

**AGREEMENT FOR SERVICES BETWEEN  
THE CITY OF SALINAS AND CITIGUARD INC**

**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 Citiguard Inc, 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 Proposal, (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 a 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**



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**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, vehicle<sup>1</sup> 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.

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<sup>1</sup> 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.

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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



**RFP:  
Uniform Security Guard Services**

**Responding with Precision and Innovation for**

**City of Salinas**

**Strategic Excellence Unveiled**





Response to:

**RFP: CITYWIDE SERVICE AGREEMENTS**  
**TO PROVIDE UNIFORMED SECURITY GUARD SERVICES**

June 5, 2025

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

Dear Ms. Gonzalez,

On behalf of Citiguard, Inc., I want to express our sincere appreciation for the opportunity to submit our proposal for professional security services for the City of Salinas. Our submission has been carefully tailored to meet the specific needs of the City Hall, City Parking Lots, Monterey Street, Salinas Street Garage, Salinas Permit Center, Steinbeck Library, Salinas Recreation Center, City Maintenance Services Yard, Salinas Municipal Airport, Sherwood Hall Community Center, and the Salinas City Center Improvement Association.

Citiguard is a California-based, full-service private security firm established in 2007 and organized as an S Corporation. With more than 18 years of experience, we specialize in delivering high-performance security solutions for public sector clients, including municipalities, transportation districts, and educational institutions. Our officers—many of whom bring prior law enforcement or military experience—are extensively trained in de-escalation, emergency protocols, and community-focused engagement. We remain fully compliant with BSIS standards and excel at securing high-traffic, multi-use government environments.

Our trusted clients include Monterey-Salinas Transit District, Bakersfield Police Department, City of Torrance, Los Angeles County Probation Department, and numerous school districts statewide. These organizations rely on Citiguard for our responsiveness, professionalism, and consistent service delivery in even the most demanding environments.

With over 1,000 security officers and 12 strategic locations across California, Citiguard operates without the use of subcontractors or sub-consultants—ensuring full accountability, consistent quality, and direct oversight for every assignment.

We are honored to be considered for this critical role and are committed to exceeding the City of Salinas' expectations for safety, professionalism, and reliability. Thank you for your time and consideration. We look forward to the opportunity to partner with you.

Best Regards,

Howard Fridkin  
Director of Contracts and Procurements  
Authorized to execute documents on behalf of Citiguard, Inc.

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### **Appendices** (attached)

- 1. ATTACHMENT 1 – PRICE SCHEDULE**
- 2. ATTACHMENT 2 – SIGNATURE PAGE / VERIFICATION OF LICENSURE**
- 3. ATTACHMENT 3 – LOCAL VENDOR DECLARATION FORM**
- 4. CITIGUARD REFERENCE LETTERS (5)**
- 5. SALINAS BUSINESS LICENSE**
- 6. CITIGUARD COI**
- 7. CITIGUARD PPO LICENSE**
- 8. CITIGUARD W-9**
- 9. CITIGUARD TRAINING MANUAL**

## **PRE-QUALIFICATIONS/LICENSING**

Citiguard, Inc. fully meets and exceeds all minimum requirements set forth by the City of Salinas as outlined in Section 7 – Scope of Work and Section 15 – List of Facilities. Citiguard has more than 18 years of direct experience delivering contract security services across California for government facilities, civic centers, municipal parking structures, community centers, transit hubs, and public libraries.

Our proven track record includes continuous performance on comparable contracts within the past decade, including for the Monterey-Salinas Transit District, City of Torrance, Los Angeles County Probation Department, and multiple public school districts. Each of these engagements reflects our deep understanding of high-visibility, public-facing environments that mirror the operational needs of the City of Salinas.

We are proud to report a 78% client retention rate and outstanding contract compliance performance, with consistent delivery of professional coverage, rapid response times, and documented cost-efficiency. Clients have experienced measurable benefits in reduced incident rates, increased public satisfaction, and overall enhancement in facility safety, all achieved without cost overrun or service delays.

A dedicated Project Manager—assigned exclusively to the City of Salinas—will serve as the Designated Point of Contact. This individual has extensive experience managing public-sector security contracts with municipalities of comparable scope and complexity. They will oversee all operations, reporting, and communication, ensuring timely responsiveness and adherence to contract terms.

Citiguard holds all appropriate professional licenses and accreditations required by the State of California, including compliance with the Bureau of Security and Investigative Services (BSIS). We provide a comprehensive spectrum of unarmed and vehicle patrol services, customized to meet the needs of diverse city facilities.

Our proposal includes the following supporting documentation:

- Organizational chart
- Company history and corporate philosophy
- Overview of services
- Summary of major clients and representative contracts
- Description of services aligned with the Scope of Work and Facilities listed

Citiguard does not use subcontractors or sub-consultants. All personnel are W-2 employees, directly supervised and accountable to our internal leadership team. This structure ensures quality control, consistent standards, and immediate issue resolution.

We are confident that Citiguard's depth of experience, structure, and performance history make us the ideal partner to protect and serve the City of Salinas with integrity, professionalism, and reliability.

## **KEY STAFF PERSONS**

Citiguard is proud to offer a team of highly qualified supervisory, management, and security personnel, all fully bilingual in English and Spanish and equipped with decades of combined experience in the security industry. This linguistic proficiency allows our team to communicate seamlessly across diverse communities, fostering an inclusive, welcoming, and secure environment for all individuals. With 100% of our security personnel fluent in both languages, Citiguard underscores its commitment to accessible, culturally competent service.

We are pleased to introduce our Key Personnel — a dedicated and experienced core team ready to assume oversight responsibilities for the City of Salinas, delivering exceptional, responsive security management in the event of a successful contract award.

**Sami Nomair** (President – 2007 to present) Primary Contact: 800-613-5903

Sami Nomair is a distinguished leader with deep-rooted ties to law enforcement, serving as an active member of the LAPD Board of Directors. His expertise in community security allows him to adapt enforcement strategies to address evolving challenges across various sectors, including city installations, airports, and homeless shelters. Under his leadership, Citiguard has become a premier security firm, known for its customized solutions, operational efficiency, and unwavering commitment to customer satisfaction.

As a passionate advocate for public safety, Mr. Nomair works closely with local police to foster strong, positive relationships between law enforcement and the communities they serve. His efforts contribute to a safer, more harmonious urban environment, and his dedication to public safety is further demonstrated through his collaboration with the Mayor's Office to improve and expand homeless shelters.

Mr. Nomair's philanthropic endeavors reflect his deep commitment to community well-being. He actively organizes charity drives and celebrity fundraisers, benefiting homeless veterans and underprivileged children. He contributes both his time and financial resources to renowned organizations such as Save the Children, Feeding America, and Children International. Furthermore, he leads Citiguard's volunteer employee program, which raises awareness and provides support to veterans' organizations including Wounded Warrior Project, Disabled American Veterans, and Homes for Our Troops.

His interpersonal and communication skills have earned him a reputation for effective collaboration with stakeholders, driving meaningful change within both law enforcement and the communities they serve. Mr. Nomair's ability to balance law enforcement engagement with community advocacy highlights his comprehensive approach to creating safer, more vibrant urban environments.

As the founder of Citiguard in 2007, Mr. Nomair identified and addressed critical gaps in the security industry.

Today, Citiguard is renowned for its large-scale city, state, and government contracts, consistently delivering top-tier security services. His visionary leadership ensures the seamless execution of operations and the highest performance standards.

Sami will oversee the entire organizational team to ensure that the City of Salinas experiences trouble-free security and an impeccable performance schedule across the board.

He continues to invest in his professional development through senior-level operational and business training, underscoring his dedication to excellence in the security industry.

**Educational Background:**

Sami Nomair earned a Bachelor's Degree in Business Management from the University of California, Los Angeles, in 2011.

**Steven Barragan** (Regional Manager – 2013 to present)

Mr. Barragan has played a crucial role as Cyber Security Operations Manager during the inception of LifeLock in 2005, bringing invaluable structure to Citiguard's growing expertise in cyberspace safeguarding. His cybersecurity background has significantly enhanced Citiguard's capabilities in both physical and digital security, aligning with the rising demand for comprehensive protection.

As Regional Manager, Steven ensures operational efficiency across all ten Citiguard locations by standardizing security protocols, processes, and standards. He leads audits, implements best practices for incident reporting, patrolling, and emergency response, and closely monitors performance metrics like response times and client feedback to drive consistency and improvement.

Steven coordinates regular training programs to ensure that security personnel remain updated on the latest protocols, technology, and safety procedures. His emphasis on leadership and mentorship fosters staff growth, creating clear pathways for promotions and increasing overall job satisfaction.

A significant part of his role involves building and maintaining strong client relationships. Steven holds regular meetings with clients to gather feedback, resolve concerns promptly, and ensure Citiguard's services consistently meet client expectations. He ensures full compliance with California state regulations, including the California Bureau of Security and Investigative Services (BSIS) standards, while continually reviewing legal and safety requirements to keep certifications and training current.

Steven manages resource allocation by overseeing budgets for personnel, equipment, and technology.

He optimizes financial performance while ensuring that crisis and risk management strategies are in place, preparing locations for emergencies such as natural disasters or security breaches. His coordination of rapid response teams ensures that urgent security needs are promptly addressed.

In addition to promoting the use of advanced security technologies like surveillance systems and communication tools, Steven collaborates closely with IT teams to maintain functionality and reliability. He also facilitates regular communication between location managers, using tools such as 'When I Work' to streamline staffing coordination.

Steven's focus on recruitment and retention ensures that all locations are fully staffed with highly qualified personnel. He works alongside HR to develop retention strategies, such as recognition programs and career advancement opportunities, boosting employee morale and reducing turnover.

By conducting regular site visits, Steven ensures that each location adheres to Citiguard's rigorous standards, addressing any challenges and providing on-site leadership support as needed.

Since joining Citiguard in 2013, Steven has become an indispensable part of the team. His exceptional communication skills and leadership abilities led to his swift promotion to Regional Manager. He also manages all of Citiguard's Caltrans contracts, ensuring optimal safety measures for both staff and surrounding communities.

**Educational Background:**

Steven holds a Master's Degree in Computer Science from Caltech and engages in yearly corporate training and administration programs, showcasing his commitment to ongoing professional development. Through his leadership, Citiguard continues to solidify its position as a premier provider of security services across the region.

**Henry Linares (Project Manager – 2010 to present):**

Mr. Linares is an elite security project manager known for his exceptional leadership and comprehensive skill set in evaluating, selecting, and training security personnel. With a meticulous approach, he leverages his extensive experience to ensure seamless operations and consistent communication with local authorities.

Under his direction, security teams are strategically deployed across high-risk municipal and governmental sites, with a special focus on armed security for contracts requiring heightened protective measures. Mr. Linares' military background as a decorated Sergeant in the Marine Corps is a cornerstone of his expertise, having served with distinction as a machine gunner and Crew Chief through five combat tours. His military experience is marked by tactical precision, crisis management, and superior leadership under pressure, all of which translate into his current role managing complex security operations.



**Educational Background:**

Mr. Linares holds a Bachelor's degree in Executive Management from the University of San Diego, reinforcing his dedication to achieving the highest standards in security management and operational excellence. He continuously adapts to emerging threats and evolving security demands, making him a trusted and highly effective leader in the industry.

**Michael Quinonez** (Director of Security Operations & Training Officer – 2023 to Present)

Michael Quinonez is a seasoned security operations leader with over 15 years of experience managing high-risk, multi-site environments across healthcare, government, and corporate sectors. As Project Manager at Citiguard, he plays a pivotal role in directing day-to-day operations, ensuring service consistency, maintaining contract compliance, and responding swiftly to client needs.

Michael currently oversees Citiguard's security contract with the Los Angeles County Probation Department, managing operations at Los Padrinos and Barry J. Nidorf Juvenile Halls. His responsibilities include implementing advanced security protocols, recruiting and training specialized personnel, conducting emergency response drills, and serving as the primary point of contact with County officials. His leadership has ensured full compliance with complex regulations and high standards for institutional safety.

In addition to his operational leadership, Michael is instrumental in developing and conducting critical training programs for Citiguard personnel. He provides hands-on instruction in medical emergencies (CPR, First Aid, AED), power outage procedures, fire response and prevention, earthquake response, identification and response to suspicious packages, bomb threat protocols, and active shooter response tactics. His training initiatives ensure that all assigned personnel are fully prepared to respond decisively and effectively to a wide range of emergency scenarios.

Prior to joining Citiguard, Michael served as Security Account Manager for Allied Universal, managing behavioral health and detox units at two Southern California Hospitals. His work included leading Active Shooter Response Training in coordination with local law enforcement agencies, and conducting comprehensive risk assessments to improve patient and staff safety. His earlier roles with Amazon Studios and NMS-Concourse Residential further underscore his expertise in large-scale scheduling, high-profile executive protection, access control enforcement, and visitor management across high-traffic facilities.

Michael is a certified instructor in De-escalation Techniques, Workplace Violence Prevention, Tactical Handcuffing, and the use of Chemical Agents. He is also a Red Cross Certified Instructor in CPR, First Aid, and AED, and holds the IAHS Certified Healthcare Protection Administrator (CHPA) credential. His combined field knowledge and teaching qualifications make him uniquely suited to lead both training initiatives and security operations for dynamic municipal environments like the City of West Hollywood.

Michael brings extensive hands-on experience with advanced security technologies, including Honeywell ProWatch access control systems, CCTV infrastructure, and incident tracking platforms. He ensures all personnel under his command are prepared to perform with professionalism, vigilance, and adaptability.

In his role as Project Manager, Michael will directly oversee all West Hollywood field operations, ensuring post orders are executed, shift coverage is seamless, incident reporting is prompt and accurate, and that all security personnel reflect the City's values of professionalism, courtesy, responsiveness, and community engagement.

#### Certifications & Training:

- Certified Instructor: De-Escalation, Workplace Violence Prevention, Tactical Handcuffing, Chemical Agents
- Red Cross Certified Instructor: CPR, First Aid, AED
- IAHS Certified Healthcare Protection Administrator (CHPA)
- Specialized Training Instructor: Medical Emergencies, Power Outage Procedures, Fire Response, Earthquake Response, Suspicious Packages, Bomb Threat Response, Active Shooter Preparedness
- Advanced knowledge of Honeywell ProWatch, CCTV, and digital security systems

#### Educational Background:

Bachelor of Arts in Criminal Justice University of Las Vegas, Nevada

#### **Bashir Oriakhil** (Quality Assurance Director – 2011 to present)

Mr. Oriakhil has been a driving force behind Citiguard's commitment to excellence since joining the company in 2011. With a history in quality assurance management dating back to 2005, Bashir was promoted to Quality Assurance Director in 2018, where he oversees all quality control efforts across Citiguard's California operations. He maintains direct communication with every Quality Assurance Manager, ensuring clear channels for maintaining high-quality service delivery throughout the state.

Bashir plays a pivotal role in developing rigorous protocols that meet client needs, regulatory requirements, and industry standards. His oversight includes conducting regular audits and inspections to assess compliance with security protocols, safety measures, and client expectations. By monitoring performance metrics such as incident reports, response times, and client feedback, he ensures Citiguard consistently meets key performance indicators (KPIs) and delivers optimized services.



A core part of his role is ensuring compliance with evolving local, state, and federal regulations. Bashir continuously updates company policies, ensuring all certifications and licensing are up to date. He works closely with clients, swiftly addressing concerns and fostering strong relationships.

Bashir leads training programs to keep security personnel equipped with the latest technologies and best practices. In the event of incidents, he manages thorough investigations, preparing detailed reports and implementing preventive measures to avoid future issues. His focus on continuous improvement drives the introduction of new technologies and the refinement of operations through quality management systems (QMS).

He manages both internal and external audits, ensuring compliance with standards such as ISO, while also overseeing risk management strategies to minimize potential vulnerabilities. His collaboration with HR, Operations, and IT ensures quality standards are embedded into recruitment, staff development, and daily operations, while also maintaining the functionality of security systems and technologies.

Bashir gathers client feedback to further refine Citiguard's services, leads emergency response planning, and oversees the budget for quality assurance, ensuring resources are allocated efficiently and that expenditures improve service outcomes. His leadership ensures Citiguard remains competitive and compliant with industry standards.

#### Educational Background:

With a military background and service in Afghanistan, Bashir earned a Bachelor's degree in Business Information Systems from the University of Kabul. He is active in yearly quality assurance courses, reflecting his commitment to continuous improvement in Citiguard's security services.

#### **Howard Fridkin** (Director of Contracts and Procurements – 2015 to present)

Primary contact: 800-613-5903

With over a decade of expertise in contract management, security operations, and customer service, Howard Fridkin serves as the Director of Contracts and Procurement at Citiguard. In this role, he oversees the end-to-end procurement process, contract negotiations, and compliance assurance, ensuring that all agreements align with the company's operational needs and regulatory requirements.

Howard plays a pivotal role in evaluating vendor contracts, managing procurement strategies, and optimizing resource allocation to support Citiguard's expanding security operations. He ensures that all contracts adhere to industry best practices and legal standards while maintaining cost efficiency and service excellence. His meticulous approach to contract oversight and risk management safeguards the company's financial interests and enhances its ability to deliver superior security solutions.

Previously serving as a Senior Security Consultant, Howard conducted comprehensive security audits, risk assessments, and compliance evaluations, identifying vulnerabilities and strengthening client security infrastructures. His expertise in physical, operational, and cybersecurity now informs his strategic approach to contract development, ensuring that all procurement decisions support Citiguard's commitment to high-quality security services.

Beyond contract administration, Howard continues to mentor and lead cross-functional teams, providing guidance on procurement strategies, compliance with OSHA, HIPAA, and GDPR, and vendor risk management. He also plays an active role in corporate training programs, reinforcing Citiguard's dedication to professional development and operational excellence.

Howard's data-driven approach to procurement and contract management enhances operational efficiency, reduces risks, and strengthens Citiguard's ability to meet the evolving needs of its clients.

Through his leadership in contract negotiations, supplier relations, and strategic sourcing, he contributes to the company's continued growth and reputation as an industry leader in security services.

#### Educational Background:

Howard Fridkin holds an MBA from UCLA, showcasing his academic achievements in combination with extensive professional experience.

**Aurora Olmos** (Senior Accounts Manager – 2014 to present)  
Primary contact: 800-613-5903

As an Accounts Manager at Citiguard, Aurora Olmos plays a pivotal role in ensuring the company's 24/7 availability to clients. She has designed a highly efficient response system tailored to meet the unique security needs of each client. Aurora's dedication to precisely matching client requirements with the right security team has resulted in optimal scheduling, deployment, and overall performance across all managed sites.

In her role as the primary client liaison, Aurora ensures that client concerns and inquiries are addressed promptly. She works closely with clients to fully understand their evolving security needs, adapting strategies to keep up with any changes. By building strong, trust-based relationships, Aurora ensures that clients have complete confidence in the quality of Citiguard's services.

Service delivery oversight is another area where Aurora excels. She carefully monitors the performance of security personnel to ensure they consistently meet or exceed service expectations. Any issues or complaints are resolved swiftly, maintaining a high level of client satisfaction. Aurora conducts regular site visits to assess security operations firsthand, facilitating open communication with both clients and staff to gather feedback and implement improvements.

Aurora also plays a key role in staff coordination and management. She ensures the right security personnel are assigned to each client site, carefully coordinating the deployment of guards, supervisors, and support staff to ensure appropriate coverage. She works closely with the operations team to develop schedules that align with client requirements while ensuring that staffing levels remain sufficient. Additionally, she ensures that security personnel are trained to meet each client's specific needs, including site-specific protocols and updated industry standards.

Contract management is a central aspect of Aurora's role. She ensures that all contract terms are fulfilled, including service hours and staffing requirements. As contracts approach renewal, Aurora engages clients in discussions about extending or expanding the service agreement. She also works with the finance department to ensure accurate billing, manage budget concerns, and adjust pricing based on changes in scope or additional services requested.

In incident management, Aurora is responsible for overseeing the reporting of any security incidents, ensuring reports are completed accurately and promptly shared with clients. She works closely with security supervisors to resolve incidents quickly and efficiently, minimizing disruption to client operations. Aurora also identifies potential security risks and recommends strategies to mitigate those risks, ensuring the highest level of protection for clients.

Operational coordination is a key responsibility for Aurora, as she collaborates with field management and operations teams to ensure all logistical needs are met, including personnel, equipment, and technology. She tracks account-related expenses and monitors profitability to ensure services remain within budget. Aurora, working with the HR Department, also ensures full compliance with local regulations and industry standards, such as OSHA or other relevant guidelines.

Client reporting and analytics are central to Aurora's approach. She provides detailed reports on security services, including performance metrics, incident logs, and response times, allowing clients to assess the effectiveness of their security measures. Aurora uses these insights to propose improvements and gather client feedback regularly, ensuring that service delivery is continuously optimized.

Aurora also contributes to Citiguard's business development efforts by identifying opportunities to expand relationships with existing clients. She proposes additional services, upgrades to security systems, and new technologies that meet evolving needs. Client retention is a major focus for Aurora, who ensures exceptional service that leads to contract renewals and long-term partnerships.

#### Educational Background:

Aurora Olmos holds a Master's Degree in Financial Economics & Performance Studies in Management from the University of California at Santa Cruz, which reflects her comprehensive understanding of financial and management principles.

## Security Officers

At Citiguard, we take pride in employing security officers who are not only highly trained but also exceptionally experienced and deeply committed to public safety. All Citiguard officers possess, at minimum, a high school diploma, with many holding college degrees, military service records, or prior law enforcement experience—reinforcing the professionalism and discipline we bring to every assignment.

As part of our rigorous hiring criteria, Citiguard requires a minimum of five years of prior security guard experience for all applicants. For candidates with military or law enforcement backgrounds, a minimum of three years of relevant field service is accepted. This ensures that every officer we deploy is field-tested, situationally aware, and mission-ready from day one.

Our officers are California POST-certified and have completed basic Police Academy training, equipping them with the tactical proficiency and operational readiness needed to manage high-risk environments. Their robust experience enables them to assess threats swiftly, respond with sound judgment, and remain composed in dynamic, high-pressure situations.

Fluent in both English and Spanish, Citiguard officers are skilled communicators who foster respectful, effective engagement with the public and the diverse communities we serve. Their training in de-escalation, behavioral recognition, and public interaction promotes safe, inclusive environments at every assignment.

Whether securing high-profile municipal properties, conducting complex risk assessments, or responding to critical incidents, our officers operate with professionalism, accountability, and confidence. Their extensive emergency preparedness includes:

- Medical emergency response
- Crisis and evacuation protocols
- Fire and earthquake procedures
- Suspicious package recognition
- Bomb threat and active shooter response

Citiguard officers are also trained to manage sensitive interactions with transient and unhoused individuals. They approach each encounter with empathy and professionalism, often coordinating with outreach organizations such as LAHSA, PATH, Hope of the Valley, and Mercy House to help connect individuals with support services and shelter resources.

We are deeply committed to continuous training and development. Our personnel receive ongoing instruction on evolving security protocols and technologies, including CitiTrac digital reporting systems and Wolfcom body-worn camera technology, to ensure transparency, accountability, and operational excellence.

In addition to their core responsibilities, many Citiguard officers serve as mentors to junior staff, fostering leadership growth and reinforcing our company-wide culture of service excellence.

Through their qualifications, discipline, and commitment to public safety, Citiguard officers do more than secure properties—they build confidence, elevate standards, and serve as proactive partners in community protection.

## ORGANIZATIONAL CHART



## **EXPERIENCE AND REFERENCE**

### **Experience Servicing Municipal Facilities**

Citiguard brings extensive, hands-on experience securing a wide range of municipal environments that directly align with the facility portfolio of the City of Salinas. We currently provide contracted security services to numerous cities, counties, public agencies, and transportation authorities across California—ensuring safety, access control, public engagement, and rapid incident response for city halls, libraries, public garages, community centers, transit stations, and more.

### **City Halls and Administrative Centers**

Citiguard provides daily security services for municipal government buildings and civic campuses in jurisdictions such as the City of Torrance, City of Coachella, and County of Orange/Santa Ana. Our officers perform lobby access control, visitor screening, public assistance, and evening patrols. We are highly experienced in maintaining an open, welcoming environment while enforcing city policies with professionalism and respect.

### **City Parking Lots, Streets, and Garages**

Our officers currently patrol city-owned parking structures and surface lots in both urban and suburban settings, including for the Bakersfield Police Department, where we provide 24/7 vehicle patrol and fixed-post coverage. We actively deter loitering, vandalism, vehicle break-ins, and unauthorized access while maintaining high visibility to reassure the public.

### **Libraries and Recreation Centers**

Citiguard safeguards library branches and recreational facilities in various cities and school districts, including all public libraries in the City of Arcadia and the County of Orange/Santa Ana. We ensure peaceful environments by addressing disruptive behavior, monitoring for safety threats, and upholding facility rules through trained, non-confrontational engagement techniques.

### **City Maintenance Yards and Infrastructure Sites**

We provide security for city maintenance yards, fleet vehicle depots, and infrastructure zones by performing access control, perimeter patrols, and asset protection services. Our work with Caltrans includes similar oversight for large-scale operations, and our security coverage at multiple Vulcan Materials Company locations involves extensive patrol of outdoor yards, environmental areas, and heavy-equipment staging zones.



### **Municipal Airports and Transportation Facilities**

Citiguard has current contracts providing transportation and aviation security services. At Marin County Airport, we perform FAA-aligned access control, ID verification, perimeter security, and emergency response coordination. Our officers are trained to meet the heightened standards and regulatory requirements of airport environments.

### **Community Centers and Civic Halls**

Citiguard secures community venues such as Sherwood Hall-type facilities, neighborhood centers, and event halls. Our personnel are trained in large-crowd management, parking oversight, pedestrian flow, and public safety coordination. We have successfully managed major event deployments, including the 2023 and 2024 Breeders' Cup, where over 100 Citiguard officers provided traffic control, access security, and crowd supervision—without a single reportable incident.

### **Business Improvement Districts and Downtown Associations**

Citiguard proudly serves multiple business improvement districts, including those similar to the Salinas City Center Improvement Association. We currently provide safety ambassadors and patrol officers for areas such as Downtown Santa Ana and San Diego's Hillcrest Business Association. Our high-visibility patrols, direct merchant support, and collaborative partnerships with local law enforcement have significantly reduced criminal activity and garnered public recognition in regional media.

### **Experience Managing Transient and Homeless Populations**

Citiguard has extensive experience addressing the complex challenges posed by the presence of transient and unhoused individuals around city facilities, public spaces, and business districts. For many years, we have provided specialized security services in partnership with prominent organizations such as PATH (People Assisting the Homeless), Hope of the Valley Rescue Mission, LAHSA (Los Angeles Homeless Services Authority), and Mercy House. These long-standing partnerships have helped shape our approach to homelessness not merely as a security issue—but as a community issue requiring balance, compassion, and firmness.

Our officers are trained in de-escalation techniques, trauma-informed response, and both mental and physical intervention methods. We focus on redirecting aggressive or chronically unhoused individuals away from unauthorized locations that hinder public access and disrupt the safe use of civic facilities. In doing so, we work in tandem with social outreach programs to guide individuals toward shelter resources, mental health services, and permanent housing solutions.

Through this combined strategy, Citiguard has successfully supported municipalities in reducing loitering, public safety complaints, and repeat calls for service—while promoting community access to City Halls, libraries, recreation centers, and other public sites.



This approach aligns with the City of Salinas' goals of fostering safe, inclusive, and well-maintained civic environments.

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### **Current References**

Citiguard takes pride in delivering exceptional security services to a distinguished roster of clients across diverse sectors, including city, state, and federal government agencies, as well as high-profile organizations. Our unwavering commitment to excellence, reliability, and professionalism has earned the trust of these esteemed partners. Below is a selection of the valued clients who have entrusted Citiguard with their security needs, showcasing our proven dedication to ensuring safety and peace of mind for all those we serve.

#### **MARIN COUNTY AIRPORT**

451 Airport Rd, Novato, CA 94945

Contact person: David Lawlor, Purchaser

Phone: (415) 473-4217

Email: david.lawlor@marincounty.gov

Start date: August, 2024

Term of contract: Ongoing

Annual contract amount: \$128,026.00

#### **Service:**

Citiguard provides nightly security at Marin County Airport (Gross Field), patrolling the facility from (8:00 PM) to (6:00 AM), seven days a week. The team reports unlawful activities and emergencies to the appropriate agencies and the County Airport Manager. In cases of public emergencies or incidents like fire, theft, or vandalism, Citiguard promptly notifies the Airport Manager or, if unavailable, contacts emergency responders and documents the events. An all-weather patrol vehicle with adequate lighting is used for night monitoring. A nightly email report is sent to the Airport Manager, and employees at secure access points are screened with metal detectors.

#### **CALIFORNIA LOTTERY ASSOCIATION**

700 North 10th St. MS: 4-3, Sacramento, CA 95811

Contact person: Jennifer Tointon-Painter

Phone: (916) 247-9182

email: jtointon-painter@calottery.com

(cont'd.)

Start date: March 7, 2024

Term of contract: Ongoing

Five year contract amount: \$12,500,000.00

**Service:**

Citiguard deploys 50 security officers to safeguard 12 California Lottery locations statewide. Our team conducts routine patrols, enforces access control measures, and ensures a visible security presence. Officers are trained to manage high-security environments effectively, addressing potential threats while maintaining a professional demeanor. Citiguard's close collaboration with local law enforcement enables rapid response to emergencies, providing a secure environment for staff, visitors, and customers. This contract demonstrates Citiguard's ability to handle high-profile, multi-location security operations with precision and professionalism.

**LOS ANGELES COUNTY PROBATION DEPARTMENT (2 locations)**

**BARRY J. NIDORF JUVENILE HALL**

16350 Filbert St. Sylmar, CA 91342

**LOS PADRINOS JUVENILE HALL**

7285 Quill Dr. Downey, CA 90242

Contact person: Nicholas Esparza, Director

Tel: (323) 804-6152

Email: [nicholas.esparza@probation.lacounty.gov](mailto:nicholas.esparza@probation.lacounty.gov)

Start date: September 5, 2023

Term of Contract: Ongoing

Contract amount: \$6,000,000.00

**Service (both locations):**

We provide comprehensive security coverage across multiple locations with a dedicated team of 96 highly trained security officers. Our personnel adhere to stringent security protocols, utilizing metal detectors to conduct thorough screenings of staff, inmates, and visitors, ensuring that all individuals entering the facilities are properly vetted.

Our armed security officers maintain a 24/7 presence, actively monitoring and patrolling facility entrances. They meticulously document staff and visitor movements, maintaining detailed records to uphold the highest standards of safety, accountability, and compliance.

Beyond entrance security, we deploy security golf carts for continuous perimeter patrols, enhancing visibility and response capabilities. This proactive approach ensures that all areas remain secure, well-monitored, and prepared for any potential threats.

**BAKERSFIELD POLICE DEPT.**

1600 Truxtun Avenue, Bakersfield, CA 93301

Contact Person: Nicole Anderberg, Director

Tel: (661) 326-3978

Email: [nanderberg@bakersfieldpd.us](mailto:nanderberg@bakersfieldpd.us)

Start date: February 13, 2023

Term of contract: Ongoing

Contract amount: \$1,090,297.00

**Service:**

Citiguard operates a fleet of patrol vehicles providing 24/7 security coverage for Bakersfield's downtown area. Our high-visibility patrols ensure constant surveillance, rapid incident response, and the safety of city staff, residents, and visitors. Officers are trained in advanced de-escalation techniques to diffuse volatile situations involving criminal behavior, transient populations, and potential fire or public safety threats. In aggressive scenarios, Citiguard officers coordinate seamlessly with the Bakersfield Police Department, leveraging a strong partnership for immediate intervention. Our proactive approach, focusing on deterring criminal activity and maintaining public safety, has significantly enhanced the security landscape in the downtown district.

**PASADENA USD**

351 S Hudson Ave., Rm 102, Pasadena, CA 91009

Contact name: Julianne Reynoso, Assistant Superintendent, Student Wellness and Support

Tel: (626) 396-3600 ext. 88238

email: [reynoso.julianne@pusd.us](mailto:reynoso.julianne@pusd.us)

Start date: December 1, 2023

Term of contract: Ongoing

Contract amount: \$538,284.00

**Service:**

Citiguard deploys three dedicated patrol vehicles to actively traverse and monitor 28 Pasadena Unified School District sites, including schools, libraries, community centers, children's facilities, administrative offices, and district buildings. Our security teams respond promptly to on-campus emergencies, secure gates and access points, de-escalate incidents involving criminal or disruptive behavior, remove unauthorized individuals, and coordinate with local law enforcement when intervention is required for aggressive or unlawful conduct.

**VULCAN MATERIAL COMPANY**

16013 E Foothill Blvd, Irwindale, CA 91702

Contact Person: Shannon Pedroza, Sourcing Lead, Western Division

Tel: (626) 513-5521

Email: pedrozas@vmcmail.com

Start date: July, 2024

Term of contract: Ongoing

Contract amount: \$2,300,000.00

**Service:**

Citiguard provides blanket security services across 45 Vulcan Materials locations in California, encompassing quarries, asphalt plants, ready-mix sites, offices, and distribution centers. With a team of 75 highly trained security officers, we deliver both on-site and vehicle patrols, ensuring coverage in remote and high-risk areas. Our guards are proficient in enforcing safety protocols, managing access control, and de-escalating conflicts, particularly with transient populations that often pose challenges. By maintaining strong relationships with local law enforcement, we facilitate swift emergency responses when necessary. Citiguard's efforts safeguard Vulcan's employees, assets, and surrounding communities, ensuring uninterrupted operations and a secure environment.

**ARCADIA PUBLIC LIBRARY**

20 W. Duarte Road, Arcadia, CA 91006

Contact person: Samantha Alba, Library Services Manager

Tel: (626) 821-4364

Email: salba@arcadiaca.gov

Start date: July, 2023

Term of contract: Ongoing

Contract amount: \$77,940.00

**Service:**

Citiguard provides vigilant monitoring and proactive patrol services to ensure the safety and comfort of library staff, patrons, and visitors. Our assigned security officer is professionally trained in de-escalation techniques and responds effectively to disruptive or unauthorized individuals, maintaining a secure, welcoming environment for all.

## VIOLATIONS

Citiguard, Inc. affirms that, from 2015 to the present day, neither our company nor any business organization owned or operated by Citiguard—including any parent company or subsidiaries—has received any notices of violation, corrective action notices, enforcement actions or orders, warning notices, or other forms of permit violation or non-compliance documentation from any public agency, including but not limited to OSHA or other regulatory bodies.

Citiguard takes compliance, workplace safety, and regulatory oversight with the utmost seriousness. We have implemented strict internal protocols, routine safety training, and regular audits to ensure full adherence to federal, state, and local requirements. This consistent commitment to compliance reflects our dedication to operational excellence, transparency, and accountability across all contracts.

Should the City of Salinas require any additional documentation or verification, we are prepared to provide it promptly upon request.

## STATEMENT TO SERVICE ENTIRE CITY

Citiguard, Inc. affirms our full capability and commitment to providing comprehensive security services throughout the City of Salinas. With over 18 years of experience delivering municipal security solutions across California—and a robust operational infrastructure—we are fully prepared to deploy trained personnel to all designated City-owned facilities and locations, regardless of size, complexity, or logistical demand.

We acknowledge and confirm our ability to provide consistent, reliable coverage at all identified sites, including but not limited to: the Salinas Municipal Airport, Permit Center, Steinbeck Library and other public libraries, community recreation centers, public parking garages and surface lots, the Salinas Train Station, Sherwood Hall, and any additional City-owned facilities or properties outlined within the RFP.

Citiguard maintains a statewide network of over 1,000 licensed officers and twelve fully staffed branch offices—including regional coverage in Monterey County. This ensures not only immediate deployment capacity, but also backup staffing, local supervision, and rapid incident response across all service zones. Our service model is flexible, scalable, and customized to meet the City's evolving public safety needs.

We are honored by the opportunity to serve the City of Salinas and stand ready to protect its residents, staff, and visitors with the highest standards of professionalism and reliability.

## STATEMENT TO SERVICE SALINAS CITY CENTER AND ELIGIBLE NON-PROFIT GROUPS

Citiguard, Inc. affirms our full capability and commitment to providing professional security services to the Salinas City Center District (Downtown District) as well as to all eligible non-profit organizations operating within the City of Salinas. We understand the essential role these groups play in supporting the city's cultural, economic, and community development initiatives, and we are proud to extend our services in support of their missions.

Citiguard will provide security services to these entities under the same terms, conditions, and hourly rates as outlined in our proposal to the City of Salinas. Our service model is designed to be flexible, responsive, and scalable, enabling us to meet the unique needs of downtown business corridors, special events, public spaces, and nonprofit-led community programs.

With extensive experience securing downtown districts and nonprofit partnerships across California—including our work in the Downtown Santa Ana District and Hillcrest Business Association in San Diego—Citiguard brings a proven approach to maintaining public safety while fostering a welcoming environment.

We welcome the opportunity to support the Salinas City Center and its nonprofit community with dependable, professional, and community-conscious security services.



## ATTACHMENT 1 – PRICE SCHEDULE

The following rate shall be provided:

### **Supervisor**      **Unarmed Cost**

Pay Rate      \$ 21.00 /hr.

Billing Rate      \$ 28.00 /hr.

Overtime Rate \$ 42.00 /hr.

### **Security Officer**

Pay Rate      \$ 19.00 /hr.

Billing Rate      \$ 26.00 /hr.

Overtime Rate \$ 39.00 /hr.

### **Patrol Rate (including vehicle)**

Pay Rate      \$ 20.00 /hr.

Billing Rate      \$ 33.00 /hr.

Overtime Rate \$ 49.50 /hr.

### **Alarm Response**

Response Rate \$ 45.00 /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~



## 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: Citiguard, Inc.

BY: Howard Fridkin

TITLE: Director of Contracts and Procurements

MAILING ADDRESS: 22736 Vanowen St., Ste. 300

West Hills

(City)

CA

(State)

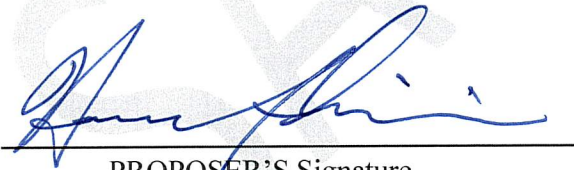
91307

(Zip)

TELEPHONE NUMBER: 800-613-5903

STATE OF CALIFORNIA LICENSE NO.: 121572  
(Private Patrol Operators License)

CITY OF SALINAS PRIVATE-PATROL OPERATOR REGISTRATION  
CARD NO.: FINBL25-00394



PROPOSER'S Signature

05/19/2025

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: N/A

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~

# City of Salinas

## Business License



**19 27 1 OCCUPATIONS AND SERVICES**

License Section

**30 Jun 2025**

Expiration Date

**Citiguard, Inc.  
22736 Vanowen St., Ste. 300  
West Hills, CA 91307**

License Number

**FINBL25-00394**

This license evidences that the person(s), firm, or corporation named herein has paid the applicable fee required by the Salinas City Code through the date indicated above. Under provisions of Chapter 19-3 of the Salinas City Code, issuance of this license shall not be construed as compliance with other City Ordinances, State Law, or Federal Laws.

DISPLAY IN A CONSPICUOUS PLACE

THIS LICENSE IS NOT TRANSFERABLE

Citiguard, Inc.

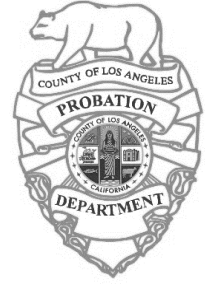
22736 Vanowen St., Ste. 300  
West Hills, CA 91307

**Type of Business**  
**SECURITY SERVICES**



# COUNTY OF LOS ANGELES PROBATION DEPARTMENT

CAMPUS SAFETY & SECURITY OPERATIONS  
9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242  
(562) 940-3554



**GUILLERMO VIERA ROSA**

Chief Probation Officer

June 21, 2024

TO: Michael Quinonez, Citiguard Account Manager

FROM: Eric Strong, Chief Safety and Security Officer

**SUBJECT: LETTER OF RECOMMENDATION**

To Whom It May Concern,

As the Chief of Campus Safety and Security Operations for the Los Angeles County Probation Department, I am writing this letter of recommendation on behalf of Citiguard Security Services.

Citiguard Security Services entered in contract with Los Angeles County Probation Department September 1, 2023, to provide weapons screening, perimeter patrol and secure entrance monitoring at two of our juvenile detention facilities. Citiguard provided a carefully selected group of individuals that would bring a higher level of professionalism and experience. At the time of onboarding, our department was experiencing a significant change in security protocols including physical enhancements.

Throughout these changes, Citiguard Account Manager Michael Quiñonez has been readily available and responsive to requests from our Campus Safety and Security Operations (CSSO) team. Michael has been proactive in reporting safety/security concerns and has been a part of the conversations to address the many issues we have encountered during our implementation of new security protocols.

***Rebuild Lives and Provide for Healthier and Safer Communities***

Citiguard Security Services

June 21, 2024

Page 2 of 2

There have been some adjustments made by Citiguard regarding their personnel at various post assignments, yet most of the guards are actively seeking to perform at a high level and are constantly communicating with the CSSO team. CSSO and Citiguard have developed a positive working relationship and we appreciate their collaboration in fostering a safe and secure work environment at both Los Padrinos Juvenile Hall and Barry J. Nidorf Treatment Facility.

Respectfully,

A handwritten signature in black ink, appearing to read "Eric Strong", written in a cursive style.

Eric Strong

Chief of Campus Safety and Security Operations

Los Angeles County Probation Department



PASADENA UNIFIED SCHOOL DISTRICT  
STUDENT WELLNESS AND SUPPORT SERVICES

September 18, 2024

From: Julianne Reynoso

To Whom It May Concern:

I am thrilled to affirm the commitment of the Pasadena Unified School District (PUSD) to our newly forged partnership with Citiguard Security. The prospect of a contractual and professional service has been outstanding.

We are particularly proud of the effective and efficient communication and heightened sense of urgency Citiguard takes to protect the well-being of our staff, students, and schools/building. We receive daily reports that impart a 12-hour range of services and allow us to take action if anything is seen as unsafe. The staff is professional, responsive, and empathetic, yet direct when safety and security are at the forefront.

The Pasadena Unified School District supports all efforts Citiguard Security has made to bring a sense of safety, prevention, intervention, and communication to our community.

Sincerely,

  
Julianne Reynoso, Ed.D.  
*Assistant Superintendent, Student Wellness and Support Services*

*We will transform education to empower students to succeed.*

351 South Hudson Avenue, Room 208 • Pasadena California 91109 • (626) 396-3600, x 88238 • (626) 793-9858 fax • [www.pusd.us](http://www.pusd.us)

To whom it may concern,

The City of Bakersfield engaged in a contract with Citi-Guard for private security services in February 2022. Citi-Guard provides a high visibility, proactive security patrols for various portions of the city at our direction. I currently manage the account on behalf of the city and have found the work product provided by Citi-Guard to be valuable for our municipality. My communication with the account manager, Robert Smith has been excellent, and I have found him to be very receptive. Mr. Smith and his team have shown to be flexible, dependable, and hard working.

Best,

Lt. Matt Gregory

Bakersfield Police Department

1601 Truxtun Av, Bakersfield, Ca 93301

661-326-3981



# County of El Dorado

## Chief Administrative Office

330 Fair Lane  
Placerville, CA 95667-4197

*Tiffany Schmid*  
Chief Administrative Officer

Phone (530) 621-5530  
Fax (530) 626-5730

August 22, 2024

RE: Citiguard, Inc.

To Whom it May Concern:

Since June of last year, the County of El Dorado has contracted with Citiguard, Inc. for security services at several of our facilities, including our Administration offices, Library, Health and Human Services offices, and our Navigation Center for homeless services. Citiguard has provided two unarmed security guards to patrol our sites for twelve hours per day, serving as a visual and physical deterrent to crime.

Citiguard's staff consistently perform their duties in an efficient, conscientious manner, demonstrating professionalism to all persons they encounter on County property. All Citiguard personnel have exercised good judgment and shown to be courteous, alert, and capable of diffusing confrontational situations. Their problem-solving skills and initiative have proven them to be a reliable choice for our security needs.

I highly recommend Citiguard's services. If you would like any further information about our experience with Citiguard, please feel free to contact me by phone at (530) 621-5833 or by email at [kevin.gilliland@edcgov.us](mailto:kevin.gilliland@edcgov.us).

Sincerely,

A handwritten signature in blue ink, appearing to be "KG" or "Kevin Gilliland".

Kevin Gilliland  
Facilities Program Manager



# City of Arcadia

March 5, 2024

## Arcadia Public Library

20 West Duarte Road  
Arcadia, CA 91006  
(626) 821-5567  
[www.ArcadiaCA.gov/Library](http://www.ArcadiaCA.gov/Library)

## Gilb Museum of Arcadia Heritage

380 West Huntington Drive  
Post Office Box 60021  
Arcadia, CA 91006-6021  
(626) 574-5440  
[www.ArcadiaCA.gov/Museum](http://www.ArcadiaCA.gov/Museum)

Darlene Bradley  
*Director of Library  
and Museum Services*

To whom it may concern:

It is my pleasure to write a letter of recommendation for Citiguard. Last year the Arcadia Public Library switched security companies, and it was the best decision for our facility. Citiguard staff are professional, easy to contact whenever there is a problem, and will strive to pair the right guards for your facility. Staff took the time to tour our facility and discuss our needs. Guards are on time, personable, practice a polite but firm approach when it comes to enforcing library policies, and have excellent communication with members of the public and library personnel. Our experience with Citiguard has exceeded our expectations and I'm sure they will meet your facilities needs as well.

Sincerely,

Samantha Alba  
Library Services Manager  
City of Arcadia Public Library  
626.821.5565  
[salba@arcadiaCA.gov](mailto:salba@arcadiaCA.gov)





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

## PRIVATE PATROL OPERATOR

License No. PPO121572

Receipt No. 13357

Valid Until: 09/30/2026

CITIGUARD  
22736 VANOWEN ST STE 300  
WEST HILLS, CA 91307-2656

In accordance with the provisions of  
Division 3, Chapter 11.5 of the Business  
and Professions Code, the company  
named hereon is issued a Private Patrol  
Operator License Renewal.

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

1204.CERT04S.071823

CITIGUARD  
22736 VANOWEN ST STE 300  
WEST HILLS CA 91307-2656

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

J0B000774.1p32-20240619213347659-00018.rtf//943.870045.D1.00.1.1





CITIINC-01

IFATHIPOUR

## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

3/28/2025

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

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

<b>PRODUCER</b> Paramount Exclusive Insurance Services, Inc. 15760 Ventura Blvd. Suite 500 Encino, CA 91436	<b>CONTACT NAME:</b> <b>PHONE (A/C, No, Ext):</b> (818) 986-7283 <b>FAX (A/C, No):</b> (818) 986-4949 <b>E-MAIL ADDRESS:</b> service@paramountexclusiveins.com
	<b>INSURER(S) AFFORDING COVERAGE</b> <b>INSURER A:</b> Evanston Ins. Co. <b>INSURER B:</b> National Fire & Marine Ins. <b>INSURER C:</b> Travelers Casualty and Surety Company of America <b>INSURER D:</b> <b>INSURER E:</b> <b>INSURER F:</b>
<b>INSURED</b>  CitiGuard Inc 22736 VANOWEN STREET STE 300 West Hills, CA 91307	<b>NAIC #</b> 035378 20052 31194

## COVERAGES

## CERTIFICATE NUMBER:

## REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:			BMGG100043-01	3/26/2025	3/26/2026	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000 MISC ERRORS OMM \$ 1,000,000
B	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			72APB011105	3/26/2025	3/26/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$			BMGE100039-01	3/26/2025	3/26/2026	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ Aggregate \$ 5,000,000
	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y / N If yes, describe under DESCRIPTION OF OPERATIONS below		N / A				PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
C	Crime			107479980	7/27/2024	7/27/2025	Single Loss 100,000

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

## CERTIFICATE HOLDER

## CANCELLATION

FOR INFORMATIONAL PURPOSES ONLY

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

3/24/2025

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

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

<b>PRODUCER</b> SUNZ Insurance Solutions, LLC ID: (DecisionHR) c/o DecisionHR Holdings Inc 5801 Postal Road, PO Box 818020 Cleveland, OH 44181	<b>CONTACT</b> NAME: Cortney Horn PHONE (A/C, No. Ext): 888-828-5511 E-MAIL ADDRESS: Certs@DecisionHR.com FAX (A/C, No): <b>INSURER(S) AFFORDING COVERAGE</b> INSURER A: SUNZ Insurance Company INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:	<b>NAIC #</b> 34762
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**COVERAGES** **CERTIFICATE NUMBER:** 84507696 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	<b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:						EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG \$ \$ \$ \$ \$ \$
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident) \$ \$ \$ \$
	<b>UMBRELLA LIAB</b> <b>EXCESS LIAB</b> <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$						EACH OCCURRENCE AGGREGATE \$ \$ \$
A	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below Y / N <input type="checkbox"/> N / A			WC042-00263-024	3/26/2025	6/1/2025	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000

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

<b>CERTIFICATE HOLDER</b> 976101 FOR INFORMATIONAL PURPOSES ONLY	<b>CANCELLATION</b> SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE Rick Leonard
--	--

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ACORD 25 (2016/03)

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# Request for Taxpayer Identification Number and Certification

► Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.

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

Print or type. See Specific Instructions on page 3.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. <b>Citiguard, Inc</b>	
	2 Business name/disregarded entity name, if different from above	
	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only <b>one</b> of the following seven boxes.  <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► <b>Note:</b> Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is <b>not</b> disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner. <input type="checkbox"/> Other (see instructions) ►	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):  Exempt payee code (if any) _____  Exemption from FATCA reporting code (if any) _____  <i>(Applies to accounts maintained outside the U.S.)</i>
	5 Address (number, street, and apt. or suite no.) See instructions. <b>22736 Vanowen Street Suite 300</b>	Requester's name and address (optional)
	6 City, state, and ZIP code <b>West Hills, CA 91307</b>	
7 List account number(s) here (optional)		

## Part I Taxpayer Identification Number (TIN)

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

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

Social security number									
			-			-			
or									
Employer identification number									
9	0	-	1	0	0	3	6	2	3

## Part II Certification

Under penalties of perjury, I certify that:

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

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

Sign Here	Signature of U.S. person ► <i>S. Nomair</i>	Date ► 01/01/2025
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## General Instructions

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

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

## Purpose of Form

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

- Form 1099-INT (interest earned or paid)

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

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

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



# TRAINING PROCEDURES AND METHODOLOGY

Created by Michael Quinonez – Fire Life & Safety Director



***Citiguard Employs a Comprehensive and Systematic Approach to Training, Ensuring That All Security Personnel Meet and Maintain the Necessary Certifications and Qualifications.***

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[1]

## **Initial Training Program**

New security personnel undergo extensive training programs that cover a wide range of topics, including security protocols, emergency procedures, legal regulations, ethical conduct, and customer service. These programs are designed to equip employees with the fundamental knowledge and skills required for their roles.



## **Certification Verification**

Citiguard conducts thorough checks to verify the certifications and licenses of new hires. This includes confirming the authenticity of security licenses, firearm permits, first aid/CPR certifications, and any other relevant qualifications. Only individuals with valid and verified certifications are employed.

## **Regular Refresher Training**

Security personnel participate in regular refresher training sessions to reinforce their skills and knowledge. These sessions cover updates in security protocols, changes in regulations, and advancements in technology. Refresher training ensures that employees stay current with industry best practices.

## **Continuous Education**

Citiguard encourages security personnel to pursue continuous education opportunities. This can include advanced security training, higher education in related fields, or specialized certifications. The company supports and sometimes sponsors employees in these endeavors to enhance their skills and expertise.

[2]

## **Regular Assessments and Evaluations**

Security personnel undergo periodic assessments and evaluations to gauge their proficiency and identify areas for improvement. These assessments can include written tests, practical exercises, and scenario-based simulations. Performance evaluations are conducted by experienced trainers or supervisors.

## **Hands-On Training**

Citiguard provides hands-on training experiences to ensure that security personnel are proficient in using security equipment, handling emergencies, and executing their duties effectively. Practical exercises enhance their abilities to respond to real-life situations.

## **Mandatory Continuing Education**

Citiguard enforces mandatory continuing education requirements for all security personnel. This includes staying updated on legal regulations, attending workshops or seminars, and completing online courses. Proof of completion is regularly verified to ensure compliance.

## **Documentation and Records**

Citiguard maintains detailed records of all training sessions, certifications, and assessments. These records serve as evidence of employee qualifications and training compliance. Documentation is regularly audited to ensure accuracy and completeness.

## **Supervision and Mentoring**

Experienced supervisors provide guidance and mentorship to security personnel. They offer on-the-job training, share best practices, and provide constructive feedback to enhance employees' skills and confidence.

[3]

## **PC-832 Arrest and Firearms Course**

Hired guards either possess completed training or complete it within the first 30 days. The training comprises two components totaling a minimum of 64 hours: a 40-hour Arrest component and a 24-hour Firearms component for armed guards.

- The Arrest component has a 40-hour requirement
- The Firearms component has a 24-hour requirement (Armed guards only).

## **Client Relations / Service Attitude**

New hires undergo training within their first 30 days, focusing on a client-centered approach, managing difficult clients, fostering client loyalty, and enhancing communication and writing skills.

- Client-Centered Approach
- Dealing with Angry/Upset Clients
- Importance of Client Loyalty / How to Nurture Relationships
- Writing and Communication Skills

## **Emergency Preparedness**

All new hires receive training within their initial 30 days, covering concepts such as awareness, mitigation, response, and recovery. Training addresses various emergency situations, including antiterrorism, active shooter incidents, HazMat incidents, crowd control, and evacuation protocols.

- Antiterrorism



[4]

- Active Shooter
- HazMat
- Crowd Control
- Evacuation protocols

## **Government Laws and Regulations**

Applicants and new hires are tested on their understanding of federal and state laws governing security personnel. Ongoing training ensures compliance with evolving laws and regulations affecting security guards in California.

## **Security Patrol Procedures**

New hires receive training within the first 30 days, focusing on entrance/exit checks, observing suspicious behavior, ensuring people's safety, and being vigilant for emergencies.

## **Citiguard De-escalation Guidelines**

At Citiguard, our foremost goal is to uphold a safe and secure environment for all. A cornerstone of our approach lies in mastering the art of de-escalation. These vital techniques have been proven to calm potentially volatile situations, thwart escalation, and defuse conflicts before they reach a dangerous point. Our specialized training program, meticulously crafted by our team of ex-law enforcement professionals, offers stringent guidelines on employing de-escalation tactics with precision in diverse situations.

### **1. Recognize Early Warning Signs:**

Effective de-escalation starts with identifying early warning signs of aggression or conflict, including physical cues like clenched fists or tense body posture, and behavioral signs such as shouting, aggressive language, or threats.

[5]

## **2. Control Your Own Emotions:**

Maintaining composure is crucial. Stay calm and composed in all situations, even under high pressure. Be mindful of your body language, tone of voice, and facial expressions, as they can either escalate or de-escalate a situation.

## **3. Build Rapport:**

Establishing rapport and connecting with the individual you're dealing with can Foster trust and cooperation. Utilize active listening skills, ask open-ended questions, and show empathy to understand their perspective.

## **4. Clarify the Situation:**

Before attempting to de-escalate, ensure a thorough understanding of the circumstances and the reasons behind the person's behavior. Clarify any misunderstandings or misconceptions, validating their feelings and emotions.

## **5. Set Boundaries:**

Define clear boundaries and behavior expectations while ensuring the person feels respected and heard. Provide explicit instructions and consequences for non-compliance, while also offering practical solutions and alternatives to the situation.



## **6. Use Verbal and Non-Verbal Techniques:**

De-escalation tactics encompass both verbal and non-verbal approaches. Verbal techniques involve using a calm and reassuring tone, mirroring the person's language and gestures, and providing choices and options. Non-verbal techniques include open body language, maintaining eye contact, and establishing appropriate physical distance.

## **7. Seek Assistance:**

In situations where handling becomes challenging or there is a risk of physical harm, promptly seek assistance from other security personnel or law enforcement.



[6]

Have a well-defined escalation plan and know when to involve higher authorities to ensure a swift and safe resolution.

## **Citiguard's Comprehensive Training for Proactive Defense**

While restraint is a fundamental aspect of a guard's security approach, it's crucial to acknowledge that emergency situations may require guards to face physical threats from antagonists. In these challenging scenarios, proactive defense strategies are paramount to ensuring safety and maintaining control. Citiguard security personnel are rigorously trained, prepared, and equipped with the following certifications:

### **1. Firearm Safety Certificate (Armed Guards Only):**

Armed guard applicants must obtain this certification prior to employment. It entails passing a rigorous Department of Justice (DOJ) written test on firearm safety, administered by DOJ Certified Instructors.

### **2. PR-24 Baton Certification:**

All ACOs either possess PR-24 Baton Certification upon hiring or complete the Training within their initial 30 days of employment. This certification comprises a state-mandated course with a minimum of eight hours of instruction. A written examination, requiring a passing score of 83% or better, ensures proficiency.

### **3. Pepper Spray / Mace Permit:**

ACOs are either hired with their pepper spray/mace permit or undergo Comprehensive training within their first 30 days of employment. This training encompasses legal and moral aspects, types of sprays, proper usage protocols, storage guidelines, and recognizing/treating symptoms associated with exposure.

### **4. Emergency Response Training:**

- **Types of Emergencies:** Provide training on various types of emergencies such as fire, medical emergencies, natural disasters, and security breaches.
- **Evacuation Procedures:** Outline clear evacuation routes and procedures For different scenarios.

[7]

- **First Aid and CPR:** Ensure security personnel are trained in basic first aid And CPR to provide immediate assistance in medical emergencies.

## 5. Report Writing Training:

- **Incident Reporting:** Train security personnel to accurately and promptly report incidents, including details such as time, location, individuals involved, and actions taken.
- **Documentation Skills:** Emphasize clear and concise documentation of incidents, ensuring that reports are accessible for future reference.

## 6. Safety Training:

- **Patrol Procedures:** Instruct on effective patrol techniques to identify and address potential safety hazards.
- **Security Equipment Usage:** Provide training on the proper use of security equipment such as surveillance cameras, alarms, and communication devices.



## 7. Community Rules and Regulations:

- **Familiarity with Community Policies:** Ensure security personnel have a thorough understanding of community rules and regulations.
- **Conflict Resolution:** Provide training on resolving conflicts while upholding community standards.

[8]

## **8. Procedural Training:**

- **Access Control Procedures:** Train security personnel on verifying and controlling access to the community.
- **Visitor Management:** Instruct on proper procedures for handling and logging visitors to the community.
- **Package Handling:** Provide guidelines on receiving and handling packages, ensuring security and resident satisfaction.

## **9. Interpersonal Relationships:**

- **Customer Service Training:** Emphasize the importance of good customer service in interactions with residents.
- **Communication Skills:** Train security personnel in effective communication to handle inquiries, complaints, and emergencies with professionalism.
- **Cultural Sensitivity:** Promote cultural awareness to foster positive relationships with a diverse resident population.

## **10. Ongoing Training and Drills:**

- **Regular Drills:** Conduct regular emergency response drills to ensure security personnel are well-prepared.
- **Continuing Education:** Provide ongoing training to keep security personnel updated on new procedures, technologies, and community developments.

## **11. Hours of Training:**

### **a. Orientation (4-8 hours):**

[9]

- Introduction to the security company and its policies.
- Overview of the security industry and the role of ACOs.
- Introduction to basic security procedures and professionalism.

**b. Legal and Ethical Considerations (4-8 hours):**

- Understanding relevant laws and regulations.
- Ethics in the security industry.
- Use of force and legal responsibilities.

**c. Emergency Response Training (8-16 hours):**

- First aid and CPR certification.
- Emergency evacuation procedures.
- Handling medical emergencies.

**d. Patrol and Observation (8-12 hours):**

- Techniques for effective patrolling.
- Observation skills and situational awareness.
- Identifying and reporting security threats.

**e. Communication Skills (4-8 hours):**



[10]

- Effective verbal and written communication.
- Radio communication procedures.
- Interacting with the public and residents.

**f. Access Control and Technology (8-12 hours):**

- Access control procedures.
- Proper usage of security equipment (e.g., surveillance cameras, alarms).
- Technology training relevant to the security role.

**g. Report Writing and Documentation (8-12 hours):**

- Writing incident reports.
- Documentation skills and record-keeping.
- Legal considerations in report writing.

**h. Customer Service (4-8 hours):**

- Interacting with residents, visitors, and the public.
- Conflict resolution and de-escalation techniques.
- Cultural sensitivity and diversity training.

**i. Community Rules and Regulations (4-8 hours):**

- Familiarity with community-specific rules.
- Enforcing rules while maintaining professionalism.

[11]

- Handling resident inquiries and complaints.

**j. Practical Exercises and Drills (8-16 hours):**

- Hands-on exercises to reinforce training.
- Emergency response drills.
- Simulations of common security scenarios.

**k. Regular Refresher Courses: Implement regular refresher courses to reinforce skills and knowledge.**

## **EMPLOYEE PHYSICAL EXAMS**

Citiguard prioritizes the health and physical well-being of its employees through a structured approach to conducting annual physical exams. The company follows a systematic process to ensure these exams are completed on schedule:

### **Pre-employment Medical Screening:**

Before hiring, Citiguard requires candidates to undergo a comprehensive pre-employment medical screening. This screening includes a thorough examination by a licensed medical professional. Candidates are assessed for their overall health, physical fitness, and ability to perform the required job duties.



### **Annual Physical Exams:**

Citiguard mandates that all employees undergo a thorough physical examination on an annual basis. These exams are scheduled and coordinated by the company's HR department. The purpose of these exams is to assess the employee's general health, identify any potential health issues, and ensure that they are physically fit to continue their duties effectively.

[12]

### **Selection of Qualified Healthcare Providers:**

Citiguard partners with qualified healthcare providers or medical facilities to conduct the physical exams. These providers are experienced in occupational health assessments and are capable of identifying health issues relevant to the specific job requirements of security personnel.

### **Standardized Medical Examination Protocol:**

Citiguard ensures that the physical exams follow a standardized protocol. This protocol includes a range of tests and assessments such as blood pressure measurement, vision and hearing tests, cardiovascular health evaluation, musculoskeletal examination, and overall fitness assessment. The examination protocol is tailored to address the unique physical demands of security duties.

### **Documentation and Record-Keeping:**

Citiguard maintains detailed records of each employee's physical exams. These records include the results of the examination, any recommendations made by the healthcare provider, and the employee's overall fitness status. Having accurate documentation allows Citiguard to track employees' health over time and ensure timely follow-ups if necessary.

### **Reminders and Scheduling:**

Citiguard implements a proactive approach to scheduling annual physical exams. Employees receive timely reminders well in advance of their scheduled exam dates. HR personnel assist in coordinating appointments, ensuring that every employee complies with the annual physical examination requirement.

### **Employee Support:**

Citiguard offers support to employees during the physical examination process. This can include providing necessary information, addressing concerns, and ensuring that employees feel comfortable throughout the examination.

## **DRUG AND ALCOHOL TESTING**

Citiguard maintains stringent policies and procedures regarding drug and alcohol testing to ensure a safe and drug-free work environment for its employees assigned to every post.

[13]

The company follows a comprehensive approach that includes pre-employment testing, random testing, and follow-up testing, as well as procedures for reasonable suspicion testing. Here are the details:

## **1. Pre-Employment Testing:**

### **Pre-employment drug screening:**

All candidates undergo mandatory drug testing before they are officially hired by Citiguard. This screening includes tests for commonly abused substances to ensure that prospective employees are drug-free.

**Alcohol screening:** Pre-employment alcohol testing is also conducted to confirm that candidates do not have alcohol-related issues.



## **2. Random Testing:**

### **Unannounced random drug testing:**

Citiguard conducts random drug tests on employees throughout the year. This random approach deters substance abuse and ensures that employees are aware they can be tested at any time.

### **Random alcohol testing:**

Similar to drug tests, random alcohol tests are administered without prior notice to selected employees, ensuring compliance with alcohol policies.

## **3. Follow-Up Testing:**

### **Follow-up drug and alcohol testing:**

Employees who have previously tested positive for drugs or alcohol, or have undergone rehabilitation, are subject to follow-up testing as part of their continued employment.



[14]

The frequency of follow-up testing is determined on a case-by-case basis, typically involving regular and unannounced tests to monitor ongoing sobriety and compliance with company policies.

#### **4. Reasonable Suspicion Testing:**

##### **Drug and alcohol testing based on reasonable suspicion:**

If there is reasonable suspicion that an employee may be under the influence of drugs or alcohol while on duty, Citiguard reserves the right to conduct drug and alcohol testing. Reasonable suspicion can be based on observed behavior, performance issues, or other specific indicators.

#### **5. Compliance with Applicable Laws:**

##### **Compliance with state and federal regulations:**

Citiguard ensures that all drug and alcohol testing procedures comply with relevant state and federal laws, including the guidelines set forth by the Department of Transportation (DOT) if applicable.

## **ENSURING EMPLOYEES ARE CAPABLE**

Citiguard adopts a comprehensive and strategic methodology to guarantee its employees possess the requisite competencies to effectively deliver services as specified in the Statement of Work (SOW) for each contract. These services encompass safeguarding designated locations through specialized armed, unarmed, or vehicle patrol services. Key components of this approach include:

#### **1. Rigorous Recruitment and Selection Process:**

- Citiguard recruits experienced and qualified security personnel who Have a background in law enforcement, military, or private security.

[15]

- Candidates undergo a thorough screening process, including Background checks, interviews, and skills assessments to ensure they meet the necessary criteria and possess the requisite skills for the job.

## **2. Specialized Training Programs:**

- Citiguard delivers thorough training programs meticulously designed to cater to the unique post orders of the facilities or locations to which its personnel are deployed. This training incorporates an expansive spectrum of subjects, encompassing emergency response protocols, access control procedures, conflict resolution strategies, surveillance techniques, and adherence to legal regulations.
- Armed guards receive specialized firearm training, ensuring they are proficient in the safe and responsible use of weapons. Vehicle patrol officers are trained in defensive driving techniques and patrolling methodologies.

## **3. Continuous Professional Development:**

- Citiguard invests in the continuous professional development of its employees. Ongoing training sessions and workshops keep security personnel updated on the latest security technologies, industry best practices, and legal requirements.



- Employees are encouraged to pursue relevant certifications and attend Industry conferences, enhancing their knowledge and expertise in the field.

#### **4. Site-Specific Training:**

- Citiguard conducts site-specific training to ensure that employees are thoroughly acquainted with the distinct layout, security concerns, and crucial areas of each location to which they are assigned.
- Security personnel are trained to handle various situations specific to The facilities they are assigned to, ensuring they are well-prepared to address any security-related issues that may arise.

#### **5. Regular Drills and Simulations:**

- Citiguard organizes regular drills and simulations to assess the Readiness and response capabilities of its security personnel.
- These exercises include scenarios related to intruder detection, emergency evacuations, and coordination with law enforcement agencies, allowing employees to practice their skills in a controlled environment.

#### **6. Strong Supervision and Support:**

- Citiguard maintains a robust supervisory system where experienced supervisors provide guidance, support, and oversight to security personnel.
- Supervisors conduct regular site visits to monitor the performance of security officers, ensuring that they adhere to protocols and maintain a high level of professionalism.

#### **7. Effective Communication and Collaboration:**

- Citiguard emphasizes open communication and collaboration among Security personnel, ensuring seamless coordination during patrols, emergencies, and shift changes.

[17]

- Security officers are trained to effectively communicate with each other and with other relevant parties, fostering a cohesive and efficient security team.

## **EMERGENCY PROCEDURES**

**Power Failure Procedures:** Citiguard prioritizes thorough training on power failure procedures for our clients to ensure preparedness and effective response during such incidents. Our training program covers a range of essential topics to equip Security Staff with the knowledge and skills needed to mitigate risks and maintain security in the event of a power outage.



**1. Understanding Power Systems:** We provide detailed insights into the building (s) power infrastructure, including main power sources, backup generators, and emergency lighting systems. Understanding these systems enables Security Staff to identify potential vulnerabilities and respond accordingly.

**2. Response Protocols:** Our training emphasizes clear protocols for responding to power failures, including immediate actions to ensure the safety of everyone. This includes procedures for evacuating buildings safely if necessary and establishing communication channels with emergency services.

**3. Emergency Lighting Usage:** Proper utilization of emergency lighting is crucial during power outages. We train Security Staff on how to locate and activate emergency lighting systems to maintain visibility in critical areas such as corridors, stairwells, and exits.

**4. Security Measures:** In the event of a power failure, security measures must be adapted to maintain the safety and integrity of the premises. Our training covers strategies for securing entrances, monitoring vulnerable areas, and deploying additional Security Staff if needed.

**5. Communication Protocols:** Effective communication is essential during power outages to coordinate responses and provide updates to relevant stakeholders. We instruct Security Staff on how to establish communication channels using alternative methods such as two-way radios or mobile phones.

**6. Equipment Operation:** Some security equipment may rely on power sources that are affected during outages. Our training includes instructions on how to operate backup systems or alternative equipment to ensure continuous monitoring and surveillance.

**7. Mock Drills and Scenario-Based Training:** Practical exercises and simulated scenarios are integral parts of our training program. By conducting mock drills, Security Staff can practice implementing power failure procedures in a controlled environment, allowing for refinement and improvement of response protocols.

**8. Continuous Education and Updates:** As part of our commitment to ongoing improvement, we provide regular updates and refresher training sessions to ensure that Security Staff remain current with best practices and any changes to procedures or equipment.

**Fire Evacuation Procedures:** Citiguard places great emphasis on training clients in fire evacuation procedures to ensure the safety of all occupants during emergencies. Our comprehensive training program equips Security Staff with the knowledge, skills, and confidence needed to respond effectively in the event of a fire. Here are the key components of our fire evacuation training:

**1. Understanding Fire Risks:** We educate Security Staff about common fire hazards and risks specific to their facility. This includes identifying potential ignition sources, flammable materials, and areas with a high risk of fire occurrence.

**2. Fire Alarm Systems:** Training covers the operation and response to fire alarm systems installed on the premises. Security Staff learn how to recognize different alarm signals, activate alarm systems, and respond promptly upon hearing an alarm.

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**3. Emergency Exits and Evacuation Routes:** We ensure that Security Staff are acquainted with the whereabouts of emergency exits, evacuation routes, and assembly points. This training encompasses identifying both primary and secondary evacuation routes and ensuring unobstructed access to exits at all times.

**4. Evacuation Procedures:** Security Staff are trained on the steps to take when evacuating the building during a fire. This includes calmly directing occupants to the nearest exit, assisting individuals with disabilities or special needs, and ensuring orderly evacuation without causing panic.

**5. Emergency Communication:** Effective communication is critical during fire evacuations. We instruct Security Staff on how to raise the alarm, notify emergency services, and communicate evacuation instructions to all occupants using designated communication methods such as intercoms or two-way radios.

**6. Fire Suppression Equipment:** Training includes instruction on the safe and proper use of fire suppression equipment such as fire extinguishers, hoses, and blankets. Security Staff learn how to assess whether it is safe to attempt to extinguish a fire and when to evacuate instead.

**7. Accounting for Occupants:** Security Staff are trained to account for all occupants during evacuations, particularly vulnerable individuals such as children, elderly persons, or those with mobility impairments. This includes conducting roll calls at assembly points and reporting any missing persons to emergency responders.

**8. Mock Drills and Scenario-Based Training:** Practical exercises and simulated fire scenarios are conducted regularly to reinforce training and allow Security Staff to practice evacuation procedures in a controlled environment. These drills provide valuable experience and help identify areas for improvement.



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**9. Post-Evacuation Procedures:** After evacuating the building, Security Staff are trained on post-evacuation procedures such as assisting emergency responders, providing information about the incident, and conducting debriefings to review the evacuation process and identify lessons learned.

**10. Continuous Education and Updates:** Our commitment to ongoing education ensures that Security Staff receive regular updates and refresher training on fire evacuation procedures, including any changes to protocols or evacuation routes.

**Earthquake Evacuation Procedures:** Citiguard's earthquake evacuation training for clients is meticulously designed to equip individuals with the knowledge and skills needed to respond swiftly and effectively during seismic events. Here are the comprehensive details of Citiguard's earthquake evacuation training program:

**1. Understanding Earthquake Risks:** Clients are educated about the seismic risks specific to their geographical location and facility. They learn about the potential impact of earthquakes on structures, utilities, and infrastructure, as well as the likelihood of aftershocks.

**2. Seismic Hazard Identification:** Training includes instruction on identifying hazards within the facility that may pose risks during an earthquake, such as unsecured objects, heavy furniture, and glass windows. Clients learn how to mitigate these hazards to minimize potential injuries.

**3. Drop, Cover, and Hold On Protocol:** Clients are trained on the internationally recognized safety protocol of "Drop, Cover, and Hold On" during an earthquake. They learn to drop to the ground, take cover under a sturdy object, and hold on until the shaking stops to protect themselves from falling debris.

**4. Emergency Communication:** Effective communication strategies during and after an earthquake are emphasized. Clients learn how to use designated communication channels to notify occupants about the earthquake, provide instructions for evacuation, and relay information to emergency responders.



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**5. Evacuation Routes and Assembly Points:**

Detailed evacuation plans are provided, highlighting primary and alternate evacuation routes, as well as designated assembly points outside the facility. Clients learn how to guide occupants safely to these locations while avoiding hazards such as damaged structures or fallen debris.



**6. Assisting Vulnerable Individuals:** Procedures are outlined for assisting vulnerable individuals, including the elderly, disabled, or injured, during evacuation. Clients learn how to prioritize the safety of these individuals and provide appropriate assistance based on their needs.

**7. Post-Earthquake Procedures:** Clients receive guidance on post-earthquake procedures, including conducting safety assessments of the facility, checking for gas leaks or structural damage, and providing first aid to injured individuals. They also learn how to initiate emergency response protocols and communicate with authorities if necessary.

**8. Mock Drills and Scenario-Based Training:** Practical exercises and simulated earthquake scenarios are conducted regularly to reinforce training and allow clients to practice evacuation procedures in a controlled environment. These drills help identify areas for improvement and familiarize individuals with the appropriate response actions.

**9. Continuous Education and Updates:** Citiguard emphasizes the importance of ongoing education by providing regular updates and refresher training on earthquake evacuation procedures. Clients are informed of any changes to protocols or evacuation routes and encouraged to stay informed about earthquake preparedness measures.



**Abandoned/Suspicious Packages:** Citiguard's training for identifying and responding to abandoned or suspicious packages is crucial for ensuring the safety and security of our clients' facilities. Here are the detailed components of Citiguard's training program on this matter:

**1. Recognition of Abandoned or Suspicious Packages:** Clients are trained to recognize signs of abandoned or suspicious packages, including unusual appearance, unexpected location, lack of identification, leaking substances, or protruding wires. They learn to trust their instincts and report any concerns immediately.

**2. Initial Response Protocol:** Upon discovering an abandoned or suspicious package, clients are instructed to maintain a safe distance and avoid touching or moving the package. They learn to alert nearby individuals and evacuate the area if necessary, following established evacuation routes and assembly points.

**3. Emergency Communication Procedures:** Effective communication is paramount during such situations. Clients are trained on the importance of promptly reporting the discovery of abandoned or suspicious packages to designated authorities, such as Security Staff, law enforcement, or emergency services. They learn the appropriate channels and methods for reporting, including emergency hotlines or radio communications.

**4. Establishment of Perimeter and Isolation Zone:** Clients learn to establish a safe perimeter around the suspicious package to prevent unauthorized access and ensure the safety of bystanders. They are trained to cordon off the area and create an isolation zone to minimize the risk of harm in case of an explosion or hazardous substance release.

**5. Documentation and Observation:** Detailed documentation of the suspicious package and surrounding area is emphasized. Clients are trained to record essential details, such as the package's size, shape, color, and any identifying features, as well as the circumstances of its discovery. They are also instructed to observe and report any suspicious individuals or activities in the vicinity.

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**6. Coordination with Authorities:** Clients receive guidance on coordinating with law enforcement, bomb squads, or hazardous materials teams to assess and address the situation. They learn to provide accurate and timely information to assist authorities in their investigation and response efforts.

**7. Evacuation and Shelter-in-Place Procedures:** Depending on the nature of the threat, clients are trained on appropriate evacuation or shelter-in-place procedures. They learn to prioritize the safety of occupants and follow established protocols for relocating to safe areas or remaining indoors until authorities provide further instructions.

**8. Mock Drills and Scenario-Based Training:** Practical exercises and simulated scenarios are conducted regularly to reinforce training and familiarize clients with the appropriate response actions. These drills help build confidence, identify areas for improvement, and ensure readiness in real-life situations.

**9. Continuous Education and Updates:** Citiguard emphasizes the importance of ongoing education by providing regular updates and refresher training on identifying and responding to abandoned or suspicious packages. Clients are encouraged to stay vigilant and informed about emerging threats and best practices in security.

**Bomb Threat Procedures:** Citiguard's training for bomb threat procedures equips clients with the knowledge and skills necessary to effectively respond to and mitigate the risks associated with bomb threats. Here are the detailed components of Citiguard's training program on this matter:

**1. Recognition of Bomb Threat Indicators:** Clients are trained to recognize common indicators of a bomb threat, including suspicious packages, unusual behavior from individuals, and anonymous threats via phone calls, emails, or written messages.



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They learn to remain vigilant and report any suspicious activity immediately.

**2. Initial Response Protocol:** Upon receiving a bomb threat, clients are instructed to remain calm and follow established protocols. They learn to take threats seriously and immediately notify designated authorities, such as Security Staff, law enforcement agencies, or emergency services. Clients are trained to provide detailed information about the threat, including the location, nature of the threat, and any specific instructions provided by the caller or sender.

**3. Emergency Communication Procedures:** Effective communication is critical during bomb threat situations. Clients are trained on the importance of promptly reporting threats and communicating with relevant authorities using designated channels, such as emergency hotlines or radio communications. They learn to maintain clear and concise communication to ensure swift response and coordination.

**4. Evacuation and Shelter-in-Place Protocols:** Depending on the nature of the threat and guidance from authorities, clients are trained on appropriate evacuation or shelter-in-place procedures. They learn to prioritize the safety of occupants and follow established evacuation routes to evacuate the premises safely. In cases where evacuation is not feasible, clients are instructed on shelter-in-place protocols to minimize exposure to potential hazards.

**5. Search and Sweep Procedures:** Clients receive training on conducting systematic searches of their premises to identify any suspicious objects or packages. They learn to follow predefined search patterns and techniques while maintaining a safe distance from potential explosive devices. Clients are also trained to report any suspicious findings to designated authorities for further investigation.

**6. Establishment of Perimeter and Isolation Zones:** In the event of a bomb threat, clients learn to establish a secure perimeter around the affected area to prevent unauthorized access and ensure the safety of bystanders. They are trained to cordon off the area and create isolation zones to minimize the risk of harm in case of an explosion.

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**7. Coordination with Authorities:** Clients receive guidance on coordinating with law enforcement agencies, bomb squads, or hazardous materials teams to assess and address the threat. They learn to provide accurate and timely information to assist authorities in their response efforts and follow instructions provided by law enforcement personnel.

**8. Mock Drills and Scenario-Based Training:** Practical exercises and simulated scenarios are conducted regularly to reinforce training and familiarize clients with the appropriate response actions. These drills help build confidence, identify areas for improvement, and ensure readiness in real-life situations.

**9. Continuous Education and Updates:** Citiguard emphasizes the importance of ongoing education by providing regular updates and refresher training on bomb threat procedures. Clients are encouraged to stay informed about emerging threats and best practices in security to enhance their preparedness and response capabilities.

**Active Shooter Response:** Trained by off-duty Los Angeles law enforcement officers and implementing stringent protocols, Citiguard's elite security personnel exemplify excellence in promptly and efficiently addressing active shooter incidents. Our unwavering commitment is to prioritize the safety and well-being of all individuals involved. Below, we present an overview of Citiguard's comprehensive procedures for managing such critical incidents:

**1. Evacuation Protocol:**

- **Evacuate immediately if a clear path to safety exists:** When faced with an active shooter situation, the priority is to get yourself and others to safety as quickly as possible.
- **Have an evacuation plan and route ready:** Familiarize yourself with evacuation routes and designated safe areas in advance to facilitate swift and organized evacuation.



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- **Assist others in evacuating and prevent access to dangerous areas:** Help guide and support individuals who may need assistance in evacuating, and ensure that no one enters areas where the shooter may be present.
- **Keep hands visible and comply with law enforcement instructions:** Law enforcement personnel need to distinguish between potential threats and civilians. Keep your hands visible and follow instructions carefully to avoid being mistaken for the shooter.

## **2. Hiding Protocol:**

- **Find a hiding place away from the shooter's view if evacuation is not possible:** If evacuation is not feasible, seek shelter in a secure location away from the shooter's line of sight.
- **Choose locations with protection from gunfire and ensure you're not trapped:** Select hiding spots that provide physical barriers, such as solid walls or furniture, to shield you from gunfire. Ensure that your hiding place allows for freedom of movement and escape if necessary.
- **Secure doors and barricade entry points with heavy objects:** Take proactive measures to fortify your hiding place by securing doors and barricading entry points with heavy objects to impede the shooter's access.

**3. Proactive Duties (Role in Immediate Risk Situations):** In situations where occupants' safety is immediately threatened by an active shooter, prioritize safety by avoiding direct engagement with the shooter.

- **Secure yourself in a safe area and provide real-time information to local law enforcement,** including the shooter's location, description, and any other relevant details.
- **Enable law enforcement to employ tactical strategies effectively to neutralize the threat while minimizing harm to occupants.**

**4. Interaction with Law Enforcement:**

- Stay calm and composed when interacting with law enforcement officers.
- Keep your hands visible at all times and avoid making sudden movements.
- Provide law enforcement with accurate and timely information about the situation, including the number of shooters, their location, and any weapons they may possess.

**5. Training Client Staff (Emergency Action Plan Development):**

- Collaborate with stakeholders to develop a comprehensive Emergency Action Plan tailored to the specific needs and layout of the facility.
- Conduct regular training exercises and mock drills to familiarize client staff with the Emergency Action Plan and ensure they are prepared to respond effectively in an active shooter situation.
- Train client staff to recognize the sound of gunshots, assess threats quickly, and take decisive action to protect themselves and others.
- Provide instruction on how to effectively communicate with law enforcement, emergency responders, and other stakeholders during an active shooter incident.
- Emphasize the importance of maintaining a survival mindset and remaining calm under pressure.

**6. Preparation and Prevention to Maximize Safety:**

- Establish multiple evacuation routes throughout the facility and clearly mark them to ensure easy identification during emergencies.

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- Implement preventive measures such as access controls, surveillance systems, and visitor screening procedures to deter potential threats and enhance security.

#### **7. Recognizing and Managing Workplace Violence:**

- Train client staff to recognize warning signs of potential workplace violence, including behavioral changes, verbal threats, or hostile actions.
- Implement reporting protocols to encourage the prompt reporting of suspicious behavior or security concerns to appropriate authorities for investigation and intervention.

#### **8. Managing Post-Incident Consequences:**

- Conduct thorough post-event assessments to evaluate the effectiveness of response efforts and identify areas for improvement.
- Provide support and assistance to individuals affected by the incident, including counseling services, debriefing sessions, and follow-up care as needed.

#### **9. Filling Operational Gaps:**

- Identify any deficiencies or shortcomings in personnel, procedures, or equipment that may have been exposed during the active shooter incident.
- Take proactive steps to address and rectify these gaps, such as updating training protocols, enhancing communication systems, or augmenting security measures, to improve preparedness and response capabilities for future incidents.

***At Citiguard, your safety is our priority, and our personalized training ensures you're always prepared to handle emergencies confidently and effectively.***