

AGREEMENT FOR SERVICES BETWEEN THE CITY OF SALINAS AND SAFEROCK

On Call Uniform Security Guard Services

THIS AGREEMENT is executed this 9th day of December, 2025, (“Agreement” or “Contract”) between the City of Salinas, a California Charter city and municipal corporation (hereinafter “City”) and SafeRock, a California Stock Corporation (hereinafter “Contractor”).

IT IS HEREBY MUTUALLY AGREED AS FOLLOWS:

1. **Scope.** Contractor hereby agrees to provide to the City, as the scope of services under this Agreement, the following services: Uniform Security Guard Services. Scope of work is further discussed in Uniformed Security Guard Services of City’s Request for Proposals (Attachment B, attached hereto and incorporated herein by this reference) and Contractor’s Proposal dated 06/06/2025 (Attachment C, attached hereto and incorporated herein by this reference).
2. **Timeliness.** Contractor shall perform all tasks in a timely fashion, as set forth more specifically in Section 3 below. Failure to so perform is hereby deemed a material breach of this Agreement, and City may terminate this Agreement with no further liability hereunder, or the city may agree in writing with Contractor to an extension of time.
3. **Term.** This Agreement shall commence on December 1, 2025, and shall terminate on November 30, 2027, unless terminated earlier (the “Initial Term”). This Agreement may be renewed for three (3) optional one (1) year periods (“Renewal Terms”) upon the mutual written consent of the parties. This Agreement may be extended only upon mutual written consent of the parties and may be terminated only pursuant to the terms of this Agreement.
4. **Payment.** City agrees to pay and Contractor agrees to accept as full and fair consideration for the performance of this Agreement, compensation in the total amount not to exceed Four Hundred Thousand Dollars (\$400,000) annually, as more fully described in title of Contractor’s fee schedule, Attachment C. Contractor has no right of reimbursement for expenses under this Agreement. Compensation shall become due and payable 30 days after City’s approval of Contractor’s submission of monthly written invoices to the City. The payment of any compensation shall be contingent upon performance of the terms and conditions of this Agreement to the satisfaction of the City. If City determines that the work set forth in the written invoice has not been performed in accordance with the terms of this Agreement, City shall not be responsible for payment until such time as the work has been satisfactorily performed.
5. **Meet & Confer.** Contractor agrees to meet and confer with City or its agents or employees with regard to services as set forth herein as may be required by City to insure timely and adequate performance of this Agreement.
6. **Insurance.** Contractor shall procure and maintain for the duration of this Agreement insurance meeting the requirements specified in Attachment A hereto.

7. Indemnification. Contractor shall hold harmless, defend at its own expense, and indemnify City and its officers, officials, employees, agents, and volunteers from and against all liability, claims, damages, losses, and/or expenses including reasonable City attorney fees arising from all acts or omissions of Contractor or its officers, agents, or employees arising out of the performance of the work under this Contract, caused in whole or in part by any negligent act or omission of the Contractor, any subcontractor, anyone directly or indirectly employed by any of them, or anyone for whose acts any of them may be liable, except where caused by the sole negligence or willful misconduct of the City.
8. Licensing. Contractor warrants that it is properly licensed to perform the work specified under this Agreement, including but not limited to possession of a current City business license.
9. Termination. City may terminate this Agreement upon ten days' written notice. The amount of damages, if any, as a result of such termination may be decided by negotiations between the parties or before a court of competent jurisdiction.
10. Agency. In performing the services specified under this Agreement, Contractor is hereby deemed to be an independent contractor and not an agent or employee of City.
11. Non-Assignability. The rights and obligations of Contractor hereunder are not assignable and cannot be delegated without written consent of City.
12. Entire Agreement. This Agreement constitutes the entire Agreement between the parties hereto and supersedes any and all prior agreements, whether oral or written, relating to the subject matter thereof. Any modification of the Agreement will be effective only if it is in writing signed by both parties hereto.
13. Validity. If any provision in this Agreement is held by a court of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions will continue in full force without being impaired or invalidated in any way.
14. Counterparts. This Agreement may be executed in multiple originals, each of which is deemed to be an original, and may be signed in counterparts.
15. Laws. Contractor agrees that in the performance of this Agreement it will comply with all applicable State, Federal and local laws and regulations. This Agreement shall be governed by and construed in accordance with the laws of the State of California, County of Monterey, and City of Salinas.
16. Subject to Availability of Funds. In the event that the City Council, or other governing body, fails to appropriate or budget sufficient funds for the continuation of this agreement, or should funds become unavailable for any other reason, the City reserves the right to terminate this agreement upon written notice. This termination shall be effective as of the last day of the fiscal

year for which funds were appropriated. Upon such termination, the Contractor will be limited to compensation for satisfactory services rendered up to the termination date.

17. Levine Act Disclosure Compliance (Cal Government Code Sec. 84308). Contractor hereby affirms and warrants that it has not contributed to the campaign of any elected or appointed City official an amount totaling more than \$500 within twelve (12) months of the effective date of this Agreement, except as Contractor has disclosed within its Levine Act Disclosure Form submitted by Contractor to the City. Contractor agrees, that in the event it makes any contributions subject to the Levine Act's disclosure requirements within twelve (12) months of the effective date of this Agreement, that it will file a Levine Act Disclosure Form (or Forms). Contractor acknowledges this duty of disclosure and that the City has made the Levine Act Disclosure Form(s) readily available on the City's public internet site under Your Government / Transparency section for Contractor's continuous compliance.

18. Electronic Execution of Agreement. The words "execution," "signed," "signature," and words of like import in this Agreement and shall be deemed to include electronic signatures or electronic records (including, without limitation, DocuSign and AdobeSign), each of which shall be of the same legal effect, validity, enforceability, and admissibility as a handwritten signature.

IN WITNESS WHEREOF, this Agreement is entered into by the parties hereto on the day and year first written above.

CITY OF SALINAS

René Mendez, City Manager

APPROVED AS TO FORM:

Christopher A. Callihan, City Attorney, or
Rhonda Combs, Assistant City Attorney

CONTRACTOR

By (Printed Name): _____
Its (Title): _____

Insurance Requirements

Contractor shall procure and maintain for the duration of the contract, and for three years thereafter, insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, his/her/its officers, agents, representatives, employees, and/or subcontractors.

MINIMUM SCOPE AND LIMIT OF INSURANCE

Coverage shall be at least as broad as:

1. **Commercial General Liability** (“CGL”): Insurance Services Office (“ISO”) Form CG 00 01 covering CGL on an occurrence basis, including products and completed operations, property damage, bodily injury and personal & advertising injury with limits no less than **\$2,000,000** per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location (ISO Form CG 25 03 or 25 04) or the general aggregate limit shall be twice the required occurrence limit.
2. **Automobile Liability**: ISO Form CA 0001 covering Code 1 (any auto), with limits no less than **\$1,000,000** per accident for bodily injury and property damage.
3. **Workers’ Compensation**: as required by the State of California, with Statutory Limits, and Employers’ Liability insurance with a limit of no less than \$1,000,000 per accident for bodily injury or disease.
4. **Contractors’ Pollution Legal Liability and/or Asbestos Legal Liability and/or Errors and Omissions** (if project involves environmental hazards): with limits no less than \$1,000,000 per occurrence or claim, and \$2,000,000 policy aggregate, on an annual basis.

If the Contractor maintains broader coverage and/or higher limits than the minimums shown above, the Contractor requires and shall be entitled to the broader coverage and/or higher limits maintained by the Contractor. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the City.

Self-Insured Retentions

Self-insured retentions must be declared to and approved by the City. At the option of the City, either: the Contractor shall cause the insurer shall to reduce or eliminate such self-insured retentions as respects the City, its officers, officials, employees, and volunteers; or the Contractor shall provide a financial guarantee satisfactory to the City guaranteeing payment of losses and related investigations, claim administration, and defense expenses. The policy language shall provide, or be endorsed to provide, that the self-insured retention may be satisfied by either the named insured or City.

Other Insurance Provisions

The insurance policies are to contain, or be endorsed to contain, the following provisions:

1. **The City, its officers, officials, employees, and volunteers are to be covered as additional insureds** on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such work or operations and automobiles owned, leased, hired, or borrowed by or on behalf

of the Contractor. General liability coverage can be provided in the form of an endorsement to the Contractor's insurance (at least as broad as ISO Form CG 20 10, CG 11 85 or **both** CG 20 10, CG 20 26, CG 20 33, or CG 20 38; **and** CG 20 37 forms if later revisions used).

2. For any claims related to this project, the **Contractor's insurance coverage shall be primary** insurance coverage at least as broad as ISO CG 20 01 04 13 as respects the City, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the City, its officers, officials, employees, or volunteers shall be excess of the Contractor's insurance and shall not contribute with it.

3. Each insurance policy required by this clause shall provide that coverage shall not be canceled, except with notice to the City.

4. A copy of the claims reporting requirements must be submitted by Contractor to the City.

5. If the services involve lead-based paint or asbestos identification/remediation, the Contractor's Pollution Liability policy shall not contain lead-based paint or asbestos exclusions. If the services involve mold identification/remediation, the Contractor's Pollution Liability policy shall not contain a mold exclusion, and the definition of Pollution shall include microbial matter, including mold.

Acceptability of Insurers

Insurance is to be placed with insurers authorized to conduct business in the state with a current A.M. Best rating of no less than A: VII, unless otherwise acceptable to the City.

Waiver of Subrogation

Contractor hereby agrees to waive rights of subrogation which any insurer of Contractor may acquire from Contractor by virtue of the payment of any loss. Contractor agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation. The Workers' Compensation policy shall be endorsed with a waiver of subrogation in favor of the City for all work performed by the Contractor, its employees, agents and subcontractors.

Verification of Coverage

Contractor shall furnish the City with original Certificates of Insurance including an additional insured endorsement and all required amendatory endorsements (or copies of the applicable policy language effecting coverage required by this clause) and a copy of the Declarations and Endorsement Page of the CGL policy listing all policy endorsements to City before work begins. However, failure to obtain the required documents prior to the work beginning shall not waive the Contractor's obligation to provide them. The City reserves the right to require complete, certified copies of all required insurance policies, including endorsements, required by these specifications, at any time.

Subcontractors

Contractor shall require and verify that all subcontractors maintain insurance meeting all the requirements stated herein, and Contractor shall ensure that City is an additional insured on insurance required from subcontractors. For CGL coverage subcontractors shall provide coverage with a form at least as broad as CG 20 38 04 13.

Maintenance of Insurance

Maintenance of insurance by Contractor as specified shall in no way be interpreted as relieving

Contractor of its indemnification obligations or any responsibility whatsoever and the Contractor may carry, at its own expense, such additional insurance as it deems necessary.

Special Risks or Circumstances

City reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

Request for Proposal – Uniform Security Guard Services

Contractor's Proposal

REQUEST FOR PROPOSALS: Uniformed Security Guard Services



**Proposals are due by 3:00 pm (PST)
on Friday, June 6, 2025**

City Hall
Public Works Department
ATTN: Cristina Gonzalez
200 Lincoln Avenue
Salinas, CA 93901

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1. INTRODUCTION

The City of Salinas (hereinafter referred to as the “City”) is requesting Proposals from qualified organizations (hereinafter referred to as “Proposer”) to establish a City-wide Service agreement to provide Unarmed Security Guard Services to various City Departments, the Salinas City Center (SCC) and other Salinas non-profit organizations, agencies and offices located throughout the City.

The awarded Contractor (hereinafter referred to as “Contractor”) will be expected to enter into an agreement for Professional Services (refer to **Appendix A**). Prior to submitting a proposal, Proposers are advised to carefully read the instructions below including the sample Professional Service Agreement and any solicitation attachments/exhibits. The Term is expected to be for two (2) years with three (3) one-year renewal options.

This solicitation is not intended to create an exclusive service agreement. City retains the ability, at its sole discretion, to select multiple Contractors and add qualified contractors after the signing of the agreement.

The full content of this RFP is available through the City’s PlanetBids Vendor Portal. Proposers can register as a “Prospective Bidder” in one of two ways:

- For **FREE** through PlanetBids Vendor Portal for the City of Salinas at <https://www.planetbids.com/portal/portal.cfm?CompanyID=22949>
- Directly via Planet Bids’ website for a **FEE** at <https://vendorline.com/register> and sign up for City of Salinas’ bid opportunities.

For assistance in downloading the documents, contact Planet Bids online or by calling 818-992-1771.

Written responses to timely inquiries will be posted on the Q/A tab of the City’s PlanetBids portal no later than 3:00pm, PST, Wednesday, May 28, 2025. Any interpretation of, or correction to, this RFP will be made only by addendum issued via PlanetBids. It is the responsibility of each Proposer to periodically check vendor portal to ensure that it has received and reviewed any and all addendas to this solicitation. The City will not be responsible for any other explanations, corrections to, or interpretations of the documents, including any oral information.

2. GENERAL INFORMATION

The City of Salinas is located on the Central Coast of California, approximately 106 miles south of San Francisco. Named for a nearby salt marsh, Salinas became the seat of Monterey County in 1872 and was incorporated in 1874. As the largest City in Monterey County, the City of Salinas boasts a population 156,600 persons. The City is approximately 23.22 square miles. Salinas and the Salinas Valley offer a unique combination of climate, natural resources and people. The Salinas Valley is known as "The Salad Bowl of the World" for its high-quality production of lettuce, broccoli, mushrooms and strawberries, along with numerous other crops and related service industries.

HOMELESS POPULATION

The homeless population within the City of Salinas continues to be a concern to the citizens in the City and the County, local governments, and private property and business owners. Many issues and concerns concentrate around frequent trespassing, littering and loitering. Current Security Guard Services and the Salinas Police Department respond to homeless disturbances involving mental illness and or other disabilities including substance abuse. It is the expectation of the Contractor(s) to have a tested protocol for responding to calls for service that are respectful and sensitive to the rights of all people including those who appear to be or are homeless, and also the laws of the City as they may apply to public intoxication, loitering, sleeping or camping in the public-right-of-way. The selected security firms will have established communication links with the City police, County behavioral health, not-for profit service organizations and others supporting resources to help and support a security staff person's effort to de-escalate and assist a person with no home to live in, displaying erratic or unpredictable behavior in the public, and know how to best address situations that arise as a result of unsocial behavior.

SALINAS CITY CENTER IMPROVEMENT ASSOCIATION

In 2015, downtown property owners voted to form an improvement district and assess their properties. Early in 2016, the property owners formed a 501(c)3 public benefit corporation called Salinas City Center Improvement Association (SCCIA). SCCIA is now up and running, with a district manager and a full slate of volunteer committees working hard to implement the vision for a vibrant downtown. The Salinas City Center is made up of 130 property owners (which includes the City and County) that own 217 properties within the District.

The Contractor shall have experience in similar types of services. All Proposers responding to this Request for Proposal (RFP) will be evaluated based the expertise, prior experience on similar projects, demonstrated competence, ability to meet the requested services, adequate staffing, reference check, understanding of services, cost and responsiveness to the needs and concerns of the City of Salinas.

3. PROPOSER'S MINIMUM REQUIREMENTS

Interested and qualified Proposers that can demonstrate their ability to successfully provide the required services outlined in **Section 7 – Scope of Work** and **Section 15 – List of Facilities**, of this RFP are invited to submit a proposal, provided they meet the following requirements. If these requirements are not met, the proposal may not receive further consideration, as determined in the sole discretion of the City.

- The Proposer must have 5 years' experience, within the last 10 years, and demonstrate a comprehensive understanding and practice of the needs of the City, or provide evidence of services equivalent or similar to the services identified in **Section 7 – Scope of Work** and **Section 15 – List of Facilities**, and indicate success rate of such services, with data that indicates the cost versus benefit of hiring this company

- The Proposer must have a Project Manager/Designated Point of Contact assigned to the Contract, with prior experience working with a similar municipality.
- The Proposer must have appropriate certificates/professional accreditations for the state of California to provide requested services, and provide a full spectrum of services offered by the proposer, as well as the organizational structure/chart, company history, company philosophy, overview of services, company strengths, major customers and services provided as requested in **Section 7 – Scope of Work** and **Section 15 – List of Facilities**.

4. PROPOSAL SCHEDULE

The following schedule has been established for this RFP. The City of Salinas reserves the right to modify this schedule if it is in its best interest to do so. Notice of changes shall be posted on Planet Bids via an Addendum to this RFP.

TASK	DATE
ISSUE RFP	May 16, 2025
DEADLINE FOR WRITTEN QUESTIONS	3pm, PST, Wednesday May 28, 2025
ANSWERS TO Q&A	Friday, May 30, 2025
PROPOSAL SUBMITTAL DEADLINE	3pm, PST Friday, June 6, 2025
NOTIFICATION OF SELECTION	Friday June 13, 2025
CITY COUNCIL AWARD	Tuesday July 1, 2025

Dates are subject to change.

5. CONTRACT TERM

The term of the Agreement(s) shall be for a period of two (2) years with the option to extend the agreement for three (3) optional one (1) year periods. City is not required to state a reason if it elects not to renew. Both parties shall agree upon rate extension(s) or changes in writing.

The Agreement shall contain a clause that provides that City reserves the right to cancel the Agreement, or any extension, without cause, with a thirty day (30) written notice, or immediately with cause.

6. EVALUATION AND SELECTION CRITERIA

The City will review all submitted proposals in accordance with the established evaluation criteria. Following the initial evaluation, the City may conduct interviews with the highest-ranked Proposers, if deemed necessary. The City reserves the right to award the contract not solely based on cost, but to the Proposer(s) whose proposal offers the best overall value, aligns most closely with the service specifications, and best serves the City's interests. All Proposers will be notified in writing or by email regarding the outcome of the selection process and their status.

Proposals will be evaluated based on the following criteria:

35%	Demonstrated capacity to fulfill scope of work
20%	Established Behavioral Health Protocol and Experience
20%	Pricing
15%	Qualifications and Experience of Entity and Key Personnel
10%	References

Local Purchasing Preference: In accordance with Section 12-28.040 of the Salinas Municipal Code, contractors that qualify as a local business enterprise shall receive a credit of five percent of the total points. If applicable, Proposers should fill out and submit Declaration of Local Business Enterprise form (refer to **Attachment 3**).

The City will adhere to the following procedures in evaluating proposals. An Evaluation/Selection Committee (Committee), which may include members of the City's staff and possibly one or more outside experts, will screen and review all proposals according to the weighted criteria set forth above. While price is one basic factor for award, it is not the sole consideration.

Recommendation for award is contingent upon the successful negotiation of final contract terms. Negotiations shall be confidential and not subject to disclosure to competing Proposers unless an agreement is reached. If contract negotiations cannot be concluded successfully within a time period determined by the City, the City may terminate negotiations and commence negotiations with the next highest scoring Proposer or withdraw the RFP.

7. SCOPE OF WORK

SECURITY GUARD GENERAL SERVICES

The scope of work includes, but is not limited to the following:

1. Guards shall perform foot, bike, vehicle¹ patrols of City facilities unless otherwise arranged.
2. Guards shall observe and report accidents, emergencies, property issues, or potential threats to City Staff immediately and have the ability to contact the Salinas Police Department as the situation warrants.
3. Guards shall observe and report any damage to property or suspicious activity to City Staff or designated representatives.
4. Guards are required to perform an annual site assessment report.
5. Guards shall provide fire watch as needed.
6. Guards shall respond to all activated panic and specific code alarms at each location.
7. Each Facility will develop a comprehensive set of Patrol Orders to be followed by the Guards.

¹ Mileage driven by patrol vehicle per month may vary depending on the site.

HOURS

Contractor shall define overtime pay start time and end time. Contractor shall provide rates for differentials swing shift and graveyard.

CONTRACTOR REQUIREMENTS

1. Contractor(s) shall provide City departments, which are contracting for services, with the following:
 - Training programs for staff on an annual basis;
 - Site assessment reports annually;
 - Daily updated activity/incident log reports to the requesting department's designated contact.
2. Services shall be provided in accordance with sections 11105, 12002, and 12033 of the California Penal Code and Sections 7583.5 and 7583.12 of the California Business and Professions Code.
3. Contractor(s) security guards shall be capable of performing duties independently, receiving general operational direction, and should not require ongoing supervision by the City.
4. Contractor will be responsible for providing its Guards with any equipment necessary to complete their assigned duties, including personal protective equipment (PPE).
5. Contractors are responsible for planning for the required Rest and Meal periods.
6. Contractor(s) security guards providing services under this Agreement are subject to federal and state laws, regulations, and rules pertaining to the confidentiality of information contained in department files and automated records. Contractor(s) employees will receive training about confidentiality and any conflicts of interest matters, the training will be conducted by the City.
7. Breach of confidentiality and/or conflict of interest laws, regulations, or rules by an assigned security guard shall be grounds for replacement of that guard, who may also face possible civil and/or criminal action.
8. City has the right to decline the services of a security guard at any time without cause and, Contractor(s) shall replace the guard in question within two (2) hours of receiving an oral request from the City.
9. City agrees to provide a follow up written record stating the cause leading to the refusal of the security guard service within fifteen (15) days from the time of an incident.
10. Contractor(s) agree(s) that the replacement guard shall complete the unfinished assignment shift of the original assigned guard at no additional cost to the City.
11. As requested by City, Contractor(s) shall require its key security guards and management staff to attend security and safety related meetings conducted by City at no additional cost to the City.
12. Contractor(s) agrees to provide the City with a primary contact person for the general administration of this Agreement.
13. The primary contact person should be available by phone to respond to service request calls made by the City on a 24/7, 365 days per year basis.
14. Contractor(s) shall ensure that security guards present a neat & business- like appearance.
15. The security guards must conduct themselves with courteous professionalism at all times.

16. If any license, permit, or approval is necessary from any agency whatsoever for the service or work to be performed pursuant to the terms and conditions of this Agreement, Contractor(s) will obtain such approvals at its own expense prior to commencement of said work or service under this Agreement.
17. Upon receiving Notice of Award, Contractor(s) shall provide the City with a list of security guards who will be assigned to provide services.
18. For each security guard listed, Contractor(s) shall provide the following information:
 - Security guard's full name;
 - Security guard's date of birth;
 - CA State Bureau of Security Guard license number;
 - Security guard's home address, both current address and addresses from the previous three (3) years.
19. Contractor(s) shall update the City list of security guards as personnel changes are made.

8. PROPOSAL PACKAGE REQUIREMENTS

Proposal should include the information as requested and as applicable to the requested services. The proposal package shall be organized as per the table below; headings and section numbering used in the proposal package shall be the same as those identified in the table. Proposal packages shall include at a minimum, but not limited to, the following information in the format indicated:

Section 1	Cover Letter (including contact info)
	Signature Page – Refer to Attachment 2
	Receipt of Signed Addenda (if any)
Section 2	Pre-Qualification / Licensing Requirements
Section 3	Project Experience and References
Section 4	Statement to Service Entire City
Section 5	Statement to Service Salinas City Center District
Section 6	Pricing Schedule – Refer to Attachment 1
Section 7	Appendix

Section 1.

Cover Letter: All proposals must be accompanied by a cover letter not exceeding one page and should provide firm information and contact information as follows:

Contact Info: The name, address, telephone number, and fax number of Contractor's primary contact person during the solicitation process through potential contract award.

Firm Info: Description of the type of organization (e.g. corporation, partnership, including joint venture teams and subcontractors) and how many years it has been in existence.

Signed Signature Page/Verification of Licensure and Signed Addenda (if any addenda were released for this solicitation): Proposal packages submitted without the signed Signature Page/Verification of Licensure (**Attachment 2**) will be deemed non-responsive. All signatures must be manual and in BLUE ink. All prices and notations must be typed or written in BLUE ink. Errors may be crossed out and corrections printed in ink or typed adjacent and must be initialed in BLUE ink by the person signing the proposal.

Section 2.

Pre-Qualifications/Licensing: Contractor must acknowledge in writing that it meets all of the pre-qualifications and licensing requirements as set forth in Section 3 of this RFP.

Section 3.

Key Staff Persons: Proposer shall identify key staff and their qualifications and experience proposed for the service identified herein.

Experience and Reference: Contractor shall describe at least three (3) similar projects for which it provided services similar to the scope of work described herein. Please include phone number and email address if possible as the City will conduct reference checks using this information.

Violations: Contractor shall submit copies of all notices of violations, corrective action notices, enforcement actions or orders, warning notices, writings, or other forms of permit violation/non-compliance documentation (such as OSHA) received by Contractor, or any business organization owned or operated by the Contractor which are its parent company and/or subsidiaries, from any public agency during 2015 up to and including the present day.

Section 4.

Statement to Service Entire City: Include a statement acknowledging your company is able to provide services to throughout the City at various facilities including: the Airport, Permit Center, Libraries, Recreational Facilities, Parking Garages, Parking Lots, Train Station, Sherwood Hall, and other City-owned Facilities.

If certain locations are to include added fees for travel time, please indicate as such in this statement.

Section 5.

Statement to Service Salinas City Center and Eligible Non-Profit Groups: Include a statement acknowledging your company is able to provide services to the Salinas City Center District (Downtown District) and other eligible non-profit groups based in the City of Salinas and that the same terms, conditions, and rates will be extended to those groups.

Section 6.

Attachment 1 – Pricing Schedule (Attachment 1): this form must be submitted with proposal.

Local Business Declaration (If applicable): If Proposer meets the Local Business requirements as set forth in [Salinas Municipal Code Section 12-28.050](#) and would like to have 5% local preference applied to its proposal, it shall be required to complete and submit the Local Business Declaration Form attached hereto as **Attachment 3**.

Section 7.

Appendices: Contractor may Include here any additional information that it believes to be applicable to this proposal package.

Additional Requirements

To be considered “responsive,” submitted proposal packages shall adhere to the following:

- Original proposal shall be submitted in response to this solicitation. Shall include a cover indicating the company name submitting, and reference to “RFP Citywide Service Agreements to Provide Uniformed Security Guard Services”.
- Proposal packages shall be prepared on 8-1/2” x 11” paper, preferably duplex printed bound with front and back covers. Fold out charts, tables, spreadsheets, brochures, pamphlets, and other pertinent information or work product examples may be included as Appendices.
- Reproductions of the City of Salinas Seal shall not be used in any documents submitted in response to this solicitation.
- Contractor shall not use white-out or a similar correction product to make late changes to their proposal package but may instead line out and initial in BLUE ink any item which no longer is applicable or accurate.
- To validate your proposal package, submit the Signature Page/Verification of Licensure (contained herein as **Attachment 2**) with your proposal. Proposal packages submitted without that page will be deemed non-responsive. Proposal signature must be manual, in BLUE ink, and included with the original copy of the proposal. Photocopies of the Signature Page may be inserted into the remaining proposal copies. All prices and notations must be typed or written in BLUE ink in the original proposal copy as well. Errors may be crossed out and corrections printed in BLUE ink or typed adjacent, and must be initialed in BLUE ink by the person signing the proposal.
- **CONFIDENTIAL OR PROPRIETARY CONTENT**: Any page of the proposal package that is deemed by Proposer to be a trade secret by the Proposer shall be clearly marked “CONFIDENTIAL INFORMATION” or “PROPRIETARY INFORMATION” at the top of the page.

9. PRICING

Proposer(s) will attach and submit a completed **Attachment 1- Price Schedule** for the provision of services as outlined within this RFP.

Prices stated in **Attachment 1- Price Schedule** shall be effective from the date the proposal is submitted to the day the contract agreement is awarded and through the initial term of the agreement.

Prior to the start of each project, the City department and Contractor(s) will mutually agree upon the budget for the project. City will provide a defined scope. Pricing may be based upon an hourly rate or by the project, based upon the direction of the user department. Prices quoted for work assignments must remain in effect for a minimum of thirty (30) days.

Invoices submitted for payment will clearly itemize but is not limited to the following:

- the City Department receiving services;
- the purchase order number under which the invoice is to be charged;
- the services provided;
- the dates of services.

Proposals shall include any early discounts and/or incentives offered.

10. INQUIRIES

All requests for clarification regarding this Request for Proposals (RFP) must be submitted in writing through the Q&A tab on the PlanetBids website. Questions must be received no later than 3:00 p.m. Pacific Standard Time (PST) on Wednesday, May 28, 2025. All questions will be answered collectively via an addendum posted to the PlanetBids project page. Final responses will be issued no later than Friday, May 30, 2025.

From the date that this RFP is issued until a contractor is selected and the selection is announced, firms or public entities are not allowed to communicate outside the process set forth in this RFP with any City employee other than the contracting officer listed as a contact on PlanetBids. The City reserves the right to reject any proposal for violation of this provision. No questions other than written will be accepted, and no response other than written will be binding upon the City.

11. DISCRETION AND LIABILITY WAIVER

The City reserves the right to reject all proposals or to request and obtain from one or more Contractors submitting proposals, supplementary information as may be necessary for City staff to analyze the proposals pursuant to the consultant selection criteria.

The City is not liable for costs incurred by Contractors for the cost of the proposal. Contractors submitting a response to this RFP waive all rights to protest or seek any legal remedies whatsoever regarding any aspect of this RFP. All proposals shall be binding for a period of 90 days after the proposal due date. The City also reserves the following rights and options with respect to this RFP:

- To re-issue this RFP with or without change or modification, at any time prior to the City's execution of an Agreement pursuant to this RFP;
- To cancel this RFP with or without issuing another request for proposals;
- To supplement, amend, substitute or otherwise modify this RFP at any time prior to the City's execution of an agreement pursuant to this RFP;
- To waive informality, defect, non-responsiveness and/or deviation from this RFP that is not, in the City's sole judgment, material to the proposal;
- To request modification of some or all of the proposals following evaluation by the City;
- To request clarifications of any proposals;
- To negotiate simultaneously, or otherwise, with one or more Proposer; and
- To discontinue and resume negotiations with one or more Proposer

12. PIGGY BACK CLAUSE

Contractor shall indicate in its proposal, Section 6, if it agrees to extend the same prices, terms and conditions of their proposal to other public agencies that have delivery locations within the State of California limits.

Contractor's response to this question will not be considered in award of the agreement resulting from this solicitation. If and when Contractor extends the prices, terms and conditions of their proposal to other public agencies, any resulting agreement shall be between contractor and the other public agencies and City shall bear no responsibility or liability for any agreements between Contractor and the other public agencies.

13. SAMPLE AGREEMENT

For the Contractor's information, a sample copy of the standard Services Agreement is included to this RFP as **Appendix A**. By submitting a proposal, the Contractor agrees to be bound by the requirements under this Agreement.

14. COMPENSATION & PAYMENT

It is mutually understood and agreed by both parties that Contractor shall be compensated in accordance with the pricing sheet attached hereto. Prices shall remain firm for the initial term of the agreement and, thereafter, may be adjusted annually as provided in this paragraph. City does not guarantee any minimum or maximum amount of dollars to be spent under this agreement.

Negotiations for rate changes shall be commenced, by Contractor, a minimum of ninety days (90) prior to the expiration of the initial term. Any discount offered must allow for payment after receipt and acceptance of services, material or equipment and correct invoice, whichever is later. In no case will a discount be considered that requires payment in less than 30 days. Contractor shall levy no additional fees or surcharges of any kind during the term of the agreement without first obtaining approval from City in writing.

Pricing shall be inclusive of all applicable taxes.

15. LIST OF FACILITIES

The following locations typically require guard services on an ongoing basis and may be subject to change. Services at additional locations may be requested through the term of the agreement.

Location:	City Parking Lots 1, 2, 3, 5, 8, 10, 12, 15, 16, 17, 18, & Intermodal Transit Center (I.T.C.)
Address:	Multiple
Service Hours:	8:00am – 4:00pm
Typical Services Requested:	Random Patrols 8:00am – 4:00pm with a maximum of four (4) patrols a day

Location:	Monterey Street
Address:	20 E Market Street
Service Hours:	24 hours a day, seven days a week
Typical Services Requested:	Random Patrols once an hour every day, seven days a week. Continuous Patrol 9:00pm-2:00am Friday-Saturday, Secure/lockdown and open facility seven (7) days a week

Location:	Salinas Street Garage (Permit Center)
Address:	342 Salinas Street
Service Hours:	6:00pm-7:00am
Typical Services Requested:	Random Patrols once an hour

Location:	Salinas Permit Center
Address:	65 West Alisal
Service Hours:	Monday – Friday 7:30am – 6:00pm
Typical Services Requested:	Provide continuous patrol coverage in the morning (7:30 am-9:00am) and evening (5:00pm – 6:00pm) hours, Monday through Friday. Conduct three (3) randomized patrols between the hours of 9:00 a.m. and 4:30 pm, Monday-Friday. Patrol coverage must include the abutting Salinas Street Parking Garage.

Location:	Salinas City Hall
Address:	200 Lincoln Avenue
Service Hours:	Monday - Friday 9am-4pm
Typical Services Requested:	Period Patrols between 9:00am – 4:00pm around City Hall and Former Police Department

Location:	Steinbeck Library
Address:	350 Lincoln Ave
Service Hours:	Monday 10am-6pm Tuesday 12pm-8:15pm Wednesday 11:30am-6pm Thursday 12pm-8:15pm Friday & Saturday 10am-6pm Sunday 1pm-6pm
Typical Services Requested:	Continuous Patrol throughout operating hours. Current request: 75% of patrol time is devoted to interior/in-facility patrols, 25% of patrol time is devoted to exterior and parking lot patrol

Location:	Salinas Recreation Center
Address:	320 Lincoln Ave
Service Hours:	8:00am – 8:00pm Monday - Friday
Typical Services Requested:	Outside Random Patrols once an hour.

Location:	City Maintenance Services Yard
Address:	426 Work Street
Service Hours:	Sunset - Sunrise
Typical Services Requested:	Two (2) Random Patrols per Night.

Location:	Salinas Municipal Airport
Address:	30 Mortensen Street
Service Hours:	Sunset - Sunrise
Typical Services Requested:	Three (3) Random Patrols per Night.

Location:	Sherwood Hall Community Center
Address:	940 N. Main Street
Service Hours:	Event Security Services, various
Typical Services Requested:	Services requested will vary and are event dependent. Specific work detail will be specified on individual event basis. Typical events include music performances and recitals, seminars, conferences, graduations, community meetings, etc.

Location:	Salinas City Center Improvement Association
Address:	Downtown Area
Service Hours:	Monday - Thursday 6am-8pm Friday & Saturday 6am – 12am
Typical Services Requested:	Continuous Patrol of the improvement district by two (2) security officers throughout operating hours

ATTACHMENT 1 – PRICE SCHEDULE

The following rate shall be provided:

Supervisor **Unarmed Cost**

Pay Rate \$ _____/hr.

Billing Rate \$ _____/hr.

Overtime Rate\$ _____/hr.

Security Officer

Pay Rate \$ _____/hr.

Billing Rate \$ _____/hr.

Overtime Rate\$ _____/hr.

Patrol Rate (including vehicle)

Pay Rate \$ _____/hr.

Billing Rate \$ _____/hr.

Overtime Rate\$ _____/hr.

Alarm Response

Response Rate\$ _____/hr.

COMMUNICATION EQUIPMENT

2-Way Radio Rate \$ _____/hr.

Cellular Phone Rate \$ _____/hr.

Cell/Radio \$ _____/hr.

~End of Attachment 1~

ATTACHMENT 2 – SIGNATURE PAGE / VERIFICATION OF LICENSURE

By submission of a proposal, Proposer attests to having possession of a valid private patrol operator license issued by the State of California. Such license authorizes a Contractor to contract to perform the type of work required by the specifications. Should the Contractor fail to provide below the number of Contractor's State of California License and City of Salinas, Patrol Service Permit, the City may reject this proposal.

Proposer: _____

BY: _____

TITLE: _____

MAILING ADDRESS: _____

(City)

(State)

(Zip)

TELEPHONE NUMBER: _____

STATE OF CALIFORNIA LICENSE NO.: _____
(Private Patrol Operators License)

CITY OF SALINAS PRIVATE-PATROL OPERATOR REGISTRATION
CARD NO.: _____

PROPOSER'S Signature

Date

~End of Attachment 2~

ATTACHMENT 3 – LOCAL VENDOR DECLARATION FORM



**CITY OF SALINAS
DECLARATION OF LOCAL BUSINESS ENTERPRISE**

Business Information (All information must be completed)
(Please type or print clearly in ink)

Business Name: _____

Business Address: _____

Local Business Office Address: _____, Salinas, California _____

City of Salinas Business License Number: _____

No. of Employees: _____ **No. of Full-Time Employees in Salinas** _____

Current on all City of Salinas taxes, fees, assessments, and fines? ☐ Yes ☐ No

Currently subject to enforcement action by the City or in litigation with the City? ☐ Yes ☐ No

Year began doing business within the city of Salinas: _____

Newly established business (doing business within the city of Salinas less than one year): is the newly established business owned by an individual(s) formerly employed by a local business enterprise? ☐ Yes ☐ No **If Yes, for what years?** _____

Any person claiming to be a local business enterprise as defined in Article III-A of Chapter 12 of the Salinas Municipal Code shall so certify in writing under penalty of perjury that they meet all the criteria listed in Salinas Municipal Code section 12-28.020, subsection (d). A local business enterprise shall be required to submit such declaration on an annual basis and shall immediately notify the City's Purchasing Officer if there is any change in circumstances which would disqualify it from application of the preference. The City shall not be responsible or required to verify the accuracy of any such certifications and shall have sole discretion to determine if a person meets the definition of "local business enterprise."

CERTIFICATION

I declare that I am 18 years of age or older and the information contained in the foregoing application is true and correct to the best of my knowledge. Under penalties of perjury, I certify that all the information provided herein is correct and that the business enterprise I am representing meets all of the criteria set forth in Salinas Municipal Code section 12-28.020, subsection (d) for a "local business enterprise." I declare that I am authorized to submit this Declaration for and on behalf of myself and the organization described above.

Signature _____ **Date** _____

Printed Name: _____

~End of Attachment 3~

APPENDIX A: SAMPLE AGREEMENT

AGREEMENT FOR PROFESSIONAL SERVICES BETWEEN THE CITY OF SALINAS AND [CONSULTANT'S LEGAL NAME *]



**AGREEMENT FOR PROFESSIONAL SERVICES BETWEEN
THE CITY OF SALINAS AND _____**

This Agreement for Professional Services (the “Agreement” and/or “Contract”) is made and entered into this ____ day of _____, 20__, between the City of Salinas, a California Charter city and municipal corporation (hereinafter “City”), and [____], a [California corporation/limited liability company/dba/etc.] (hereinafter “Consultant”).

RECITALS

WHEREAS, Consultant represents that he, she, or it is specially trained, experienced, and competent to perform the special services which will be required by this Agreement; and

WHEREAS, Consultant is willing to render such professional services, as hereinafter defined, on the following terms and conditions.

NOW, THEREFORE, City and Consultant agree as follows:

TERMS

1. **Scope of Service.** The project contemplated and the scope of Consultant’s services are described in Exhibit B, attached hereto and incorporated herein by reference.

2. **Term; Completion Schedule.** This Agreement shall commence on [XXX], and shall terminate on [XXX], unless extended in writing by either party upon (30) days written notice. This Agreement may be extended only upon mutual written consent of the parties, and may be terminated only pursuant to the terms of this Agreement.

3. **Compensation.** City hereby agrees to pay Consultant for services rendered the City pursuant to this Agreement on a time and materials basis according to the rates of compensation of [or as set forth in Exhibit B]. The total amount of compensation to be paid under this Agreement shall not exceed [_____] dollars (\$_____).

4. **Billing.** Consultant shall submit to City an itemized invoice, prepared in a form satisfactory to City, describing its services and costs for the period covered by the invoice. Except as specifically authorized by City, Consultant shall not bill City for duplicate services performed by more than one person. Consultant’s bills shall include the following information to which such services cost or pertain:

- (A) A brief description of services performed;
- (B) The date the services were performed;
- (C) The number of hours spent and by whom;
- (D) A brief description of any costs incurred; and
- (E) The Consultant’s signature.

Any such invoices shall be in full accord with any and all applicable provisions of this Agreement.

City shall make payment on each such invoice within thirty (30) days of receipt; provided, however, that if Consultant submits an invoice which is incorrect, incomplete, or not in accord with the provisions of this Agreement, City shall not be obligated to process any payment to Consultant until thirty (30) days after a correct and complying invoice has been submitted by Consultant. The City shall process undisputed portion immediately.

5. Meet & Confer. Consultant agrees to meet and confer with City or its agents or employees with regard to services as set forth herein as may be required by the City to ensure timely and adequate performance of the Agreement.

6. Additional Copies. If City requires additional copies of reports, or any other material which Consultant is required to furnish as part of the services under this Agreement, Consultant shall provide such additional copies as are requested, and City shall compensate Consultant for the actual costs related to the production of such copies by Consultant.

7. Responsibility of Consultant. By executing this Agreement, Consultant agrees that the services to be provided and work to be performed under this Agreement shall be performed in a fully competent manner. By executing this Agreement, Consultant further agrees and represents to City that the Consultant possesses, or shall arrange to secure from others, all of the necessary professional capabilities, experience, resources, and facilities necessary to provide the City the services contemplated under this Agreement and that City relies upon the professional skills of Consultant to do and perform Consultant's work. Consultant further agrees and represents that Consultant shall follow the current, generally accepted practices in this area to the profession to make findings, render opinions, prepare factual presentations, and provide professional advice and recommendations regarding the projects for which the services are rendered under this Agreement.

8. Responsibility of City. To the extent appropriate to the projects to be completed by Consultant pursuant to this Agreement, City shall:

(A) Assist Consultant by placing at its disposal all available information pertinent to the projects, including but not limited to, previous reports and any other data relative to the projects. Nothing contained herein shall obligate City to incur any expense in connection with completion of studies or acquisition of information not otherwise in the possession of City.

(B) Examine all studies, reports, sketches, drawings, specifications, proposals, and other documents presented by Consultant, and render verbally or in writing as may be appropriate, decisions pertaining thereto within a reasonable time so as not to delay the services of Consultant.

(C) City Manager, or his designee, shall act as City's representative with respect to the work to be performed under this Agreement. Such person shall have the complete authority

to transmit instructions, receive information, interpret and define City's policies and decisions with respect to materials, equipment, elements, and systems pertinent to Consultant's services. City may unilaterally change its representative upon notice to the Consultant.

(D) Give prompt written notice to Consultant whenever City observes or otherwise becomes aware of any defect in a project.

9. Acceptance of Work Not a Release. Acceptance by the City of the work to be performed under this Agreement does not operate as a release of Consultant from professional responsibility for the work performed.

10. Indemnification and Hold Harmless.

Consultant shall defend, indemnify, and hold harmless the City and its officers, officials, employees, volunteers, and agents from and against any and all liability, loss, damage, expense, costs (including without limitation costs and fees of litigation) of every nature arising out of or in connection with Consultant's performance of work hereunder, including the performance of work of any of Consultant's subcontractors or agents, or Consultant's failure to comply with any of its obligations contained in the agreement, except such loss or damage which was caused by the sole negligence or willful misconduct of the City.

11. Insurance. Consultant shall procure and maintain for the duration of this Agreement insurance meeting the requirements specified in Exhibit A hereto.

12. Access to Records. Consultant shall maintain all preparatory books, records, documents, accounting ledgers, and similar materials including but not limited to calculation and survey notes relating to work performed for the City under this Agreement on file for at least three (3) years following the date of final payment to Consultant by City. Any duly authorized representative(s) of City shall have access to such records for the purpose of inspection, audit, and copying at reasonable times during Consultant's usual and customary business hours. Consultant shall provide proper facilities to City's representative(s) for such access and inspection.

13. Non-Assignability. It is recognized by the parties hereto that a substantial inducement to City for entering into this Agreement was, and is, the professional reputation and competence of Consultant. This Agreement is personal to Consultant and shall not be assigned by it without express written approval of the City.

14. Changes to Scope of Work. City may at any time, and upon a minimum of ten (10) days written notice, seek to modify the scope of services to be provided for any project to be completed under this Agreement. Consultant shall, upon receipt of said notice, determine the impact on both time and compensation of such change in scope and notify City in writing. Upon agreement between City and Consultant as to the extent of said impacts to time and compensation, an amendment to this Agreement shall be prepared describing such changes. Execution of the amendment by City and Consultant shall constitute the Consultant's notice to proceed with the changed scope.

15. Ownership of Documents. Title to all final documents, including drawings, specifications, data, reports, summaries, correspondence, photographs, computer software (if purchased on the City's behalf), video and audio tapes, software output, and any other materials with respect to work performed under this Agreement shall vest with City at such time as City has compensated Consultant, as provided herein, for the services rendered by Consultant in connection with which they were prepared. City agrees to hold harmless and indemnify the Consultant against all damages, claims, lawsuits, and losses of any kind including defense costs arising out of any use of said documents, drawings, and/or specifications on any other project without written authorization of the Consultant.

16. Termination.

(A) City shall have the authority to terminate this Agreement, upon ten days written notice to Consultant, as follows:

(1) If in the City's opinion the conduct of the Consultant is such that the interest of the City may be impaired or prejudiced, or

(2) For any reason whatsoever.

(B) Upon termination, Consultant shall be entitled to payment of such amount as fairly compensates Consultant for all work satisfactorily performed up to the date of termination based upon the Consultant's rates shown in Exhibit B and/or Section 3 of this Agreement, except that:

(1) In the event of termination by the City for Consultant's default, City shall deduct from the amount due Consultant the total amount of additional expenses incurred by City as a result of such default. Such deduction from amounts due Consultant are made to compensate City for its actual additional costs incurred in securing satisfactory performance of the terms of this Agreement, including but not limited to, costs of engaging another consultant(s) for such purposes. In the event that such additional expenses shall exceed amounts otherwise due and payable to Consultant hereunder, Consultant shall pay City the full amount of such expense.

(C) In the event that this Agreement is terminated by City for any reason, Consultant shall:

(1) Upon receipt of written notice of such termination promptly cease all services on this project, unless otherwise directed by City; and

(2) Deliver to City all documents, data, reports, summaries, correspondence, photographs, computer software output, video and audio tapes, and any other materials provided to Consultant or prepared by or for Consultant or the City in connection with this Agreement. Such material is to be delivered to City in completed form; however, notwithstanding the provisions of Section 15 herein, City may condition payment for

services rendered to the date of termination upon Consultant's delivery to the City of such material.

(D) In the event that this Agreement is terminated by City for any reason, City is hereby expressly permitted to assume the projects and complete them by any means, including but not limited to, an agreement with another party.

(E) The rights and remedy of the City and Consultant provided under this Section are not exclusive and are in addition to any other rights and remedies provided by law or appearing in any other section of this Agreement.

17. Compliance with Laws, Rules, and Regulations. Services performed by Consultant pursuant to this Agreement shall be performed in accordance and full compliance with all applicable federal, state, and City laws and any rules or regulations promulgated thereunder.

18. Exhibits Incorporated. All exhibits referred to in this Agreement and attached to it are hereby incorporated in it by this reference. In the event there is a conflict between any of the terms of this Agreement and any of the terms of any exhibit to the Agreement, the terms of the Agreement shall control the respective duties and liabilities of the parties.

19. Independent Contractor. It is expressly understood and agreed by both parties that Consultant, while engaged in carrying out and complying with any of the terms and conditions of this Agreement, is an independent contractor and not an employee of the City. Consultant expressly warrants not to represent, at any time or in any manner, that Consultant is an employee or servant of the City.

20. Integration and Entire Agreement. This Agreement represents the entire understanding of City and Consultant as to those matters contained herein. No prior oral or written understanding shall be of any force or effect with respect to those matters contained herein. This Agreement may not be modified or altered except by amendment in writing signed by both parties.

21. Jurisdiction and Venue. This Agreement shall be governed by and construed in accordance with the laws of the State of California, County of Monterey, and City of Salinas. Jurisdiction of litigation arising from this Agreement shall be in the State of California, in the County of Monterey or in the appropriate federal court with jurisdiction over the matter.

22. Severability. If any part of this Agreement is found to be in conflict with applicable laws, such part shall be inoperative, null and void insofar as it is in conflict with said laws, but the remainder of the Agreement shall continue to be in full force and effect.

23. Notices.

(A) Written notices to the City hereunder shall, until further notice by City, be addressed to:

City Manager
City of Salinas
200 Lincoln Avenue
Salinas, California 93901

With a copy to:

City Attorney
City of Salinas
200 Lincoln Avenue
Salinas, California 93901

(B) Written notices to the Consultant shall, until further notice by the Consultant, be addressed to:

[Contact Information for Consultant including Title, Address, Email, and Phone #]

(C) The execution of any such notices by the City Manager shall be effective as to Consultant as if it were by resolution or order of the City Council, and Consultant shall not question the authority of the City Manager to execute any such notice.

(D) All such notices shall either be delivered personally to the other party's designee named above, or shall be deposited in the United States Mail, properly addressed as aforesaid, postage fully prepaid, and shall be effective the day following such deposit in the mail.

24. Nondiscrimination. During the performance of this Agreement, Consultant shall not discriminate against any employee or applicant for employment because of race, color, religion, ancestry, creed, sex, national origin, familial status, sexual orientation, age (over 40 years) or disability. Consultant shall take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, ancestry, creed, sex, national origin, familial status, sexual orientation, age (over 40 years) or disability.

25. Conflict of Interest. Consultant warrants and declares that it presently has no interest, and shall not acquire any interest, direct or indirect, financial or otherwise, in any manner or degree which will render the services required under the provisions of this Agreement a violation of any applicable local, state or federal law. Consultant further declares that, in the performance of this Agreement, no subcontractor or person having such an interest shall be employed. In the event that any conflict of interest should nevertheless hereinafter arise, Consultant shall promptly notify City of the existence of such conflict of interest so that City may determine whether to terminate this Agreement. Consultant further warrants its compliance with the Political Reform Act (Government Code section 81000 et seq.) and Salinas City Code Chapter 2A that apply to Consultant as the result of Consultant's performance of the work or services pursuant to the terms of this Agreement.

26. Headings. The section headings appearing herein shall not be deemed to govern, limit, modify, or in any manner affect the scope, meaning or intent of the provisions of this Agreement.
27. Attorneys' Fees. In case suit shall be brought to interpret or to enforce this Agreement, or because of the breach of any other covenant or provision herein contained, the prevailing party in such action shall be entitled to recover their reasonable attorneys' fees in addition to such costs as may be allowed by the Court. City's attorneys' fees, if awarded, shall be calculated at the market rate.
28. Non-Exclusive Agreement. This Agreement is non-exclusive and both City and Consultant expressly reserves the right to contract with other entities for the same or similar services.
29. Rights and Obligations Under Agreement. By entering into this Agreement, the parties do not intend to create any obligations express or implied other than those set out herein; further, this Agreement shall not create any rights in any party not a signatory hereto.
30. Licenses. If a license of any kind, which term is intended to include evidence of registration, is required of Consultant, its representatives, agents or subcontractors by federal, state or local law, Consultant warrants that such license has been obtained, is valid and in good standing, and that any applicable bond posted in accordance with applicable laws and regulations.
31. Counterparts. This Agreement may be executed in one or more counterparts, each of which shall be deemed an original, but all of which together shall constitute a single agreement.
32. Legal Representation. Each party affirms that it has been represented, if it so chose, by legal counsel of its own choosing regarding the preparation and the negotiation of this Agreement and the matters and claims set forth herein, and that each of them has read this Agreement and is fully aware of its contents and its legal effect. Neither party is relying on any statement of the other party outside the terms set forth in this Agreement as an inducement to enter into this Agreement.
33. Joint Representation. The language of all parts of this Agreement shall in all cases be construed as a whole, according to its fair meaning, and not strictly for or against any party. No presumptions or rules of interpretation based upon the identity of the party preparing or drafting the Agreement, or any part thereof, shall be applicable or invoked.
34. Warranty of Authority. Each party represents and warrants that it has the right, power, and authority to enter into this Agreement. Each party further represents and warrants that it has given any and all notices, and obtained any and all consents, powers, and authorities, necessary to permit it, and the persons entering into this Agreement for it, to enter into this Agreement.
35. No Waiver of Rights. Waiver of a breach or default under this Agreement shall not constitute a continuing waiver or a waiver of a subsequent breach of the same or any other provision of this Agreement. The failure to provide notice of any breach of this Agreement or

failure to comply with any of the terms of this Agreement shall not constitute a waiver thereof. Failure on the part of either party to enforce any provision of this Agreement shall not be construed as a waiver of the right to compel enforcement of such provision or any other provision. A waiver by the City of any one or more of the conditions of performance under this Agreement shall not be construed as waiver(s) of any other condition of performance under this Agreement.

IN WITNESS WHEREOF, the parties hereto have made and executed this Agreement on the date first written above.

CITY OF SALINAS

René Mendez, City Manager

APPROVED AS TO FORM:

- _____
☐ Christopher A. Callihan, City Attorney, or
☐ Rhonda Combs, Assistant City Attorney

CONSULTANT

By (Printed Name): _____
Its (Title): _____

Exhibit A- Insurance Requirements

Insurance Requirements

Consultant shall procure and maintain for the duration of the Agreement insurance against claims for injuries to persons or damage to property which may arise from or in connection with the performance of the work hereunder and the results of that work by the Consultant, his agents, representatives, employees, or subcontractors. With respect to General Liability and Professional Liability, coverage should be maintained for a minimum of five (5) years after Agreement completion.

MINIMUM SCOPE AND LIMIT OF INSURANCE

Coverage shall be at least as broad as:

- (A) **Commercial General Liability** ("CGL"): Insurance Services Office Form ("ISO") CG 00 01 covering CGL on an occurrence basis, including products and completed operations, property damage, bodily injury, and personal & advertising injury with limits no less than **\$1,000,000** per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location (ISO CG 25 03 or 25 04) or the general aggregate limit shall be twice the required occurrence limit.
- (B) **Automobile Liability**: ISO Form CA 0001 covering any auto, or if Consultant has no owned autos, hired and non-owned, with limits no less than **\$1,000,000** per accident for bodily injury and property damage.
- (C) **Workers' Compensation** insurance as required by the State of California, with Statutory Limits, and Employer's Liability Insurance with a limit of no less than **\$1,000,000** per accident for bodily injury or disease.
- (D) **Professional Liability** (also known as Errors and Omissions) insurance appropriate to the work being performed, with limits no less than **\$1,000,000** per occurrence or claim, **\$2,000,000** aggregate per policy period of one year.

If the Consultant maintains broader coverage and/or higher limits than the minimums shown above, the City of Salinas requires and shall be entitled to the broader coverage and/or higher limits maintained by the Consultant. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the City.

OTHER INSURANCE PROVISIONS

The insurance policies are to contain, or be endorsed to contain, the following provisions:

Additional Insured Status

The City of Salinas, its officers, officials, employees, and volunteers are to be covered as additional insureds on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Consultant including materials, parts, or equipment furnished in connection with such work or operations. General liability coverage can be provided in the form of an endorsement to the Consultant's insurance (at least as broad as ISO Form CG 20 10, CG 11 85, or **both** CG 20 10, CG 20 26, CG 20 33, or CG 20 38; **and** CG 20 37 forms if later revisions used).

Primary Coverage

For any claims related to this Agreement or the project described within this Agreement, the **Consultant's insurance coverage shall be primary coverage** at least as broad as ISO Form CG 20 01 04 13 as respects the City, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the City, its officers, officials, employees, or volunteers shall be excess of the Consultant's insurance and shall not contribute with it.

Notice of Cancellation

Each insurance policy required above shall provide that coverage shall not be canceled, except with notice to the City.

Waiver of Subrogation

Consultant hereby grants to City a waiver of any right to subrogation which any insurer of said Consultant may acquire against the City by virtue of the payment of any loss under such insurance. Consultant agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not the City has received a waiver of subrogation endorsement from the insurer.

The Workers' Compensation policy shall be endorsed with a waiver of subrogation in favor of the City of Salinas for all work performed by the Consultant, its employees, agents, and subcontractors.

Self-Insured Retentions

Self-insured retentions must be declared by Consultant to and approved by the City. At the option of the City, Consultant shall provide coverage to reduce or eliminate such self-insured retentions as respects the City, its officers, officials, employees, and volunteers; or the consultant shall provide evidence satisfactory to the City guaranteeing payment of losses and related investigations, claim administrations, and defense expenses. The policy language shall provide, or be endorsed to provide, that the self-insured retention may be satisfied by either the named insured or City.

Acceptability of Insurers

Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A:VII, unless otherwise acceptable to the City.

Claims Made Policies

If any of the required policies provide coverage on a claims-made basis:

1. The Retroactive Date must be shown and must be before the date of this Agreement or the beginning of Agreement work.
2. Insurance must be maintained and evidence of insurance must be provided ***for at least five (5) years after completion of the Agreement of work.***
3. If coverage is canceled or non-renewed, and not ***replaced with another claims-made policy form with a Retroactive Date*** prior to the Agreement effective date, the Consultant must purchase "extended reporting" coverage for a minimum of ***five (5) years*** after completion of Agreement work.
4. A copy of the claims reporting requirements must be submitted to the City for review.

Verification of Coverage

Consultant shall furnish the City with original certificates and amendatory endorsements or copies of the applicable insurance language effecting coverage required by this Agreement. All certificates and endorsements are to be received and approved by the City before work commences. However, failure to obtain the required documents prior to the work beginning shall not waive the Consultant's obligation to provide them. The City reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time.

Subcontractors

Consultant shall require and verify that all sub-consultants and/or subcontractors maintain insurance meeting all the requirements stated herein, and Consultant shall ensure that Entity is an additional insured on insurance required from such sub-consultants and/or subcontractors.

Special Risks or Circumstances

City reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

Maintenance of Insurance

Maintenance of insurance by Consultant as specified shall in no way be interpreted as relieving Consultant of its indemnification obligations or any responsibility whatsoever and the Consultant may carry, at its own expense, such additional insurance as it deems necessary.

Exhibit B- Scope of Service

[Scope of Service; Compensation]

~End of Appendix A~

SAMPLE

SafeRock

Modern Security, Shaping the Future.

Corporate: 1(888) 833-2844
N.A Division: 1(877) 477-7771
Investor Relations: 1(888) 786-0280
www.SafeRockSecurity.com

SB | DVBE Certification ID: 2035446
Woman Owned Enterprise
Minority Owned Enterprise
PPO No. 121921

Request for Proposals:

Title: City of Salinas
Uniformed Security Guard Services

Attention:

City Hall
Public Works Department
ATTN: Cristina Gonzalez
200 Lincoln Avenue Salinas, CA 93901

SafeRock

Megan Zadeh, CEO and Founder
Phone: 508-285-8557
Email: Megan@safeRockSecurity.com
2570 N First St, 2nd Floor
San Jose, California 95131





Section 1. Cover Letter

Cover Letter: All proposals must be accompanied by a cover letter not exceeding one page and should provide firm information and contact information as follows:

Contact Info: The name, address, telephone number, and fax number of Contractor's primary contact person during the solicitation process through potential contract award.

Firm Info: Description of the type of organization (e.g. corporation, partnership, including joint venture teams and subcontractors) and how many years it has been in existence.

Signed Signature Page/Verification of Licensure and Signed Addenda (if any addenda were released for this solicitation): Proposal packages submitted without the signed Signature Page/Verification of Licensure (Attachment 2) will be deemed non-responsive. All signatures must be manual and in BLUE ink. All prices and notations must be typed or written in BLUE ink. Errors may be crossed out and corrections printed in ink or typed adjacent and must be initialed in BLUE ink by the person signing the proposal. "

Section 1 Overview

1.1 SafeRock Cover Letter

1.2 signed Signature Page/Verification of Licensure (Attachment 2)

1.3 Addenda 1





Cover Letter

SafeRock

Mozhgan Tabibada
Founder and CEO
611 Wilshire Blvd, Suite Suite 900
Los Angeles, CA 90017
Email: Megan@SafeRockSecurity.com
Phone: 1(888) 833-2844

City of Salinas, California
Purchasing Division
65 W. Alisal Street
Salinas, CA 93901



May 28, 2025

RE: Proposal Submission – Uniformed Security Guard Services | The City of Salinas

On behalf of SafeRock, Inc., a certified Woman- and Minority-Owned security services provider, I am pleased to submit our proposal in response to the City of Salinas' request for Uniformed Security Guard Services. We are confident that SafeRock's modernized approach to protective services, operational excellence, and deep commitment to public safety are in alignment to uniquely position us to deliver measurable outcomes across the City's diverse portfolio of public facilities.

As a nationally scaled provider with trajectory toward becoming a publicly traded company, SafeRock leverages over a decade of municipal and agency experience and insights across California. Our active portfolio includes contracts with the California Department of Transportation (Caltrans), Housing Authorities, Public Health Departments, the Health and Human Services Department and local municipalities, each requiring strict compliance, trained personnel, and community-centric protocols. At the heart of our success lies our proprietary Axxess Academy™ training platform, ScrtyXTM compliance reporting system, and a leadership team composed of mission-driven security professionals with public service backgrounds.

We recognize the critical importance of professionalism, proactivity, organization agility, responsiveness, and transparent communication in this engagement. Our proposal outlines a fully scalable Project Management driven Eco-System and staffing plan, 24/7/365 operations center, dedicated on-call supervisory structure, and a commitment to seamless collaboration with City staff and stakeholders encompassed within rigorous oversight and service quality assurance protocols and standards. Whether through rapid site mobilization or routine post execution, our team is equipped to uphold the highest standards of accountability, stewardship and public trust.

We thank you for the opportunity to present this proposal and welcome the chance to serve as a partner in advancing the City of Salinas' public safety objectives. Should you require any additional information or documentation, please contact me directly at (805) 285-8557 or via email at megan@saferocksecurity.com.



Respectfully,
Megan Zadda
Chief Executive Officer
SafeRock Security, Inc.
2570 N First St, 2nd Floor
San Jose, California 95131
megan@saferocksecurity.com
(888) 833-2844

Mozhgan T.

SafeRock





Section 2. Pre-Qualifications/Licensing

"Pre-Qualifications/Licensing: Contractor must acknowledge in writing that it meets all of the pre- qualifications and licensing requirements as set forth in Section 3 of this RFP. "

Section 2 Overview

- 1.1 Section 3 Acknowledgement
- 1.2 Business License Information and Documentation
- 1.3 Capabilities Statement



Section 2.1 - Section 3 Acknowledgement Section 2: Pre-Qualifications/Licensing

SafeRock, Inc. hereby affirms that it meets and exceeds all Pre-Qualifications and Licensing Requirements as outlined in Section 3 of the City of Salinas' RFP for Uniformed Security Guard Services.

SafeRock is a C-Corporation registered in the State of California, duly licensed by the Bureau of Security and Investigative Services (BSIS) under PPO License No. 121921, and maintains full compliance with all applicable State of California regulatory and operational mandates. Our organization has provided professional uniformed security services exclusively to public agencies for over 10 years, including municipal governments, transportation authorities, public health departments, and housing authorities across the State.

We maintain a deep understanding of municipal service environments and their security risk profiles. Our contracts with clients such as Caltrans District 4 (Oakland), the Housing Authority of the County of Santa Clara, and the City of Newport Beach provide direct equivalency to the Scope of Work and facilities profile outlined in Sections 7 and 15 of this RFP. SafeRock's success rate is reflected in performance continuity, contract renewals, and incident reduction metrics across sites, with cost-benefit advantages derived from strategic post coverage planning, technology-supported reporting, and scalable staffing frameworks.

A dedicated Project Manager with previous municipal experience will be assigned to this contract. Our designated contact will lead onboarding, maintain continuous communication with City personnel, and provide real-time responsiveness through our 24/7/365 Operations Center.

In summary, SafeRock satisfies all minimum requirements, including:

- A proven track record of 10+ years of experience, with direct relevance to the scope and nature of services requested by the City of Salinas.
- Assignment of a qualified Project Manager with prior experience supporting municipalities.
- Full licensing and regulatory compliance under California BSIS (PPO #121921).
- A comprehensive suite of guard services, supported by proprietary training (Axess Academy™), compliance infrastructure (ScrtX™), and organizational capacity tailored to public sector engagements.
- We welcome the opportunity to demonstrate our capabilities in detail and to partner with the City of Salinas in delivering exceptional security services.

Full Name: Megan Zadda

Signature: *Mozhgan Tabibada*

Date: 05/28/2025



Section 2.2 - Tangible Insights Section 2: Pre-Qualifications/Licensing

Section 2 – Pre-Qualifications / Licensing

SafeRock, Inc. hereby affirms that it meets and exceeds all Pre-Qualifications and Licensing Requirements as outlined in Section 3 of the City of Salinas' Request for Proposals for Uniformed Security Guard Services. SafeRock is a C-Corporation registered in the State of California, duly licensed by the Bureau of Security and Investigative Services (BSIS) under PPO License No. 121921, and maintains full compliance with all regulatory requirements applicable to security guard services within the State of California. Our license documentation is included in Exhibit A: Licensing Credentials.

As a certified Woman- and Minority-Owned Business Enterprise, SafeRock has provided professional uniformed security services exclusively to public agencies for over 10 years, including contracts with:

- Caltrans District 4 – Oakland Headquarters & Maintenance Yards
- Housing Authority of the County of Santa Clara
- City of Newport Beach – Parks and Public Facilities Patrol
- Los Angeles County Department of Public Health
- Placer County County-Wide Armed/Un-Armed Security Officer and Public Parks and Facilities Patrol

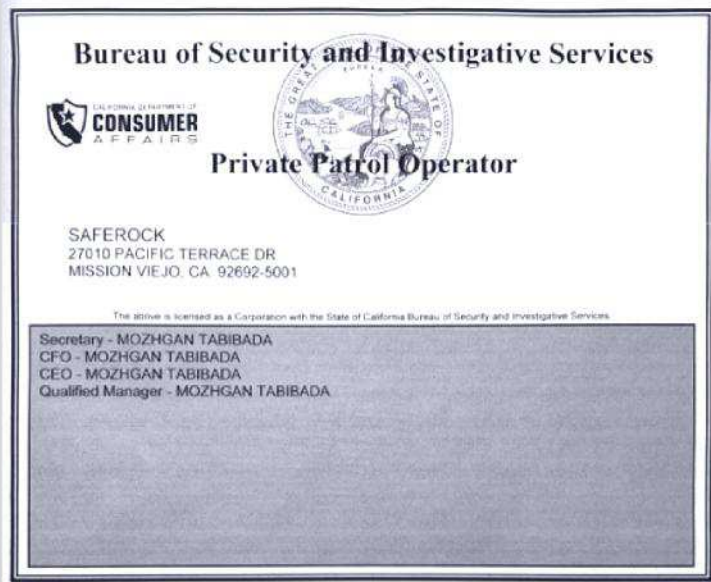
These contracts are directly equivalent to the scope and complexity of work described in Section 7 – Scope of Work and Section 15 – List of Facilities of this RFP. SafeRock's service model has consistently yielded high performance outcomes, including reduction of property damage, improved public engagement, and full regulatory compliance—demonstrating a measurable return on investment for our clients.

We will assign a dedicated Project Manager with extensive experience overseeing municipal and county security contracts. This individual will serve as the single point of contact, responsible for contract performance, compliance, and continuous collaboration with City-designated personnel. This role is supported by a centralized 24/7/365 Operations Center, Field Supervisors, and a cross-trained relief officer pool to ensure uninterrupted coverage.

Full Name: Megan Zadda

Signature: *Mozhgan Tabibada*

Date: 05/28/2025





Capabilities Statement

Modern Security, Shaping the Future.

About Us

At SafeRock we understand the pivotal significance of our internal security personnel in the seamless provision of security solutions to our Government Partners. Our dedication revolves around equipping our personnel with comprehensive training and innovative technology to ensure an unparalleled level of service. We take pride in our ability to stay agile and adapt to an extensive array of requirements and regulation, with seamless implementation and scalability. In alignment with ongoing nationwide initiatives, we take a firm stand in recognizing and addressing the urgency of climate change. Our dedication to sustainability is purposeful, and we have undertaken a pledge to uphold our security services contracts with an unwavering commitment to achieving a net-zero carbon footprint. We are not just safeguarding your security needs, but also making a meaningful contribution to the environment.

Step 3: En Route to Site

- Preparation: Dispatched personnel prepare for departure, ensuring they have the necessary equipment, uniforms, and any specific tools or documents required for the incident.
- Travel: The patrol team proceeds to the site, adhering to safe driving practices and maintaining communication with the communications center to provide updates on their estimated time of arrival (ETA).

Step 4: Site Arrival and Initial Actions

- Assessment: The operator evaluates the information to determine the level of response required (e.g., routine check, urgent intervention, armed or unarmed personnel).
- Dispatch Decision: Based on the assessment, the operator selects the appropriate personnel and dispatches them to the site. This decision is informed by our KPI database and historical data to ensure optimal resource allocation.
- Communication with Patrol Team: The operator communicates the incident details to the selected patrol team, providing them with all necessary information and instructions.



Professional qualifications and experience
SafeRock Organization-wide Mission Statement and Site Specific Values

SafeRock

Company Mission Statement



Transforming Security through Innovation

SafeRock is a pioneering security services company poised to revolutionize the industry by seamlessly integrating cutting-edge technology and innovative practices with the traditional foundation of security guard services. As a Woman Owned and Minority owned enterprise, SafeRock embraces diversity and inclusivity as core principles, enriching our approach to security solutions.

Empowering Excellence: "Axess Academy"

At the heart of SafeRock's success lies the commitment to continuous learning. Our "axess academy" sets the industry benchmark for training and development, ensuring that our security officers possess the skills and knowledge to excel in any situation. By investing in their growth, we provide our clients with security personnel who are not only adept but also empathetic and responsive.

Blending Technology and Tradition

SafeRock recognizes that modern security demands a blend of technology and human expertise. Our unique approach combines state-of-the-art surveillance systems, AI-powered analytics, and real-time monitoring with the professionalism and vigilance of our highly trained security officers. This synergy provides clients with unparalleled protection against evolving security threats.

Sustainability as a Cornerstone

Net 0 Carbon Emissions SafeRock is driven by a resolute commitment to environmental responsibility. As a trailblazer in the security industry, we are dedicated to achieving a net 0 carbon emissions footprint. Through strategic initiatives, efficient resource management, and the adoption of renewable energy sources, SafeRock aims to set a precedent for environmental stewardship within our sector.

National Brand and Beyond

SafeRock's innovative approach, paired with our dedication to excellence and sustainability, positions us as the partner of choice for organizations seeking comprehensive security solutions that evolve with the times.

Our commitment to diversity, education, and sustainability propels us forward. As SafeRock strides towards becoming a household name, we invite you to join us on this journey towards a safer and more sustainable future.

Site Specific Values

Community Centric, Problem Solving Security

Lead with intention towards problem solving, Prioritizing the well-being of the community we serve. By focusing on proactive problem-solving, we aim to create a safe and supportive environment for all stakeholders alike. Our security officers are trained to address issues promptly and effectively, fostering a sense of trust and safety within the community.

Engage With Empathy

Understanding and compassion are at the core of our interactions. We recognize the challenges faced by individuals in crisis and approach every situation with empathy. Our goal is to provide reassurance and support, ensuring that all individuals feel respected and valued.

Objective Reporting that leads into Integrity-Driven Insights

SafeRock is committed to delivering integrity-driven insights and reporting that provide the City of Salinas with accurate, transparent, and actionable information. Our approach ensures that all data is collected and analyzed objectively, with comprehensive documentation of incidents and activities. We maintain open and honest communication with all stakeholders, delivering timely daily, weekly, and monthly reports that reflect the true state of operations. Through rigorous verification processes and a commitment to ethical reporting practices, SafeRock ensures that every report we provide is a reliable foundation for informed decision-making, fostering a strong partnership built on trust and accountability.

Professional qualifications and experience

Demonstrated Service Quality Assurance through Tangible and Measurable Insights

SafeRock Case Study Utilizing Parallel Projects Within Our Diverse Portfolio of Public Sector Partnerships

At SafeRock, we deliver security solutions that are intentional towards creating measurable outcomes for Government Facilities across California. By combining operational insights, adherence to contract terms, compliance driven framework with a commitment to innovation, we have consistently safeguarded facilities, enhanced public safety, and optimized resource allocation designated to the facilities we serve. The following case studies showcase our success in projects directly aligned with City of Salinas's outlined scope in the RFP highlighting our ability to address similar challenges with solutions based outcomes for all stakeholders alike.

State of California, Department of Transportation / California Highway Patrol Radio Communications Center

Caltrans District 4 Headquarters, CHP Northern California Dispatch Center
111 Grand Avenue, Oakland, CA 94612

Site Insights

17 story facility including rooftop,
Caltrans executive penthouse level(s),
CHP dispatch center, 5 level parking
garage and basement.

Personnel Allocation

- 24/7 Security Guard Services
- 11 total security guards on-site

Security Staff Classification(s)

- 2 Lobby Ambassadors
- 2 Rover Patrol Officers
- 2 Special Assignment Officers
- 1 Visitor/Vendor check-in and Temporary ID Station
- 1 Parking Garage Security Officer
- 1 Lead Security Officer within the Security Management Office
- 1 Security Guard Manager
- 1 Designated Dispatch Analyst



AOR (Areas of Responsibility) and AOI (Areas of Interest)

The California Department of Transportation (Caltrans) District 4 Headquarters is a high-profile government facility located in downtown Oakland, CA encompassing a 15-story High-Rise (including rooftop and basement) serving as the administrative hub for transportation operations and CHP across the Bay Area. SafeRock was entrusted with providing comprehensive, 24/7 security services for this vital infrastructure, ensuring a secure and efficient working environment for Caltrans employees, government officials, and visitors.

Security Console Officers (Lobby Reception Kiosk)

- Monitoring facility-wide CCTV feed.
- Screening and badging all visitors, vendors, and temporary personnel.
- Verifying identification and processing access credentials.
- Providing wayfinding assistance and customer service.

2 Roving Officers patrolling the interior and exterior of the building to

- Reassess positioning as needed by the flow of traffic.
- Receive shipments from the loading docks and document appropriately.
- Canvass the entirety of the facility including all restrooms and 15 floors (plus rooftop and basement)
- Daily Maintenance inspections with attentiveness for leaks, inoperable locks, lights, flooding, potential gas leaks etc.
- Deter unauthorized access.
- Monitor for safety hazards.
- Respond to security incidents.
- Clear Stair-Wells and other low traffic building AOI's for vulnerable individuals in need of help and other occurrences.

Professional qualifications and experience

Demonstrated Service Quality Assurance through Tangible and Measurable Insights

SafeRock Case Study Utilizing Parallel Projects Within Our Diverse Portfolio of Public Sector Partnerships

At SafeRock, we deliver security solutions that are intentional towards creating measurable outcomes for Government Facilities across California. By combining operational insights, adherence to contract terms, compliance driven framework with a commitment to innovation, we have consistently safeguarded facilities, enhanced public safety, and optimized resource allocation designated to the facilities we serve. The following case studies showcase our success in projects directly aligned with City of Salinas's outlined scope in the RFP highlighting our ability to address similar challenges with solutions based outcomes for all stakeholders alike.

County of Placer HHS Center: Department of Health and Human Services

AOR - Areas of Responsibility

SafeRock's comprehensive security services Framework for Placer County's state-of-the-art Health and Human Services (HHS) building, a modern facility designed to house multiple county agencies under one roof, streamlining public services and inter-agency collaboration.

This multi-functional hub requires a tailored security approach that balances public accessibility with strict compliance, safety protocols, and controlled access measures. SafeRock ensures seamless policy implementation by overseeing CCTV monitoring, enforcing security best practices, and providing on-site liaison services for inter-agency coordination.



Our team manages conference room security and county meeting protocols, ensuring that sensitive discussions and public hearings are conducted in a controlled and professional environment, similar to the security framework required for City of Salinas's (City of Salinas) board meetings. Security officers are trained in visitor management, de-escalation techniques, and emergency response protocols, allowing them to safeguard county personnel, residents, and stakeholders attending meetings and public forums. Additionally, SafeRock's presence extends beyond the building's interior, with perimeter patrols and parking lot security operations to maintain a secure environment for county employees and visitors.

Servicing this newly built, state-of-the-art facility, SafeRock played a pivotal role in educating the public on proper access points, ensuring a smooth and controlled flow of visitors while maintaining strict security measures for sensitive agency spaces. Our security team conducted on-site public engagement, directing individuals to appropriate entryways, screening locations, and service areas, minimizing confusion and reducing unauthorized access attempts. Additionally, we implemented hourly patrols of staff entrances, reinforcing controlled access to employee-only areas and ensuring site personnel safety from volatile or unauthorized public interactions. By integrating advanced surveillance technology, policy-driven security enforcement, and a proactive response framework, SafeRock delivers a comprehensive security strategy that ensures Placer County's HHS building operates as a safe, efficient, and well-managed facility for all stakeholders.



Behavioral Health Expertise & Alignment: Proven Readiness Through Lotus Integration

SafeRock's longstanding partnership with Lotus Behavioral Health Center has uniquely prepared our operations team and field officers for the demands and sensitivities required at Nevada County's Crown Point and Brighton Greens facilities. Lotus, a regional leader in outpatient psychiatric care, transitional support, and high-acuity client services, operates in an environment marked by elevated risk factors and complex interpersonal dynamics. In supporting Lotus over the past three years, SafeRock has developed and field-tested post strategies specific to trauma-informed environments—balancing physical safety with de-escalation-first protocols that prioritize dignity, empathy, and rapport with both staff and clients.

The behavioral health service model requires more than a security presence—it requires a situationally adaptive, emotionally intelligent team. At Lotus, our officers are trained to intervene non-aggressively in behavioral escalations, assist in voluntary and involuntary check-ins, and maintain a calm and steady presence during client medication cycles, group sessions, and emergent behavioral episodes. These exact responsibilities mirror those outlined in Nevada County's RFP for the Crown Point Behavioral Health Facility, where staff, patients, and visitors interact in a similarly sensitive, high-expectation setting. The ability to balance firmness with humanity has become a core tenet of SafeRock's behavioral health deployment model.

Operationally, our experience at Lotus has allowed us to build a repeatable, scalable implementation framework for mental health and social services environments. We have pre-developed training modules through Axxess Academy for scenarios ranging from de-escalation to dual-diagnosis engagement, along with embedded ScrtYX reporting workflows tailored to behavioral risk environments. Our officers are briefed daily via digital modules and micro-quizzes to ensure alignment with HIPAA, visitor tracking, and medical facility access protocols—ensuring seamless transfer of these same operational practices into Nevada County's behavioral health and social service locations.

Moreover, SafeRock's supervisory structure, client communication practices, and post auditing routines were built in tandem with Lotus to address real-time risks and maintain transparency at every operational layer. These systems, now hardened through real-world practice, will allow us to execute a near plug-and-play transition into County-operated facilities. From initial post onboarding to live reporting, our behavioral health capabilities—proven and refined through Lotus—enable us to deliver the County a team that's not just trained for the environment, but fully immersed in it. This existing alignment ensures a low-friction launch, high reliability, and immediate continuity of service.



Professional qualifications and experience

Demonstrated Service Quality Assurance through Tangible and Measurable Insights

San Bernardino County Housing Authority (HACSB), Housing Programs Office (HPO)

672 S Waterman Ave, San Bernardino, CA 92408, USA

The Housing Programs Office (HPO) at the Housing Authority of the County of San Bernardino (HACSB), located at 715 E. Brier Drive, San Bernardino, CA, serves as a critical administrative hub for the management and coordination of housing programs, rental assistance, and supportive services for the community.

As an essential facility for public housing programs, Section 8 administration, and housing choice voucher services, the HPO requires a security strategy tailored to its high-volume foot traffic, client interactions, and regulatory compliance requirements. SafeRock was engaged to provide a specialized security framework that ensures the safety of personnel, clients, and agency partners while maintaining a professional and accessible environment for housing services.

SafeRock's sensitivity training and emotional intelligence-driven approach have been instrumental in equipping our security personnel with the skills needed to navigate diverse visitor interactions at the Housing Programs Office (HPO). Our guards undergo scenario-specific training that integrates emotional intelligence frameworks to de-escalate high-tension situations, such as handling angry landlords disputing lease issues, frustrated applicants facing delays, or distressed individuals seeking housing assistance. Security personnel are trained to assess emotional cues, apply active listening techniques, and use non-confrontational communication to defuse conflicts while maintaining a professional and supportive presence. Additionally, our officers provide structured visitor guidance, ensuring that all guests check in, log their visit, take a number, and wait in the designated waiting areas. Officers are also trained to direct visitors to the appropriate documents or pamphlets that may assist them while they wait, improving overall visitor flow and efficiency. Beyond the facility's entry points, SafeRock extends its security presence to staff parking areas during opening and closing hours, offering peace of mind and a visible deterrent against potential security risks. Officers are responsible for locking and unlocking designated staff and visitor parking lots during business hours, reinforcing a secure and well-managed environment from arrival to departure.

NOTE: SafeRock has implemented a rotating Friday security schedule, mirroring the operational model used by agencies such as the City of Salinas (City of Salinas) and other parallel housing authorities

Placer County Department of Child Support Services (PLDCSS) office

1000 Sunset Blvd in Rocklin, CA

SafeRock provides specialized armed security services for the Placer County Department of Child Support Services (PLDCSS) office, located at 1000 Sunset Blvd in Rocklin, CA, ensuring a safe and structured environment for employees, visitors, and legal representatives. Given the high-stakes nature of child support cases, this facility often experiences heightened emotions, confrontational disputes, and security-sensitive interactions, necessitating a strategic security framework tailored to risk mitigation and controlled access.

SafeRock's armed security personnel are highly trained in weapons screening, visitor logging, and access control enforcement, ensuring that only authorized individuals enter designated areas. At all entry points, officers conduct thorough weapons screening using state-of-the-art detection equipment, preventing unauthorized firearms, edged weapons, or contraband from entering the facility. Our access control measures include real-time visitor tracking, ID verification, and scheduled appointment confirmation, ensuring that all guests adhere to county policies before proceeding to service areas.

To further enhance security, SafeRock officers provide continuous monitoring of high-risk interactions, remaining vigilant for potential escalations and employing de-escalation techniques when necessary. Our team also maintains strict perimeter security, conducting routine patrols of parking lots and facility entryways to deter unauthorized loitering, threats, or safety concerns for county employees and visitors.

Professional qualifications and experience

Demonstrated Service Quality Assurance through Tangible and Measurable Insights

State of California, Department of Transportation / California Highway Patrol Radio Communications Center

Caltrans District 4 Headquarters, CHP Northern California Dispatch Center
111 Grand Avenue, Oakland, CA 94612

1 Parking Garage Security Officer, overseeing:

Multi-clearance-level parking security, managing:

- Caltrans fleet vehicles.
- Executive parking areas.
- CHP parking zones.
- Guiding/checking in visitor vehicles and reserved parking patrons to the appropriate stalls.
- Traffic flow optimization for seamless vehicle entry/exit.

1 Security Officer Managing the Security Management Office, responsible for:

- Issuing and managing ID badges through a structured and compliant process.
- Coordinating with the State of California DOT Access Control Team for real-time credential updates.
- Ensuring strict multi-level clearance protocols.

1 Emergency Response Officer, handling:

Rapid coordination with:

- Caltrans Operations.
- California Highway Patrol (CHP).
- Fleet Management Teams.
- State and Local Law Enforcement Agencies.
- Emergency lockdown and evacuation procedures.

Multi-Tiered Access Control and Badge Management System

SafeRock implemented new behavior patterns and managed operations transitioning a sophisticated multi-clearance-level access badge control system across all 15 floors of the facility:

- Reprogrammed the facility-wide badge system to enforce clearance scanning at all controlled access points.
- Strict adherence to access control compliance, ensuring only authorized personnel gain entry to secure areas.
- Conducted regular access audits in collaboration with state agencies to maintain regulatory compliance.
- Streamlined visitor and vendor badge issuance, ensuring real-time tracking and security logging.

Integration of Technology in Security Operation - Implemented technology-driven security enhancements to streamline security operations and improve real-time situational awareness

Real-time digital logging of security events, including

- Incident reports.
- Access control alerts.
- Security patrol verification.
- Geo-fenced mobile patrol tracking, ensuring full compliance with assigned coverage zones.
- Multi-channel radio communication system, facilitating direct coordination with law enforcement, facility management, and emergency responders.

Notable Facility Security Features Managed by SafeRock

SafeRock ensured the safeguarding of key government infrastructure assets, including:

- Total Building Square Footage: 810,000 sq. ft.
- Parking Garage CapaCounty: 500+ vehicles, including fleet, executive, and contractor parking.
- 15 floors of secured office space, featuring high-clearance executive offices and mission-critical operations rooms.
- Statewide emergency coordination center for California's transportation network.
- Comprehensive CCTV coverage, integrated with real-time badge-access monitoring systems.

SafeRock's performance at Caltrans District 4 Headquarters underscores our proven ability to manage complex, high-security environments. Our advanced security framework, real-time incident response, and strategic access control solutions to create a secure collaborative eco-system make us the ideal partner for the City of Salinas Smart Corner Security Services contract.

Professional qualifications and experience

Demonstrated Service Quality Assurance through Tangible and Measurable Insights

Case Study: Expertise in Transient Intervention & Encampment Management

Housing Authority of the County of San Bernardino (HACSB) – Waterman Gardens Project

Upon assuming security operations at the HACSB Waterman Gardens Project, SafeRock was tasked with addressing persistent transient encampments and unauthorized occupancy across the site. Our team executed a comprehensive encampment clearing initiative, leveraging emotional intelligence protocols to ensure a humane and structured approach to the relocation of unhoused individuals.

SafeRock's security officers underwent specialized training in transient intervention, crisis de-escalation, and resource-driven engagement to handle encampment disbandment with dignity and compliance. Officers provided structured and documented notifications before initiating clearances, ensuring that residents were given ample time to gather personal belongings. During the removal process, our team engaged in non-confrontational dialogue, directing individuals to local assistance programs and alternative housing resources.

Post-clearance, SafeRock established a preventative security framework, implementing routine patrols, perimeter monitoring, and rapid response measures to prevent future encampment resurgence. By maintaining a consistent security presence, we restored site integrity, improved resident safety, and facilitated the revitalization of Waterman Gardens into a secure and livable community.

County of Newport Beach, Public Works Department – Overnight County-Wide Patrols & Homeless Outreach Collaboration

SafeRock provides overnight security patrols for 38 County-owned facilities across Newport Beach, ensuring the protection of public buildings, parks, beaches, and restrooms while also addressing transient activity in public spaces. Our approach balances public safety enforcement with compassionate intervention, ensuring that unhoused individuals are directed toward services rather than forcibly displaced without support.

Our security officers actively collaborate with the PATH (People Assisting the Homeless) Program, distributing information on temporary shelters, transitional housing, and supportive resources to individuals found sleeping in public parks, beach areas, and County facilities. This proactive engagement allows SafeRock to clear public spaces of unauthorized occupancy while simultaneously connecting individuals to sustainable housing pathways.

In addition to patrolling high-traffic public areas, SafeRock maintains a presence at County restrooms and public access points, ensuring that facilities remain safe, clean, and accessible to the community. Our security framework includes visibility-based deterrence patrols, ensuring that residents and visitors feel safe when utilizing public spaces. By combining structured security enforcement with human-centered outreach, SafeRock supports Newport Beach's commitment to public safety, community welfare, and responsible transient intervention.

PORTFOLIO

+108

Total Active Government Sites Protected

SafeRock's NPPI Policy: Proactive Approach to Cybersecurity and Information Protection

Safeguarding Sensitive Information in the Era of Cyber Crime

In response to the recent global surge in cybercrime, particularly targeting sensitive Non-Public Personal Information (NPPI) and critical data, SafeRock has taken a proactive stance in fortifying our cybersecurity measures. Recognizing the importance of safeguarding the City of Salinas information and critical data, we have established a dedicated Cybersecurity Team focused on ensuring the proper organizational-wide handling of sensitive information.

The Cybersecurity Team: A Specialized Task Force

Our Cybersecurity Team comprises experts in information security, data protection, and cyber threat analysis. This specialized task force is responsible for:

- **Risk Assessment:** Conducting regular assessments to identify potential vulnerabilities and emerging threats to the County's information and critical data.
- **Security Protocols:** Developing and implementing robust security protocols, including encryption, access controls, and secure communication channels, to protect sensitive information from unauthorized access or breaches.
- **Employee Training:** Providing comprehensive training to all SafeRock personnel on best practices for handling NPPI and client/agency information, emphasizing the importance of confidentiality and data security.
- **Incident Response:** Establishing a rapid response protocol to swiftly address any potential security incidents, minimizing the impact and preventing the compromise of sensitive information.

Continuous Monitoring and Improvement

Our Cybersecurity Team employs cutting-edge technology and monitoring tools to keep a vigilant eye on our systems and networks. By continuously scanning for suspicious activities and potential threats, we can proactively address vulnerabilities and strengthen our defenses.

We are committed to staying ahead of the curve in cybersecurity, regularly updating our policies and practices to counteract the evolving landscape of cyber threats. This proactive approach ensures that the City of Salinas information and critical data are safeguarded with the utmost diligence, providing peace of mind in an era where cybercrime poses a significant risk.

SafeRock's proactive approach to cybersecurity and information protection underscores our dedication to maintaining the highest standards of security and confidentiality. By investing in a specialized Cybersecurity Team and implementing stringent security measures, we are committed to safeguarding the County's sensitive information and critical data against the emerging threats of the digital age.

The SafeRock logo is a blue square with a white chevron pointing upwards. The word "SafeRock" is written in white, bold, sans-serif font across the middle of the square.

SafeRock

SafeRock

Analytics

SafeRock's Analytics Team is a pivotal component of our security operations, leveraging advanced data analysis techniques to drive informed decision-making and enhance overall security effectiveness. **Analytics plays a crucial role in enhancing our service quality and setting us apart in the security industry.** Comprising of professionals with expertise in data analysis, statistical modeling, and predictive analytics, our team is equipped with the necessary tools and knowledge to extract valuable insights from large datasets. Their primary functions include real-time monitoring and alerting, predictive modeling and risk assessment, performance evaluation and optimization, and strategic decision support. By continuously monitoring security metrics, identifying trends and patterns, and forecasting potential risks, our Analytics Team empowers decision-makers with actionable insights to optimize resource allocation, prioritize security measures, and mitigate threats effectively. Their expertise enables us to stay ahead of evolving security challenges, ensuring the safety and security of our clients' assets and stakeholders

Expertise in Data Analysis

SafeRock's Analytics Team comprises skilled professionals with expertise in data analysis, statistical modeling, and predictive analytics. They possess advanced analytical tools and techniques to extract meaningful insights from large datasets, enabling us to identify trends, patterns, and anomalies that impact security operations.

Real-time Monitoring and Alerting

One of the key functions of our Analytics Team is real-time monitoring and alerting. By continuously monitoring various security metrics and indicators, such as patrol routes, incident reports, and access control logs, our team can quickly identify and respond to security threats or breaches as they occur, minimizing potential risks and ensuring timely intervention.

Predictive Modeling and Risk Assessment

Our Analytics Team utilizes predictive modeling techniques to forecast security risks and anticipate potential threats proactively. By analyzing historical data and identifying risk factors, such as high-crime areas, past site reports, traffic trends or vulnerable entry points, our team can develop predictive models that help prioritize resource allocation and implement intentional security measures to prepare for risks effectively.

Performance Evaluation and Optimization

SafeRock's Analytics Team conducts ongoing performance evaluation of security operations to assess effectiveness and identify areas for improvement. Through comprehensive performance metrics analysis, including response times, incident resolution rates, and patrol coverage, our team can pinpoint operational inefficiencies and optimize resource allocation to enhance overall security performance.

Strategic Decision Support

Our Analytics Team provides strategic decision support to senior management and operational stakeholders by delivering actionable insights and recommendations based on data-driven analysis. Whether it's optimizing patrol routes, adjusting staffing levels, or implementing new technology solutions, our team empowers decision-makers with the information they need to make informed choices that drive operational excellence and security effectiveness.

SafeRock

Modern Security, Shaping the Future.

About Us

At **SafeRock**, we understand the pivotal significance of our internal security personnel in the seamless provision of security solutions to our Government Partners. Our dedication revolves around equipping our personnel with comprehensive training and innovative technology to ensure an unparalleled level of service. We take pride in our ability to stay agile and adapt to an extensive array of requirements and regulation, with seamless implementation and scalability. In alignment with ongoing nationwide initiatives, we take a firm stand in recognizing and addressing the urgency of climate change. Our dedication to sustainability is purposeful, and we have undertaken a pledge to uphold our security services contracts with an unwavering commitment to achieving a net-zero carbon footprint. We are not just safeguarding your security needs, but also making a meaningful contribution to the environment.

Core Competencies

- Armed and Unarmed Security Services
- Risk Assessment and Analysis
- Security Planning and Consulting
- Security Technology Integration
- Emergency Response Planning
- Threat Intelligence
- Security Training and Education
- Compliance and Regulations
- Physical Security Design
- Crisis Communication

- Critical Infrastructure Protection
- GPS and real time Security Guard monitoring
- Access Control Technology
- Facial Recognition Systems
- License Plate Scanners
- Teathered Drone Security
- Droid Security
- Executive Protection
- Fire and Life Safety
- Loss Prevention Strategies



Differentiators

Industry Outlier

Net 0 Climate Pledge

Proprietary Reporting Technology

Nationwide Coverage

Woman and Minority Owned Enterprise

Intensive ongoing Training Academy

Dedicated back end and admin team



Entity Identifiers

NAICS

561612 / 561621

Duns & Bradstreet

119102928

BSIS PPO

121921

FEIN

92-2750639

UNSPSC

92121500 / 92121504

SOS File

5525188

Certifications

Woman Owned Enterprise

Minority Owned Enterprise

Southern California Minority Supplier Development Council

SAFEROCK ● Active Registration

Unique Entity ID:
ZVH4RRD3DAU3

Doing Business As:
(blank)

Purpose of Registration:
All Awards

CAGE/NCAGE:
9T1U5

Project Implementation Map

Operations Framework

Phase I: Pre-Commencement Stage

This foundational phase begins immediately after contract execution and prior to the mutually agreed upon launch date. During this stage, SafeRock initiates a structured onboarding process in collaboration with the designated client team. Objectives include full site integrations, definition of expected service outcomes, identification of key communication points, and alignment on milestone targets. The goal is to co-develop clearly defined operational guidelines, success criteria, and a tactical workplan that will drive program execution and accountability.

Phase II: Preparation for Day One Operations

The second phase focuses on ensuring full operational readiness and enabling uninterrupted service continuity on Day One. SafeRock's transition team will deploy resources to configure all essential equipment onsite, issue uniforms to designated personnel, verify patrol vehicle placement, and ensure system integrations are live and tested. This phase includes infrastructure validation, post order finalization, and dry-run exercises designed to "de-risk" the operational changeover. Emphasis is placed on precision execution and proactive positioning of all field staff to ensure a seamless transition and optimal Day One performance.

Phase III: Day One Assurance

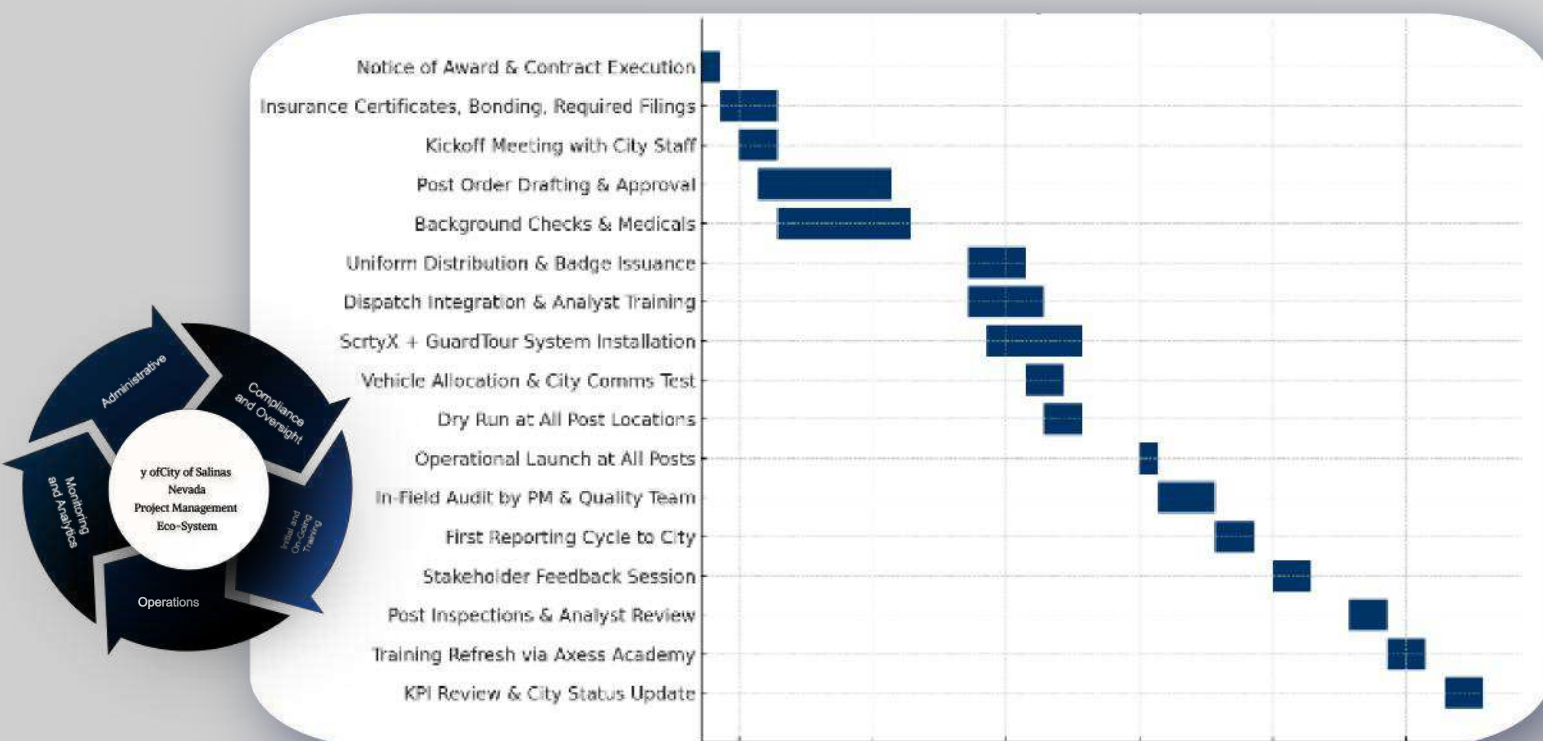
This phase begins the moment live operations commence. During this critical window, management oversight intensifies with a focus on operational agility and real-time issue resolution. Supervisors and project leadership will monitor site performance, solicit feedback directly from officers, and identify any inefficiencies that require immediate adjustment. Officer input will be used as operational intelligence, helping leadership calibrate procedures. Adjustments and performance insights will be shared with stakeholders to maintain alignment. This framework remains active through the first quarter or until key performance benchmarks confirm operational maturity.

Phase IV: Monthly/Ongoing – Ensuring Operational Integrity

At the conclusion of the first month, SafeRock enters a data-driven performance optimization phase. Site reports, incident logs, and digital activity data will be analyzed to identify patterns, anomalies, and risk trends. Our in-house Analytics team will review daily activity reports (DARs), incident narratives, and geographic heat maps to anticipate vulnerabilities and shape preventative patrol strategies. Recommendations are then provided to the Training and Compliance Division, which implements continuous education via live sessions, reference videos, and updated SOP briefings for the field team. These findings and adaptations are shared with client stakeholders regularly, fostering a month-over-month improvement cycle.

Phase V: Quarterly/Ongoing – Maintaining Staff Accountability

The final phase establishes a quarterly cadence for evaluating on-site personnel performance, compliance, and consistency. SafeRock will assess each security officer against a set of tangible KPIs, including attendance records, reporting accuracy, adherence to site-specific training protocols, and effectiveness in applying equipment and technology. Supervisor insights, client feedback, and documented behavior will inform performance reviews, which may lead to recognition, retraining, or realignment of personnel as needed. This cycle ensures continued service alignment, accountability, and performance resilience throughout the term of the engagement.



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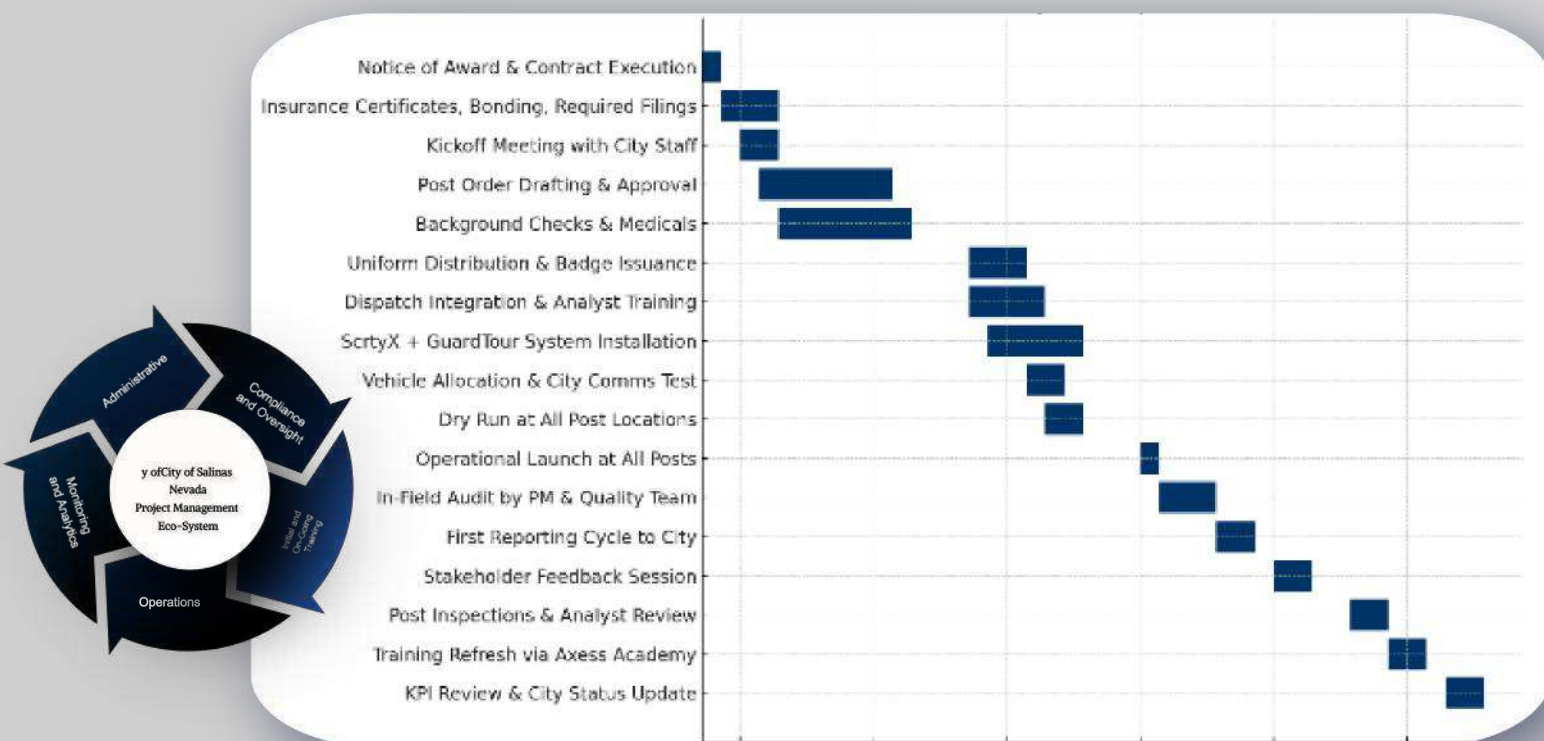
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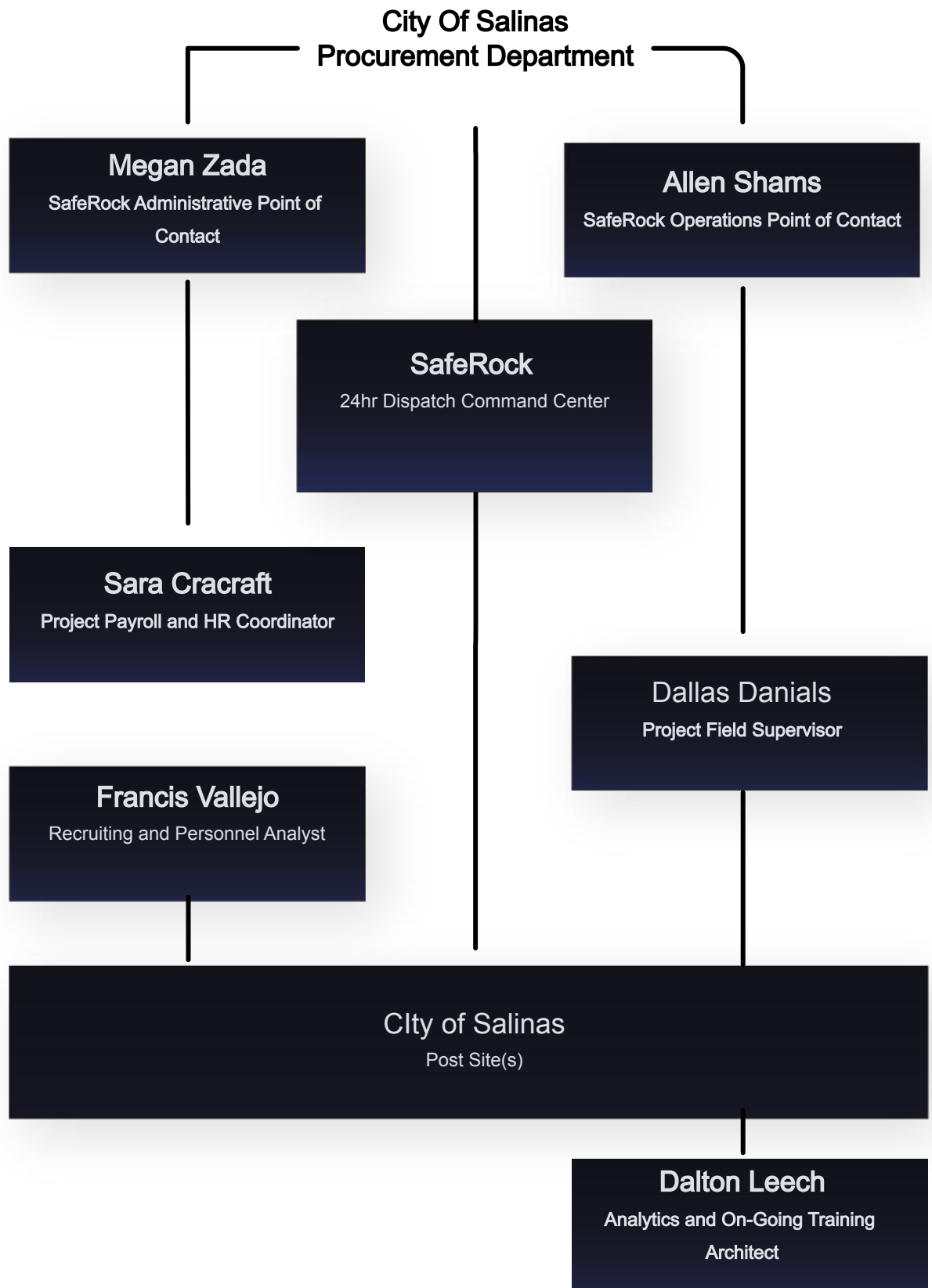
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Key Personnel Communication Map



Designated Project Dispatch Analyst and Dedicated Nevada Hotline Implementation

Ensuring transparent, direct and prompt correspondence to foster intentional communication.

Transparent and Response Time Focused Communications Framework Dedicated Project Dispatch Analyst, 24/7 Community and County Hotline



To ensure precision in service execution, SafeRock will deploy a fully centralized and dedicated 24/7 Dispatch Center, engineered specifically to support the operational and compliance demands of the City of Salinas contract. This dispatch infrastructure is the command node of our service delivery model, designed to provide continuous visibility, resource allocation, and data integrity across all active Community Safety Officer (CSO) posts.

At the core of this framework is our Dispatch Analyst Program—a strategic staffing model that embeds contract intelligence and site-specific operational fluency directly into our dispatch function. Each dispatch analyst is trained in the granularities of the project scope, including:

- Detailed understanding of every CSO post assignment
- Task classification protocols and daily directives
- Shift transitions and contingency coverage
- Site-specific technology configurations, including mobile data terminals, radio logs, and LASD-integrated reporting flows
- Post Order escalations, resource surging, and civic engagement priorities

Tiered Analyst Scheduling Model

To optimize continuity and eliminate single-point vulnerabilities, the following tiered analyst coverage model and communications framework will be deployed and implemented:

Primary Analyst – Shift A (Days):

Manages daily operations, aligns resources in real time, ensures reporting cadence is met, and coordinates directly with County stakeholders and LASD dispatch.

Secondary Analyst – Shift B (Evenings)

Takes operational handoff from Shift A, manages after-hours dispatch cycles, and handles adaptive response assignments or emergent resourcing needs.

Alternate Analyst – Swing/Flex (Weekends & Holidays)

Fully trained on all post sites and operational protocols, available to ensure uninterrupted coverage during surge events, holidays, or in the event of unplanned absences.

This three-tier system enables round-the-clock operational knowledge retention and real-time decision-making aligned with contractual service levels. It is further supported by ScrtYX, our AI-powered dispatch dashboard and performance analytics tool, which integrates incident reporting, GPS verification, and biometric authentication to validate service execution.

Through this model, SafeRock ensures that dispatch operations are not reactive, but proactive—driving contract compliance, minimizing lag in resource deployment, and enhancing transparency for all stakeholders.





On-Call Framework and Operations Plan

Agile and Frictionless - Response Time Centric Communication Model

Our on-call framework and operations plan are designed to ensure swift, effective responses to security incidents at any time. By once again integrating agile project management, continuous training, and data-driven strategies, we maintain a state of readiness and preparation to address emergencies and routine security needs with precision, empathy, compliance and professionalism.

Step 1: Intake Call

- **Reception of Call:** Our 24/7 communications center receives the intake call from the client or an on-site contact, reporting a security incident or request for immediate assistance.
- **Information Gathering:** The operator collects critical information, including the nature of the incident, location, urgency, contact details, and any specific instructions or concerns.
- **Logging the Call:** All details of the call are logged into our incident management system, ensuring accurate records and facilitating follow-up actions.

Step 2: Assessment and Dispatch

- **Assessment:** The operator evaluates the information to determine the level of response required (e.g., routine check, urgent intervention, armed or unarmed personnel).
- **Dispatch Decision:** Based on the assessment, the operator selects the appropriate personnel and dispatches them to the site. This decision is informed by our KPI database and historical data to ensure optimal resource allocation.
- **Communication with Patrol Team:** The operator communicates the incident details to the selected patrol team, providing them with all necessary information and instructions.



Step 3: En Route to Site

- **Preparation:** Dispatched personnel prepare for departure, ensuring they have the necessary equipment, uniforms, and any specific tools or documents required for the incident.
- **Travel:** The patrol team proceeds to the site, adhering to safe driving practices and maintaining communication with the communications center to provide updates on their estimated time of arrival (ETA).

Step 4: Site Arrival and Initial Actions

- **Assessment:** The operator evaluates the information to determine the level of response required (e.g., routine check, urgent intervention, armed or unarmed personnel).
- **Dispatch Decision:** Based on the assessment, the operator selects the appropriate personnel and dispatches them to the site. This decision is informed by our KPI database and historical data to ensure optimal resource allocation.
- **Communication with Patrol Team:** The operator communicates the incident details to the selected patrol team, providing them with all necessary information and instructions.



Step 5: Actions and Protocols

Implementation of Protocols: The patrol team follows established protocols tailored to the nature of the incident. This may include:

- Securing the area
- Conducting a thorough inspection
- Escorting unauthorized individuals
- Coordinating with local law enforcement or emergency services if necessary

Documentation:

Throughout the intervention, the team documents their actions, observations, and any communications in real-time using our incident reporting system.

Step 6: Departure and Reporting

Final Check: Before departing, the team ensures that the site is secure and that all immediate threats have been mitigated.

Departure Notification: The team notifies the communications center of their departure and provides a summary of the actions taken and the current status of the site.

Incident Report: A detailed incident report is completed and submitted to the communications center and the client, highlighting key findings, actions taken, and recommendations for future preventative measures.

Step 7: Follow-Up

Client Communication: The communications center follows up with the client to confirm receipt of the incident report, address any additional concerns, and provide further assistance if needed.

Data Analysis: Incident data is analyzed and integrated into our KPI database to refine our security strategies and improve responses.

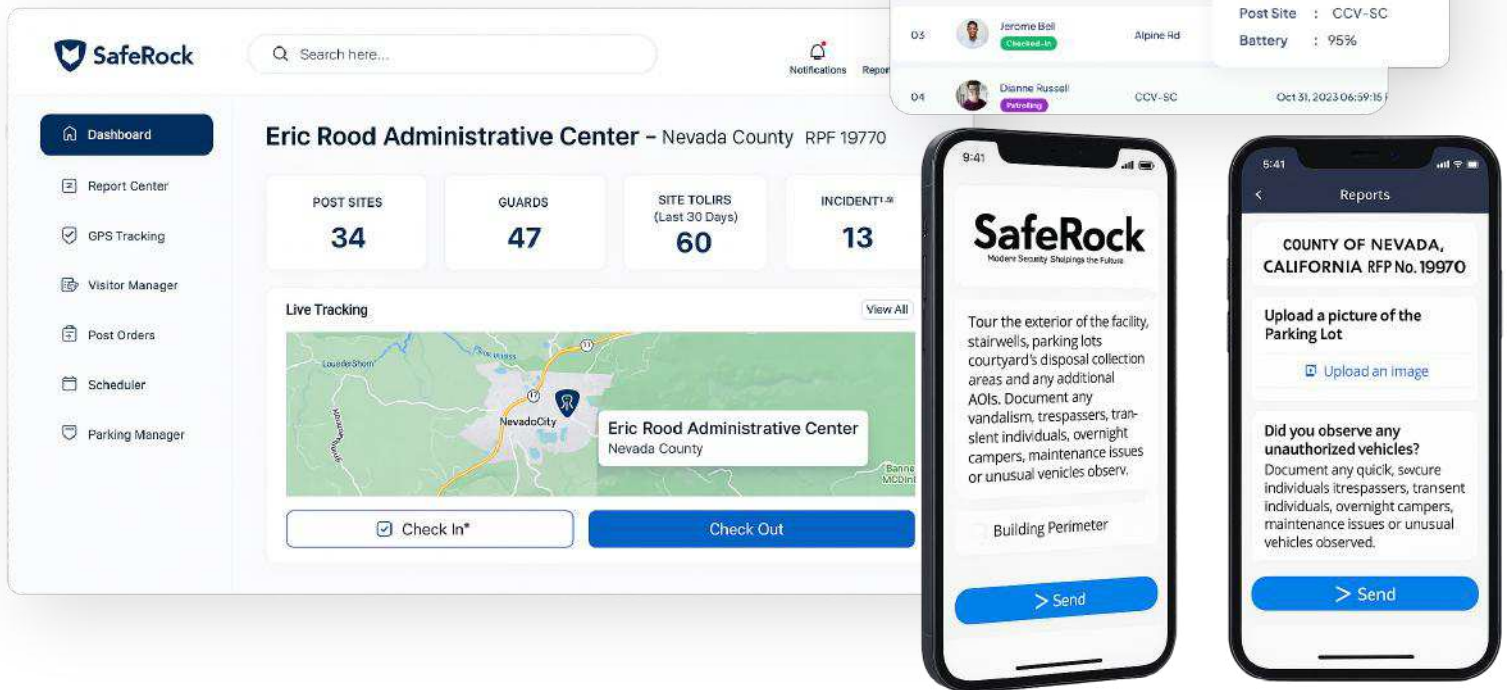
SafeRock's ScrtX™ Client Portal & Mobile App

County Client Portal Interface

Communication & Reporting System

Integrated Through SafeRock's ScrtX™ Client Portal & Mobile App

SafeRock has developed a purpose-built, dual-interface Web Portal and Mobile App system—ScrtX™—that transforms static security coverage into a transparent, data-driven, and fully interactive operations environment. This system is engineered to align directly with all requirements outlined in this RFP for communication, responsiveness, and accountability, while offering Nevada County a future-ready platform for scalable, multi-departmental engagement.



Real-Time Visibility & Oversight at All Levels

Through the ScrtX Client Portal, Nevada County is granted up to 33 custom login credentials—allocated across departments, site managers, contract liaisons, and executives—ensuring role-specific visibility into the following in real time:

- Live guard deployment status per facility
- Tour tracking and time stamps (arrival, breaks, patrol scans, shift departure)
- Daily Activity Reports (DARs) uploaded live with narrative, officer ID, timestamps, and photos
- Special Incident Reports (SIRs) flagged and escalated instantly to designated recipients
- Post analytics such as incident frequency, report response time, and absence metrics.
- Guard card/license verification and officer credentials per assigned post

This interface provides Nevada County stakeholders with total operational transparency—with dashboards accessible securely via web browser or mobile device.

SafeRock

Modern Security, Shaping the Future.



Special Event & Emergency Response Deployment Plan

SafeRock Security has developed a structured, real-time response framework to meet the varying demands of Nevada County's event-based and emergency coverage requests. Our tiered readiness model ensures we can respond within 2 hours, 24 hours, or 72 hours depending on notice provided — with no disruption to fixed post operations.

2-Hour Emergency Response Capability

SafeRock maintains an actively monitored, geo-referenced on-call security roster comprised of BSIS-licensed and background-cleared officers who reside within 60 minutes of Nevada County's jurisdictional boundaries. When an urgent need arises:

- Our 24/7 Dispatch Officer is immediately alerted through our internal dispatch queue.
- Officers receive push notifications through our ScrtyX mobile platform.
- Shift acceptance and estimated arrival times are digitally confirmed and communicated to County contacts.
- Armed or unarmed personnel are deployed based on incident type, location, and risk profile.
- Officer tour tracking and incident logging begins upon check-in.

We maintain sufficient staffing redundancy to meet this window even during weekends, holidays, or evenings, with a minimum of 3 standby officers per shift cycle allocated for emergency deployments.

24-Hour Advance Requests

With 24 hours' notice, SafeRock activates our Rapid Response Coverage Plan through the Staffing Coordinator. This includes:

- Confirming assignment details (site, hours, scope, risk level)
- Assigning cross-trained personnel from our regional deployment team
- Ensuring officers are briefed on post orders, equipped, and travel-ready
- Coordinating site walk-throughs or virtual briefings if needed
- Sending confirmation of readiness and roster to the County

72-Hour Scheduled Events

For events or temporary coverage requests with 72+ hours' notice (e.g., public hearings, community events, overflow shelter staffing), SafeRock treats these as planned deployments and incorporates:

- Supervisor site planning and operational brief
- Review of access control, evacuation routes, and parking/security logistics
- Alignment with County department contacts (e.g., Facilities, Public Works)
- Scalable staffing based on estimated crowd size, time, and security profile
- Inclusion of backup staff if multi-day shifts or high-attendance scenarios are expected

Technology and Reporting Integration

All temporary deployment staff are issued SafeRock cell phones with ScrtyX mobile access, ensuring:

- Real-time GPS tracking from assignment check-in to completion
- Incident reporting, DARs/SIRs, and images submitted in real-time
- Immediate communication access with Dispatch and Operations Manager

Reliability Across All Timeframes

Whether for emergency response (2-hour), next-day supplemental coverage, or scheduled public events, SafeRock maintains the infrastructure, personnel, and processes to deploy rapidly, responsibly, and compliantly — without compromising our fixed post staffing obligations. Our event readiness and on-call response model ensures the County has a reliable partner for both planned and unforeseen security needs.

EMERGENCY RESPONSE

Tiered Readiness Model

2-Hour

24/7 on-call officer roster

24-Hour

Staffing coordinator request

72-Hour

Supervisor planning + briefing

Emergency deployment

Scheduled event coverage

Standby officers per shift

Scheduled event coverage

Standby officers

Backup staffing & extended shifts

Ways to Initiate an Emergency Response Work Order



 SafeRock

The logo consists of a blue chevron pointing upwards, with the word "SafeRock" in white text below it.

SafeRock

Designated On-Site Communication Device Allocation



SafeRock's technology-forward approach to security operations ensures that every Nevada County post is equipped with an integrated ecosystem of communication, reporting, and compliance tools. Each assigned officer will be issued an iPhone 15 or newer, preloaded with the ScrtyX™ mobile app for real-time reporting, GPS-tracked patrol logs, incident escalation, and two-way messaging with dispatch and County stakeholders. Motorola two-way radios will provide encrypted, interference-free voice communication between guards, supervisors, and the command center—especially critical at multi-guard sites or during emergency responses. At high-risk or sensitive sites such as behavioral health or social services locations, officers will also be equipped with Halo live-streaming body cameras, providing secure, on-demand footage review and direct situational visibility for command personnel.

To reinforce post readiness and accountability, SafeRock will deploy tablets at key sites (e.g., Crown Point, Brighton Greens) to serve as HR and training kiosks. These devices will facilitate biometric clock-in/out, access to the Axxess Academy Virtual Training Portal, and on-site policy acknowledgments. All systems—body cams, radios, smartphones, and tablets—are fully integrated into our proprietary ScrtyX™ platform, allowing County personnel to access guard activity logs, incident reports, and shift compliance in real time. This consolidated infrastructure enables precise, transparent, and field-connected operations—ensuring Nevada County receives a security program backed by modern command capabilities and stakeholder-aligned data access.



SafeRock

SafeRock HQ Campus, Centrally Located and California Focused
Global Insights, Local Presence, Efficiency focused.

Corporate HQ

- SafeRock Analytics and Dispatch Analysis Center, 1st Floor
- Project Management, HR and Operations Offices, 2nd Floor
- Corporate (C-Suite and Executive) Offices and Strategic Conference Round Table Conference Room, 3rd Floor



Insightful Data Driven Personnel Decision Making

Reinforced by tangible insights through SafeRock's Pre-Employment Due Diligence, Oversight and Quality Assurance Framework

At SafeRock, our commitment to long-term continuity and workforce retention begins at the point of selection. We view the onboarding process not as a transactional HR function but as the first operational layer of risk mitigation and service cohesion. To ensure a high-functioning, agile, and mission-aligned security team, we implement a structured battery of behavioral, personality, and background screening tools during the recruitment cycle. This rigorous front-end process is designed to build cohesive teams capable of frictionless communication and consistent field performance—minimizing operational drift and maximizing coverage efficiency.

As a foundational service principle, SafeRock deploys a dual-platform approach to candidate vetting—utilizing two out of three of our strategic partners: Verified Credentials, Accurate.com, and First Advantage, based on job classification, risk tier, and City of Salinas's preferences. Each platform covers distinct dimensions of background verification—ranging from criminal and employment history to digital behavior and drug screening—ensuring comprehensive oversight with no critical blind spots.

To complement this, we implement two of the following three behavioral profiling tools—MBTI, Predictive Index (PI), or Berke Assessment—tailored to the specific role (e.g., CSO, Supervisor) and team composition. These tools evaluate temperament, cognitive agility, and stress-response profiles to ensure optimal functional fit within supervisory structures and field teams. This selection architecture allows SafeRock to construct operational units that are not only technically qualified but also behaviorally synchronized—driving service consistency, stakeholder trust, and long-term workforce retention.



Verified Credentials – Comprehensive Background Screening

- Conducts criminal history checks across federal, state, and county databases
- Verifies employment history, job title accuracy, and professional references
- Screens for education credential authenticity
- Drug Screening Provides lab-based testing (including 5-panel, 10-panel, and DOT-compliant panels)
- Provides motor vehicle record (MVR) checks for CSOs operating County-branded vehicles
- Supports compliance with LASD background requirements
- Custom screening packages tailored to public safety and high-trust environments
- Automated flagging of inconsistencies or disqualifying information for SafeRock HR review



Accurate.com – Supplementary Digital Oversight & Social Risk Monitoring

- Performs real-time social media screening for indicators of bias, aggression, or policy violations
- Pre-employment and random testing programs for ongoing workforce monitoring
- Integrates with SafeRock's applicant tracking system for seamless pre-hire compliance documentation
- Cross-references candidate data to detect identity fraud or application inconsistencies
- Offers continuous monitoring options, notifying SafeRock of post-hire red flags (e.g., criminal activity)
- Enhances transparency and provides an audit trail for all personnel background activity
- Enables a dual-verification model, adding redundancy to SafeRock's due diligence protocol



FADV (First Advantage) – Deep-Level Background Check Suite

- Rapid drug testing, hair testing, saliva testing, and DOT-compliant panels
- Offers international criminal background checks, useful for applicants with travel/work histories abroad
- Verifies civil litigation history, including restraining orders and workplace harassment cases
- Real-time database flagging for watchlists, sanctions, and global compliance registers
- Integrates easily with onboarding platforms and is commonly used in law enforcement-adjacent roles



MBTI (Myers-Briggs Type Indicator) – Behavioral and Temperament Alignment

- Assesses personality profiles to match temperament with CSO role demands
- Identifies candidates best suited for solo deployment, high-stress response, or community facing assignments or AOR's.
- Supports team dynamic optimization, ensuring CSOs are assigned to supervisors that complement behavioral strengths
- Enhances emotional intelligence awareness, a core component of de-escalation and public interaction
- Used to flag high-conflict or emotionally reactive profiles during hiring consideration
- Provides managers with predictive insights into how officers will perform under pressure or in isolation



PI Behavioral Assessment (Predictive Index) and Berke Assessment

- *The Predictive Index*: A data-driven cognitive and behavioral tool that forecasts how candidates behave under stress, follow instructions, or handle routine decision-making. Ideal for evaluating fit for structured, command-chain environments like security posts. Generates easy-to-understand reports that guide supervisors in placement and coaching
- *Berke Assessment*: Testing specifically for security logic, surveillance recall, report writing accuracy, and observation skills Results can be used to benchmark candidates against high-performers or contract KPIs

JASON HERNANDEZ

Proposed Position: Unarmed Security Officer – Eric Rood
 Administrative Center
 Proposed Assignment: Entry/Exit Control, Public Reception, Patrol, I

Incident Reporting
 Availability: Full-Time, Monday through Friday (8:00 AM – 5:00 PM)
 Languages: English (Fluent), Spanish (Conversational)

Summary of Qualifications

A seasoned, reliable, and professional BSIS-licensed Security Officer with over 6 years of continuous experience in public sector security. Proven ability to manage fixed post assignments at government buildings, perform daily access control procedures, and engage with the public in a respectful, service-oriented manner. Demonstrated excellence in reporting, verbal communication, and conflict de-escalation. Technologically proficient with GPS-tracked tour logging and incident report documentation via digital platforms.

Licensing & Certifications

- BSIS Guard Registration (Active)
- Reg. No: 192877 – Exp. 03/2026
- CPR / First Aid / AED Certified (American Red Cross) – Expires: 06/2026
- California BSIS Mandatory Skills Training for Security Guards
- Modules A–D (40 hours) – Completed at Allied Training Institute
- FEMA ICS-100 and ICS-200 Certified (Emergency Preparedness for Public Facilities)
- Axxess Academy Certifications (SafeRock Internal Training)
- Cultural Sensitivity & Empathy in Government Settings
- Customer Service and Visitor Engagement in Public Buildings
- Verbal De-escalation and Incident Communication
- Radio Protocol and Tour Logging
- Report Writing: DARs and SIRs in ScrtYX Portal

Professional Experience

SafeRock, Inc.

Lead Unarmed Officer – County Admin & Community Centers (Placer County Contract)
 April 2021 – Present | Roseville, CA
 Assigned to a fixed post at Placer County's Human Services and Building Department.
 Conducted entry/exit screening for staff, contractors, and members of the public.
 Logged all building activity and foot traffic through DARs using ScrtYX platform.
 Conducted perimeter walk-throughs and reported facility safety issues (e.g., unsecured doors, loitering).
 Assisted with wayfinding and acted as the first point of contact for visitors.
 Responded to behavioral incidents and engaged in verbal de-escalation while maintaining composure.
 Coordinated with County employees to support fire drills and emergency evacuations.
 Supervised temporary guards and trained new hires on SafeRock post order protocols.

Omni Protective Services

Security Officer – County Utility Yard & DPW Office
 August 2018 – March 2021 | Auburn, CA
 Unarmed officer at a County-owned transportation facility with public-facing utility office.
 Monitored parking areas and pedestrian entrances via security camera feed.
 Logged vehicle movements, vendor check-ins, and deliveries.
 Communicated suspicious activity and incidents to County contact and local law enforcement when required.
 Participated in monthly site safety inspections and logged fire exit compliance reports.

Technology & Equipment Proficiency

- ScrtYX Platform: Live GPS tracking, DAR/SIR submission, messaging
- Two-Way Radio (UHF/VHF): Channel management, post-to-post coordination
- Patrol Tools: Mobile tour wand, mobile panic button, incident cameras
- Microsoft Excel / Word / Outlook: Report documentation, incident summaries

Professional Attributes

- Punctual, observant, and detail-oriented
- Strong interpersonal skills and de-escalation tactics
- Maintains a calm demeanor under pressure
- Impeccable uniform and presentation standards
- Responsive to County staff instructions and safety directives



Axxess Academy

Intentional, Data Insight Driven and Preventative Training Model.

Initial and Ongoing Training, Development and Implementation Framework

Axxess Academy, Modern Security Guard Services.

On-Going Foundational Baseline Training Schedule

Quarterly Refreshers and Annual Recertifications

SafeRock mandates a recurring curriculum cadence to ensure skill retention, post-incident debrief integration, and legal compliance.

- Quarterly Focused Modules: Based on field data and emerging County concerns (e.g., unhoused engagement, protest safety, County code updates)
- Annual Recertifications: Re-evaluation of tactical skills, ethics compliance, and field conduct
- Digital Training Portal: CSOs access micro-learning modules via secure login with engagement tracking

Outcome- Data and Insight Based Training Model

All training is tied to performance benchmarks, feedback loops, and post-deployment assessments. Data from patrol behavior, incident reports, and supervisor evaluations feed back into individual training files to dynamically adjust each CSO's development trajectory.

Through this layered, adaptive, and data-driven approach, SafeRock ensures that each officer deployed in the City of Salinas is not only compliant — but confident, capable, and community-conscious from day one.



Axxess Academy

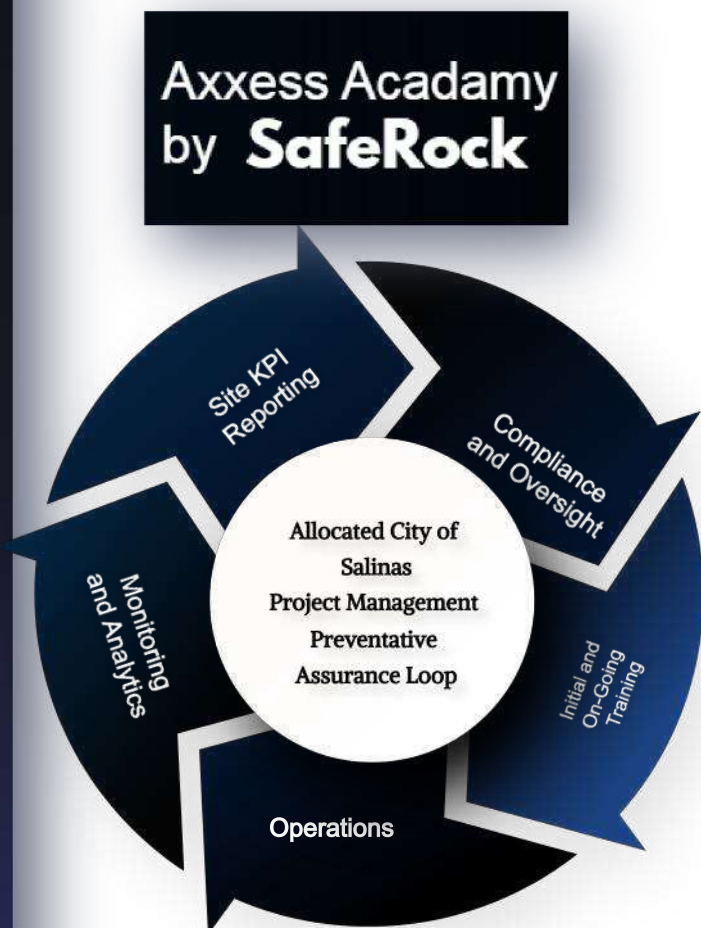
Intentional, Data Insight Driven and Preventative Training Model.

Initial and Ongoing Training, Development and Implementation Framework

Axxess Academy, Modern Security Guard Services.

Insights into Action: "Preventative Training" Ahead of Emerging Risk Factors

SafeRock integrates a continuous feedback loop into its training ecosystem by capturing internal Key Performance Indicators (KPIs) across field operations, incident reports, and supervisor evaluations. These data points—ranging from response times, community interactions, and report accuracy to behavioral observations—are aggregated and analyzed to identify patterns and potential vulnerabilities in service delivery. This intelligence feeds into a predictive training model, allowing us to proactively adjust curriculum content, frequency, and modality based on real-world friction points. The result is a dynamic and adaptive training pipeline that goes beyond compliance—ensuring CSOs are not only prepared for foreseeable scenarios but are strategically developed to deliver Preventative Security: a forward-leaning posture that mitigates incidents before they occur, strengthens public trust, and aligns with the City of Salinas's goals for long-term community safety.



SR PUBLIC SAFETY

SafeRock's Incumbent Officer Retention Framework

Initial and Ongoing Retention and Development Framework

Site Transition Interviews & Stakeholder Alignment

Our transition process begins with Phase 1 onboarding coordination, which includes meeting with each County site point of contact to discuss the current security personnel assigned to their facility. *During these meetings, we identify:*

- Officers the County prefers to retain
- Officers they are indifferent to
- Officers they prefer to replace or rotate out

This candid, site-specific input ensures SafeRock's staffing model aligns directly with County expectations. Any incumbent officer identified by the County as preferred for retention will be offered continued employment by SafeRock, and will receive a minimum \$0.25/hour wage increase, medical telehealth coverage, and access to our Attendance-Based Scheduled Pay Increase Program. These benefits reflect our commitment to both continuity and talent uplift.

I. One-on-One Incumbent Interviews

To support a fair and thorough retention process, SafeRock will conduct structured one-on-one interviews with every incumbent officer considered for continuation under our contract. These interviews are conducted by both the Staffing Coordinator and Operations Manager and are used to Review site performance and attendance records, Evaluate attitude, professionalism, and feedback from County personnel and assess the officer's interest in remaining on post and joining SafeRock. These interviews are used not only for vetting, but also to foster trust, set expectations, and reinforce our culture of accountability and excellence.

II. Initial Site Specific and SafeRock Mandated Training & Immersive Cultural Alignment

Once selected, retained officers are enrolled in a customized onboarding program that integrates SafeRock's service standards and County-specific requirements. This includes:

- Completion of Axxess Academy refresher training tailored to County facility protocols
- Uniform issuance and grooming standard briefings
- Systems training, including ScrtYX portal use for reporting and incident logging
- Post Order review, communication expectations, and de-escalation reinforcement

This phase ensures that even returning guards are fully reoriented to the SafeRock way of serving—with professionalism, empathy, and operational precision.

III. Recognition of Tenure & Structured Advancement

We recognize that retained incumbent officers often bring valuable institutional knowledge.

For that reason, SafeRock ensures that:

- **Retained officers receive a baseline pay raise (minimum \$0.25/hour)**
- Officers are eligible for tiered performance-based incentives after 90 days
- A Structured Career Advancement Plan is made available, including eligibility for supervisory training tracks, post leadership rotations, and cross-site certifications

This approach not only uplifts retained staff, but also reduces turnover, increases engagement, and maintains morale during the contract transition.

Mentorship & Performance Support

Retained officers will be assigned a Field Supervisor Mentor during the first 30 days to Monitor shift performance and reporting quality, Provide feedback and coaching based on SafeRock and County expectations and Serve as an escalation point for clarification, support, or intervention. This additional layer of support helps retained officers successfully adapt to SafeRock's structure while meeting the high service standards expected by Nevada County.

Strategic Continuity, Elevated Standards

SafeRock's Incumbent Officer Retention Program is designed to honor the continuity that benefits the County while elevating the performance and conditions of officers retained. With structured pay increases, benefits access, targeted training, and active performance mentorship, this plan ensures that retained personnel are not only preserved—but enhanced.



Section 6

Company-Wide Staff Retention Plan & Benefits Offering

Company-Wide Retention & Benefits Framework

At SafeRock, we view retention not as a metric—but as a strategic imperative. Our national employee retention strategy is anchored by three core pillars: compensation trajectory, career development, and employee well-being. High-performing project management based contract specific teams are built through sustained investment in people, culture, and upward mobility. Our staff retention model is structured to promote long-term engagement, career development, and work-life balance—resulting in consistently high post reliability and stakeholder satisfaction across all contracts. Through structured incentives, training pipelines, and a values-based culture, we maintain one of the strongest retention rates among private security firms operating in California.

Competitive Wages & Structured Wage Progression

We offer clearly defined wage progression plans tied to tenure, attendance, and performance milestones. Key elements include:

- Attendance-Based Scheduled Pay Increase Program: Officers receive automatic raises at 90-, 180-, and 365-day milestones, tied to punctuality and zero-discipline records.
- Post-Differentiated Pay Tiers: Officers assigned to behavioral health, overnight shifts, or armed posts receive site-specific premium differentials.
- Annual wage reviews are conducted to ensure alignment with local living wage benchmarks and County expectations.

Health & Wellness Benefits

Flexible, accessible benefits designed to support both physical and mental health, including:

- Telehealth Medical Coverage (no-cost virtual primary care consultations)
- Mental Health First Aid Support Line (available 24/7)
- Paid Sick Leave in compliance with state and local ordinances
- Preventive care incentives (e.g., fitness stipends, wellness bonuses for non-smokers or milestone checkups)

These offerings are extended to full-time and many part-time personnel after a defined probationary period.



Advancement Pathways Through AIXESS Academy™

Our proprietary AIXESS Academy™ platform serves as the backbone of career development at SafeRock, offering:

- Monthly training modules (de-escalation, report writing, customer engagement)
- Site-specific onboarding for every new assignment
- Certification tracks for officers to become supervisors, trainers, or field mentors
- Leadership development series for promotion-eligible personnel
- Complete mandated BSIS and post-specific refreshers
- Earn certifications in de-escalation, trauma-informed response, and technology-based patrol reporting

Each training completion is logged to the officer's digital file and used as part of quarterly advancement reviews. All courses are available on-demand, and training completions contribute to promotion eligibility and wage increases.

Recognition, Retention Incentives & Culture Building

SafeRock prioritizes team cohesion and morale through:

Monthly Recognition Spotlights (site-based, performance-based awards), Referral Bonus Program for recruiting cleared and credentialed peers and Loyalty Bonuses for officers surpassing 12- and 24-month milestones. These tools create a sense of belonging and allow every officer to be seen, acknowledged, and rewarded for sustained excellence.

Field Support and Supervisor Engagement

Officers are never left unsupported. SafeRock employs a Field Engagement Model that ensures:

- Weekly Supervisor Check-ins for all active sites
- Rapid feedback resolution through real-time ScrtX logs
- Emergency debrief support after high-impact incidents (e.g., overdoses, escalations)
- Incident stress response guidance and personal outreach by the Operations Manager

our data driven, tangible and proven model enhances officer morale, minimizes burnout, and increases post tenure stability.

A Retention Ecosystem That Powers Performance and Supports the Mission

Our retention approach is not reactive—it's designed from the inside out. By combining economic incentives, structured growth, and a culture of mutual respect, SafeRock ensures Nevada County receives not just guards—but committed, reliable public safety professionals prepared to serve long-term.

Professional qualifications and experience

Protecting your Sensitive Information is a Foundation Principal of Our Approach to Modern Security

Assurance of NPPI Protection and HIPAA Adherence

At SafeRock, protecting sensitive information, including Non-Public Personal Information (NPPI) and Personal Health Information (PHI), is a core priority. Our comprehensive framework is designed to instill confidence in City of Salinas by exceeding industry standards, safeguarding data integrity, and ensuring regulatory compliance at every level of our operations.

Safeguarding NPPI: *SafeRock ensures the secure handling and protection of NPPI through a robust system of governance, training, and technology:*

- Data Access Controls: Only authorized personnel with verified roles can access sensitive information, using multi-factor authentication and role-based access systems.
- Encryption Standards: All NPPI is encrypted during storage and transmission to prevent unauthorized access.
- Incident Response: Our 24/7 monitoring system immediately detects and responds to potential breaches, ensuring resolution within 24 hours.
- Employee Training: Staff undergo mandatory biannual training on NPPI handling, phishing prevention, and incident reporting, reinforcing vigilance and accountability.

Adherence to HIPAA Standards: *SafeRock adheres strictly to HIPAA regulations, ensuring all PHI is handled with the highest degree of care and security:*

- Privacy Safeguards: Access to PHI is strictly limited to personnel with a legitimate need, with a “minimum necessary” standard applied to all data interactions.
- Technical Protections: Communications involving PHI are conducted through encrypted channels, and systems are protected by firewalls, intrusion detection, and routine backups.
- Compliance and Audits: Quarterly internal audits and annual risk assessments proactively identify and mitigate vulnerabilities, ensuring continued adherence to HIPAA standards.

Commitment to City of Salinas

SafeRock’s approach is rooted in trust and transparency. By implementing these stringent safeguards, we ensure that the City of Salinas’s sensitive information remains secure and its regulatory obligations are met without compromise. Our integrated systems, continuous training, and real-time reporting provide the assurance you need to confidently entrust us with this critical responsibility.

At SafeRock, protecting the privacy and security of WeHo’s facilities, employees, and community is more than a requirement—it’s a promise we uphold with every action we take.

SafeRock’s proactive approach to cybersecurity and information protection underscores our dedication to maintaining the highest standards of security and confidentiality. By investing in a specialized Cybersecurity Team and implementing stringent security measures, we are committed to safeguarding the City of Salinas’s sensitive information and critical data against the emerging threats of the digital age.

SafeRock

Cultural and Situational Sensitivity Training

At SafeRock, we recognize that cultural and situational sensitivity is critical to delivering effective and respectful security services. Our training program is designed to equip officers with the skills and awareness needed to navigate diverse environments, engage with empathy, and respond appropriately to complex situations. This ensures that every interaction upholds the values of WeHo and fosters trust within the community.

Commitment to Excellence and Accountability

SafeRock integrates cultural and situational sensitivity training into its core training program, with mandatory refreshers conducted annually. Our approach is proactive and dynamic, incorporating feedback from the communities we serve to continuously refine and enhance training content. All training records are meticulously maintained and available for review, ensuring transparency and compliance with the County’s expectations.

By prioritizing cultural competence and situational awareness, SafeRock’s officers are empowered to build positive relationships, resolve conflicts effectively, and create a safe and inclusive environment for all members of the City of Salinas.

Sensitivity training is an integral part of our mission to serve mindfully with stewardship, respect, empathy, and professionalism.

Operations Framework

SafeRock's Operations Framework is engineered to deliver reliable, accountable, and scalable community safety services in direct alignment with the City of Salinas's vision and LASD's operational standards. Our model emphasizes precision execution, proactive oversight, and real-time adaptability—ensuring every Community Safety Officer (CSO) deployed operates within a structured chain of command, supported by advanced technology, continuous training, and KPI-driven supervision. From dispatch protocols and patrol routing to incident reporting and escalation pathways, each element of our operations is designed to reduce friction, enhance transparency, and provide measurable impact. This framework not only ensures field readiness and accountability but also strengthens interagency integration and public trust across all stakeholder groups.

Strategic Overview

In alignment with the City of Salinas's objective to enhance public safety through non-sworn, unarmed personnel, SafeRock's service model is intentionally designed to address the most frequent non-emergency calls with precision, preparedness, and partnership. Understanding the nature of community-reported incidents—ranging from property crimes and quality-of-life disturbances to mental health-related concerns—is essential to deploying a responsive and effective Community Safety Officer (CSO) force. Our approach is built on data-driven deployment, proactive engagement, and strict adherence to LASD policy frameworks, ensuring seamless operational integration while providing timely and compassionate response to the most common service needs throughout the County.

Common Non-Emergency Calls in Nevada

Nevada experiences a high rate of property crimes, with a crime rate of **71 per 1,000 residents**, placing it among the highest in the nation. The most frequent non-emergency calls include:

- Theft and Larceny: Incidents such as shoplifting, pickpocketing, and theft from vehicles are prevalent, particularly in commercial areas like the 8900 block of Santa Monica Boulevard.
- Vandalism: Reports of graffiti and property damage are common in both residential and commercial zones.
- Noise Complaints: Frequent in entertainment districts, especially during late-night hours.
- Loitering and Trespassing: Often associated with unhoused individuals or unauthorized gatherings in public spaces.
- Mental Health Crises: Calls involving individuals experiencing mental health issues, where no immediate threat is present.
- Vehicle-Related Issues: Non-injury traffic accidents, parking disputes, and abandoned vehicles.

SafeRock's Alignment with LASD Policies

SafeRock is committed to aligning with the Los Angeles County Sheriff's Department (LASD) policies to ensure cohesive and effective public safety services:

- Community Policing: Emphasizing proactive engagement and building trust within the community, mirroring LASD's focus on transparency and community relations.
- Mental Health Response: Collaborating with LASD's Mental Evaluation Team (MET) to provide appropriate responses to mental health-related calls, ensuring individuals receive the necessary support.
- Use of Force Policies: Adhering to LASD's guidelines on the use of force, prioritizing de-escalation techniques and ensuring accountability.
- Non-Emergency Reporting: Utilizing systems like the Sheriff's Online Reporting Tracking System (SORTS) to handle non-emergency incidents efficiently.

SafeRock's Approach to Non-Emergency Calls

SafeRock's Community Safety Officers (CSOs) are trained to handle a variety of non-emergency situations, providing timely and effective responses:

- De-Escalation Techniques: CSOs are equipped with skills to defuse potentially volatile situations, reducing the need for law enforcement intervention on non-emergency centric tasks and 911 inquiries.
- Community Engagement: Building relationships with residents and businesses to foster a sense of safety and cooperation.
- Reporting and Documentation: Accurately documenting incidents and coordinating with LASD for situations requiring further action.
- Resource Referral: Connecting individuals, especially those experiencing homelessness or mental health issues, with appropriate services and support systems.

By integrating these practices, SafeRock aims to enhance public safety in Nevada, ensuring that non-emergency calls are addressed promptly and in alignment with LASD policies.

Transient and Unhoused Intervention Protocol

Ensuring Safe and Respectful Interactions that Drive Results

SafeRock

PPO No. 121921

Key Principles

Empathy and Respect

Approach individuals with dignity and respect their personal space. Use polite language and avoid stigmatizing terms.

Safety First

Prioritize safety for both staff and the transient population. Be aware of your immediate surroundings and utilize indicators to identify potential risks.

Communication Strategies

Maintain a calm and non-confrontational demeanor. Clearly communicate the purpose of engagement.

Offering Assistance

Provide information about available local resources (shelters, food services, etc.). Avoid making assumptions about personal circumstances.

Conflict De-escalation

If faced with aggression, follow established conflict resolution procedures. Seek assistance from law enforcement or designated security personnel if necessary.

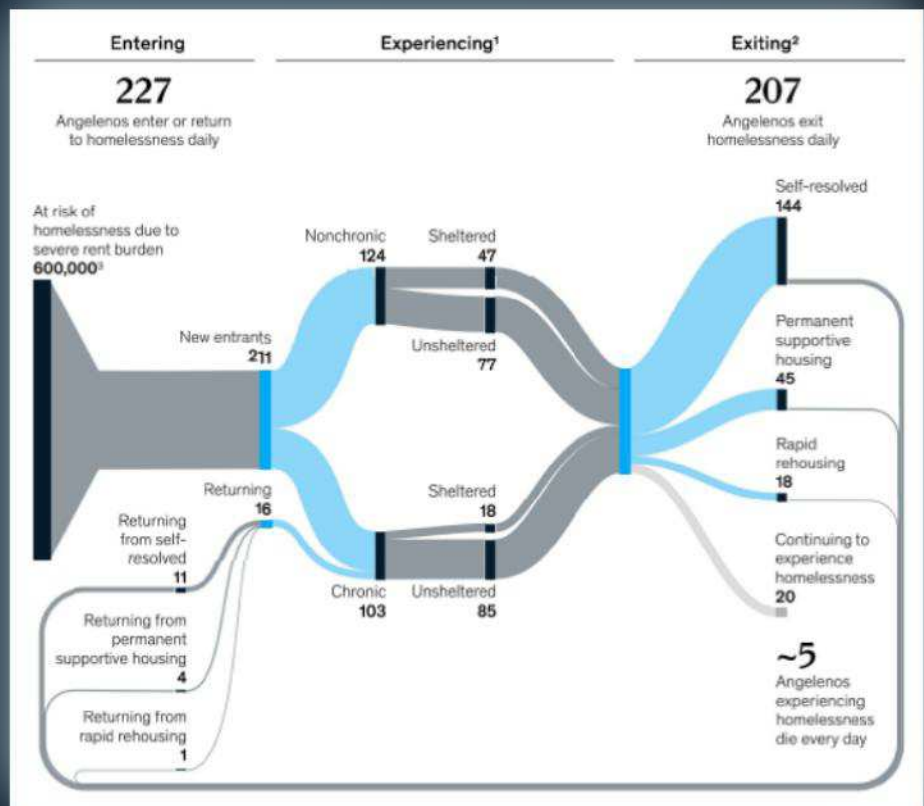
Documentation

Maintain detailed records of interactions, noting dates, times, and specifics. Report any significant incidents or concerns to designated supervisors.



Procedures for Engagement

1. Identification and Observation: Identify individuals who may need assistance. Observe behavior from a distance before approaching.
2. Initial Approach: Greet individuals politely and introduce yourself. Inquire about their well-being and ask if they require assistance.
3. Providing Information: Offer information on available services. Clearly communicate any relevant policies regarding site access.
4. Referral to Support Services: If appropriate, guide individuals to local support services. Encourage connection with community resources.
5. Safety Measures: Always prioritize safety, especially in situations involving substance use or mental health concerns. Seek support from trained professionals when needed.



SafeRock's proven Transient Intervention Protocol and concepts serve as a comprehensive guide for addressing the transient unhoused population. By embracing empathy, respect, and safety, staff can contribute to a positive and supportive community environment. Continuous training and improvement ensure that engagement strategies remain safe, effective, compliant and compassionate.

Gaining voluntary compliance

Operations Framework

Understanding
Emotional
Intelligence

SafeRock Security employs a proactive and collaborative approach to gaining voluntary compliance from park visitors and addressing security concerns peacefully. Our approach emphasizes communication, education, and conflict resolution techniques to encourage positive behavior and foster a safe and welcoming environment. Our approach emphasized intentional communication and ongoing emotional intelligence training (EQ) to keep up with the evolving landscape of modern security needs.

Enhancing Empathy
and Social Skills

Emotional intelligence (EI) training is an essential component of SafeRock Security's approach to effectively managing interactions with park visitors and addressing security concerns. SafeRock Security provides comprehensive training on the concept of emotional intelligence, emphasizing its importance in interpersonal communication, conflict resolution, and effective leadership. Officers learn about the core components of emotional intelligence, including self-awareness, self-regulation, empathy, social skills, and emotional management.

Developing Self
Awareness

Our training program focuses on helping officers develop self-awareness by recognizing their own emotions, triggers, and biases. Through reflective exercises, role-playing scenarios, and feedback sessions, officers learn to identify their emotional responses and how they impact their interactions with others. SafeRock Security emphasizes the importance of empathy in understanding the perspectives and emotions of visitors. Officers receive training in active listening techniques, perspective-taking, and non-verbal communication to enhance their empathy and build rapport with diverse individuals and communities.

Stress Management
and Resilience

Emotional intelligence training includes strategies for stress management and resilience-building to help officers cope with challenging situations and maintain composure under pressure. Officers learn techniques for self-regulation, such as deep breathing exercises, mindfulness practices, and cognitive reframing, to manage stress and maintain focus during patrols. Training equips officers with effective conflict resolution and de-escalation skills to defuse tense situations and prevent escalation. Officers learn to recognize early signs of conflict, respond calmly to aggression or hostility, and use empathy and active listening to address underlying emotions and concerns.

Cultural Sensitivity
Training

SafeRock Security emphasizes cultural sensitivity and diversity awareness as integral components of emotional intelligence. Officers receive training in recognizing and respecting cultural differences, avoiding stereotypes, and adapting their communication style to effectively engage with individuals from diverse backgrounds.

By integrating specialized emotional intelligence training into our overall training program, SafeRock Security ensures that officers are equipped with the interpersonal skills and emotional resilience necessary to effectively manage interactions with park visitors, gain voluntary compliance and address security concerns, and promote a safe and inclusive environment within County parks.

SafeRock

Incident Report

NAME OF REPORTING OFFICER				
POST SITE NAME				
POST SITE ADDRESS				
SPECIFIC LOCATION OF INCIDENT			DATE OF INCIDENT	TIME OF INCIDENT
NOTIFICATION	MEDICAL TREATMENT OFFERED : YES ____ / NO ____		MEDICAL TREATMENT ACCEPTED: YES ____ / NO ____	
EMS STATION NAME	ARRIVE AND DEPART TIME		REPORT NUMBER	
FIRE STATION NAME	ARRIVE AND DEPART TIME		REPORT NUMBER	
POLICE STATION NAME	ARRIVE AND DEPART TIME		REPORT NUMBER	
OTHER PERSONS NOTIFIED	NAME	ARRIVE AND DEPART TIME		
WITNESS (AND/OR) VICTIME INVOLVED IN INCIDENT				
VICTIM OR WITNESS	NAME	PHONE NUMBER	ADDRESS	
TYPE OF INCIDENT				
VEHICLE BREAK IN	MEDICAL	FIRE SAFETY	SLIP AND FALL	THEFT/BURGLARY
PROPERTY DAMAGE/HAZARD	OTHER:			
SUBJECT/SUSPECT INVOLVED IN INCIDENT				
NAME (IF KNOWN)		ADDRESS(IF COLLECTED)		
HEIGHT	WEIGHT	RACE	SEX	AGE
HAIR : SHORT MEDIUM LONG	HAIR COLOR		HAIR STYLE	
MUSTACHE	BEARD		SIDEburns	
OTHER DISTINGUISHING CHARACTERISTICS:				
PROPERTY INVOLVED IN INCIDENT				
PROPERTY: STOLEN DAMAGED MISSING LOST		OTHER:		
PROPERTY DESCRIPTION	BRAND/MAKE	COLOR	SERIAL NUMBER	PROPERTY CONDITION

DESCRIPTION OF INCIDENT: WHO, WHAT WHERE, WHEN, WHY, HOW.

ACTION TAKEN

COMMENTS

BY YOUR SIGNATURE YOU ACKNOWLEDGE THAT THE INFORMATION ON THIS INCIDENT REPORT IS A TRUE AND ACCURATE RECORD OF YOUR TIME AD ACCOUNT ACTIVITY

REPORTING OFFICER SIGNATUREDATE OF SIGNITURE

D.A.R

Office: 1 (888) 833-2844
Dispatch: 1 (877) 447-7771
HR: 1 (844) GuardHR
Reporting@SafeRockSecurity.com

Daily Activity Report

SECURITY OFFICER NAME	GUARD ID NO.	CLIENT NAME
DATE	SHIFT TIME	SITE ADDRESS

EQUIPMENT RECIEVED	RADIO	PHONE	KEYS (# OF KEYS)	DETEX	OTHER
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TIME (FROM)	TIME (TO)	DAILY ACTIVITY REPORT: -REPORT ALL ACTIVITY BELOW,ATTACH ALL INCIDENT REPORTS AND SUPPORTING DOCUMENTS.



Time Log

Office: 1 (888) 833-2844
Dispatch: 1 (877) 447-7771
HR: 1 (844) GuardHR
Reporting@SafeRockSecurity.com

Security Officer Name

Date ____/____/____ to ____/____/____

DATE	POST SITE LOCATION	TIME ON DUTY	TIME ON LUNCH	TIME OFF LUNCH	TIME OFF DUTY	TOTAL HOURS	SECURITY OFFICER

Note: You are responsible for your timesheet. No willful discrepancy on your timesheet will be tolerated. Accurately complete your timesheet daily to avoid any mistakes. If there is an error in the account for the amount of hours in which you are paid, please contact your manager within 24 business hours to fix any mistakes. Timesheet will not be accepted without complete lunch times. **You must complete your timesheet according to the timesheet schedule.**



Quality Assurance and Auditing Overview

Regular Site Inspections: Ensuring Performance Excellence and Service Quality

Our commitment to delivering exceptional security services hinges on our dedication to regular site inspections. These inspections serve as our fundamental mechanism for evaluating security officers' performance, ensuring adherence to protocols, and upholding the highest standards of service quality. By conducting thorough and consistent site inspections, we proactively address challenges, enhance operations, and provide clients with the peace of mind they deserve.

Frequency and Planning

- **Scheduled Inspections:** predetermined schedule for regular site inspections, ensuring that all sites are assessed systematically with uniform metrics.
- **Unannounced Visits:** unannounced inspections to gain unbiased insights into day-to-day operations and readiness.

Performance Evaluation

- **Adherence to Protocols:** Evaluate security officers' adherence to established security protocols, guidelines, and standard operating procedures and compliance.
- **Interaction and Communication:** Assess officers' ability to interact professionally with visitors, staff, and each other, maintaining a positive image and effective communication.

Incident Response Assessment

- **Effective Incident Handling:** Evaluate how security officers respond to simulated incidents, measuring their ability to manage emergencies and maintain composure.
- **De-escalation Skills:** Gauge officers' aptitude for de-escalating potentially volatile situations and resolving conflicts peacefully.

Documentation and Reporting

- **Incident Reports:** Review incident reports for accuracy, completeness, and alignment with the actual events.
- **Daily Logs:** Assess the accuracy of daily activity logs, verifying that observations, patrols, and interactions are accurately recorded.

Equipment and Technology Utilization

- **Equipment Maintenance:** Inspect security equipment for functionality and cleanliness, ensuring proper maintenance.
- **Technology Utilization:** Evaluate officers' proficiency in utilizing technology, such as surveillance systems, alarms, and communication devices.

Interaction with Management and Clients

- **Professionalism:** Assess the professionalism of security officers when interacting with management, clients, and visitors.
- **Client Satisfaction:** Gather feedback from clients about their interactions with security officers, assessing their overall satisfaction index and experience.

Documentation and Reporting

- **Incident Reports:** Review incident reports for accuracy, completeness, and alignment with the actual events.
- **Daily Logs:** Assess the accuracy of daily activity logs, verifying that observations, patrols, and interactions are accurately recorded.

Continuous Improvement Driven by Insights

- **Identifying Gaps:** Use inspection findings to identify areas of improvement in security officer performance, procedures, and training.
- **Training Needs:** Determine training needs based on inspection results, addressing any gaps in skills and knowledge.
- **Benefits of Regular Site Inspections**
- **Quality Assurance:** Regular inspections ensure that security officers consistently deliver high-quality services in line with protocols.
- **Operational Excellence:** Inspections uncover opportunities to enhance operational efficiency, contributing to a safer and more secure environment.
- **Proactive Problem-Solving:** Detect potential issues before they escalate, allowing for timely resolution and risk mitigation.
- **Client Satisfaction:** Consistent service quality boosts client confidence and fosters long-term relationships.
- **Professional Development:** Insights gained from inspections inform training programs, fostering continuous growth among staff.

Our commitment to regular site inspections reaffirms our intention towards maintaining the highest standards of security service delivery. By continuously evaluating our security officers' performance, we ensure that our operations are fine-tuned, effective, and always aligned with our mission to provide unparalleled security solutions.

SECURITY QUALITY CONTROL INSPECTION FORM

www.SafeRockSecurity.com

1(888) 833-2844

NAME OF SUBJECT GUARD		
POST SITE NAME		
POST SITE ADDRESS		
SPECIFIC LOCATION OF AUDIT INSPECTION	DATE OF INSPECTION	TIME OF INSPECTION
ACTIVITIES MONITORED		
FINDINGS AND OBSERVATIONS		
IDENTIFIED AREAS OF IMPROVEMENT		
CORRECTIVE ACTIONS TO BE IMPLEMENTED AND TAKEN		
AUDIT INSPECTION PREFORMED BY: FULL NAME _____ SIGNITURE _____ DATE _____		SECURITY GUARD ACKNOWLEDGMENT: FULL NAME _____ SIGNITURE _____ DATE _____

Equipment Uniform and Branding



Designated Equipment Catalog

- Motorola Walkie Talkies
- I-phone X
- Dashboard Vehicle Cameras
- Body Cameras
- Stream light LED Flashlight



SafeRock Environmental & Innovation Pledge



Carbon Neutrality by 2025:

We pledge to achieve net-zero carbon emissions across all our operations by January 2025. Through rigorous measures and investments in renewable energy, efficient technologies, and sustainable practices, we will lead the way towards a greener, more prosperous future.

Technological Advancements for Sustainability:

We will continue to drive innovation in security solutions, integrating cutting-edge technology to reduce environmental impact. By leveraging AI-powered analytics, efficient energy usage, and eco-friendly equipment, we aim to set new industry standards in environmentally-conscious security services.

Continual Improvement in ESG Performance:

We commit to ongoing enhancement in our Environmental, Social, and Governance (ESG) performance. By regularly measuring and transparently reporting our progress, we ensure accountability and foster trust with our stakeholders.

Resource Efficiency and Conservation:

We will implement practices that minimize resource consumption and waste generation. Through efficient supply chain management, recycling initiatives, and responsible sourcing, we aim to protect natural resources for future generations.

Community Engagement and Philanthropy:

We pledge to give back to the communities we serve. A portion of our profits will be dedicated to charitable initiatives, focusing on education, community development, and environmental conservation.

Empowering Employees as Agents of Change:

We will provide ongoing education and training to our employees, empowering them to contribute to our environmental and innovation goals. Through initiatives like Axess Academy, we aim to foster a culture of sustainability and innovation.

ATTACHMENT 2 – SIGNATURE PAGE / VERIFICATION OF LICENSURE

By submission of a proposal, Proposer attests to having possession of a valid private patrol operator license issued by the State of California. Such license authorizes a Contractor to contract to perform the type of work required by the specifications. Should the Contractor fail to provide below the number of Contractor's State of California License and City of Salinas, Patrol Service Permit, the City may reject this proposal.

Proposer: **SafeRock**

BY: **Megan Zadda**

TITLE: **CEO**

MAILING ADDRESS: **2570 N First St. 2nd Floor**

San Jose CA 95131

(City)

(State)

(Zip)

TELEPHONE NUMBER: **805-285-8557**

STATE OF CALIFORNIA LICENSE NO.: **#121921**
(Private Patrol Operators License)


PROPOSER'S Signature

05/28/2025
Date

~End of Attachment 2~

Revise per Addendum No. 1
May 30, 2025

ATTACHMENT 1 – PRICE SCHEDULE

The following rate shall be provided:

Supervisor **Unarmed Cost**

Pay Rate \$ 20.00 /hr.

Billing Rate \$ 28.12 /hr.

Overtime Rate \$ 42.18 /hr.

Security Officer

Pay Rate \$ 18.00 /hr.

Billing Rate \$ 27.12 /hr.

Overtime Rate \$ 40.68 /hr.

Patrol Rate (including vehicle)

Pay Rate \$ 20.00 /hr.

Billing Rate \$ 29.12 /hr.

Overtime Rate \$ 43.68 /hr.

Alarm Response

Response Rate \$ 50.00 /hr.

COMMUNICATION EQUIPMENT

2-Way Radio Rate \$ 0.00 /hr.

Cellular Phone Rate \$ 0.00 /hr.

Cell/Radio \$ 0.00 /hr.

~End of Attachment 1~