law, in equity, by statute, or otherwise. The exercise, the commencement of the exercise, or the forbearance of the exercise by any party of any one or more of such rights, powers or remedies shall not preclude the simultaneous or later exercise by such party of any of all of such other rights, powers or remedies. In the event legal action shall be necessary to enforce any term, covenant or condition herein contained, the party prevailing in such action, whether reduced to judgment or not, shall be entitled to its reasonable court costs, including accountants' fees, if any, and attorneys' fees expended in such action. The venue for any litigation shall be Los Angeles County, California.
- 18.7 If any term or provision of this Agreement or the application thereof to any person or circumstance shall, to any extent, be invalid or unenforceable, then such term or provision shall be amended to, and solely to, the extent necessary to cure such invalidity or unenforceability, and in its amended form shall be enforceable. In such event, the remainder of this Agreement, or the application of such term or provision to persons or circumstances other than those as to which it is held invalid or unenforceable, shall not be affected thereby, and each term and provision of this Agreement shall be valid and be enforced to the fullest extent permitted by law.
- 18.8 This Agreement shall be governed and construed in accordance with the laws of

the State of California.

- 18.9 All documents referenced as exhibits in this Agreement are hereby incorporated into this Agreement. In the event of any material discrepancy between the express provisions of this Agreement and the provisions of any document incorporated herein by reference, the provisions of this Agreement shall prevail. This instrument contains the entire Agreement between City and Consultant with respect to the transactions contemplated herein. No other prior oral or written agreements are binding upon the parties. Amendments hereto or deviations herefrom shall be effective and binding only if made in writing and executed by City and Consultant.
- 18.10 In consideration of this agreement, consultant (or artist(s), or performer(s) grants to city and its officers and employees, the right to film, through photography, video, or other media, the performance(s) contemplated under this agreement. The city is authorized to use of the performer(s) name(s) and/or Artist approved photographs. The city is also authorized, without limitation, to broadcast or re-broadcast the performance(s) on City CTV, through the city’s website, news media, or through other forms of media (e.g. streaming).

TO EFFECTUATE THIS AGREEMENT, the parties have caused their duly authorized representatives to execute this Agreement on the dates set forth below.

“City”
City of Calabasas

“Consultant”
American Global Security, Inc.

By: _____
David J. Shapiro, Mayor

By: _____
Simon Wardak, Regional Vice President

Date: _____

Date: _____

By: _____
Kindon Meik, City Manager

By: _____
Nikolas Tartakovsky, Head of Procurement

Date: _____

Date: _____

By: _____
Michael McConville, Deputy City Manager

Date: _____

Attest:

By: _____
Maricela Hernandez, MMC, CPMC
City Clerk

Date: _____

Approved as to form:

By: _____
Matthew T. Summers
Colantuono, Highsmith & Whatley, PC
City Attorney

Date: _____



**RFP PROPOSAL
RESPONSE PACKET FOR
City Wide Security & Public Safety
Support Services
City of Calabasas**

Presented By:

American Global Security, Inc.
Nikolas Tartakovsky - Head of Procurement
(323) 266-9762
procurement@americanglobalsecurity.com
Thursday, April 26, 2023

Branch Office:

9420 Topanga Canyon Blvd
Ste 203
Chatsworth, CA 91311
(818) 350-1000
info@agspatrol.com



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Attn: Procurement Division
City of Calabasas
100 Civic Center Way
Calabasas, CA 91302

To Whom it May Concern,

On behalf of the dedicated team at American Global Security, Inc., I submit this Proposal to provide security services to the City of Calabasas. AGS is seeking to provide the required security and patrol services at city-owned facilities, parks, and other public assets. In addition, our firm seeks to provide the two optional services of on-call security response, as well as Citywide parking enforcement citation.

Our proposal includes the provision of one (1) uniformed security guard and one (1) patrol vehicle for routine standing guard and patrol security coverage, including weekends and holidays. The primary standing coverage will be located at the Calabasas Civic Center, and our guard will conduct at least one (1) nightly vehicle patrol to all other Calabasas-owned facilities and parks. In addition to the required services, we also offer on-call response; non-emergency, pre-scheduled guard response for crowd management at special events, daily unlocking and locking of select City facilities and parks, and CCTV spot monitoring of City facilities. CCTV can also be handled long term by our Dispatch Center through IP based connectivity, or by guards on-site who are trained to monitor a physical camera bank. For emergency situations, we offer 24-hour on-call response for traffic control support, emergency elevator calls, outreach and engagement to individuals. Furthermore, we can provide one (1) uniformed security guard and one (1) patrol vehicle for Citywide parking enforcement services. All other elements of the RFP have been reviewed and understood. AGS agrees to complete all tasks outlined in the RFP, and submits our proposal as an irrevocable offer for one-hundred and eighty (180) days. We acknowledge the RFP and vouch that all information submitted in this proposal is true and correct.

With our Corporate Office located nearby in Chatsworth, we are perfectly suited to take on the duties of your security & public safety services. Because of proximity, we can provide check-ins from experienced field supervisors more frequently and can also respond to any additional staffing needs with speed and efficiency. The equipment, vehicles, recruitment techniques, and training we use will be detailed in later sections. This Proposal will also cover our firm's history and corporate overview and detail our experience with other relevant projects, and will also discuss key personnel and general staffing.

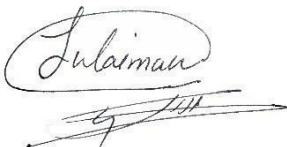
At American Global Security, Inc., our fundamental principles are integrity, vigilance, and helpfulness. We pride ourselves in being at the forefront of personal protection solutions across California, employing cutting-edge reporting techniques, and hiring only the most experienced and professional personnel. Our security guards are provided with hands-on management and training, setting the highest standards in the industry. Our team is capable of designing customized security plans for each location or event, tailored to meet the specific needs of our diverse clientele. In cases where a client already has a security plan in place, we can adapt our approach and train our personnel accordingly to align with the client's specific site protocols. Our 24/7 Dispatch Center and AGSTrac® Reporting System are instrumental in providing excellent customer service by allowing authorized clients direct access to an unparalleled level of data. At AGS, we take pride in being an industry leader in delivering exceptional security solutions while maintaining strong relationships with our clients through effective communication and transparency. With a founding in and focus on California, AGS has an investment and commitment to the safety of our communities.

Our clients have come to trust our expertise with protecting critical infrastructure, maintaining complex operations, and securing high-traffic or vulnerable locations. Our experience gives us the understanding of the unique safety, security, and risk-needs faced on a day-to-day basis in these environments. Some of our best experience has been working with City municipalities to provide security services at important locations like City Halls, Public Libraries, Metrolink Stations, and Public Parks. Security Services we perform also extend to providing patrols at and around these important municipality locations, as well as many corporate offices and storefronts, public housing complexes, and other locations. American Global Security also works with construction companies, has guards stationed at corporate and medical facilities, at school campuses, apartment complexes, and retail centers to provide cutting edge security services.

While American Global Security, Inc. has a proven track record of success working with municipalities throughout California, we remain a certified small business. Our commitment to providing exceptional care and attention to all our clients, regardless of size or complexity, makes us the ideal choice for meeting the security needs of the City of Calabasas. This is the small business mindset that AGS will always have, no matter how much our firm grows. With our extensive capabilities, diverse resources, and appreciation of each individual guard's performance, AGS is well-equipped to expertly manage the City's security program. We will leverage the latest tools and technology at our disposal to minimize risks, ensure accountability, and maintain a safe and secure environment for all contract-related activities. By partnering with us, the City of Calabasas can be assured of a high level of care and attention that only a small business can provide, combined with the expertise and capabilities of a leading security service provider.

I am the individual authorized to legally bind our firm. As regional Vice President, I will also be acting as the City's Account Manager during the contract agreement' execution. AGS stands ready to serve the City of Calabasas!

Sincerely,



Simon A. –Regional Vice President

Email: simon@agspatrol.com

Dispatch: [\(877\) 482-7343](tel:(877)482-7343) | Direct Line: [\(323\) 266-9762](tel:(323)266-9762) | Fax: [\(818\) 900-6665](tel:(818)900-6665)

Email: procurement@americanglobalsecurity.com | Website: www.americanglobalsecurity.com

9420 Topanga Canyon Blvd Ste 203, Chatsworth, CA 91311

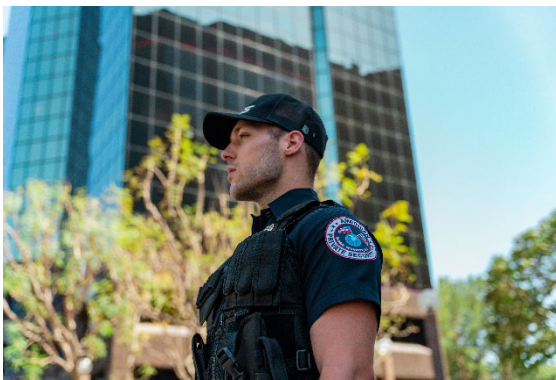
Work Plan

Scope of Work

American Global Security believes that every client deserves a different approach to their scope of work. Therefore, a thorough examination of the properties and surrounding area to be served is instrumental to ensure a comprehensive understanding of the scope and reach of the coverage, and a successful handling of the client's security needs and vulnerabilities. *AGS takes full responsibility for shift coverage and will not be billing City of Calabasas for any unplanned overtime.*

Standard Guard Duties

The City of Calabasas is seeking security officer services that include the monitoring of City facilities and grounds, responding to alarms and emergencies, and reporting any incidents or suspicious activities. The security officers will be required to be on site at the scheduled post hours, conduct roaming vehicle patrols in marked AGS vehicles, and quickly respond to any assaults, thefts, vandalism, or hazardous material spills found at City facilities. As requested by the city the guard will conduct at one nightly vehicle patrol to all other Calabasas owned facilities and parks. Vehicle patrols are thorough, and will include our guards disembarking from their vehicle to better assess a site.



Confirmation that our guards are performing their foot patrols of the building/site perimeters and parking lots will come in the form of our checkpoint verification system tied to **AGSTrac®** daily reports. This reporting software is based on scannable QR code stickers, which will be placed at the park restrooms, building exterior and interior locations, and other designated locations. AGS guards can then post a picture, make any notes they feel are necessary via text and audio logs, and submit a checkpoint as completed. AGS guards are trained to monitor for any crime or

suspicious activity as they patrol or stand guard. They will also document any maintenance issues they observe, record any vandalism or stolen property, and include all this information into the Daily Activity Reports, or Incident Reports they make. Incident reports will occur after serious situations involving the guard, or when they discover noteworthy damage, theft, or vandalism. An example of our Incident Report layout will be included in this proposal.

AGS guards are trained on contacting the appropriate emergency responders depending on the events/situation that they are witnessing. AGS guards are also trained on conflict de-escalation and non-violent response. They are prepared to respond to hazardous material spills found at City facilities as well as to stop the spill (if possible and without risking physical harm) and contain or prevent the spill from entering into the storm drains. AGS security guards are trained on contacting the appropriate emergency responders depending on the events/situation that they are witnessing. They are prepared to handle visitors through information dissemination and basic interpersonal interactions. In doing so, AGS guards are acting as community representatives, an aspect of our security services which is promoted through our Community Outreach training program (which will be detailed in a later section).

Regional Field Supervisors



A unique component of our approach to project supervision are our Regional Field Supervisors. These individuals are highly trained and will be stopping by the various sites periodically to perform check ins on the guard there. Their mobile nature makes them an asset to our organization and one of the ways we separate ourselves from the competition. They will be in constant communication with our 24/7 Dispatch Center, and are one of the ways our firm reacts to no-shows. Carrying guard cards themselves, these Field Supervisors can stand in during last minute outages or emergencies.

The AGS Field Supervisors will be responsible for managing all aspects of the Project on the ground level and are acting on behalf of AGS with decision making authority. Field Supervisors are being given direction and authority from our Senior Account Managers. The Field Supervisors will also report regularly to and coordinate with the City Representatives, establish operational procedures in confirmation with City policy, and develop new post orders as needed (with approval). They will also ensure compliance with training and equipment requirements and be knowledgeable about AGS standards for safety, ensuring such compliance of guards through regular inspections. They will respond to on-site incidents involving guards or requests from the City Representative within a two-hour time period following an occurrence/request. While doing so they will conduct on-site supervision, inspection, and guidance to on-duty security officers, assure proper assignment and relief coverage, and notify the City Representative of uncovered posts immediately.

Senior Accounts Manager

Our Senior Accounts Manager will ensure guards compliance with all terms of the Contract, including City of Calabasas policy, rules, and regulations, in addition to any codes of conduct that are site specific. Your Accounts Manager will provide written results of investigations at the request of the City Representatives and establish an adequate quality control and complaint resolution system. They will remain available for any contract questions, and attend any high-level meetings, such as our planned meeting at three-four (3-4) weeks into the project to review initial performance. Accounts Managers oversee our Risk Management program, as well as provide cost-benefit analysis as part of our Quality Control Program.



Parking Enforcement

AGS will provide one officer with a patrol vehicle to conduct Citywide parking enforcement. AGS security guard will be trained in parking enforcement and will work in collaboration with the City's parking enforcement department to ensure the proper issuance of citations. The guard will be equipped with a handheld device that will enable them to issue citations and to log all activities, including time, location, and citation details. Our patrol vehicle will also be equipped with technology to ensure efficient and effective parking enforcement. This



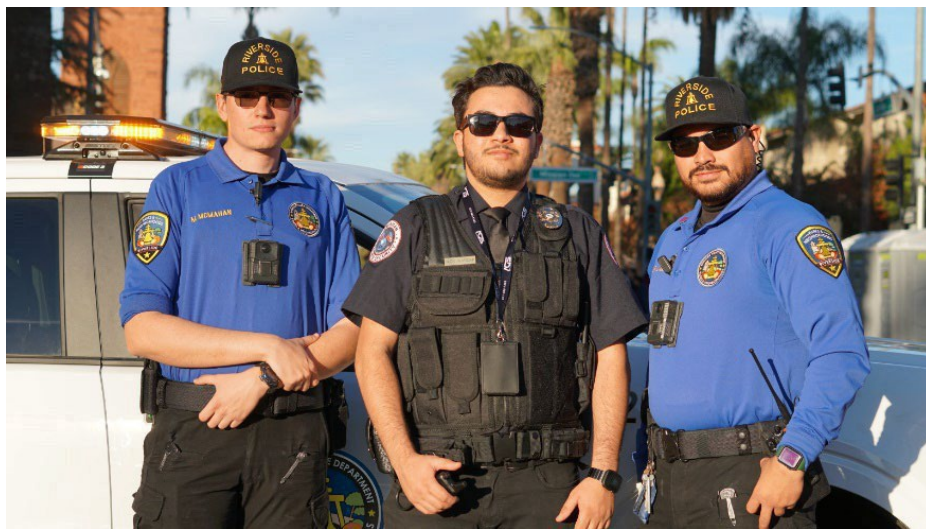
includes all manner of traffic safety equipment such as cones, flares, and multi-directional dash cams. AGS guard will be responsible for conducting regular patrols throughout the City to specifically to enforce parking regulations, issue citations, and provide assistance to the public as needed. They will also be responsible for maintaining detailed records of all activities, including citations issued and any incidents that occur during their patrols.

As a parking enforcement officer for the City of Calabasas, the duties will include patrolling designated areas to enforce parking regulations, issuing citations or warnings to vehicles parked in violation of parking laws, and responding to customer inquiries regarding parking regulations and policies. The guard will be responsible for monitoring and maintaining parking meters or pay stations, as well as managing parking permit programs. The guard will be trained with Calabasas City parking regulations.

Emergency / Non-Emergency On-Call Response

AGS approach for non-emergencies, The AGS security personnel will be responsible for managing crowds during special events, daily unlocking and locking of select City facilities and parks, and conducting CCTV spot monitoring of City facilities. In addition, the security personnel will be on call for emergency responses 24 hours a day. Emergency situations may include traffic control support during public safety, emergency or natural disaster incidents, responding to engagement with individuals experiencing homelessness, mental health or substance abuse, and enforce of Calabasas Municipal Code violations. *Due to the proximity of our deployment point, AGS can provide these on-call services in an estimated window of fifteen to thirty (15-30) mins.*

For more non-emergency and pre planned events AGS plans to utilize its deep roster of guards from the Chatsworth office. With a large pool of trained guards, AGS can carefully select and schedule the most suitable candidates for each specific event as requested by the city. This approach allows AGS to provide clients with guards who have the right skills and experience to handle the unique challenges of each event, ensuring that the event runs smoothly and safely. By selecting guards from the Chatsworth office, AGS can also ensure that guards are assigned to events that are most convenient for them, reducing the likelihood of scheduling conflicts or other issues. Overall, AGS's approach to selecting and scheduling guards ensures that clients receive the best possible service and that events are staffed by guards who are both competent and committed to ensuring a safe and secure environment.



Overall, AGS security guards will be responsible for maintaining the safety and security of City facilities, parks, and other points of interest. The personnel will be trained to respond to a variety of situations and will work closely with City representatives to ensure that all necessary measures are taken to prevent and address any potential security concerns. The goal is to provide a high level of service that promotes public safety and instills confidence in the community. AGS plans to utilize their supervisors for some emergency situations due to their versatility and cross-training in multiple areas. The supervisors have a vast array of experience and can react quickly to any given situation. They possess the knowledge and skills required to handle various emergencies, including natural disasters, public safety incidents, and mental health crises. Additionally, they are well-equipped to handle emergency elevator calls, conduct traffic control support, and review and enforce Calabasas Municipal Code violations. With their expertise and ability to think on their feet, AGS supervisors can provide a high level of support and leadership during an emergency. They are trained to assess situations, determine the appropriate course of action, and make quick decisions that prioritize the safety and security of all individuals involved. Their extensive experience in security and public safety management makes them an invaluable asset to any emergency response team. Therefore, AGS will rely heavily on their supervisors to ensure the safety and well-being of Calabasas residents and visitors during any emergency situations.

Mobilization and Deployment of Security Personnel and Equipment

Our Mobilization and Deployment of Security Personnel and Equipment Plan ensures: (i) a rapid and effective deployment of our security guards to the job site, and; (ii) resourcefulness, meaning that any equipment that needs replacement will be done so promptly upon request of our security guards or that of our Regional Field Supervisor.

Our Main Dispatch Center and Corporate Office in Chatsworth is available 24/7 for customer services inquiries, reports or security analytics requests, and complaints. Our Dispatch Center is a communication and CCTV monitoring hub, with our regional offices being those that focus on training, equipment assignment, storing, and replacement, in addition to vehicle assignment and repair scheduling. Our Corporate Office has all potential capabilities.

Transport to and from the job-site will be handled by personal means of security personnel. Local recruitment will ensure that guards will be arriving on time, a process enforced by both our Dispatch Center and our employee timekeeping. The patrol vehicle assigned to the community will remain there (as long as coverage is 24/7) unless there is some maintenance or repair issue. In the case of maintenance, a replacement vehicle will be dispatched while the current vehicle finishes its last patrol. The Main Corporate Office in Chatsworth is our closest point to dispatch personnel, and the location from which the in-office training will occur. Our Dispatch Center will be coordinating with our guards to make sure the jobsite is always covered. Replacement and stand-in guards who have undergone the site training will be called upon to fill any unexpected absences.

All our security guards, without exception, are required to report any condition that would make them unfit to stand ready for service within a reasonable period of time. *A Regional Field Supervisor is instructed to man an unexpectedly empty post until a replacement is successfully deployed.* This process can take up to 48 hours to find a long-term replacement, but our *Field Supervisors* will be on-site within the hour to cover for unexpected outages or specific replacement requests.

When a guard is late for their shift, they must contact our **24/7 Dispatch Center** at least three (3) hours in advance to alert them of the issue. Our Dispatch Center will then contact the guard currently stationed at the job site and ask if they can stay a few extra hours. This is only possible if the guard has worked less than sixteen (16) hours in a twenty-four (24) hour window. If they are overworked or opt out for whatever reason, a site trained, experienced Field Supervisor will cover the post until the late guard arrives. If a guard missed their check in, our **24/7 Dispatch Center** will be notified through **AGSTrac®** and Operations will be notified through **TeamXpress**. Dispatch will then contact the guard to inquire about the missed check in (late check-ins give our guards a two (2) minute grace period). Late guards will result in Dispatch contacting an appropriate Regional Field Supervisor, who may also receive help from Operations depending on the situation.

American Global Security offers our personnel paid lunch breaks so that they may take breaks while on shift. However, we understand that some clients cannot accommodate this practice.

Project Controls

We have several levels of project controls to ensure that we control costs, stay within budget, monitor schedules, and keep guard accountability high. On the ground level, our Field Supervisors keep our guards accountable through regular scheduled and unscheduled check-ins. These check-ins will hopefully result in the positive reinforcement of duties performed well, but can also result in a scheduled field training review, in-office training refresher for more serious mistakes or grievances, employee reprimand or dismissal if the mistakes are repeated, or upon request of the City.

Time Cards and Invoices

For this project, **Regional Operations Manager**, Hewad Wardak, is responsible for monitoring and coordinating employee schedules. To perform this task, he uses the **TeamXpress®** scheduling application which shows all job sites currently under our security protection and includes the guards posted there, exact shift hours, shift changes, shift overlaps, and shift openings. This software is so effective because of the companion app which all of our employees use to clock in and out and take breaks. It uses a precise geofencing system to ensure that the employee is within a 100-meter radius of their dedicated job site, only then allowing them to start their shift. Our guards will receive one reminder letter after dereliction of duty, continued tardiness or leaving early, followed by termination. The application also acts as an internal control measure for payment discrepancies and a way to provide timely invoices.

GPS Tracking – On Foot & Vehicle

Another aspect to our project controls that AGS uses is our patrol vehicle GPS tracking. Dispatch has a record of where all patrol vehicles currently at, how fast they are going, and of course who is driving them. They receive a notification when the vehicles are traveling at unsafe speeds. This data will also be visible through the AGSTrac client portal.

AGS aims to keep the designated project team consistent with the key personnel which are detailed in the previous sections. Regional field supervisors are sometimes subject to change due to scheduling demands or various other reasons, but these changes will not be made without the prior written approval of the City Satff.

Reporting

Daily and incident reports will be provided. American Global Security has an automated, technological and eco-friendly reporting system by which smartphones equipped with special logs and reporting software will be provided to our security officers, through which detailed and concise reports will be prepared and submitted. We provide our security officers with smartphones and tablets with quick and simple drop-down reporting menus and software to streamline the reporting, maximizing on-site visibility and considerably reducing every



unnecessary usage of documents. Reports are submitted in Word format, via email, and must comply with AGS and client standards. Reports can also be accessed directly, along with other useful data on incident trends and hot spots, through the client portal.

For this project, AGS is recommending the use of our own reporting system, especially along the paths of vehicle patrol routes.

AGSTrac Reporting System

There are three levels within our AGSTrac reporting system:

Level 3: Normal Activity – This is normal activity expected to occur and does not require notification to our management staff or City staff (Unless desired). Level 1 events are still recorded in our system.

Level 2: Unusual Activity - This will be activity that is outside of normal expectations and requires notification of our lower-level supervision. During the Transition Period, we will identify the City project manager and any staff who will want to receive Level 2 entries.

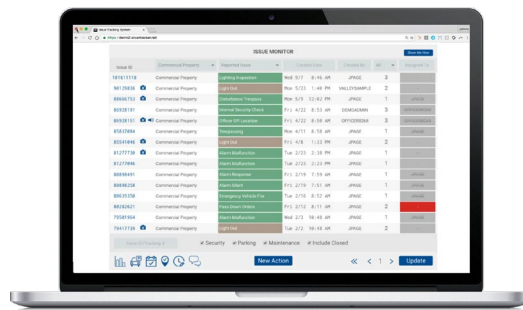
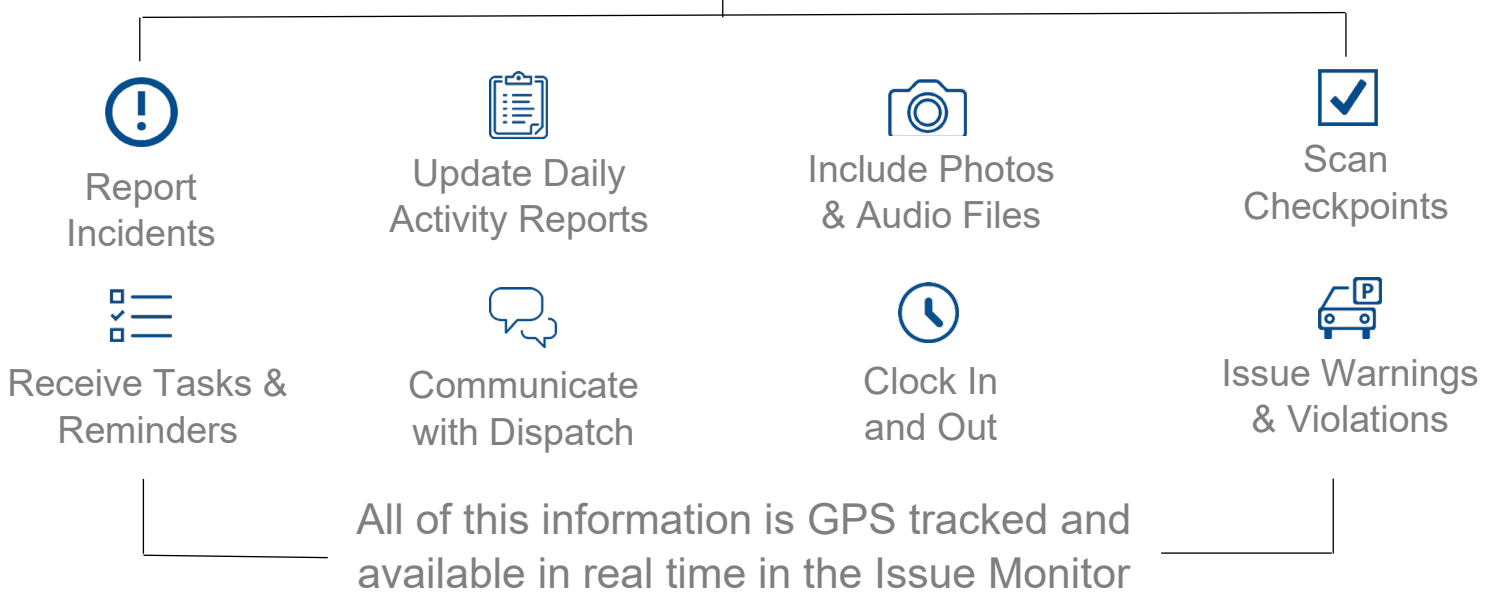
Level 1: Critical Activity - This will be urgent activity and of an emergency nature. This will automatically be sent to American Global Security's management team, the City PM and designated staff who are set to receive these alerts. The online reporting software is another tool we use to manage our services and bring transparency to our operations.

All American Global Security guards will be expected to be proficient in the use of our reporting software. This will enable the City to closely monitor the activity of each individual guard if desired or needed. Our guards will report on any unusual guests or people turned away, as well as normally checking in when they are going about business as usual. We usually supply QR code stickers along their patrol routes. Although not applicable for this situation, we are still recommending one QR code to be placed at each guard shack, to accurately track our guards continued vigilance there. AGS guards then scan the codes to verify specific times. Reports will include a time, date, notes, pictures, and a GPS stamp. The time-stamps, and reports with photos attached will be accessible through the client portal. AGS management will design and build out your account communication plan specific to your scope and operations. **AGSTrac®** also allows our Dispatch Center to observe the activity taking place on-site in real time. AGS dispatchers are one of many levels of supervision and are familiar with all post requirements at sites they oversee.

Helpful features of AGSTrac include: incident reports, daily reports, security checkpoint summaries, monthly security summaries with helpful pie charts to track patterns and hotspots, and a GPS driven map of where our guards have been.

Feature Overview

While using any Android or Apple device, Officers in the field can:

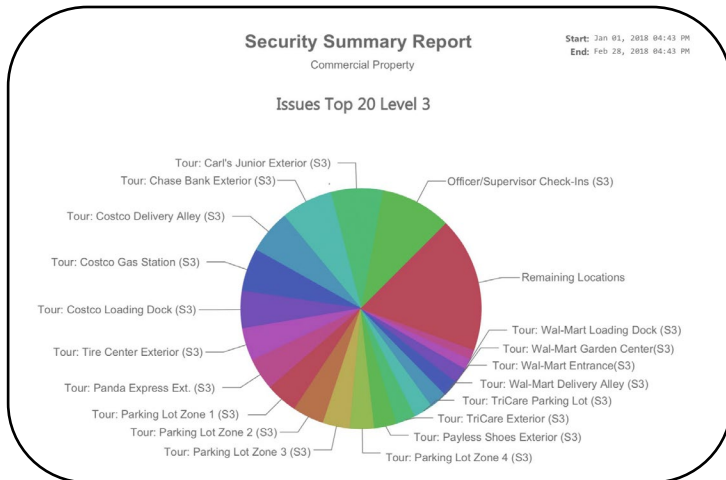


Our Reporting Process

How We Report

We use smartphones and tablets with quick and simple drop-down reporting menus to streamline the reporting, maximize on site visibility, and reduce your risk and liability.

Instead of traditional hand written DARs our officers are provided varied reporting options that enable them to report easily throughout their shift.



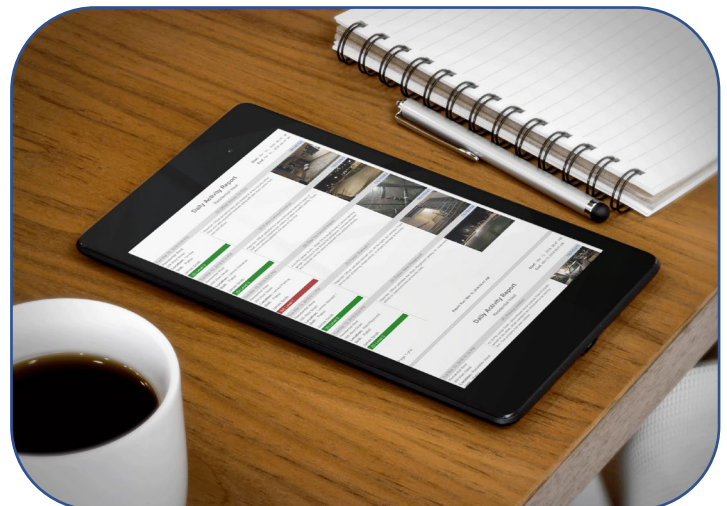
Customized For You

Our daily and monthly reports can be *completely* customized and worded for your industry and specific property.

All issues are prioritized based on the scope of service at each property and according to your needs.

Real-Time Incident Notifications

At your choosing any issues or incidents reported can trigger a notification to the necessary parties (i.e. managers, maintenance supervisors or teams, and issue specific vendors).



Guard Tour Checkpoints

When a checkpoint is scanned 4 things happen

- 1) Instructions are shown to the officer specific to that location.
- 2) A pre-written note in risk and liability terms is entered into all reports including the Daily Activity Report (DAR).
- 3) A GPS pinpoint is taken to track the officer's location at the time of the scan.
- 4) The officer is required to include a photo with the checkpoint to verify their location (optional).



Checkpoints Timeline Report

Start: Feb 24, 2018 09:53 AM

End: Feb 25, 2018 09:53 AM



Property: Commercial Property Unique Checkpoints: 18 / 18 Avg. Interval: 0hr 6min Total Scans: 216

Checkpoint Name	Count	Checkpoint Name	Count	Checkpoint Name	Count
Carl's Junior Exterior	12	Nail Salon Exterior	12	Pay Less Shoes Exterior	12
Chase Bank Exterior	13	Panda Express Exterior	13	TriCare Exterior	13
Costco Entrance	12	Parking Lot Zone 1	12	Wal-Mart Delivery Alley	15
Costco Gas Station	12	Parking Lot Zone 2	6	Wal-Mart Entrance	15
Costco Loading Dock	11	Parking Lot Zone 3	6	Wal-Mart Garden Center	16
Tire Center Exterior	12	Parking Lot Zone 4	8	Wal-Mart Loading Dock	16


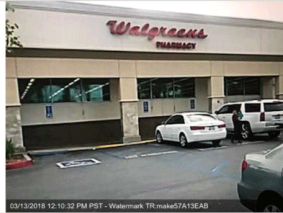



Time	Checkpoint Name	User Name	Difference
Tue Feb 24, 2018 10:03 AM	Costco Entrance	Jeff Anderson	0hr 10min
Tue Feb 24, 2018 10:11 AM	Costco Loading Dock	Jeff Anderson	0hr 8min
Tue Feb 24, 2018 10:17 AM	Costco Gas Station	Jeff Anderson	0hr 6min
Tue Feb 24, 2018 10:24 AM	Tire Center Exterior	Jeff Anderson	0hr 7min
Tue Feb 24, 2018 10:26 AM	Panda Express Exterior	Jeff Anderson	0hr 2min
Tue Feb 24, 2018 10:29 AM	Parking Lot Zone 1	Jeff Anderson	0hr 3min
Tue Feb 24, 2018 10:31 AM	Parking Lot Zone 2	Jeff Anderson	0hr 2min
Tue Feb 24, 2018 10:36 AM	Parking Lot Zone 3	Jeff Anderson	0hr 5min
Tue Feb 24, 2018 10:46 AM	TriCare Exterior	Jeff Anderson	0hr 10min
Tue Feb 24, 2018 10:47 AM	Wal-Mart Entrance	Jeff Anderson	0hr 1min
Tue Feb 24, 2018 11:04 AM	Wal-Mart Garden Center	Jeff Anderson	0hr 17min
Tue Feb 24, 2018 11:43 AM	Costco Entrance	Jeff Anderson	0hr 39min
Tue Feb 24, 2018 11:44 AM	Costco Loading Dock	Jeff Anderson	0hr 1min
Tue Feb 24, 2018 11:47 AM	Costco Gas Station	Jeff Anderson	0hr 3min
Tue Feb 24, 2018 11:49 AM	Tire Center Exterior	Jeff Anderson	0hr 2min
Tue Feb 24, 2018 11:50 AM	Panda Express Exterior	Jeff Anderson	0hr 0min
Tue Feb 24, 2018 11:51 AM	Parking Lot Zone 1	Jeff Anderson	0hr 1min
Tue Feb 24, 2018 12:08 PM	Parking Lot Zone 3	Jeff Anderson	0hr 17min
Tue Feb 24, 2018 12:10 PM	TriCare Exterior	Jeff Anderson	0hr 2min
Tue Feb 24, 2018 12:18 PM	Wal-Mart Garden Center	Jeff Anderson	0hr 8min
Tue Feb 24, 2018 12:24 PM	Wal-Mart Entrance	Jeff Anderson	0hr 6min
Tue Feb 24, 2018 12:59 PM	Costco Entrance	Jeff Anderson	0hr 35min
Tue Feb 24, 2018 01:00 PM	Costco Loading Dock	Jeff Anderson	0hr 1min
Tue Feb 24, 2018 01:03 PM	Costco Gas Station	Jeff Anderson	0hr 2min

Daily Activity Report

Start: Mar 13, 2018 08:47 AM

End: Mar 15, 2018 08:47 AM



Tue Mar 13, 2018 12:08 PM		(S) Officer Arrived On Duty	193742753
Commercial Property 5412 Beach Boulevard Location: On Site Unit: Patrol Makena Anderson (S) Level 3	Reported: Officer arrived on duty and checked in at the property security office. Keys and radio equipment received along with past down orders from past shift officer. Radio and equipment were found fully charged and available for my daily activity shift report.		
Tue Mar 13, 2018 12:10 PM		(S) Patrol Parking Lot East	193742865
Commercial Property 5412 Beach Boulevard Location: East Parking Lot Unit: Patrol Makena Anderson (S) Level 3	Reported: Officer patrolled the East parking lot looking for signs of theft, vandalism, unauthorized vendor flyers, raised curbs and broken curb stops in the customer parking area.		
Tue Mar 13, 2018 12:11 PM		(M) Slip/Trip Hazard Report	193742962
Commercial Property 5412 Beach Boulevard Location: Parking Garage Unit: Patrol Makena Anderson (M) Level 1	12:40 PM Makena Anderson - Water 5 ft in length found in Center of parking garage. Contacted maintenance team Frank Brown for assistance. Area was secured and coned off for safety and liability. See Attached Photo.		
Tue Mar 13, 2018 12:11 PM		(S) Patrol Parking Lot South	193743041
Commercial Property 5412 Beach Boulevard Location: South Parking Lot Unit: Patrol Makena Anderson (S) Level 3	Reported: Officer patrolled the South parking lot looking for signs of theft, vandalism, unauthorized vendor flyers, raised curbs and broken curb stops in the customer parking area.		
Tue Mar 13, 2018 12:13 PM		(S) Patrol Parking Lot West	193743158
Commercial Property 5412 Beach Boulevard Location: West Parking Lot Unit: Patrol Makena Anderson (S) Level 3	Reported: Officer patrolled the West parking lot looking for signs of theft, vandalism, unauthorized vendor flyers, raised curbs and broken curb stops in the customer parking area.		

Security Report

#193752048



Issue Type

Property Damage Report

Status

Closed

Property

Commercial Property
5412 Beach Boulevard
Long Beach, CA 90808

Location

Curb

Reported By

Officer Jake Smith
(623) 452-2323

Issue Timeline

Created	Tue 03/13/18 01:39 PM	JAKE SMITH
Assigned To	Tue 03/13/18 01:39 PM	JAKE SMITH
Acknowledged	Tue 03/13/18 01:39 PM	JAKE SMITH
Arrived At	Tue 03/13/18 01:39 PM	JAKE SMITH
Closed	Tue 03/13/18 02:17 PM	SUP. ERIKSON

Additional Details

Assigned By	JAKE SMITH
Reported Address	5412 Beach Boulevard

Notes

Tue 3/13/2018 1:47 PM - JAKE SMITH

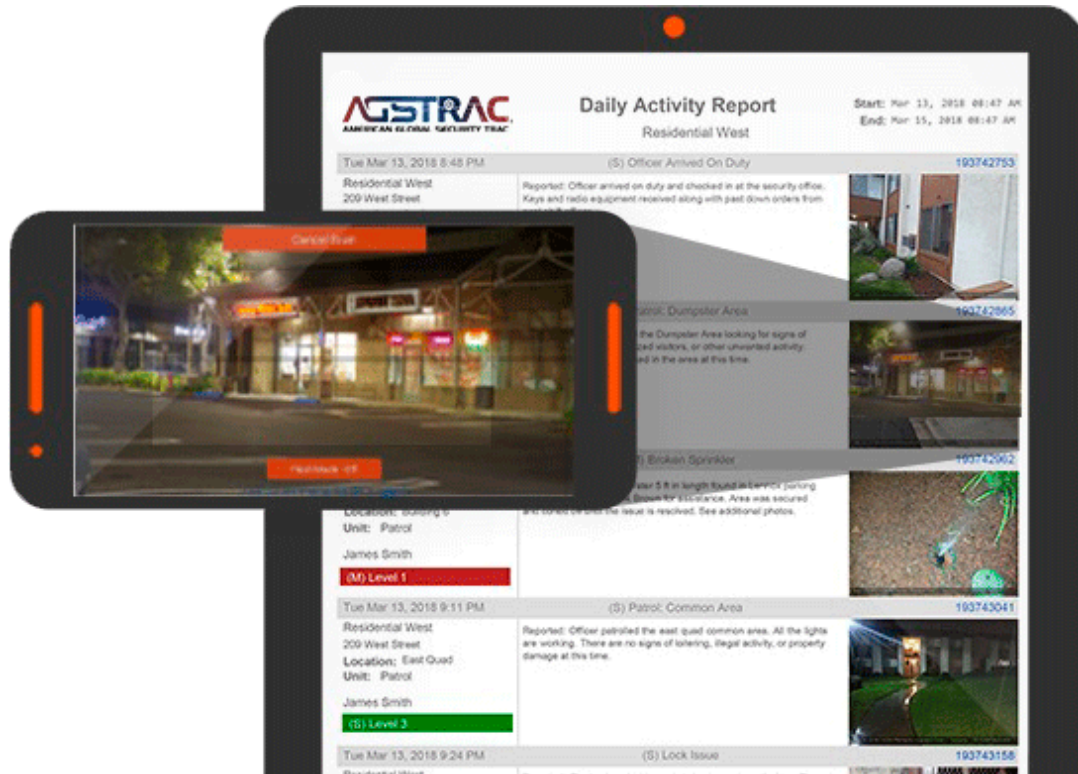
Southern counties driver MH - 52 Salvador Santos License Plate 9F09542. Large White Ford Semi Truck caused property damage to median and landscape. Located at main entrance off of Carson St. Contacted property maintenance team for clean up and evaluation of damage. Property manager notified at 1:50 PM.

Tue 3/13/2018 1:42 PM - JAKE SMITH



Your Live Dashboard

First off, the issue monitor is the hub of all the activity reported through our software. Everything that is reported including incidents, checkpoints, tasks, and dispatched issues will all be tracked right here in the issue monitor.

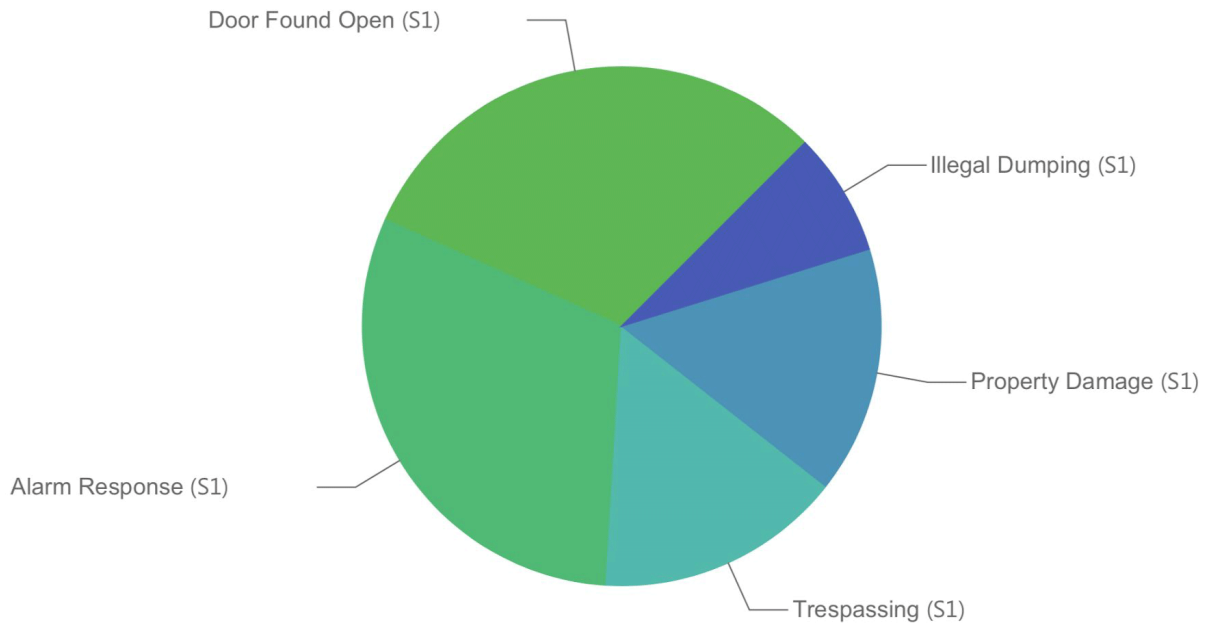


Security Summary Report



Start: Jan 01, 2018 04:43 PM
End: Feb 28, 2018 04:43 PM

Issue Type	Total	Comp	Pend	Issue Type	Total	Comp	Pend	Issue Type	Total	Comp
Alarm Response (S1)	4	4	0	Tour: Carl's Junior Exterior (S3)	560	560	0	Officer On Site (S3)	18	18
Alarm Malfunction (S1)	3	3	0	Tour: Chase Bank Exterior (S3)	439	439	0	Officer Off Site (S3)	16	16
Disturbance (S1)	8	8	0	Tour: Costco Entrance (S3)	417	417	0	Officer On Break (S3)	15	15
Door Found Open (S1)	9	9	0	Tour: Costco Gas Station (S3)	403	403	0	Supervisor on Site (S3)	10	10
Door/Window Damage (S2)	5	5	0	Tour: Costco Loading Dock (S3)	395	395	0	Pass Down Received (S3)	8	8
Fire Extinguisher Issue (S1)	2	2	0	Tour: Tire Center Exterior (S3)	347	347	0			
Graffiti (S1)	5	5	0	Tour: Nail Salon Exterior (S3)	561	561	0			
Illegal Dumping (S1)	10	10	0	Tour: Panda Express Exterior (S3)	479	479	0			
Lighting Inspection (S2)	12	12	0	Tour: Parking Lot Zone 1 (S3)	477	477	0			
Lighting Issue (S2)	7	7	0	Tour: Parking Lot Zone 2 (S3)	403	403	0			
Positive Contact (Merchant) (S2)	23	23	0	Tour: Parking Lot Zone 3 (S3)	395	395	0			
Positive Contact (Customer) (S2)	36	36	0	Tour: Parking Lot Zone 4 (S3)	347	347	0			
Property Damage (S1)	13	13	0	Tour: Pay Less Shoes Exterior (S3)	303	303	0			
Skateboarding On Site (S2)	4	4	0	Tour: TriCare Exterior (S3)	297	297	0			
Solicitors/Flyers Warned (S2)	6	6	0	Tour: TriCare Parking Lot (S3)	295	295	0			
Slip/Trip/Fall Hazard (S2)	1	1	0	Tour: Wal-Mart Delivery Alley (S3)	291	291	0			
Stray Animals (S2)	4	4	0	Tour: Wal-Mart Entrance (S3)	250	250	0			
Theft (S1)	9	9	0	Tour: Wal-Mart Garden Center (S3)	224	224	0			
Trespassing (S2)	3	3	0	Tour: Wal-Mart Loading Dock (S3)	206	206	0			



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Report Run: Feb 28, 2018 04:44 PM

Established Training Plan

American Global Security, Inc. Training Programs are tailored to the project to which the security guard is assigned and ensure that our guards have a comprehensive understanding of the duties of their site or patrol routes, schedule, potential risks and threats, as well as their obligations to the public. Our guards will be adequately prepared by the standard training regimen to receive their guard card, combined with several supplementary training programs provided by AGS. Primary Training Programs will always include: (i) ***an initial in-office session, with an approximate duration of eight (8) hours***, to instruct the security guards screened and selected for the assignment on the site's operations and post orders, security work plans and strategies, review the specific requirements of the Project, and instruct them in our tailored programs. This is followed by (ii) ***an on-the-job-site session lasting their entire first shift***.

American Global Security has a commitment to the personal and professional growth of our security officers and therefore we provide a slew of Training Programs. Our Training Programs will include those intended to improve our guards' preparation and education, such as Standard Security and Emergency Procedures, Hostage Preparedness, Observation Skills & Reporting, and Crowd Control. We also offer access to several third-party training programs which are optional but encouraged, as they can lead to a guard's assignment to a more high-profile post. These third-party programs include: Pr-24 Baton Certification, Pepper Spray Deployment Training, a refresher First Aid & CPR Course, among others. Our guards are also trained on the American Disabilities Act.

For this project specifically, we will train (or deploy previously trained) guards who will be familiar with the following programs: Observation Skills & Maintenance Reporting, Community Outreach, Standard Security and Emergency Response procedures, Legal Authority Training, Powers of Arrest, Use of Force During Arrest, Patrol Procedures, and Traffic Control/Parking Lot Security.



AGS Pre-Assignment

- **Observation & Documentation (Report Writing)**

Overview of how to use AGSTrac via their cellphones to write reports. This training also goes over what is documented in a report; maintenance issues, damaged or stolen property, and suspicious activity.
- **Principles of Communication**

Overview of protocols pursuant to contract & communication through radios, monitors, and other technology. Provides information for communication to First Responders, law enforcement, and Government Services.
- **Standard Security and Emergency Response**

Training regards cooperating with Local Police and Emergency Responders. Also includes building/facility evacuations, as well as earthquake/natural disaster preparedness and response. Medical Emergencies are covered separately.
- **Terrorism Response Training**

Training for this type of event often comes down to re-enforcing notions of vigilance. Looking for people, cars, or packages that are suspicious. We also tie this into emergency response procedures.
- **Patrol Procedures**

Covers one of the primary roles of a security officer; foot and vehicle patrol. This training covers how to stay safe on patrol, how to be thorough, how to use the various tools and equipment at your disposal to properly protect a job site.
- **Sexual Harassment Training**

Covers one of the primary roles of a security officer; foot and vehicle patrol. This training covers how to stay safe on patrol, how to be thorough, how to use the various tools and equipment at your disposal to properly protect a job site.
- **Liability, Legal Aspects, Powers of Arrest**

Overview of the legal role and powers of a security guard, BSIS codes and regulations, and criminal, civil and administrative aspects. Covers powers of arrest, as well of use of force during an arrest.

Established Training Plan – Site Specific

Training for each site will rarely be the same. This depends on the scope of work, job-site location, and level of certifications or experience needed. American Global Security, Inc. has reviewed the required training for our officers to service the current location and has assigned them the following training:

COURSE:
**Community
Outreach**

Hours: 30 (mins.)

Encompasses interactions with general members of the public. Our guards will know how to disseminate information, will learn about the area local to the job-site, and the general protocol of site employees. Customer service and security! Also covers situations involving homeless individuals. Provides strategies for handling face-to-face confrontation, being able to recognize and minimize conflict, enhancing communication for effectiveness. Often revolves around homeless individual interactions.

COURSE:
**Post Orders &
Assignments**

Hours: 2

Overview of the Post Orders for a given job site. These duties might range from patrol to weapon screening. Our Training unit will review all of them. This training is often done with oversight of the Client.

COURSE:
**Traffic Control
and Parking Lot
Safety**

Hours: 1

This course is an introduction to the basic principles of work zone traffic control. The course instructs guards on the fundamentals of traffic controls as set forth in accordance the current California Manual of Traffic Controls (MTC) recorded to in the CA Vehicle Code, Section 21400.

This 1-hour course provides the guard with the practical knowledge that they need to properly maintain a work zone traffic control system. Safety is a point of emphasis. There is a short quiz at the end to confirm the participant's understanding.

COURSE:
Access Control

Hours: 1

Officers will be required to undergo the following training:

- How to check guests and employees in at the entrance to a building
- How to patrol various access points
- How to unlock the doors at the beginning of the operational hours of a site
- How to lock all doors, windows, and gates at the end of the day

COURSE:
**First Aid/CPR,
AED
Training**

Hours: 1

Training developed by a third-party First Aid certification source, which allows us to repurpose their program for our own devices. The process allows our Recruitment Manager to hold a simplified version. We have supplemental tactical response objects in the office by which to conduct the training. This includes a dummy upon which to practice CPR as well as a model WED device to practice with. The guard participating in this training walk away knowing how to perform potentially lifesaving actions on someone having a medical emergency. Responses to drug overdoses and the correct way to administer them are also covered.

COURSE:
**Active Shooter
Training**

Hours: 30 (min.)

Prevention:

Goes over how to profile an active shooter by using pattern matching to identify subtleties of human behaviors (psychology research based). Describes how to familiarize oneself with your current environment (entrances and exits), and how properly screening all who enter your area of operations can be a great form of prevention.

Taking Action in the Event of an Active Shooter:

Evacuation planning, maintaining situational awareness (number and location of shooters, victims, etc.), what to do when trapped, and how to respond to arriving law enforcement.

COURSE:
Customer Relations Training

Hours: 30 (mins.)

Our Customer Service Training has been developed by our Training Unit based on years of field experience and instructional experience. Training topics include:

- How to practice patience, understanding, and communication
- Responding to complaints and diffusing altercations
- Being attentive and not checking phones or chatting with people
- Helping unattended children return to their chaperone

Training Unit – Meet the Team!



Sam Miller – Training Manager (Southern California)

With AGS for 2+ Years

- 5 Years of experience in the private security field.
- Former Training Supervisor at Fortune 500 company
- Conducts research to maintain up-to-date training & best practice
- Oversees & manages training compliance of officers in Southern California



Nick Malakzai – Recruitment Manager (Southern California)

With AGS for 6+ Years

- 8 years of experience in the private security field.
- Provides all *in-office* training for field supervisors & officers operating in the Southern California area.



Arvin Sevghedi – Regional Field Supervisor

With AGS for 3+ years

- 7 years of experience in the security field.
- Retired Marine Force Recon.
- Provides in-office training, but focuses on field training.
- Specializes in emergency procedure & de-escalation training.



Training Shift

We recognize that each customer site varies, and every post poses its own unique security threats. Therefore, on-site training for our guards is critical to ensuring success. Any newly assigned or substitute guards will be required to undergo customized, on-site training for a **minimum of 8 hours**. For this project, on-site training will include a review of each site's policies, current post orders, proper communication methods with radios and cellphones, lost and found procedures, reporting procedures, and emergency protocols (alarm disarming/arming, exit procedures).



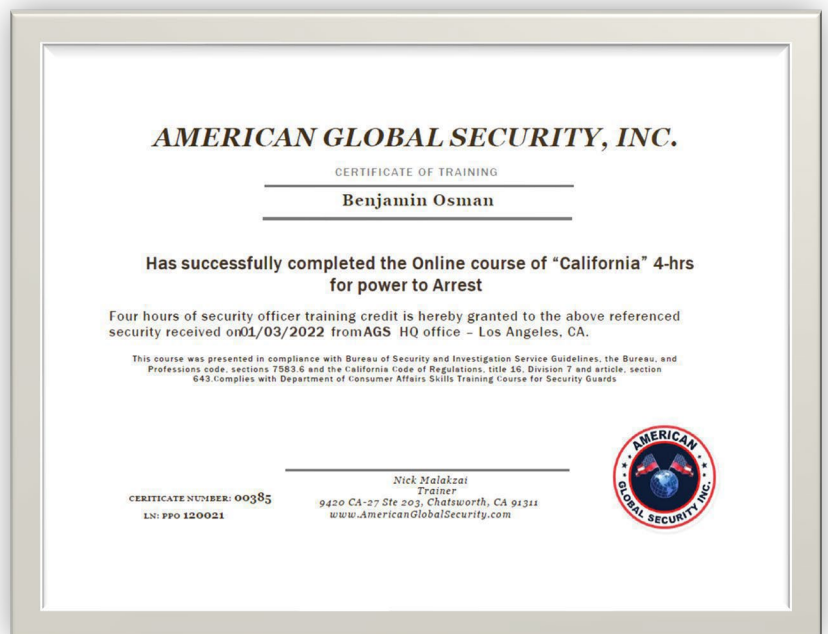
American Global Security, Inc. provides on-site training that reflects the Code of Conduct at all job sites. Rules and regulations must be followed to ensure client satisfaction!

Annual Training Plan

At **American Global Security**, we understand that training isn't merely relegated to the Transition Period of a contract and we know the importance of continued training and refresher courses for guards' that need them. We also seek to improve the education and knowledge of guards that prove themselves in the field; individuals whom we would like to work with again in the future. We provide our officers with access to the standard **BSIS Annual Refresher Course** to remain up to date on industry standards and best practices. The **4-hour** course reviews observation and report documentation, arrests and other legal powers, search and seizure, as well as terrorism and emergency situations. Additionally, all officers assigned to a specific post are put on an **Annual Training Plan** in connection with that site. This plan is established by our operations team, and enacted by our most senior members of the training unit. **AGS** has found great success in keeping guard post-order knowledge current with this Training Plan, which gives clients room to expand our services or pursue new options.



Some of the examples of this **Annual Training Plan** include our own California state government approved "Weapon of Mass Destruction Response Training" and "Powers to Arrest Training." These training are conducted either at our Corporate HQ in Chatsworth or in our Northern California Headquarters in Sacramento. The trainings are conducted by a certified individual that is part of our training unit and has had many years of experience working as and with security personnel.



AGS Uniforms and Equipment

AGS security personnel uniforms are assigned and fitted during onboarding for a specific site.

It is our security guard's paramount duty to always wear a full company uniform with the standard features seen previously. Officers' uniforms are properly fitted and free of any wear and tear, at least at the beginning of every shift. We normally have a standard uniform style and look, which is the one that can be seen previously and throughout our proposal, and can be modified for different environments and job sites. It has been demonstrated that uniforms worn by security guards enhance visibility and are both a deterrent for crime and an inspiration of trust and authority to members of the public. We trust that one of our various uniform styles will be of utility for this project.

Moreover, since uniform and presence are very important, our guards will always portray a clean and well-groomed presence. We have our "American Global Security Policy and Standards", which is a strict, disciplinary complex of standards by which a security guards' presentation is examined, both before deployment and during a random supervision by our Regional Field Supervisor.

AGS security personnel uniforms and equipment will be inspected for quality and appearance. If there is any wear and tear detected on any piece of uniform/equipment, it will be immediately replaced at no additional cost to the officer or Client. If a guard is not maintaining proper grooming standards or has an overly tattered uniform, they will be relieved from their post by a Regional Field Supervisor until correctly equipped for their job. This can also happen upon request if a client is not satisfied by a guard's appearance.

To ensure our officers have an understanding of the "American Global Security Policy and Standards" we maintain at **AGS**, we introduce them to these standards as soon as possible. Our Training Unit will emphasize that to the guards, and direct their attention to that section of the Employee Handbook if they feel it could be an issue.

Standard equipment will include a uniform with several features: a cellular phone with easy-to-access logs to facilitate reporting, communications with law enforcement, or supervisor calls, a duty belt with room for other gear, and a flashlight. We also have additional equipment that may not always be worn, but will be quickly accessible via our Regional Field Supervisors or pre-planned deployment. This additional equipment includes our foul weather jacket and safety vests. Guards also carry AGS branded face masks in order to follow COVID 19 protocols. These will be provided to each of the security guards deployed in the field, unless otherwise specified. The baton is optional, only included upon request, along with pepper spray and the other defensive items.

Uniforms and Appearance



Our guard’s appearance is an integral component to our success. Having guards properly equipped and well-groomed establishes confidence within the client we serve. All guards are supplied with uniforms which correspond to a particular site and client needs. **American Global Security** requires our personnel to follow the following guidelines which contribute to their own professionalism, as well as that of our firm:

- Assigned personnel shall report to their duties in the appropriate uniform, which includes: **identification badge, company patches and private security badge, clean security shirt, ultra-flex security pants, and any required field equipment.**
- All personnel should maintain a respectable appearance. Uniforms must fit properly and always be clean and presentable. Guards are also required to tuck their shirts into their uniform pants to uphold a professional presence. Guards should also tuck their pants into their work boots.
- Guards are not allowed to customize their uniforms (besides firearm if appropriate) and add unauthorized accessories.
- To maintain CDC guidelines with COVID-19, Guards are obligated to wear **Personal Protective Equipment (PPE)** if required by a job site.

UNIFORMS & APPEARANCE

What differentiates the American Global Security uniform and appearance program from other firms is how we customize our look and utility for each site and client.

<p>In-Depth uniform Fitting & appearance Introduction Process</p>	<p>Personnel who issue uniforms and equipment are doing so based on the needs of the client or site</p>	<p>Security personnel have a greater sense of purpose and responsibilities when wearing their full uniform</p>	<p>Inspections ensure security professionals are dressed, groomed, and outfitted correctly even during extended deployment in the field</p>
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Uniforms and Appearance – Continued

American Global Security maintains standards for our guards on their grooming; guidelines below:

Tattoos shall not be visible and shall remain covered!

Jewelry/Accessories are not permitted aside from:

- Wrist watches
- Medical/identification bracelets
- Rings, but not more than one on each hand

Grooming for Male Guards:

- Must be neatly shaven
- Sideburns shall be trimmed and not to extend below the bottom of the ear
- Back of hairline shall not extend beyond the top of the uniform collar

Grooming for Female Guards:

- Hair shall be neat and styled/trimmed so it does not extend beyond the top of the uniform collar
- Long hair must be put in either a bun or pony tail
- Makeup and/or nail polish and nail length shall remain neutral in appearance



SECURITYGUARD GROOMING REQUIREMENTS!

AGS Equipment

American Global Security's standard equipment for our security personnel includes the following:

COMMUNICATIONS EQUIPMENT



ADDITIONSL UNIFORM EQUIPMENT

5.



6.



7.



8.



9.



MISCELLANEOUS EQUIPMENT

10.



11.



12.



13.



14.



15.



16.



1. 2 Way radios
2. Optional body cameras
3. Company cellphone
4. Company Tablet
5. CPR Pocket Mask
6. Disposable Gloves
7. Reflective Safety vest
8. Company Beanie/Hat

9. Security utility belt
10. Handheld metal detector
11. Traffic Baton
12. Flashlight
13. Traffic Cones
14. Road Flores
15. Foldable Security Chairs
16. First – Aid Kit

Uniforms - Continued

UNIFORM STYLE



DESCRIPTION

HighVisibility Uniform

- Polyester **Navy** or **White**, Short-sleeve Security Shirt
- “American Global Security” – Private Security Shoulder Patches
- Company Issued Metal Badge/Embroidered Badge
- Leather Basket Weave Duty Belt
- Ultra-flex Uniform Security Pants
- Leather Work Boots
- AGS **Neon** Colored Safety Vest

Optional Add-ons

- AGS Branded Hat
- Body Camera

UNIFORM STYLE



DESCRIPTION

Semi-Formal Uniform

- Polycotton Polo Shirt with AGS Branding and “Security” label on back
- “American Global Security” – Private Security Shoulder Patches
- Leather Basket Weave Duty Belt
- Khaki BDU Pants
- Professional Security Boots

Optional Add-ons

- Body Camera

Uniforms - Continued

UNIFORM STYLE



DESCRIPTION

Professional/Formal Uniform

- Cotton-blend Blazer and Slacks (**Dark Colors**)
- Cotton/Polyester Blend Dress Shirt
- Leather Shoes
- Leather Belt
- Company Issued Plastic ID badge

Purpose and Options:

- This uniform is reserved for either formal events and formal job sites, or can be worn by our *Regional Field Supervisors*
- Professional Uniform Tie (**Dark Colors**)

UNIFORM STYLE

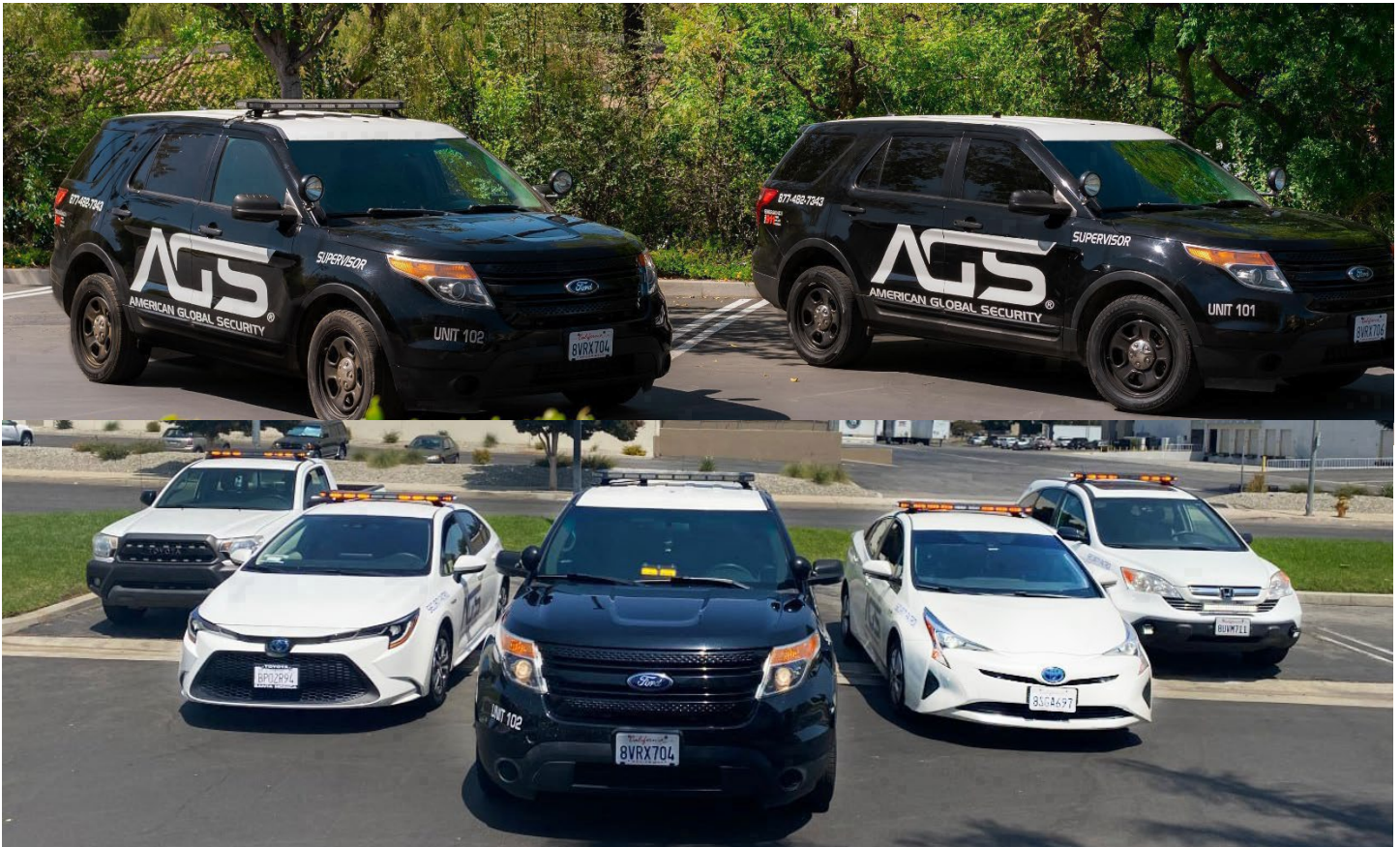


DESCRIPTION

Foul Weather Gear Uniform

- Polyester-CottonBlend Foul Weather Jacket
- “American Global Security” – Private Security Shoulder Patches
- Embroidered AGSChest Badge (Left)
- Embroidered American Flag Patch (Right)
- Ultra-flex Uniform Security Pants
- Leather Work Boots
- AGS Branded Hat

American Global Security Patrol Vehicles



All vehicles Equipped with:

- **American Global Security Emblem** on each side of vehicle
- **American Global Security PPO Number** on rear of vehicle
- **American Global Security Dispatch Connection** posted on rear of vehicle

All Vehicles are equipped with:

- Spotlight & Amber colored Emergency Light bar
- Fire Blanket
- Company Provided Phone Charger
- Yellow Scene Tape
- First – Aid Kit
- Road Flares
- Traffic cones

Ownership

American Global Security is currently in ownership of all vehicles and equipment that will be designated to be used for the contract in question. All vehicles are at least 2018 models or more recent, which promotes reliability and limits maintenance.

Equipment and Vehicle Maintenance

To monitor the upkeep of our general equipment, our regional field supervisors conduct site visits to inspect both equipment and uniforms being used by guards, as well as their patrol vehicles. These inspections are included with our Quality Assurance Plan (QAP) which is modified for each new Premier Account. Our Regional Field Supervisors will travel to designated sites to evaluate the working conditions of our guard's equipment. They can also be summoned in order to replace damaged or faulty equipment, or to swap out a patrol vehicle which is reported for maintenance needs.

AGS also relies on reports made by our security personnel to monitor our equipment. Guards are required to report any malfunction of equipment they are utilizing at a site. This process is documented; once a guard calls our **24/7 Dispatch Center** to immediately report the malfunction and have a roaming supervisor supply them with a replacement as soon as possible, they must make a dedicated Equipment Report in **AGSTrac®**. This gives us a paper trail for all of our equipment in use or in transit. It also provides our clients with complete transparency as to what is occurring at their site, since they also have access to these Equipment Reports in the Client Portal.

Qualifications and Experience

History of our Firm

American Global Security, Inc. is an **S corporation** that was established in May 5, 1999 by a dedicated, diverse team of professionals with thirty years of combined experience in private security, law enforcement, and foreign military. **AGS was fully incorporated in the state of California on February 5th, 2017** and since then we have grown rapidly to meet the new security threats our communities face every day. We are a minority owned and operated small business that has spread out to cover all of California's security needs, with regional offices now in Sacramento, Riverside, and Bakersfield, besides our Main Dispatch Center and Corporate Office in Chatsworth. Although we are a small business, we do not intend on using subcontractors for this project.

As a leading security services provider in Southern California, we understand that every single client deserves a different security work plan, approach to said plan, as well as different methods and accommodations. This is why AGS updates our in-house training programs on a regular basis in accordance with the various security risks that may be encountered in the field. This hands-on approach to training ensures that our security field teams have the appropriate understanding of post-duties and site protocols to provide immediate and effective action against any security breach, or respond appropriately to daily routine duties. We also frequently modify or adapt our uniform to changing trends within the industry, or for particular job sites. The size and reach of our service catalogue now includes Unarmed and Armed Standing Security Guards, the Patrol Division; Vehicle, Foot, Bike and Golf-cart Patrol, Parking Enforcement, and Mobile Surveillance Platforms with remote monitoring capabilities. The remainder of our service catalogue can be found on our website.

In recent years, we have seen the increasing need for security services due to the effect that transients and crime are having on communities, businesses, and residences. The rise in crime rates have brought with it an increase in theft, vandalism, and trespassing which affects and threatens all community members, not just businesses. Because of these developments, our roving vehicle patrols and standing guards have become increasingly necessary not only in the municipalities we are working with directly, but also throughout our areas of operation in California. We have developed and structured our Community Outreach Training initiative around interactions with homeless, members of the public, and project staff. AGS has made noticeable gains in overall levels of security at each of our job sites as a result. Other training programs have been developed or modified as a result of our field experiences and client requests.

AGS employs and staffs a total of almost 500 contracted security guards, and roughly 50 full time employees, including office staff, project management, regional field supervisors, dispatchers, schedulers, and online community managers. We take pride in having a client base of over 100 clients of public agencies and private institutions in California whom we proudly serve.

AGS is currently in stable financial condition, as can be demonstrated by our financial stability risk ranking of 1, and our use of insurance agencies with an A- or better ranking. We have never declared bankruptcy as an organization. There are no pending litigations, planned office closures, or impending mergers which would disrupt the fulfillment of this contract that should be disclosed at this time.

General Staffing

American Global Security field personnel are a team of carefully selected, trained and state certified security guards that are able to remain at our clients' disposal 24/7 if need be. Our **Regional Field Supervisors** are instrumental in the planning and implementation of innovative and customized security solutions. Our designated operational office for this project is our Main Corporate Office in Chatsworth, CA. *This location will be available during the transition period for guard recruitment, selection, training, equipment and uniform outfitting, and initial dispatch.*

Operating from within our Corporate Office Building is the **24/7 Dispatch Center**, which is a critical part of our day-to-day operational procedures. Dispatchers are there to verify that all guards are on-site with the necessary equipment and are following any remaining COVID-19 protocols specific to that site. They have access to site protocols, guard schedules, guard contact information, **AGSTrac®** reporting software we use, and are also remote monitoring several locations. Dispatch can be contacted at any time for direct questions concerning specific guards, site protocol, or any general issues. The Dispatch Center can also be connected to the CCTV system of any location with remote IP based access for long-term monitoring and emergency first responder contacting. AGS trains our Dispatchers to the highest standards of modern private security protocols (be they state or national) and we take pride in representing a positive contribution to their education through various training courses.

For this project, taking on these security services is well within our staffing capacity. We have a list of guards we have worked with who are looking for new long-term projects to join. We also have an in-depth recruitment system, which enables us to recruit qualified guards more locally. AGS has recently been expanding our roster of security guards who have a gun card, and have become familiar with the recruitment process for personnel who have this qualification.

Our **Southern California Operations Manager** is adept at redirecting our personnel and coordinating guard schedules. With his assistance, and the recruiting we will do in addition, we will be able to fill the positions needed quickly and deploy these units effectively every day. Another key team member for this process will be our **Recruitment Manager**, who focuses on finding new staff for our upcoming projects, as well as conducting in-office training.

Our firm has taken all necessary steps to ensure our security officers have a guard card from the BSIS and possess the education, knowledge, and experience to perform the requested services. In compliance with state laws and all applicable regulations, each of our security guards undergo the necessary training to deploy any extra equipment (such as a firearm or baton) and are included in our company's insurance policy for guards with coverage of up to \$1,000,000.00. AGS executes employment agreements with our guards that provide a clear and honest legal basis for our company to fulfill its commitments and obligations. *Information such as Driver's License-ID, Guard Card, Gun Cards if applicable, Baton Training proof, First Aid and Defibrillators Certifications, and contact information will be listed on the security team member's **AGSTrac®** page, accessible through the client portal.*

City of Glendale



- **Type of Contract:** Municipality
- **Type of Services:** Unarmed Security Guard and Patrol Services
- **Term of Contract:** 5 Years
- **Start & End:** January 2021 – December 2025
- **Amount of Contract:** \$5,000,000.00
- **Locations:** Over 40 Locations, including City Hall, Water Treatment and Power Plants, multiple Public Libraries
- **Number of Security Officers:** 60+ Guards and 10+ Supervisors

Scope of Work

- Unarmed and Armed Security Services at critical locations
- Public Information Dissemination and General Visibility
- Closing and securing multiple City Parks Sites daily
- Accepting deliveries, screening visitors, and securing special events at City Hall
- Observation and Reporting of Building and Property Issues at Water Treatment Facilities and Power Plants
- Our security guards present a professional appearance and are always cordial and alert
- Managing Transit assets at the Metrolink Station and fully staffing the security office
- Guards are also in charge of coordinating parking permits involving extended parking at the facility
- Security Guards to report suspicious behavior, graffiti, and vandalism, building and site issues to staff and the facility supervisor, assist with doors, and contact 911 in case of an emergency

Point of Contact:

- Jeff White | City of Glendale | Glendale Water & Power Plant Supervisor
800 Air Way | Glendale, CA 91201 | (818) 937-8987 | Jwhite@glendaleca.gov

City of Upland



- **Type of Contract:** Municipality
- **Type of Services:** Unarmed Security Guard
- **Term of Contract:** 2 Years + 1 Years optional extension
- **Start & End:** July 1, 2021, through June 30, 2023.
- **Amount of Contract:** \$1,200,000.00
- **Locations:** Metrolink Station and Public Library
- **Number of Security Officers:** 10 Guards

Scope of Work

- Unarmed Security Services at critical locations
- Public Information Dissemination and General Visibility
- Protect, guard and patrol the infrastructure, facilities, and surroundings, as well as protect the staff and public of Metrolink Station and other Service Locations designated by the City of Upland
- Monitor for theft, damage, fire, vandalism, trespassing, disturbance, illegal activities
- Report and document any kind of activity, conditions and situations that may result in eventual harm for Metrolink's infrastructure, facilities, and surroundings
- Maintain a daily log of every shift, intended to document, and keep track of daily events
- Carry a radio, cellular phone and/or other communication devices for immediate contact with Dispatch Center, City of Upland's staff and City of Upland Police Station
- Maintain the requirements for Post Management / Tour Verifications System

Point of Contact:

- Richard Smiderle | Public Works Operations Manager | 1370 N. Benson Ave. Upland, CA 91786
rsmiderle@ci.upland.ca.us | (909) 291-2940

City of Camarillo



- **Type of Contract:** Municipality
- **Type of Services:** Unarmed Security Guard
- **Term of Contract:** 3 Years with the option for one 2-year renewal
- **Start & End:** July 1, 2021, through June 30, 2024.
- **Amount of Contract:** \$390,000.00
- **Locations:** City of Camarillo Public Library
- **Number of Security Officers:** 5 Guards

Scope of Work

- Unarmed Security Services
- Public Information Dissemination and General Visibility
- Protect, guard and patrol, to the fullest extent of coverage the perimeter and interior
- Security Guard to report suspicious behavior, graffiti, and vandalism, building and site issues to staff and the facility supervisor, assist with doors, and contact 911 in case of an emergency.

Point of Contact:

- **Janet Starr**, Management Analyst | [City of Camarillo](#) | 601 Carmen Drive, Camarillo, CA 93010
P (805) 383-5677 | jstarr@cityofcamarillo.org

City of Fontana



- **Type of Contract:** Municipality
- **Type of Services:** Unarmed Standing Guard
- **Term of Contract:** 3 years
- **Start & End:** November 2022 – December 2025
- **Amount of Contract:** \$3,000,000.00
- **Locations:** 16777 Orange Way, Fontana, CA 92335 - Metrolink Station, 84377Sierra Ave, Fontana, CA 92335 - Lewis Library and Technology Center
- **Number of Security Officers:** 9 Guards

Scope of Work:

- Unarmed Standing Guard and Foot Patrol Services
- Public Information Dissemination and General Visibility
- Observation and Reporting of Building and Property Maintenance Issues
- Protect, guard and patrol the infrastructure, facilities, and surroundings, as well as protect the staff and public of the Metrolink Station and Lewis Library and Tech Center
- Report and document any kind of activity, conditions and situations that may result in eventual harm for Metrolink's infrastructure, facilities, and surroundings
- Presenting a professional appearance and always alert and cordial
- Security guards to report suspicious behavior, graffiti, and vandalism, building and site issues to staff and the facility supervisor
- Assist with checking doors and end of day lock downs
- Contact 911 in case of an emergency

Point of Contact:

- Sid Lambert | Purchasing Supervisor | Finance Department | 8353 Sierra Avenue,
Fontana, CA 92335 | (909) 350-7678 | slambert@fontana.org

California Department of Education



- **Type of Contract:** State Government
- **Type of Services:** Unarmed Patrol Services
- **Term of Contract:** 1 year
- **Start & End:** January 2023 – December 2023
- **Amount of Contract:** \$45,000.00
- **Locations:** 1430 N Street, Suite 2213, Sacramento, CA 95814
- **Number of Security Officers:** 1 per Patrol

Scope of Work:

- Unarmed Patrol Services
- Random Security Presence during the overnight window
- Observation and Reporting of Building and Property Maintenance Issues
- Protect, guard and patrol the infrastructure, facilities, and surroundings of the Diagnostic Center Southern California
- Report and document any kind of activity, conditions and situations that may result in eventual harm for the Department of Education's infrastructure, facilities, and surroundings at this location
- Presenting a professional appearance and always alert and cordial
- Security guards to report suspicious behavior, graffiti, and vandalism, building and site issues to staff and the facility supervisor
- Assist with checking doors, gates, and windows
- Contact 911 in case of an emergency

Point of Contact:

- Kourtney Twist | Staff Services Analyst | California Department of Education
Competitive Bid Services Unit | 1430 N Street, Suite 2213, Sacramento, CA 95814 |
(916) 322-2482 | ktwist@cde.ca.gov

City of Pomona



- **Type of Contract:** Municipality
- **Type of Services:** Unarmed Standing Guard
- **Term of Contract:** 3 years
- **Start & End:** April 2023 – March 2026
- **Amount of Contract:** \$4,900,000.00
- **Locations:** 34 Parks, Events, Library, Homeless Shelter, Metrolink Station, Transit Center, Civic Center Plaza, Water District Sites
- **Number of Security Officers:** 50 Guards

Scope of Work:

- Unarmed Standing Guard and Vehicle Patrol Services
- Public Information Dissemination and General Visibility
- Observation and Reporting of Building and Property Maintenance Issues
- Protect, guard and patrol the infrastructure, facilities, and surroundings, as well as protect the staff and public of the project buildings
- Patrol 34 parks along a predetermined route, locking up various facilities and ensuring public spaces are clear of individuals who should not be there
- Report and document any kind of activity, conditions and situations that may result in eventual harm for Pomona's infrastructure, facilities, and surroundings
- Provide security services at Events and Facility Rentals at the Civic Center Plaza
- Presenting a professional appearance and always alert and cordial
- Security guards to report suspicious behavior, graffiti, and vandalism, building and site issues to staff and the facility supervisor
- Assist with checking doors and end of day lock downs
- Contact 911 in case of an emergency

Point of Contact:

- Danny Whaley | Parks and Facilities Manager | City of Pomona | (909) 620-2481 |
danny.whaley@pomona.gov

LA County Sanitation Districts



**LOS ANGELES COUNTY
SANITATION DISTRICTS**
Converting Waste Into Resources

- **Type of Contract:** Public Agency
- **Type of Services:** Unarmed Standing Guard and Vehicle Patrol
- **Term of Contract:** 1 year
- **Start & End:** March 2023 – February 2024
- **Amount of Contract:** \$1,524,515.04
- **Locations:** Admin Office, Water Reclamation Plants, Compost Facility, Recycling Plant, Landfill, Water Pollution Plant
- **Number of Security Officers:** 35 Guards

Scope of Work:

- Unarmed Standing Guard and Vehicle Patrol Services
- General Visibility, critical security presence, Theft Prevention
- Observation and Reporting of Building and Property Maintenance Issues and Vandalism
- Protect, guard and patrol the infrastructure, facilities, and surroundings, as well as protect the staff and public of the project buildings
- Patrol desert water reclamation plants, locking up various facilities and ensuring no theft occurs in remote locations
- Report and document any kind of activity, conditions and situations that may result in eventual harm for LACSD's infrastructure, facilities, and surroundings
- Presenting a professional appearance and always being alert and cordial
- Assist with checking access points and end of day closures
- Contact 911 in case of an emergency

Point of Contact:

- Martha Ibarra | Purchasing & Risk Management | LA County Sanitation Districts

|(562) 908-4288 ext. 1423 | mibarra@lacsds.org

Related Security Experience

American Global Security has been involved with multiple contracts that involve the specific needs of City of Calabasas, in terms of standing guard, vehicle patrols, and on-call services.

City of Glendale

Project Description: Unarmed Security Guard and Vehicle Patrol – City Wide

Address: 800 Air Way, Glendale, CA 91201 | 1579 Gardena Ave, Glendale, CA 91204 | 613 E Broadway, Glendale CA 91201 | 41 N Glendale Ave, Glendale, CA 91201, etc.

Project Managers: Martin Powers, Facilities Services Coordinator, (818) 937-8341, mpower@glendaleca.gov, Jeff White, Water and Power Plant Supervisor, (818) 937-8987, jwhite@glendaleca.gov

Duration of Services: January 2021 – December 2025

Frequency and Hours of Operation: 24/7 security services, operational hours at certain sites. Guards stationed at City Hall, Libraries, Transportation and Community Centers, Administrative Buildings, and Water and Power Plant locations during operational hours. Some locations have overnight hours. Overnight vehicle patrol is in effect at parks throughout the City, as well as some fixed guard locations.

This municipality is American Global Security's biggest contract, and the scope of work is complex, featuring City Hall, multiple libraries, Metrolink Stations, City Parks, City Administrative Offices, a Water Treatment Facility, and a Power Plant. In terms of the current RFP in question, there are several security service locations and protocols active within the City of Glendale that can be related to the needs of City of Calabasas. Firstly, our security guards are responsible for patrolling, maintaining the perimeter, and monitoring city assets at several parks.

This process is done through vehicle patrol, and on foot interaction with the various hot-spot sites which City of Glendale has specified. Our firm has become familiar with bus routes and Metrolink policies through our time working this contract. We continue to establish relationships with both bus drivers and City staff that work at the locations where buses park for maintenance during off-duty hours. The bus yard at the Glendale Transportation Center is another location of note. At this location we have positioned a standing guard 24/7, who monitors the buses entering and exiting the property, controls access to the facility grounds, and patrols the perimeter overnight to keep things clear and safe for any drivers or city staff parking nearby.

Another important commitment we have to the security services of Glendale are the vehicle patrols we provide throughout the City. These vehicle patrols are an excellent way to ensure no lapses in security coverage at the locations where we have standing guards posted at other points during the day. These roving guards also provide a broader sense of visibility throughout the City, as our vehicles can be seen both at the high traffic locations like City Hall, and at more remote locations like the Water Treatment and Power Plant facilities where we also provide perimeter patrols. This presence is part of our package as a full scope, professional security services firm. Our patrol vehicles can also be dispatched by a direct request by the City or Police Department there, and so our staff at all levels has become very familiar with handling emergency response situations and protocols.

Some of our other valuable experience working with City of Glendale has been at the various public libraries throughout the city. These locations have provided us with valuable experience in community outreach; which includes information dissemination and general courteous interactions with the public, as well as a firm, yet courteous approach to dealing with transients. This training program has been developed through our time working with public housing locations, as well as Homeless Response Centers in San Diego. Every city is different in their approach to transient activity; some are determined to keep public spaces like their libraries free of any such activity, while other municipalities welcome transients that are not unruly to take temporary shelter there. The frequency of in person training/coaching session which are run by a Regional Field Supervisor or even one of our more senior members such as Head of Operations is frequent, as least once a month. This project is massive in scope, has many variables, and the needs of a city as big as Glendale are constantly evolving. Hence these frequent coaching sessions are invaluable to our organization and field team.

City of Riverside - Festival of Lights

Project Name: Special Event Security

Address: 3700-3662 Mission Inn Avenue, Riverside, CA 92501

Project Manager: Gemma R. Ramirez, Head of Community & Economic Development, (951) 826-5133, gramirez@riversideca.gov

Duration of Services: November 2022 - December 2022

Frequency and Hours of Operation: 24/7 Event Security

The 2022 Mission Inn Festival of Lights is located in downtown Riverside and draws massive crowds to see the displays, decor, activities and attractions along Main Street. This has become one of the nation's most popular holiday events and lights display, with the opening ceremony attracting a crowd of over 50,000 people this year. Besides regular event security, and crossing guard duties, AGS is coordinating with high-level law enforcement agencies in the command center of the event. We also successfully helped local police handle an evacuation when the opening ceremony fireworks started a fire and the entire crowd had to be managed. This took high levels of coordination and communication. AGS can handle event security, with an emphasis on being ready for the unexpected.

City of Pomona

Project Name: Unarmed Standing Guard and Vehicle Patrol – Multi-site

Address: 34 Parks, Events, Library, Homeless Shelter, Metrolink Station, Transit Center, Civic Center Plaza, Water District Sites

Project Manager: Danny Whaley, Parks and Facilities Manager, City of Pomona

Duration of Services: April 2023 – March 2026

Frequency and Hours of Operation: Our standing guards are located at multiple city facilities listed above. Some locations are only during operational hours, such as the library. Others have 24/7 guards. Vehicle patrol overnight is in effect at over 30 parks within the City.

AGS has recently taken over the security responsibilities for the City of Pomona. This means active standing guards at multiple sites, who must be coordinated by our Operations Team and Dispatch Center. We have guards at several key infrastructure points. Locking down a range of locations such as the Transit Center, Civic Center Plaza and Utilities Yard is what we specialize in at AGS. Our guards must be vigilant in monitoring a specific area and protecting personal/city property. Guards at the Transit Center use electric scooters to get around quickly and address various security threats. This mobility has been proven to act as an extra form of deterrence.

City of Upland

Project Name: Unarmed Standing Guard and Vehicle Patrol – Multi-site

Address: 1370 N. Benson Ave, Upland, CA 91786

Project Manager: Richard Smiderle, Public Works Operations Manager, (909) 291-2940, rsmiderle@ci.upland.ca.us

Duration of Services: July 1, 2021 – June 30, 2023

Frequency and Hours of Operation: Our standing guard is at the Public Library 24/7. We have a guard at the main Metrolink Station during operational hours, with vehicle patrol extending to include that and several other Metrolink stations for overnight hours.

Another municipality that AGS is partnered with in an extended capacity. Within this city our guards are stationed at a public library and the main Metrolink station. At these locations, we are responsible for the security at the adjacent parking structure or lots respectively, as well as performing vehicle patrols at several other key points in the City during overnight hours. Our daily activity often sees us coordinating with police and other emergency responders, as we address various situations and reach out to the proper authorities to aid us in addressing said situations. One of the important initiative's that our guards are aware of and have an active role in is the effort currently underway in California to reduce/prevent suicide at public access train stops and along tracks in general. AGS has become well versed in the goals and aspects of this initiative.

City of Camarillo

Project Name: Unarmed Standing Guard

Address: 4101 Las Posas Rd, Camarillo, CA 93010

Project Manager: Janet Starr, Management Analyst, (805) 383-5677, jstarr@cityofcamarillo.org

Duration of Services: July 1, 2021 – June 30, 2024

Frequency and Hours of Operation: Our standing guard is at the Public Library 24/7. We have a guard at the main public library during operational hours, and provide random roving patrols overnight.

The Library account is a simple and small scale one, but exemplifies AGS attention to detail, appreciation of all clients no matter how small, and ability to meet client expectations. Although the account is only one location, we treat it with the care and attention that any of our Premier accounts would receive. In this transition Period for this account, AGS was informed by the Library Project Manager that the security guard that had been working there for the past 10 years was an invaluable member of the staff and widely appreciated by everyone who visited the Library. AGS was able to retain this individual, after they passed our regular vetting process, and keep them on site during operational hours. This account has a focus on community interaction, and our time working there has led to the expansion of our Community Outreach Training Program.

LA County Sanitation Districts

Project Name: Unarmed Standing Guard, Vehicle Patrol – Multi-site

Address: Admin Offices, Water Reclamation Plants, Recycling Plants, Remote Infrastructure Facilities

Purchasing Contact: Martha Ibarra, Purchasing and Risk Management, LA County Sanitation, (562) 908-4288 ext. 1423, mibarra@lacsds.org

Duration of Services: March 2023 – February 2024

Frequency and Hours of Operation: We have guards at multiple sites working a variety of hours. Vehicle patrols at remote facilities take place several times a night and more on weekends.

This contract features unarmed guards and vehicle patrol services at several locations which are key for the continued functionality of LA County clean and safe water supply, trash disposal, and recycling, as well as the safety of their admin office which coordinates all of these activities. Our guards act in the usual AGS capacity, preventing theft and vandalism at locations which have high value for criminals and lots of expensive equipment and raw materials which must be supervised. Guards protect infrastructure, perform patrols on foot and with vehicles, and protect staff at these locations. Some locations have our guards checking in and out visitors, escorting at night, and providing other helpful services to site employees. Guards assist with opening/closing procedures at facilities when applicable. Remote vehicle patrol requires high investment from our Operations Team, as well as vehicles capable of handling such terrain. Guards observe, report, and intervene when and where needed. They present a professional appearance and are frequently checked in on by Regional Field Supervisors due to the high-profile nature of this assignment.

City of Fontana

Project Name: Unarmed Standing Guard – Multi-site

Address: 16777 Orange Way, Fontana, CA 92335 - Metrolink Station, 84377 Sierra Ave, Fontana, CA 92335 - Lewis Library and Technology Center

Project Manager: Sid Lambert, Purchasing Supervisor, (909) 350-7678, slambert@fontana.org

Duration of Services: November 2022 – December 2025

Frequency and Hours of Operation: Our standing guard is at the Public Library and Community Center during operational hours. Guard at the Metrolink Station during operational hours.

Within the City of Fontana, our guards are stationed at the Lewis Library and Technology Centre, as well as the main Metrolink station. At these locations, we are responsible for the security of the buildings and surrounding areas such as parking lots, side entrances and alleyways. Our daily activity often has our guards dealing with members of the general public, homeless individuals, and addressing the various situations that can arise with both of these groups. Our guards submit daily reports, help with end of day procedures at the Lewis Library, and generally patrol on foot all the service areas covered by our contract. Some events take place at both of the sites which require events security on an as-needed basis.

Comprehensive Security Guard Supervision System

AGS's Comprehensive Security Guard Supervision System is a unique feature to our firm with a scope that goes beyond a mere account of the service hours. This system comprises a set of features and a high-tech network of resources intended to ensure accountability and improve performance. This system is comprised of our Regional Hub Offices, Main Dispatch Center, Regional Field Supervisors, and Team Xpress scheduling system. Team Xpress and its practical applications will be reviewed in the "Project Controls" section of this Proposal.

24/7 Dispatch Center/Main Corporate Office

The Main Dispatch Center is staffed by fifteen (15) dispatchers and is located within our main corporate office in Chatsworth, California. Dispatch is in constant communication with our security guards in the field and enroute to different job sites, as well as with our regional offices in Riverside, Bakersfield, and Sacramento. Scheduling is done from our Corporate Office, with recruitment and training happening at the local level. Our operations team coordinates the staffing process with our hub offices. Our Main Dispatch Center will ensure that security guards draft and submit their daily reports on any incidents and activities that might have occurred during their shifts, and that they comply with the hourly checkpoints scan requirement and tour verification system. The Dispatch Center is also the location from which CCTV monitoring services are provided, as well as the monitoring of mobile surveillance platforms which we have deployed in the field.

GPS Tracking

Another aspect to our project controls that AGS uses is our patrol vehicle GPS tracking. Dispatch has a record of where all patrol vehicles currently at, how fast they are going, and of course who is driving them. They receive a notification when the vehicles are traveling at unsafe speeds. We can do the same for our golf carts, as per this contract. All this data will also be visible to the APU PM through the AGSTrac client portal.

Field Supervisors

Our **Regional Field Supervisors** are the units that will implement and execute our Transition Period, as well as monitor quality of deployment (training, appearance, and knowledge) both initial and sustained in the field. Field Supervisors will conduct frequent and unannounced visits to our guards in the field to guarantee their performance. Because this project does not have an on-site supervisor attached to it, these check-ins from a Regional Field Supervisor will be conducted at least once per week, possibly more. The somewhat random nature of these check-ins keeps guards on their toes and performing at a higher level. The on-site supervisor will review the guards' appearance and attire, the quality of their daily activity and incident reports, their awareness and overall demeanor, and their knowledge of Patrol Routes and Post Duties. Hopefully, these reviews will result in a guard being commended for abiding by our standards of appearance and conduct. However, if our guards fall short of these metrics, they will be reprimanded, re-trained, or replaced. **Field Supervisors are operating 24/7 throughout our coverage areas.**

Transition Period

As the new security team for City of Calabasas, our firm will spend as little time in transition as possible. Security practices and protocols will be finalized rapidly during the training window of our project calendar. However, we do intend to have a few busy days as we have staff on-site learning from our field supervisors and City project safety representatives. Hands on training from our field supervisor ensures a good level of familiarity with the sight.

The process is multi-faceted and begins almost immediately upon the date the contract is awarded. The attached **Accounts Manager** accompanied by at least one field supervisor, will walk the job site. This small team will also communicate with the client's current team to determine the security threats being faced and begins plans to address these vulnerabilities. This is part of the **Risk Assessment** phase of the project, and is usually one of the final chances to easily modify the approach to security at a given site, pursue options to increase the amount of security guards on site, or alter the initial contract. Should any client want to retain specific, high-performing members of the incumbent firm's personnel, they should make such recommendations to our **Accounts Manager** walking the job site or before our services take effect. AGS will be happy to accommodate any such requests, after guards pass through a condensed follow up interview and vetting process.

The second stage of the Transition begins roughly two weeks prior to the start of service date. Our main transition team, consisting of the **Accounts Manager** for the City and the project-assigned **Regional Field Supervisors** are introduced to the new guards who have been selected for the project. The Transition Team will assure that everything is understood by the new guards and shift leads in terms of training, patrol routes and that all of our operational protocols meet the standards of City of Calabasas. This team will open the source of communication between our lead guards and the necessary site representatives. The transition team will also work to develop any training programs they feel would be beneficial to those providing security at the sites. Both our lead team members and guards are expected to stay flexible in terms of hours and protocols being finalized during this period. On the note of communication, our **Dispatch Manager** will have reached out to the site managers or designated City Project Manager to give them access to our reporting system Online portal via their email.



City Of Calabasas

SERVICES COST PROPOSAL

INITIAL CONTRACT TERM

Type of Service	QTY	Unit Price
Supervisor Rate		\$39.99 per hour
Holiday Supervisor Rate		\$49.99 per hour
Unarmed Security Services	1 Unarmed Guard	\$25.99 per hour
Holiday Officer Rate		\$32.48 per hour
Patrol Vehicle	1 AGS Vehicle	\$7.99 per hour
Patrol Stops At Facilities and Parks	1 Patrol Stop	\$24.99 per stop
Emergency On Call Services	As Needed	\$39.99 per hour
Non-emergencies	As Needed	\$35.99 per hour
Parking Enforcement + Vehicle	1 Parking Enforcer with Patrol Vehicle	\$29.99 per hour

The Hourly Billing Rate above should be flat rates that include all wages, benefits, background checks, drug testing, orientation, training, allowances, cost for materials and incidental services, including travel expenses, copying, printing, and plotting. and differentials.

Overtime will not be paid, besides at the express written consent of City of Calabasas. Overtime work expressly authorized in advance and in writing will be paid at one and one-half times the Hourly Billing Rate and applied to hours worked exceeding eight (8) hours in a given day or 40 hours in a given week. City of Calabasas will not be charged for overtime if American Global Security’s relief guard is late for any reason and the current guard's shift is extended past 8 hours or a 40-hour week. American Global Security shall absorb such overtime costs.



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