

AMERICAN GUARD SERVICES, INC.



Submitted to:
City of Key West
Office of the City Clerk
1300 White Street, Key West, FL
33040



Submitted by:
American Guard Services, Inc.
Gerald A. Gregory,
Executive Vice President
1125 W. 190th Street
Los Angeles, CA 90248
Phone: (800) 441-1808

jgregory@americanguardservices.com

**Response to
RFP #005-21
City Of Key West Private Security Services**





AMERICAN GUARD SERVICES

(310) 645-6200
americanguardservices.com

National HQ : 1125 W. 190th St.
Los Angeles, CA 90248



Licensed
Nationwide

May 26th, 2021

City of Key West
Office of the City Clerk
1300 White Street, Key West, FL 33040

Re: RFP 005-21—Private Security Services

Introduction

American Guard Services, Inc. ("AGS") is interested in providing the City of Key West (the "City") with premier unarmed security guard services.

We believe that the assembled documents herein stand apart from our competition and form a fully responsive proposal.

Below, you will find pertinent company information to begin your evaluation:

Company Overview

American Guard Services, Inc. is a nationwide security firm that was founded in 1997. For more than 23 years, we have been implementing security services across the United States for government and commercial clients. Our services include the training, management, and deployment of licensed security officers.

Office Locality to Contract Sites

If awarded this contract, AGS would install an office within the City of Key West for the purpose of operating this contract. All operations for this contract would be conducted out of this office, and we would staff a branch manager to directly handle all aspects of the City's contract.

In the interim of this local office's installation, we would operate the contract out of our local Miami office. This will give the City an immediate line of communication with AGS that is unhindered by time zone differences, as well as put the City in contact with office staff who are intimately familiar with contract operations within the State of Florida.

Miami office address: 1015 North America Way, Miami, FL 33132

Scope of Work

AGS acknowledges the City's right to extend or modify the Scope of Work as they see fit. We have the financial and staff resources to welcome any future modifications. We look forward to demonstrating the value and durability our partnership will provide.

Acknowledgement

By signing this cover letter, AGS and its authorized representative attest that the information submitted within is true, correct, and contractually binding.

Please direct all correspondence regarding this RFP to my attention using the contact information listed below.

Respectfully,



Gerald Gregory,
Executive Vice President
American Guard Services, Inc.
1125 W 190th Street, Los Angeles, CA 90248
Phone: (800) 441-1808
Email: jgregory@americanguardservices.com

If the Primary Point of Contact above cannot be reached, please reach out to our Secondary Point of Contact below:

Craig Weissman
Vice President of Contract Compliance
American Guard Services, Inc.
Phone: (619) 559-0049
Email: cweissman@americanguardservices.com

Table of Contents

| | |
|---|-----------|
| Executive Summary | 1 |
| Experience and Qualifications | 2 |
| Company Background..... | 2 |
| Experience | 4 |
| Ability to Meet Time and Budget Requirements | 5 |
| Company Information | 6 |
| Previous or Existing Legal Action Within the Past Three (3) Years | 7 |
| Approach to Scope of Work | 7 |
| Key Personnel | 7 |
| Local Office | 17 |
| Transition Plan | 17 |
| Five-Step Employment Plan..... | 21 |
| Uniforms..... | 25 |
| Vehicles..... | 26 |
| Employee Retention and Benefits | 27 |
| Consistent Coverage Plan..... | 27 |
| Quality Assurance Plan | 28 |
| Added Value..... | 29 |
| Market Survey | 34 |
| References | 35 |
| Attachments | 37 |

Executive Summary

American Guard Services, Inc. (“AGS”) is a woman-owned corporation that has been providing security services since 1997. The company was founded by siblings Sherine and Sherif Assal, who made it their mission to protect the public and private agencies and businesses of the United States.

AGS utilizes over thirty (30) offices nationwide, and if awarded this contract, will install a Key West office for the purposes of operating this contract. In the interim of this office's installation, operations will be conducted out of the Miami office.

The manager of this office, Mr. Doug Snow, will be our proposed project manager for this contract, and we believe his 30+ years of experience in the private security industry will be of great benefit to the City's contract.

Mr. Snow will be supported by our executive management, who will provide oversight, consultation, and other forms of support to both Mr. Snow and the City's representatives. These individuals are co-founders Sherine and Sherif Assal, Chief Executive Officer and President, respectively; Executive Vice President, Mr. Gerald Gregory, Executive Vice President; Craig Weissman, Vice President of Contract Compliance; and Jose Aguilar, Director of Risk Management.

Together, these individuals have over a century's worth of private security experience, as well as experience in adjacent protection agencies such as law enforcement and the US military. Combined with their proven-effective management techniques and inspiring leadership, they will help ensure the success of this contract.

This proposal outlines our specific approach to the City's contract, which will include:

- ❖ **A thirty-day transition plan to prepare for full implementation**
- ❖ **A cyclical series of meetings to keep all parties up to date on contract matters**
- ❖ **A five-step staffing plan to assign only the most qualified and appropriate security personnel to this contract**
- ❖ **Information on uniforms and vehicles to be utilized**
- ❖ **A consistent coverage plan to ensure gapless security coverage throughout the contract's lifespan**
- ❖ **A quality assurance plan to maintain and improve long-term service quality**
- ❖ **Information on technologies that add value to our contract**
- ❖ **References from trustworthy AGS clients**
- ❖ **Attachments comprised of all other necessary and pertinent documentation**

This proposal was not written until a clear understanding of the City's RFP was developed.

Experience and Qualifications

Company Background



Pictured above: AGS Headquarters in Los Angeles, CA.

Company History

AGS is a private security corporation with licenses, resources, personnel, and offices nationwide; we have been providing security services to government and commercial clients for over twenty-three (23) years.

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

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

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

AGS's Future

AGS plans to maintain its current trajectory of success into the future by further expanding its resources, infrastructure, and reach all across the United States. We aspire to provide premier security services to a diverse high-profile clientele within the United States, and will leverage the strength of our executive management team and all of our resources to that end.

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

Our Success Is Through Our Clients

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

Our current size as a large business and our nationwide reach are evidence that, for over 23 years, we have contributed to the success and stability of hundreds of commercial businesses and public agencies across the country.

Company Size

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

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

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

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

Corporate Headquarters

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

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

Experience

As a port and maritime security specialist, AGS has been proudly providing security guard and patrol services for ports since it was founded in 1997. This equates to over twenty-three (23) years of experience in the security industry providing the same types of services that the City requires for this contract. Please see the following overview of projects of similar size and scope:

| Project | Major Scope Elements | | | | | | |
|---------------------------------------|-------------------------|----------------------------------|--------------------------|---------------------------------|-----------------------|--------------------------|-------------------------------|
| | Security Guard Services | Transportation Security Services | Public Sector Experience | Enforcing Rules and Regulations | Monitoring and Patrol | Highly Visible Presences | Emergency Procedure Awareness |
| Port of Long Beach | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Port Canaveral | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| PortMiami | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Port Tampa Bay | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Port Everglades | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Maul Port | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Hilo Hawaii Harbor | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Port of Charleston | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Mobile Alabama Cruise Terminal (MACT) | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Port of Seattle | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Port of New Orleans/Intercruises | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

Note: Contracts referenced include experience through both direct and associative management.

The below Scope of Work samples from previous and/or current port clients (through both direct and associative management) illustrate AGS's superior qualifications to fulfill the City's contract.

Port Canaveral

AGS supports the Visible Intermodal Prevention and Response (VIPR) operation at the Port. VIPR operations are designed to augment the security of port operations/security, but could apply to any mode of transportation. This was particularly effective on March 18th, 2010 when we were observed and inspected by TSA Team Orlando.

PortMiami

AGS has a significant presence at PortMiami and has unveiled two groundbreaking technologies at the port to improve passenger experience, minimize wait times, and optimize CIP spend. These include the first dual-view x-ray screener for cruise use and the first Proof of Concept using facial recognition to onboard guests/arrivals.

Port of Seattle

AGS provides a full range of security services to four (4) locations within the Port of Seattle, the third largest cargo gateway in the US: Fishermen's Terminal/Maritime Industry Center (MIC), Shilshole Bay Marina, Terminal 5, and Terminal 91, which comprises Pier 66 and Pier 69.

Ability to Meet Time and Budget Requirements

AGS has consistently demonstrated the ability to meet time and budget requirements. We meet project deadlines through our streamlined communications and flat management approach, and we are able to meet budget requirements through our vast financial, personnel, and infrastructural resources.

Time: Streamlined Communications

Some problems or issues common during a project for many security firms is a lack of, inadequate, or unclear communication between the client's representatives and the security firm. Such communication issues are usually caused by unrealistic timelines relative to resources and capabilities, unclear schedules, and a lack of transparency on the security firm's part.

AGS consistently meets project deadlines by merit of its strategy to avoid muddled communications, and will utilize these same strategies and techniques in our contract with the City.

1. A hierarchy of communication is established to ensure that if a primary point of contact is unavailable, a secondary and possibly tertiary point of contact is available to receive and communicate information.
2. A realistic timeline is created immediately upon award outlining the date and duration of all tasks necessary to ensure the fulfillment of deliverables. The combination of our firm's substantial resources and streamlined management approach mitigate hiccups caused in the creation of many firm's transition timelines.
3. A cyclical series of meetings is created and maintained throughout the transition to ensure communications never break down between the client and ourselves. These meetings are described in the section "Approach to Scope of Work".



Budget: Vast Resources

AGS has vast resources and tremendous financial capability that will meet and exceed the City's requirements.

These include:

Finances

Over the course of our 23 years of successful security implementation, AGS has amassed tremendous financial resources that enable us to not only meet the terms of the City's Scope of Services but welcome any future modifications to the contract. Some of our financial resources that we leverage include:

- ❖ \$5 million umbrella insurance policy
- ❖ \$25 million bonding line
- ❖ \$50 million credit facility

Personnel

AGS contributes the continuous success of its operations throughout the years to the dedication, loyalty, and expertise of its premier security personnel and administrative staff.

4,000+ Trained and Licensed Security Personnel Nationwide

All security personnel are, at minimum, licensed and trained appropriately for their post. We also boast an industry-relative low turnover rate that we attribute to our ample employee benefits package and proven-effective retention strategies.

Administrative and Support Personnel Across All Offices Nationwide

However, our administrative and support personnel are essential to ensuring that the logistics behind all of our contracts go smoothly. Although not on the front lines of our security force, our administrative and support personnel work diligently to facilitate the growth of both our clients' and our own business.

Infrastructure

A natural consequence of our exponential growth, AGS boasts the full strength of our plentiful and widespread infrastructure throughout the United States. We have branch offices near most every contract site, and are eager to leverage our financial resources to expand even further across the map.

- ❖ 30+ fully staffed branch offices nationwide
- ❖ Corporate headquarters complete with multi-million-dollar 24/7 National Dispatch Center

Company Information

| | |
|---|---|
| Business structure | S Corporation |
| Registered as a legal entity in the State of Florida? | Please see attached license. |
| Company HQ address: | 1125 W. 190 th Street, Los Angeles, CA 90248 |
| Local office address: | 1015 North America Way, Miami, FL 33132 |
| Phone number: | 310-645-6200 |
| Fax number: | N/A |
| Email address: | igregory@americanguardservices.com |
| Website: | americanguardservices.com |
| Contact Person: | Gerald Gregory |
| Phone: | (800) 441-1808 |
| E-mail: | igregory@americanguardservices.com |
| Address: | 1125 W. 190 th Street, Los Angeles, CA 90248 |
| Relative size of firm: | <ul style="list-style-type: none">❖ 30+ branch offices across the United States❖ 4,000 security personnel strong |

- ❖ Hundreds of clients, diverse in size and industry
- ❖ Tens of millions of dollars in revenue a year
- ❖ Classified as a large business

Previous or Existing Legal Action Within the Past Three (3) Years

Please see the letter regarding litigation in "Attachments".

Approach to Scope of Work

Key Personnel

The key personnel listed below have more than a century's worth of combined experience implementing security services in line with the City's needs.

Biographies and Functions

Sherine Assal, Chief Executive Officer, has over 23 years' experience in the ownership, management, and operations of security services companies. She oversees new client business to ensure strong growth, existing client accounts to ensure contract requirements are met, and suggests enhancements and modifications that will better serve the needs of our clients.



Functions:

- ❖ Oversee contract throughout its development and lifespan
- ❖ Provide on-demand logistical expertise
- ❖ Ensure that all contract requirements are met
- ❖ Suggest enhancements and modifications that will serve the client's needs

Sherif Assal, Senior Vice President, oversees our client portfolios and provides On-Demand logical expertise, risk, and safety monitoring consulting, and more. He will ensure the contract is managed effectively and that stability in all areas is assured. Mr. Assal is the driving force behind differentiating American Guard Services from its competitors and building a brand. Mr. Assal is responsible for a variety of highly successful acquisitions throughout the United States as well as their subsequent integration into the AGS organization.



Functions:

- ❖ Oversee contract throughout its development and lifespan
- ❖ Provide on-demand logistical expertise
- ❖ Ensure that all contract requirements are met
- ❖ Suggest enhancements and modifications that will serve the client's needs

Gerald A. Gregory, Executive Vice President, will ensure quality control and staffing procedures meet their targets, and bring logistical, technical, and technological expertise to the project. He is uniquely aware of the City's needs, and has extensive experience meeting state and federal standards for security services. *Mr. Gregory has personally overseen dozens of security guard contracts and is apt at transitions, swift issue resolutions, and tailoring security guard program approaches.*



Functions:

- ❖ Ensure that quality control and staffing procedures meet their targets
- ❖ Bring technical, logistical, and technology expertise to the project
- ❖ Provide risk and safety monitoring consulting
- ❖ Ensure all management personnel have the necessary tools, follow protocol, and meet the client's needs
- ❖ Serve as acting project manager during transition period when a permanent project manager has yet to be selected

Craig Weissman, CFE, Vice President of Contract Compliance, will guarantee our conformity with all specifications, and oversee other operations and deployment measures to make for an exceptional security response. He has over 20 years' experience in the security industry, most recently conducting financial review audits, financial fraud examinations, due diligence investigations, and the corporate restructuring of several companies.



Functions:

- ❖ Ensure contract compliance
- ❖ Ensure that quality control and staffing procedures meet their targets
- ❖ Bring technical, logistical, and technology expertise to the project
- ❖ Oversee other operations and deployment measures

Jose Agullar, Director of Risk Management, will utilize his years of experience to apply safety procedures, reporting guidelines, and low-risk plans contract wide. He will work to ensure personnel safety and mitigate risks involved with injury and other work-related hazards. Our impressive Safety Record is preserved and protected on his watch.



Functions:

- ❖ Ensure contract compliance
- ❖ Develop and create safety programs
- ❖ Mitigate and address risk factors

Doug Snow, our proposed **Project Manager**, is one of AGS's **Director of Operations**. He is a **Seasoned Investigator and Manager** with over thirty (30) years of **Security Industry Experience**. He joined **American Guard Services** in 2016 as an **Operations Director**. Mr. Snow is a **Certified Facility Security Officer** and oversees all **AGS Maritime Operations**. He supports clients throughout the **United States**, primarily in **Miami** where he is based. Mr. Snow is a **Florida "MB" licensed security manager**, a **Florida "C" licensed private investigator**, a **Florida "D" licensed unarmed security officer**, a **Florida "G" licensed armed security officer**, a **Florida "DI" licensed security officer instructor**, and a **veteran of the U.S. Air Force**.

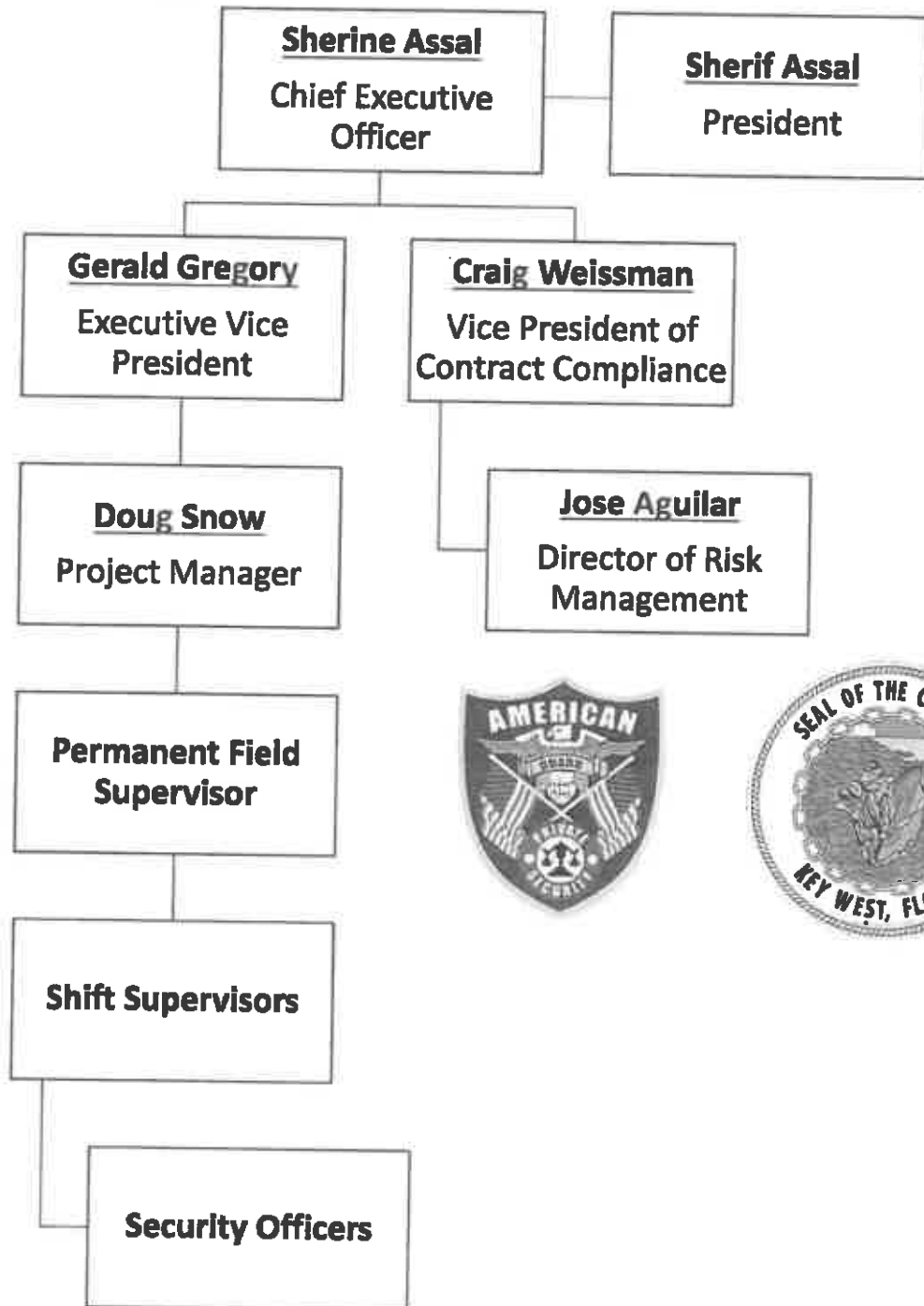


Upon contract award, Mr. Snow would be responsible for the hiring and retention of a permanent supervisor in the Key West area.

Functions:

- ❖ Directly operate the contract
- ❖ Communicate with clients on a regular basis
- ❖ Bring technical, logistical, and technology expertise to the project
- ❖ Ensure overall professionalism of security officer force
- ❖ Periodically visit site to ensure quality control of services, at least once a month
- ❖ Hire and retain a permanent supervisor in the Key West area

("Organizational Chart" on following page.)

Organizational Chart**Resumes**

Please see the resumes on the following page.



SHERINE ASSAL
CHIEF EXECUTIVE OFFICER

Overview:

Ms. Assal has 23 years' experience in the ownership, management, and operations of security services companies. She started the company in 1997 and helped it grow to \$45 million in sales. Ms. Assal is involved in every aspect of the company, such as Operations, Scheduling and Accounting. Ms. Assal oversees new client business to ensure strong growth; existing client accounts to ensure contract requirements are met and suggests enhancements and modifications that will better serve the needs of our clients. Ms. Assal oversees all employees to ensure high levels of training, consistency, and professionalism in our Guard Force. Ms. Assal is 100% committed to this project.

Employment History:

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

Professional Affiliations:

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

Education:

Bachelor of Arts in Business Administration, American University of Cairo



SHERIF ASSAL
PRESIDENT

Overview:

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

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

Employment History:

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

Licenses & Certificates:

Private Investigator, Patrol and Guard Operator

Professional Affiliations:

Cruise Lines International Association

Maritime Security Council

Florida Caribbean Cruise Association

International Cargo Security Council

American Society for Industrial Security

Education:

Graduated from Venice High School, CA.

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



GERALD GREGORY
EXECUTIVE VICE PRESIDENT

Overview:

Gerald A. Gregory brings over 40 years of security/investigations and public law enforcement experience. Mr. Gregory began his career in New York City, as an undercover investigator also performing street surveillance operations. Today, a Licensed Private Detective and security professional, Mr. Gregory has extensive industry experience in both the private and public sectors. In the public law enforcement sector, he successfully completed his duty as an Essex County Constable, Police Officer, Sergeant, Lieutenant, and Captain of a police department Emergency Management Division. Mr. Gregory is 100% committed to this project.

Employment History:

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

Licenses & Certificates:

Private Investigator

Awards:

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

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

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

Education:

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

**CRAIG WEISSMAN, CFE****VICE PRESIDENT OF CONTRACT COMPLIANCE****Overview:**

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

In addition, Mr. Weissman has been a Certified Fraud Examiner since 2004. As granted by the Association of Certified Fraud Examiners, a Certified Fraud Examiner credential denotes proven expertise in fraud prevention, detection, and deterrence. Mr. Weissman graduated from George Washington University with a Bachelor's of Science in Economics. Mr. Weissman is 100% committed to this project.

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

Employment History:

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

Education and Certifications:

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



JOSE AGUILAR
DIRECTOR OF RISK MANAGEMENT

Overview:

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

Employment History:

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

Education:

California State University, Los Angeles

Computer Skills:

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



DOUG SNOW
DIRECTOR OF OPERATIONS
and PROPOSED PROJECT MANAGER

Overview:

Mr. Snow has over 30 years' experience in the security industry. Mr. Snow directly manages Florida-based contracts for AGS as well as all maritime operations for cruise and cargo clients in the Port of Miami and the Port Everglades. Additionally, Mr. Snow monitors and maintains the Facility Security Plans for all Maritime Security Operations.

Employment History:

| | | |
|---------------|---------------------------------|---------------------------|
| 2016- Present | American Guard Services, Inc. | Operations Director |
| 2011-2016 | McRoberts Maritime Security | South Florida Operations |
| 2006-2011 | McRoberts Maritime Security | Operations Manager |
| 2003-2006 | McRoberts Maritime Security | Terminal Security Officer |
| 2003-2003 | Diplomatic Protection Services | Protection Specialist |
| 1997-2001 | Diamond Group Argonne Nat'l Lab | Operations Manager |
| 1990-1997 | Diamond Group Argonne Nat'l Lab | Shift Supervisor |
| 1986-1990 | United States Air Force | Sergeant |

Education:

Community College of the Air Force, Industrial Security, 1990

Certifications:

- Florida "MB" Licensed Security Manager,
- Florida "C" Licensed Private Investigator
- Florida "D" Licensed Unarmed Security Officer
- Florida "G" Licensed Armed Security Officer
- Florida "DI" Licensed Security Officer Instructor
- Intermediate Force Instructor Certified
- Winchester Expandable Baton Training Certified
- Central Alarm Station Instructor and Operator
- CPR and First Aid Certified

Local Office

Although our corporate headquarters will be the main point of contact during procurement, AGS would install an office within the City of Key West for the purpose of operating this contract. All operations for this contract would be conducted out of this office, and we would staff a branch manager to directly handle all aspects of the City's contract.

In the interim of this local office's installation, we would operate the contract out of our local Miami office.

The merits of this include but are not limited to:

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

Miami office address: 1015 North America Way, Miami, FL 33132

Transition Plan

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

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

Projected Transition Plan Timeline

| Task | Week | | | |
|---|------|---|---|---|
| | 1 | 2 | 3 | 4 |
| On-Site Survey | | | | |
| Meet with Stakeholders | | | | |
| Establish Lines of Communication | | | | |
| Contact Incumbents | | | | |
| In-Person Review of Employee Candidates | | | | |
| Finalize Training Programs and Documents | | | | |
| Initial Orientation/ Classroom Training | | | | |
| Issue Uniforms | | | | |
| On-Site Training | | | | |
| Work Schedule Developed | | | | |
| Re-Fit/ Re-Issue Uniforms | | | | |
| Final Transition Review / Stakeholders Sign-Off | | | | |
| Weekly Meetings with Stakeholders | | | | |

Week

1

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

| | | |
|--------|--|---|
| Week 2 | In-Person Review of Employee Candidates | <p>the second week, their assignment will be guaranteed. This ensures a finalized picture of our incumbent retention halfway through transition and prior to the final assignment of security personnel in the third week, while giving us enough time in the early recruiting phases to adapt to any last-minute changes.</p> <p>This process could last until Week 1, 2 or later, depending on the incumbent officer.</p> |
| | Finalize Training Programs and Documents | <p>AGS will finalize all documents and programs pertaining to the training and assignment of its security officers, including security manuals, post orders, training programs, quality assurance programs, and assignment details.</p> |
| Week 3 | Keep Stakeholders Informed | <p>AGS will continue to meet with the stakeholders on a regular basis. In these meetings, AGS will inform stakeholders on the status of the transition. In addition, any adjustments or concerns from the City may be addressed.</p> |
| | Initial Orientation/ Classroom Training | <p>All new security officer assigned to this task will attend one week of orientation and classroom-based training off premises. During this time, the incoming officers will learn AGS's training curriculum as well as the City-specific courses. In Week 4, "Onsite Training" will begin.</p> |
| Week 4 | Issue Uniforms | <p>Uniforms will be issued at no cost to the City. Each security officer will receive three complete uniforms. Uniforms will be refit regularly to upkeep our officers' professional appearance.</p> |
| | On-Site Training | <p>All officers will begin on-site training under the direction of a supervisor or manager. Training will ensure their knowledge of post orders, understanding of site regulations, and familiarity with the site.</p> |
| | Work Schedule Developed | <p>The AGS Transition Team will develop and finalize a work schedule for all security officers assigned to the various job sites. The schedule will ensure that all scheduled hours are covered by a security officer. In addition, the schedule will allow for continuous coverage, overlap, meal breaks, etc.</p> |

**Re-Fit/
Re-Issue
Uniforms**

As needed, AGS will refit and reissue uniforms to our security officers. This will ensure that our force will always look professional to both the City and the public.

**Final Transition
Review /
Stakeholders
Sign-off**

AGS will review the Transition status with the stakeholders on an ongoing basis. As finalization nears, the Transition Team will capture and process any last-minute revisions received from the City management. Once the Transition Plan is approved, we will obtain sign-off from all stakeholders. Once finished, AGS will assume complete ownership and control of this task in the fifth week prior to transition start for each individual site.

Meetings

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

Daily Informal Meetings

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



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

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

Weekly Formal Meetings

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



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

Contract Review Meetings

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


Quarterly Business Review

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



Cyclical Nature of Meetings

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



Five-Step Employment Plan

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

Step One: Recruitment

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

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

Step Two: Screening

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

1. Automated Screening

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

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

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

2. In-Person Assessments

Aspects Screened/Vetted: **Character/Temperament/Personality**

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

The purpose of such an intense review process is to screen out not only unqualified candidates, but those that may become troublesome further along in their employment. This will reflect in our work with the City—we endeavor to assign only

the most courteous and competent officers to the City's sites, and a thorough in-person assessment will help us do just that.

3. Background Checks & Verification

Aspects Screened/Vetted: Honesty/Trustworthiness/Credibility

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

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

- ❖ Social Security Number Trace
 - ❖ Federal Criminal Records
 - ❖ State Criminal Records
 - ❖ Criminal Records from other States if the employee disclosed, or the background check identifies, that the employee lived in another state in the last seven years
 - ❖ National Sexual Offender Registry Search
- We will also conduct a series of tests prior to employment, which may include:
- ❖ Physical Examination/Testing
 - ❖ Drug Urinalysis Testing
 - ❖ Psychological Evaluation Testing
 - ❖ E-Verify

Step Three: Hiring

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

AGS's Dedication to Fair Employment

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

Non-Discrimination

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

Equal Opportunity

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

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

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

Step Four: Training

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

| Type | Timeframe | Description |
|--|-------------------|--|
| Initial Training | Before assignment | <p>AGS provides all security officers with comprehensive pre-assignment training, which is necessary to familiarize Officers with the normal protocols. Training will include the following:</p> <ul style="list-style-type: none"> ❖ Role of Security Officer ❖ Interpersonal Communication ❖ Legal Aspects ❖ Emergency Situations ❖ Observation and Awareness ❖ Security Breach Procedures ❖ Customer Service ❖ Facility Layout ❖ Report Writing ❖ Access Control ❖ Patrol Procedures |
| Site-Specific and Post-Specific Training | Before assignment | <p>AGS will be create a customized training program for officers assigned to the City. Depending on the City's needs, the program may expand upon the following:</p> <ul style="list-style-type: none"> ❖ Patrol Procedures ❖ Inspections ❖ First Aid/CPR ❖ Public Relations ❖ Safety Training ❖ Proper Use of Telephones and Radio ❖ Proper Use of Written Report Forms ❖ Supporting Law Enforcement |

**Annual
Retraining and
Recertification**
As needed

Retraining and recertification will occur as needed and in consideration of task changes. For example, an officer moved from a roving patrol post to a storefront fixed post will be given additional customer service training.

AGS will keep all certifications and licenses current.

Step Five: Staffing

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

| Requirement | Met? |
|--|------|
| Be 18 years or older | ✓ |
| Maintain a neat and clean appearance | ✓ |
| Shall be a U.S. citizen or have a valid resident alien status. | ✓ |
| A valid State of Florida Class D Security License. | ✓ |
| A valid Transportation Workers Identification Card (TWIC) or be able to obtain. | ✓ |
| Be fully literate in the English language (i.e., be able to read, write, speak understand and be understood.) Oral command of the English language must be sufficient to permit full communication, particularly in times of stress. | ✓ |
| High school diploma or equivalent. | ✓ |
| Successfully completed contractor training in the following or similar: technique and patrol, first aid including CPR, public relations, safety, proper use of telephones and radio, and proper use of written report forms. | ✓ |

An example checklist used to verify assignment compliance.

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

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

Uniforms



Above: AGS uniforms are fully customizable to your specifications.

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

In addition, AGS uniforms are fully customizable and, if awarded, we will issue uniforms that specifically match the City's specifications.

Site-Appropriate Uniform

For this site, we would have our unarmed officers wear:

- ❖ A clean, solid-colored collared shirt, short- or long-sleeved
- ❖ Solid-colored slacks
- ❖ Black crew socks
- ❖ Brown or black dress shoes

In addition, our officers are not allowed to have conspicuous tattoos, piercings, or inappropriate hairstyles.

Badges

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



Vehicles



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

AGS maintains a fleet of vehicles for the purposes of patrols, checkpoints, etc. Our standard models are sedans, but we can also provide trucks if desired.

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

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

Real-Time Vehicle Supervision/Monitoring (Samsara)

We utilize **Samsara Fleet Management** to track and log the locations of our fleet vehicles.



Samsara Fleet Management provides the following:

- ❖ **Increased Accountability and Comprehensive Monitoring**—Supervisors can track officers through web-based maps and reports.
- ❖ **Record Uploading and Tracking**—Samsara will automatically upload footage of accidents, hard braking, distracted driving, and other events of interest.
- ❖ **Samsara CM22 Camera**—A high-definition, Internet-enabled dashboard camera, with two dual-facing cameras that simultaneously capture the driver and the road.
 - Automatically uploads footage of harsh driving events, and retrievable on-demand
 - Audio speaker for voice-based safety coaching
 - Cloud-based reporting, accident reconstruction, and driver safety scorecards
 - Easy to install—no hard-wiring into vehicle required

Employee Retention and Benefits

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

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



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



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



One Week Vacation—Upon their one-year of anniversary of employment, we will give employees one week of vacation.



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



Consistent Coverage Plan

AGS understands that gaps in security coverage can occur at any time, opening up security vulnerabilities and causing worry and anxiety for the client. Fortunately, we plan for emergency coverage before it is needed and have ample resources at the ready for emergency and additional coverage. Through this Consistent Coverage Plan, AGS fills these gaps and ensures the client both continuous security coverage and peace of mind.

We can provide additional security within a minimum of twelve hours of notification to the City through our Consistent Coverage plan, which is comprised of the following components:

Flex-Force Officers—To guarantee a breakless continuity of quality coverage, we keep a reserve of local Flex-Force Officers who have also been trained for the City's site and thus are already familiar with their tasks and duties. We maintain a large enough pool of reserve officers to avoid officers working longer than twelve (12) hour shifts in a twenty-four (24) hour period.

Roving Supervisor—To immediately address coverage gaps, we have a roving supervisor on-site during all coverage hours to be available as a temporary replacement while a Flex-Force Officer is en route.

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

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

Procedure to Resolve Unforeseen Gaps in Coverage

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

1. The uncovered post will be reported to the security/facility manager of the building and arrangements for a replacement will be communicated.
2. The roving supervisor will be alerted to the uncovered post and he will arrive as a temporary replacement.
3. An on-call Flex-Force Officer will be contacted from the reserve and, if it is confirmed they will be covering the post, the security/facility manager will be informed of the replacement.
4. The Flex-Force Officer will be put on the schedule in the missing officer's place and, once they arrive at the post, will relieve the roving supervisor.

This process ensures that at no time is the post left uncovered for an extensive length.

Quality Assurance Plan

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

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

Key Performance Indicator (KPI) Reports

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

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

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

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

Typically, our KPI process for multi-locational contracts use client-side site surveys, which are sent to the client-side liaison for each site in the contract to fill out. They are asked to

rate our performance in each KPI on a percentage basis (quantitative feedback), while offering additional commendations and recommendations (qualitative feedback) for a more holistic appraisal.

KPI Scorecard

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

The QAT Process

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

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

Added Value

Please see the following pages for our wide array of technologies that we utilize to enhance the delivery of its services.

| KPI- 2018 | Q1 | Q2 | Q3 | Q4 |
|-----------------------|----------|----|------------|----|
| Billing | | | 95% | |
| Customer Service | | | 95% | |
| Performance | | | 95% | |
| Documents | | | 95% | |
| Post Orders | | | 97.5% | |
| Improvement | | | 95% | |
| Responsiveness | | | 95% | |
| Resolution | | | 95% | |
| Hiring/Screening | | | 100% | |
| Training | | | 99% | |
| Turnover | | | 10% | |
| Post Order Compliance | | | 100% | |
| Misconduct | | | 97.5% | |
| Management Visits | | | 89.5% | |
| Total | % | | 95% | |

Dispatching System

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



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

Online Functionality and Remote Access

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

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

AGS utilizes **Field Force Manager** to provide the following:

Improved Monitoring

Security officers can indicate when and where they will start or end their shifts at the push of a button. Officers can also indicate any location changes necessitated by special jobs or events.

Increased Accountability

Supervisors can track officers through web-based maps and reports.

Expanded and Easier Reporting Capabilities

Officers can easily generate Daily Activity Reports, Incident Reports, Condition Reports, and other data that can then be accessed by Supervisors and Managers To aid in reporting, photos and video clips can be recorded, collected, and shared instantly, providing visual documentation of incidents such as vandalism.

Ease of Use

Field Force Manager can be used with any GPS-enabled phone (smartphone) that supports data applications or PC with an internet connection and Static IP Address.

Other Benefits

- ❖ Real-time notification via email or SMS
- ❖ Live Dashboards
- ❖ "Geofencing"—monitor officers' presence at posts when on-duty.
- ❖ Tour Management
- ❖ Customizable Forms
- ❖ Training Material Upload Capability
- ❖ Security and System Analytics
- ❖ Administrative Viewing



Real-Time Vehicle Supervision/Monitoring (Samsara)

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

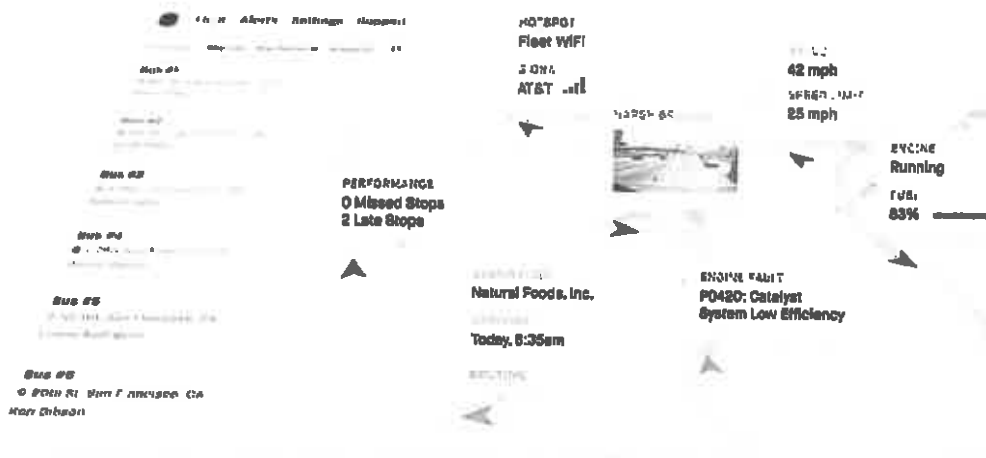
Samsara's intuitive cloud software provides video-based reports, driver scorecards, and a search engine, enabling fleet operators to implement preventive safety coaching programs designed to prevent accidents and decrease vehicle-related costs.

SAMSARA CM22 HIGHLIGHTS

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




Samsara CM22 is compact and user-friendly.



Samsara allows comprehensive monitoring of officer vehicles.

Automated Officer Scheduling and Management (MITC)

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

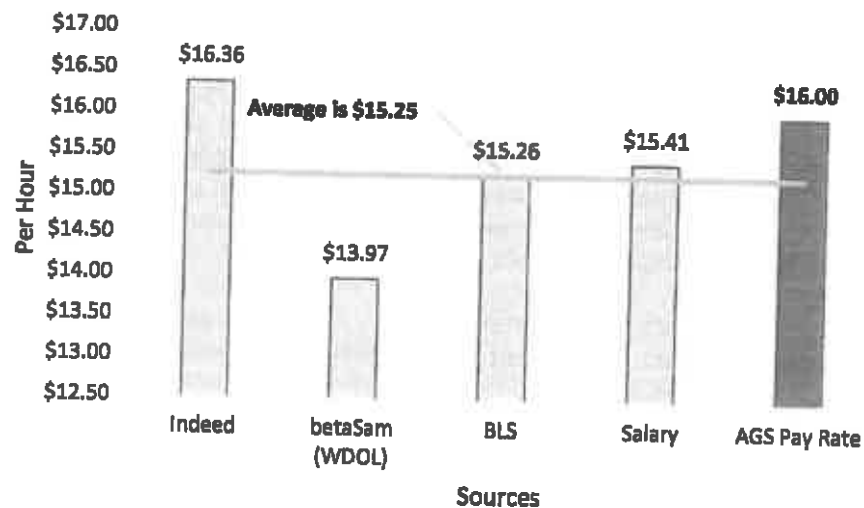


| | |
|--|--|
| Streamlined Scheduling Solutions | <p>MITC Workforce Management Solutions streamlines our administrative operations. They offer modular workforce packages and a wide range of customization for every partner. Among many advantages to MITC integration, MITC allows us to fill positions quickly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

Market Survey

As a previous bidder, we have learned from our previous experience and realized that our market research at the time may not have been accurate. However, in this current proposal, we have conducted a thorough market survey of not only the security industry, but of businesses in the local area. We can ensure retention by paying competitively relative to all surrounding businesses.

**Average Pay Rate for Unarmed Security Officers
in Key West, Florida**



The average pay rate for Unarmed Security Officers in Key West, Florida was determined to be **\$15.25 an hour**. This means that qualified security officers will actively seek jobs that are at or above this pay rate.

If the City were to contract with a security provider with a bill rate that could not reasonably accommodate a competitive pay rate of **\$15.25 or higher**, then their security provider may not be able to attract or retain appropriately trained and qualified personnel. The probability of contract breach due to officer misconduct or noncompliance would increase accordingly.

AGS's proposed pay rate of **\$16.00 an hour** would comparatively attract a much larger pool of candidates and thus allow us to be more selective during our recruitment process. Furthermore, as this is a retention-focused wage, the City can expect a higher officer retention rate and a lower turnover.

(See next page.)

To further increase our retention rate, we did supplementary research on surrounding businesses that offer attractive pay rates, such as Amazon's fulfillment centers. AT an average of **\$15.49 an hour**, the local Amazon fulfillment center may pose a risk to retention for security providers who pay at a lower rate. However, AGS's proposed pay rate is higher and thus would retain personnel.

Average Pay Rate for Fulfillment Associates in Key West, Florida



In summary, our proposed pay rate would allow us to retain qualified incumbents, engage with the highest number of candidates, and recruit the most qualified and appropriate personnel to the City's sites.

References

Carnival Cruise Lines

3655 NW 87th Avenue, Miami, FL 33178
 Dominick A. Froio, Vice President, Security Services
 954-612-0987
spcuse44@gmail.com

\$11,000,000.00

2010 - 2020

AGS provides extensive port security for several Carnival fleets across notable United States ports including Port of Miami, Port of Everglades, Port of Galveston, Port of Long Beach, and more. We also control x-ray screening and crowd control for over 500,000 people each season. AGS has planned, executed, and monitored emergency and incident response plans that are fully USCG and DHS compliant, taking into consideration rogue, chemical, physical, and cyber threats to port security. Our team has ensured that the Miami-Dade and Los Angeles metropolitan areas are kept safe and secure with innovative control measures, an industry-leading QMP, and other safeguards.

City of Fresno

2600 Fresno St. #4016, Fresno, CA 93721
 Robin O'Malley, Facilities Manager
 559-621-1212

robin.omalley@fresno.gov

2019 – Current three-year Contract with two one-year extensions

\$1,251,778.00

AGS commenced its first awarded security services contract with the City of Fresno in 2019. For this contract, AGS provides security services at Fresno's City Hall. AGS services include manning walk-through and hand-held magnetometers, as well as crowd control as necessary. Our firm was the first security company to provide walk-through magnetometers along with security guards for the City of Fresno's City Hall.

For our second contract

with the City of Fresno, AGS provides security services at various City locations including the Municipal Service Center (an approximately 38-acre site consisting of 19 buildings/shops and 11 shelters); City Hall (a five-story, 201,000 square foot building with an adjacent utility structure that houses approximately 600 employees); the Santa Fe Depot Station (a two-story structure wherein the City of Fresno leases 6,500 square feet to AMTRAK and 1,953 square feet to Greyhound for the operation of a rail passenger station, a bus passenger station, and related business operations); and the Water Yard (buildings on 4.5 acres of property with equipment, trucks and an adjacent utility structure). The total annual hours for this contract exceed 53,900 and the total annual revenue exceeds \$1,250,000. AGS security personnel ensure the safety and well-being of the City of Fresno's facilities, employees, equipment and public through the implementation of interior and exterior patrols wherein all security checkpoints are targeted; reporting any unusual occurrence including property damage, thefts, or acts of vandalism; preventing the unauthorized removal of items from City of Fresno facilities, providing after-hours escort service as requested, and conducting security screenings.

City of Fresno – Housing Authority

1331 Fulton Street, Fresno, California 93721

Lyric Aguigam, Policy Analyst

559-443-8400 Ext 4437 Cell: 559-614-7994

(800) 735-2929 TTY

laguigam@fresnohousing.org

\$ 477,877 per year

2020 - Current

AGS provides security guard services to the Fresno Housing Authority. Guard duties include, but are not limited to, providing logs on daily/nightly tenant activities in violation of the Tenant Agreement, conducting exterior patrol of each occupied and unoccupied unit hourly, reporting problems that occur within and around the complex (e.g., illegal activities, safety issues, visible lease violations), conducting access control, notifying the Police Department immediately of any activities that are criminal in nature, enforcing the alcoholic beverage ban (alcohol consumption is prohibited outside the units), enforcing the City ordinance curfew, preventing vendors from entering the premises after hours except as identified in an emergency, and providing Incident Reports on a form approved by the Authority.

Attachments

Please find the following documents:

- ❖ Bid Form
- ❖ Non-Collusion Affidavit
- ❖ Anti-Kickback Affidavit
- ❖ Sworn Statement under section 287.133(3)(a) Florida Statutes, on Public Entity Crimes
- ❖ Indemnification Form
- ❖ Local the City Form
- ❖ Domestic Partnership Affidavit
- ❖ Cone of Silence Affidavit
- ❖ Proof of Insurance
- ❖ Litigation Letter
- ❖ Acknowledgment of Addenda
- ❖ Additional of Attachments

Notice to Bidder: Use Black Ink or Type For Completing the Form.

BID FORM

To: CITY CLERK
CITY OF KEY WEST, FLORIDA
1300 WHITE STREET
KEY WEST, FLORIDA 33040

Project Title: CITY OF KEY WEST PRIVATE SECURITY SERVICES,

Project No.: RFP No. 005-21

BIDDER'S INFORMATION

Name: American Guard Services, Inc.

Address: 1125 W 190th St.

Los Angeles, CA 90248

Contact Name: Gerald Gregory

Email: jgregory@americanguardservices.com

Telephone: 800-441-1808

Fax: N/A

BID FORM

PORT AND MARINA SECURITY SERVICES

The security services for each facility is outlined in the Scope of Work section

| LOCATION | UNBURDENED HOURLY RATE (\$)¹ | RATE IN WORDS | BURDENED HOURLY RATE (\$)² | RATE IN WORDS |
|--------------------------------------|-------------------------------------|----------------------|-----------------------------------|--|
| Key West Bight | \$ 16.00 | Sixteen Dollars | \$ 27.34 | Twenty Seven Dollar, Thirty Four Cents |
| City Marina | \$ 16.00 | Sixteen Dollars | \$ 27.34 | Twenty Seven Dollar, Thirty Four Cents |
| Key West Bight Ferry Terminal | \$ 16.00 | Sixteen Dollars | \$ 27.34 | Twenty Seven Dollar, Thirty Four Cents |

¹ Direct Labor Cost

² Direct Labor Cost, O/H, G&A, Profit

SUBCONTRACTORS

The Bidder further proposes that the following subcontracting firms or businesses will be awarded subcontracts for the following portions of the work in the event that the Bidder is awarded the Contract:

Portion of Work: N/A

Name: N/A

Address: N/A

Portion of Work: N/A

Name: N/A

Address: N/A

Portion of Work: N/A

Name: N/A

Address: N/A

BIDDER

The name of the Bidder submitting this Bid is: American Guard Services, Inc.

Doing business at 1125 W 190th St.

City Los Angeles State CA Zip 90248

Telephone No. 800-441-1808

This address is where all communications concerning this Bid shall be sent.

The names of the principal officers of the Corporation submitting this Bid, or of the Partnership, or of all persons interested in this Bid as Principals are as follows:

| Name | Title |
|-------------------------------|---|
| <u> Gerald Gregory </u> | <u> Executive Vice President </u> |

If Corporation

IN WITNESS WHEREOF the undersigned corporation has caused this instrument to be executed and its seal affixed by its duly authorized officers this 24 day of May, 2021.

(SEAL)

Name of Corporation American Guard Services, Inc.

By:  Gerald Gregory

Title: Executive Vice President

Attest: 
Secretary

If Sole Proprietor or Partnership N/A

IN WITNESS hereto the undersigned has set his/her/its hand this _____ day of _____, 20__.

Signature of Bidder N/A

Title N/A

NON-COLLUSION AFFIDAVIT

STATE OF ~~FLORIDA~~ California)
Los Angeles :
SS COUNTY OF ~~MONROE~~)

I, the undersigned hereby declares that the only persons or parties interested in this Proposal are those named herein, that this Proposal is, in all respects, fair and without fraud, that it is made without collusion with any official of the Owner, and that the Proposal is made without any connection or collusion with any person submitting another Proposal on this Contract.

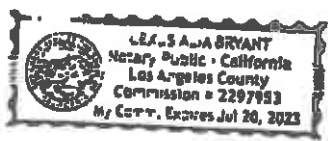
By:  Gerald Gregory

Sworn and subscribed before me this

24th day of May, 2021.

Lexus Alia Bryant
NOTARY PUBLIC, State of Florida at Large

My Commission Expires: July 20, 2023



ANTI - KICKBACK AFFIDAVIT

STATE OF California)
 : SS
COUNTY OF Los Angeles)

I, the undersigned hereby duly sworn, depose and say that no portion of the sum herein bid will be paid to any employees of the City of Key West as a commission, kickback, reward or gift, directly or indirectly by me or any member of my firm or by an officer of the corporation.

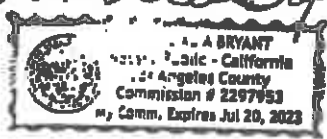
By: [Signature] Gerald Gregory

Sworn and subscribed before me this 24th day of May 2021.

NOTARY PUBLIC, State of CA at Large

[Signature]

My Commission Expires:



SWORN STATEMENT UNDER SECTION 287.133(3)(A)
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted with Bid or Proposal for:

RFP 005-21 City of Key West Private Security Services

2. This sworn statement is submitted by American Guard Services, Inc.

(Name of entity submitting sworn statement)

whose business address is 1125 W 190th St

Los Angeles, CA 90248

and (if applicable) its Federal Employer Identification Number (FEIN) is 95-4654353

(If the entity has no FEIN, include the Social Security Number of the individual

signing this sworn statement N/A

3. My name is Gerald Gregory

(Please print name of individual signing)

and my relationship to the entity named above is Executive Vice President

4. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United States, including but not limited to, any bid or contract for goods or services to be provided to any public or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, material misrepresentation.
5. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment information after July 1, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.
6. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), Florida Statutes, means

- a. A predecessor or successor of a person convicted of a public entity crime; or
 - b. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.
7. I understand that a "person" as defined in Paragraph 287.133(1)(8), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.
8. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. (Please indicate which statement applies).

Neither the entity submitting this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, nor any affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July 1, 1989, AND (Please indicate which additional statement applies.)

There has been a proceeding concerning the conviction before a hearing of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer did not place the person or affiliate on the convicted Proposer list. (Please attach a copy of the final order.)

The person or affiliate was placed on the convicted Proposer list. There has been a subsequent proceeding before a hearing officer of the State of

Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in the public interest to remove the person or affiliate from the convicted Proposer list. (Please attach a copy of the final order.)

The person or affiliate has not been put on the convicted Proposer list. (Please describe any action taken by or pending with the Department of General Services.)

(Signature)
5/24/2021
(Date)

STATE OF California

COUNTY OF Los Angeles

PERSONALLY APPEARED BEFORE ME, the undersigned authority,

Gerald Gregory who, after first being sworn by me, affixed his her
(Name of individual signing)

Signature in the space provided above on this 24th day of May, 2021.

My commission expires:

Lexus Alia Bryant
NOTARY PUBLIC



CITY OF KEY WEST INDEMNIFICATION FORM

To the fullest extent permitted by law, the Proposer expressly agrees to indemnify and hold harmless the City of Key West, their officers, directors, agents and employees (herein called the "indemnitees") from any and all liability for damages, including, if allowed by law, reasonable attorney's fees and court costs, such legal expenses to include costs incurred in establishing the indemnification and other rights agreed to in this Paragraph, to persons or property, caused in whole or in part by any act, omission, or default by Proposer or its subcontractors, material men, or agents of any tier or their employees, arising out of this agreement or its performance, including any such damages caused in whole or in part by any act, omission or default of any indemnitee, but specifically excluding any claims of, or damages against an indemnitee resulting from such indemnitee's gross negligence, or the willful, wanton or intentional misconduct of such indemnitee or for statutory violation or punitive damages except and to the extent the statutory violation or punitive damages are caused by or result from the acts or omissions of the Proposer or its subcontractors, material men or agents of any tier or their respective employees.

Proposer: American Guard Services, Inc.
1125 W 190th St, Los Angeles, CA 90248
Address
[Signature]
Signature
Gerald Gregory
Print Name
Executive Vice President
Title
DATE: 5/24/2021

SEAL:

Sworn and subscribed before this 24th day of May, 2021

NOTARY PUBLIC, State of CA, at Large

My Commission Expires: July 20, 2023

Lexus Alia Bryant



**LOCAL VENDOR CERTIFICATION PURSUANT TO
CITY OF KEY WEST ORDINANCE 09-22 SECTION 2-798**

Not Applicable

The undersigned, as a duly authorized representative of the vendor listed herein, certifies to the best of his/her knowledge and belief, that the vendor meets the definition of a "Local Business." For purposes of this section, "local business" shall mean a business which:

- a. Principle address as registered with the FL Department of State located within 30 miles of the boundaries of the city, listed with the chief licensing official as having a business tax receipt with its principle address within 30 miles of the boundaries of the city for at least one year immediately prior to the issuance of the solicitation.
- b. Maintains a workforce of at least 50 percent of its employees from the city or within 30 miles of its boundaries.
- c. Having paid all current license taxes and any other fees due the city at least 24 hours prior to the publication of the call for bids or request for proposals.

- Not a local vendor pursuant to Ordinance 09-22 Section 2-798
- Qualifies as a local vendor pursuant to Ordinance 09-22 Section 2-798

If you qualify, please complete the following in support of the self-certification & submit copies of your County and City business licenses. Failure to provide the information requested will result in denial of certification as a local business.

Business Name American Guard Services, Inc. Phone: 800-441-1808

Current Local Address: N/A Fax: N/A
(P.O. Box numbers may not be used to establish status)

Length of time at this address: N/A

[Signature] Date: 5/24/2021
Signature of Authorized Representative

STATE OF California COUNTY OF Los Angeles

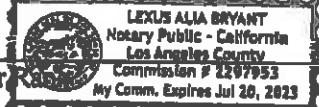
The foregoing instrument was acknowledged before me this 24th day of May, 2021.

By Executive Vice President, of American Guard Services Inc.
(Name of officer or agent, title of officer or agent) (Name of corporation acknowledging)

or has produced identification _____ as identification
(Type of identification)

Lexus Alia Bryant
Signature of Notary

Lexus Alia Bryant
Print, Type or Stamp Name of Notary

Title or 

Return Completed form with
Supporting documents to:
City of Key West Purchasing

EQUAL BENEFITS FOR DOMESTIC PARTNERS AFFIDAVIT

STATE OF California)
 : SS
COUNTY OF Los Angeles)

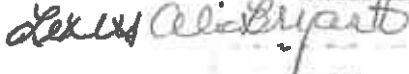
I, the undersigned hereby duly sworn, depose and say that the firm of American Guard Services, Inc. provides benefits to domestic partners of its employees on the same basis as it provides benefits to employees' spouses per City of Key West Ordinance Sec. 2-799.

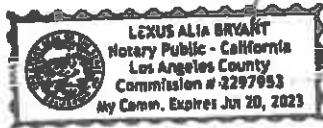
By:  Gerald Gregory

Sworn and subscribed before this 24th day of May, 2021

NOTARY PUBLIC, State of CA, at Large

My Commission Expires: July 20, 2023

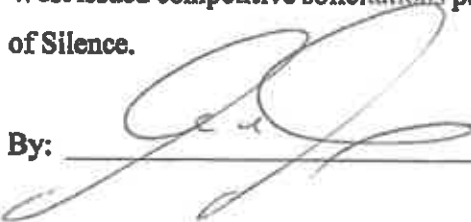




CONE OF SILENCE AFFIDAVIT

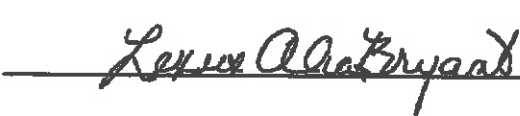
STATE OF California)
 : SS
COUNTY OF Los Angeles)

I the undersigned hereby duly sworn depose and say that all owner(s), partners, officers, directors, employees and agents representing the firm of American Guard Services, Inc. have read and understand the limitations and procedures regarding communications concerning City of Key West issued competitive solicitations pursuant to City of Key West Ordinance Section 2-773 Cone of Silence.

By:  Gerald Gregory

Sworn and subscribed before me this

24th day of May 2021





NOTARY PUBLIC, State of CA at Large

My Commission Expires: July 20, 2023

| | |
|--|------------|
| Permanent representation of supervisory capacity residing in the City of Key West or within 35 miles of Key West | 15 |
| Price | 15 |
| References | 10 |
| POINT TOTAL | 100 |

12. EXECUTION OF CONTRACT

The successful Proposer shall, within ten (10) working days after receiving Notice of Award, sign and deliver to the CITY two (2) original Contracts in the form hereto attached, together with the insurance certificate as required in the Contract Documents and evidence of holding required licenses and certificates. Within 10 working days after receiving the signed Contract from the successful Proposer, the City's authorized agent will sign the Contract. Signature by both parties constitutes execution of the Contract.

13. TERM OF CONTRACT

It is anticipated that the CITY will enter into a three (3) year agreement, which thereafter may be extended upon written consent of both parties for additional two (2) year terms. The City agrees to pay to the Proposer the hourly rates, as outlined in the Bid Form. The City will allow an annual CPI increase by adjusting the hourly rates by the average change in the U.S. Department of Commerce Consumer Price Index (CPI) for All Urban Consumers, as reported by the Bureau of Labor Statistics for the 12 months prior to the renewal date. Hourly rates for the additional two (2) year options, if exercised, will be agreed upon by both parties before the exercise of such option.

14. PROPOSER'S DECLARATION AND UNDERSTANDING

The undersigned, hereinafter called the Proposer, declares that the only persons or parties interested in this Proposal are those named herein, that this Proposal is, in all respects, fair and without fraud, that it is made without collusion with any official of the Owner, and that the Proposal is made without any connection or collusion with any person submitting another Proposal on this Contract.

The Proposer further declares that he has carefully examined the Contract Documents and that this Proposal is made according to the provisions and under the terms of the Contract Documents, which Documents are hereby made a part of this Proposal.

15. ADDENDA

The Proposer hereby acknowledges that he has received Addenda No's. 1, , . Proposer shall insert No. of each Addendum received) and agrees that all addenda issued are hereby made part of the Contract Documents, and the Proposer further agrees that his Proposal(s) includes all impacts resulting from said addenda.



City of Key West
1300 White St.
Key West Florida, 33040

ADDENDUM NO. 1

RFP #005-21 CITY OF KEY WEST PRIVATE SECURITY SERVICES

The information contained in this Addendum adds information to be included in the Bid and is hereby made a part of the Contract Documents. The referenced bid package is hereby addended in accordance with the following items:

GENERAL NOTES:

1. Revised bid form attached.

QUESTIONS & CLARIFICATIONS:

1. Is there a living wage requirement? *No*
2. Is the Proposer required to provide a motor vehicle for any part of the contract? If so, please indicate vehicle type, location(s) and number of anticipated hours. *No*
3. Please provide the annual hours requested during the previous fiscal year. *Hours are equivalent to hours in the bid document*
4. Do you anticipate more or less hours being requested under the new contract? *Neither*
5. Is parking available for security officers at each site? *Yes*
6. Are restrooms available at each site? *Yes*
7. What equipment, if any, will be provided by the City of Key West? *None. Proposer will be required to provide a phone that works with the City's ProxiGuard Security Guard Tour System*
8. What equipment, other than flashlights, will be required by the Proposer? *Refer to bid document*
9. Are there facilities at each site where the Proposer can use for storing equipment and supplies? *Yes*
10. Does the City have an accelerated payment program for vendors? *No*
11. Who is the current incumbent? *Florida Keys Security, LLC*
12. When was the current incumbent awarded the contract? *January 2019*
13. Could you please provide us copy of current contract? *Attached*
14. Are there any subcontractors being used for the current contract? *No*
15. What was the initial term length of the current contract (for example, 1 year plus 4 year options, etc.) *3 year with 2 year options*
16. What was the start date of the initial contract? *February 2019*
17. What was the amount spent in the last 12 months? *\$229,746.04*
18. What was the total spent in the last billed month? *\$20,266.10*
19. Are there any other rates billed separately (such as equipment, vehicles, etc.) *No*

20. Are there any significant modifications from the previous contract to the new one? For instance, an increase in hours, a change in guard type (e.g., armed vs unarmed), a need for additional resources? *Cruise ship security was removed from this RFP*
21. What was the amount spent on this contract last year? *1/1/2020-12/31/2020 \$229,159.62*
22. What is the estimated total number of annual hours for this contract? *Refer to RFP*
23. What is the current bill rate for each position? *\$21.26*
24. Are there any additional services that may be needed that are not listed in the RFP? For instance, the need of additional sites, seasonal required security, etc. *Not currently*
25. Beyond the state and federal minimum wage, is there a prevailing wage, living wage ordinance, local mandated wage, or contract-specific wage? *No*
26. Is there a specific way you would like the response to be prepared? For example: bound, unbound, 3-ring binder(s), pages limits, paper type, etc.? *Refer to RFP*
27. Is the current contract using vehicles? If yes, how many? *One golf cart*
28. Will your agency hold a public opening? If yes, can you please provide with the date, time, and location? *Refer to RFP*

All other elements of the Contract and Bid documents, including the Bid Date shall remain unchanged. All Bidders shall acknowledge receipt and acceptance of this Addendum No. 1 by submitting the addendum with their proposal. Proposals submitted without acknowledgement or without this Addendum may be considered non-responsive.


Signature

American Guard Services, Inc.
Name of Business



AMERICAN GUARD SERVICES, INC.

PROTECT • SERVE • SECURITY

American Guard Services, Inc.

1125 W 190th St.
Los Angeles, CA 90248
Phone (310)645-6200

CERTIFICATE CORPORATE RESOLUTION

I, **Sherine Assal**, President/CEO of American Guard Services, Inc. (the "Corporation"), a corporation duly organized and validly existing under the laws of the Province/State of Florida.

The undersigned hereby certifies that the foregoing is true and correct copy of a resolution duly adopted at a meeting of the Board of Directors/Shareholders of the Corporation held on the 24th day of May 2021, at which at the date hereof, the said resolution is in full force and effect.

Resolved, that the following person, **Gerald Gregory**, is hereby, authorized and empowered, in the name and on behalf of this corporation, to execute and/or endorse all documents and instruments, including (without limiting the generality of the foregoing) promissory notes, acceptances, agreements, contracts, amendments or any assignments thereof, between this corporation and the State of Florida, City of Kay West.

DATED this 24th, Day of May 2021

Sherine Assal

President/CEO

Corporate
1125 W 190th St.
Los Angeles, CA 90248
Ph: (310) 645-6200
Fax (310) 645-6233

Miami
1015 North America Way, Ste 108
Miami, FL 33132
Ph (305) 373-7111
Fax: (305) 374-0070

Fort Lauderdale – Port Everglades
2560 Eisenhower Blvd., Ste 326
Hollywood, FL 33316
Ph (954) 462-6907
Fax: (954) 462-8171

Cape Canaveral
7011 North Atlantic Ave, Ste 100
Cape Canaveral, FL 32920
-Ph (321) 784-1883
Fax: (321) 784-0482

Hawaii
1164 Bishop St. Suite 500.
Honolulu, HI 96819
Ph (808) 537-3202
Fax: (808) 537-3205



AMERICAN GUARD SERVICES, INC.

Corporate Office: 1125 West 190th Street, Gardena, CA 90248
Direct: 424-213-4143
E-mail: Mohamed@wwsginc.com

May 24, 2021

City of Key West
Office of the City Clerk
1300 White Street, Key West, FL 33040

Re: RFP 005-21—Private Security Services

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

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

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

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

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

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

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

Sincerely,

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



CERTIFICATE OF LIABILITY INSURANCE

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

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

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

| | | | |
|--|--|---|---------------------|
| PRODUCER El Dorado Insurance Agency, Inc. El Dorado Sec Svcs Ins Agy 3673 Westcenter Drive Houston TX 77042 | | CONTACT NAME: Lindsey Paparella PHONE (A/C, No. Ext): (713) 521-9251 FAX (A/C, No.): (713) 521-9123 E-MAIL ADDRESS: lpaparella@eldoradoinsurance.com | |
| INSURED American Guard Services, Inc. 1125 W. 190th Street Los Angeles CA 90248 | | INSURER(S) AFFORDING COVERAGE | |
| | | INSURER A: Lexington Insurance Company | NAIC # 19437 |
| | | INSURER B: Zurich American Insurance Co. | 27855 |
| | | INSURER C: Endurance American Specialty Ins. Co. | 10641 |
| | | INSURER D: Westchester Surplus Lines Ins. Co. | 10172 |
| | | INSURER E: United Wisconsin Insurance Company | 29157 |
| | | INSURER F: Hiscox Insurance Company | 10200 |

COVERAGES **CERTIFICATE NUMBER: AGS - All Carts - 11.20** **REVISION NUMBER:**

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

| INSR LTR | TYPE OF INSURANCE | ADDED INSD | START WVD | POLICY NUMBER | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS |
|----------|--|--|-----------|------------------------------|-------------------------|-------------------------|--|
| A | <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY | | | 080878076 | 11/19/2020 | 11/19/2021 | EACH OCCURRENCE \$ 1,000,000 |
| | <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR | | | | | | DAMAGE TO RENTED PREMISES (Ex. swimming) \$ 100,000 |
| | <input checked="" type="checkbox"/> Errors & Omissions | | | | | | MED EXP (Any one person) \$ |
| | GEN'L AGGREGATE LIMIT APPLIES PER: | | | | | | |
| | <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOG | | | | | | GENERAL AGGREGATE \$ 2,000,000 |
| | OTHER: | | | | | | PRODUCTS - COMP/OP AGG \$ 2,000,000 |
| B | AUTOMOBILE LIABILITY | | | SAP0885483-05 | 11/19/2020 | 11/19/2021 | COMBINED SINGLE LIMIT (Per accident) \$ 1,000,000 |
| | <input checked="" type="checkbox"/> ANY AUTO | | | | | | BODILY INJURY (Per person) \$ |
| | <input type="checkbox"/> ALL OWNED AUTOS | <input type="checkbox"/> SCHEDULED AUTOS | | | | | BODILY INJURY (Per accident) \$ |
| | <input type="checkbox"/> HIRED AUTOS | <input type="checkbox"/> NON-OWNED AUTOS | | | | | PROPERTY DAMAGE (Per accident) \$ |
| C | UMBRELLA LIAB | | | EL030002147800 (\$2M x \$1M) | 11/19/2020 | 11/19/2021 | EACH OCCURRENCE \$ 5,000,000 |
| D | EXCESS LIAB | | | G71839916001 (\$3M x \$3M) | 11/19/2020 | 11/19/2021 | AGGREGATE \$ 5,000,000 |
| | DED | | | | | | \$ |
| E | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY | | | WC000-00037-021-SH | 1/1/2021 | 1/1/2022 | <input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER |
| | ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) | Y/N | N/A | | | | E.L. EACH ACCIDENT \$ 1,000,000 |
| | If yes, describe under DESCRIPTION OF OPERATIONS below: | | | | | | E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 |
| | | | | | | | E.L. DISEASE - POLICY LIMIT \$ 1,000,000 |
| F | 1st & 3rd party Crime | | | UC21824594.20 | 11/14/2020 | 11/14/2021 | Aggregate \$2,000,000 |

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

| | |
|--|--|
| CERTIFICATE HOLDER Evidence of Insurance | CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE R.L. Ring, Jr./LINDS |
|--|--|

FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES

**ADAM H. PUTNAM
COMMISSIONER**

DIVISION OF LICENSING

**11/30/18
DATE ISSUED**

11/17/21

DATE OF EXPIRATION

**BB2300048
LICENSE NUMBER**

AMERICAN GUARD SERVICE (HOLLYWOOD)

**1015 NORTH AMERICA WAY
#108**

MIAMI, FL 33132

**THE SECURITY AGENCY BRANCH OFFICE NAMED ABOVE IS LICENSED AND REGULATED UNDER THE
PROVISIONS OF CHAPTER 493, FLORIDA STATUTES.**



A handwritten signature in black ink, appearing to read "Adam H. Putnam".

**ADAM H. PUTNAM
COMMISSIONER**

FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES

**NICOLE "NIKKI" FRIED
COMMISSIONER**

DIVISION OF LICENSING

**01/26/21
DATE ISSUED**

**03/13/24
DATE OF EXPIRATION**

**B 9900131
LICENSE NUMBER**

AMERICAN GUARD SERVICE, INC

1015 N. AMERICA WAY

#102

MIAMI, FL 33132

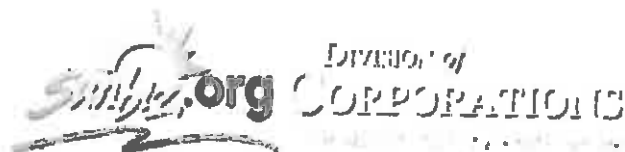
ASSAL, SHERIF M., OWNER

THE SECURITY AGENCY NAMED ABOVE IS LICENSED AND REGULATED UNDER THE PROVISIONS OF
CHAPTER 493, FLORIDA STATUTES.



Nicole Fried

**NICOLE "NIKKI" FRIED
COMMISSIONER**



[Department of State](#) / [Division of Corporations](#) / [Search Records](#) / [Search by Entity Name](#) /

Detail by Entity Name

Foreign Profit Corporation
AMERICAN GUARD SERVICES, INC.

Filing Information

Document Number F02000004808
FE/EIN Number 95-4654353
Date Filed 09/20/2002
State CA
Status ACTIVE

Principal Address

1125 W. 190th Street
Gardena, CA 90248

Changed: 07/03/2020

Mailing Address

1125 West 190th Street
Gardena, CA 90248

Changed: 04/24/2019

Registered Agent Name & Address

INCORP SERVICES, INC.
17888 67TH COURT NORTH
LOXAHATCHEE, FL 33470

Name Changed: 10/02/2014

Address Changed: 10/02/2014

Officer/Director Detail

Name & Address

Title President

ASSAL, SHERINE
1125 West 190th Street
Gardena, CA 90248

Title Secretary

ASSAL, SHERIF

1125 West 190th Street
Gardena, CA 90248

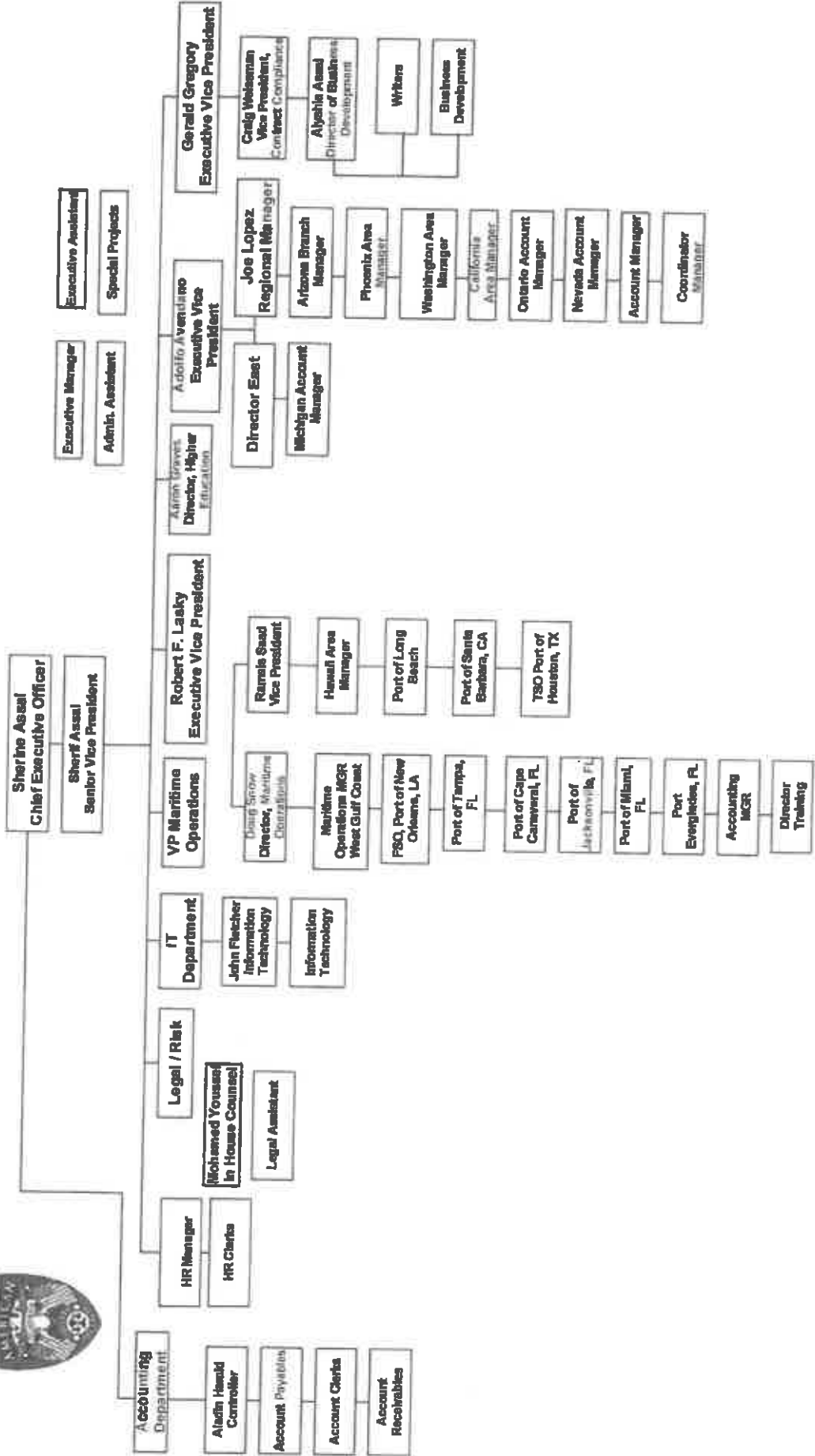
Annual Reports

| Report Year | Filed Date |
|--------------------|-------------------|
| 2019 | 04/24/2019 |
| 2020 | 07/03/2020 |
| 2021 | 04/20/2021 |

Document Images

| | |
|--|--|
| <u>04/20/2021 -- ANNUAL REPORT</u> | View Image In PDF format |
| <u>07/03/2020 -- ANNUAL REPORT</u> | View image In PDF format |
| <u>04/24/2019 -- ANNUAL REPORT</u> | View image in PDF format |
| <u>02/14/2018 -- ANNUAL REPORT</u> | View image in PDF format |
| <u>04/24/2017 -- ANNUAL REPORT</u> | View Image In PDF format |
| <u>02/24/2016 -- ANNUAL REPORT</u> | View image in PDF format |
| <u>04/02/2015 -- ANNUAL REPORT</u> | View image In PDF format |
| <u>10/02/2014 -- Reg. Agent Change</u> | View image in PDF format |
| <u>03/25/2014 -- ANNUAL REPORT</u> | View Image In PDF format |
| <u>04/10/2013 -- ANNUAL REPORT</u> | View image in PDF format |
| <u>04/18/2012 -- ANNUAL REPORT</u> | View image in PDF format |
| <u>01/05/2011 -- ANNUAL REPORT</u> | View image in PDF format |
| <u>08/03/2010 -- ANNUAL REPORT</u> | View Image in PDF format |
| <u>04/13/2009 -- ANNUAL REPORT</u> | View image in PDF format |
| <u>02/04/2008 -- ANNUAL REPORT</u> | View image in PDF format |
| <u>02/05/2007 -- ANNUAL REPORT</u> | View image in PDF format |
| <u>08/18/2006 -- ANNUAL REPORT</u> | View image in PDF format |
| <u>01/12/2005 -- ANNUAL REPORT</u> | View image in PDF format |
| <u>08/12/2004 -- ANNUAL REPORT</u> | View image in PDF format |
| <u>05/05/2003 -- ANNUAL REPORT</u> | View image in PDF format |
| <u>09/20/2002 -- Foreign Profit</u> | View Image In PDF format |

AMERICAN GUARD SERVICES, INC.





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

DAILY ACTIVITY REPORT BY SHIFT

CLIENT _____
 ADDRESS _____
 POST _____

DAY SHIFT SWING SHIFT GRAVEYARD SHIFT

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

OFF-DUTY S/O

ON-DUTY S/O

NAME _____
 EMPLOYEE # _____

NAME _____
 EMPLOYEE # _____

EQUIPMENT CUSTODY

ACCEPTED: ON-DUTY S/O

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



SIGNATURE _____
 COMMENT _____

DISPATCH CALL-IN LOG

| TIME CALLED | S/O INITIALS |
|-------------|--------------|
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

PATROL ROUNDS LOG

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

**REVERSE SIDE
 RECORD ALL SIGNIFICANT EVENTS**



AMERICAN GUARD SERVICES, INC.

OFFICE OF TRAINING AND DEVELOPMENT

INCIDENT REPORT

IR#

| | | | |
|----------------------|--|-------------------------|--|
| Incident Day/Date | | Incident Time (24 hrs.) | |
| Type of Incident | | | |
| Location of Incident | | | |

PRIMARY INVOLVED PARTY

Suspect
 Victim
 Witness
 Guest
 Employee

| | | | | | | | |
|--|---------------|----------------|-----|--------|--------|--|-----|
| Name (Last, First, Middle) | | | | | | | |
| DOB | Race | Sex | Age | Weight | Height | | |
| Address | | | | | | | |
| City | State | | | | | | Zip |
| Home Phone | Alt. Phone | | | | | | |
| ID Document / # | State/Country | | | | | | |
| Employee's Shift started at (injury report only) | Dept. | Title | | | | | |
| Guest Room # | CI/CO Date | Function/Event | | | | | |

VEHICLE INVOLVED

| | | | |
|--|------------|---------|-------|
| Make | Model | License | State |
| Year | Body Style | Color | |
| Additional Description/Distinctive Equipment | | | |

OTHER INVOLVED PARTY

Suspect
 Victim
 Witness
 Guest
 Employee

| | | | | | | | |
|----------------------------|---------------|-----|-----|-------|--|--|-----|
| Name (Last, First, Middle) | | | | | | | |
| DOB | Race | Sex | Age | Dept. | | | |
| Address | | | | | | | |
| City | State | | | | | | Zip |
| Home Phone | Alt. Phone | | | | | | |
| ID Document / # | State/Country | | | | | | |

MISSING PROPERTY

| Item | Qty. | Article Description | Brand, Model | Serial # | Value \$ |
|------|------|---------------------|--------------|----------|----------|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

PRELIMINARY INVESTIGATION FACTORS

| | | | |
|-------------------|--------------------|----------------------------|--------------------|
| Physical Evidence | Area Checked | Injury / First Aid | Guest contacted |
| Photographs taken | Assault | Refused Medical Aid | Lock Interrogation |
| Diagram | Illegal Substances | Paramedics called | 86 List |
| Intoxication | Firearm | Police / Fire on Property | Follow-up needed |
| Reporting Officer | Serial # | Date/Time Report Was Taken | |
| Signature | | | |

| | | | |
|--------------|-----------------|-----------------|-------|
| DISTRIBUTION | General Manager | Human Resources | Other |
|--------------|-----------------|-----------------|-------|



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

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

To whom it may concern:

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

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

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

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

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

A member of the  Zurich Financial Services Group



Constance Butts:

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

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

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

Sincerely,

**Andy Ring
Vice President**

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