



First Security Services



PPO 11167

COUNTY OF HUMBOLDT – COURT SECURITY REQUEST FOR PROPOSAL NO. SHF-2019-01A

May 17, 2019

Submitted To: Humboldt County Sheriff
Attention: Lt. Kevin Miller
826 4th Street, Eureka, CA 95501

Submitted By: Michael Ferguson, Branch Manager | Teresa Larkin, Corporate Agent
First Alarm Security & Patrol, Inc. dba First Security Services
1731 Technology Drive, Suite 800 – San Jose, CA 95110
Office: (831) 600-8012 | Toll-Free (800) 400-1110 | Santa Rosa: (707) 584-1110
Local Branch – SANTA ROSA – 1240 Briggs, Santa Rosa, CA 95401

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**FIRST ALARM
SECURITY &
PATROL, INC.
dba
FIRST SECURITY
SERVICES**

North Bay
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State ID #77-0237870
CA Corporation 1989
Charter No
C1649490

Security Integrity Service

May 16, 2019

County of Humboldt Sheriff's Department
Attention: Lt. Kevin Miller
826 4th Street
Eureka, CA 95501

RE: RFP# SHF-2019-01A

Ladies and Gentlemen,

First Alarm Security & Patrol, Inc. dba First Security Services ("FSS") has been providing contract security services to its client base since the founding of the organization in Santa Cruz County in 1966. FSS is pleased to submit our Proposal to provide superior security services to the Superior Court of Humboldt County. Originally established as the physical response feature of its comprehensive electronic security program, FSS has broadened its physical security asset into a separate enterprise and has throughout its history, exploited operational synergies to create a unique, comprehensive security service that can meet nearly every security challenge presented.

FSS's experience with the Government and Municipalities is unparalleled having served Agencies at the Local, State, and Federal Government levels in various service capacities for over 25 years.

FSS has current experience serving California courts. In particular: FSS currently provides court security services to the Counties of Sonoma and Mendocino under the guidance of subject matter experts having developed and maintain programs in both counties. These subject matter experts will be at the core of training and oversight together with the branch and area management with direct law enforcement background and training in court administration.

FSS has operated in the North Bay, Humboldt/Eureka for many years, has employed a significant Eureka workforce, pays local taxes and supports the local economy. FSS also been a stepping stone for numerous law enforcement and professional careers and continues to provide a solid start for our community's future law enforcement, fire, correction and legal professionals.

Minimum Requirements are demonstrated in the Technical response included in this submission

Agreement to maintain insurance as described in RFP is affirmed.

During its service to the its municipal clients and Courts, FSS has been a security partner – not just a vendor providing bodies. During our history, if we have missed the mark we have admitted it and fixed it. We listen to and collaborate with our clients. We stand shoulder to shoulder with law enforcement and support staff during municipal unrest or emergency. Municipalities count on us. You can count on us.

Thank you for your serious consideration...we look forward to continuing the conversation.

Very truly yours,

Teresa Larkin
Corporate Agent for Government Procurement



COMPANY OVERVIEW

First Alarm Security & Patrol, Inc. dba First Security Services (“FSS”) respectfully submits its response to the Superior Court of California, County of Humboldt.

Legal Name: First Alarm Security & Patrol, Inc. dba First Security Services
Address: 1240 Briggs Avenue, Santa Rosa, CA 95401
Headquarters: 1731 Technology Drive, Suite 800, San Jose, CA 95110
Phone: 800-400-1110
Fax: (408) 451-9857

Federal ID# 77-0237870

Contact: Teresa Huerta Larkin, Agent for Government Procurement
Email: thl@californiaemployerresources.org
Phone: (831)600-8012 | Cell: (831) 239-1963

STATEMENT OF QUALIFICATIONS

Legal Name	First Alarm Security & Patrol Inc.
Firm Size	2080 officers 50 skilled professional administrative & executive management personnel centralized in our San Jose Headquarters office
Structure / Ownership	California ownership and California management Entirely American owned; privately held; regionally dominant Principal-operated -- Employee Stock Ownership Plan (ESOP)
Years in Business	50+ years, since 1966
Dun & Bradstreet Number:	55-656-7592
Offices	8 fully staffed Offices located strategically across Northern and Central California assures swift response

First Security Services is continually selected by government agencies over international, national, regional and local vendors as the security provider of choice.

Without interruption for over 50 years, FSS has been a trusted, proven security vendor to over 1,500 California clients across a multiple market segments, including high tech and tech manufacturing; local, county and state agencies. Notable and/or relevant of our past and present clients include:

- **County of Sonoma Courts**
- **County of Mendocino Courts**
- **Mineta San Jose International Airport** (Silicon Valley's Airport)
- **City of San Jose** (vendor for all Citywide operations)





- City of Santa Cruz Police (*law enforcement support*)
- City of Santa Rosa
- County of Santa Cruz
- County of Monterey
- Allied Agency (beach and special events)
- Santa Cruz Metropolitan Transit District
- Golden Gate Transit
- Monterey Salinas Transit (regional bus transit hub)
- Fairfield Transportation Center (regional bus transit hub)
- Marin Airport at Gness Field
- General Dynamics

As one of the Central Coast's oldest and most trusted private security firms, FSS is uniquely qualified to execute this security contract because it can offer advantages unparalleled by its competitors. In particular:

- *FSS shares your Vision because we are also:*
 - *A Team You Can Trust*
 - *Customer Focused*
 - *Support Success Through Visibility*
- *FSS has served municipalities, international technology and federal defense manufacturers throughout the North Bay, Silicon Valley and Southern California for over 50 years*
- ***FSS local management has specific Court and X-Ray screening experience relevant to this RFP.***
- ***FSS serves government as nearly 50% of its business, providing security services to critical infrastructure/key resources protecting public interest. For example, FSS has served the City of San Jose as one its primary security providers for over 6 years within a current contract term of an additional 10 additional years – a term unparalleled in the municipal segment. It has served the County of Sonoma and Mendocino Courts for several years.***
- *Local infrastructure – dedicated to the community*
- *Executive management has over 30 years' experience in the industry having managed and **successfully executed hundreds high profile security programs over its history.***
- *Straightforward chain of command – **accessible 24 hours per day***
- *Dedicated training and compliance officer*
- *Dedication to the environment and health and safety, FSS provides proactive training and risk prevention programs to its officers and client*
- *Crime Coverage – Bondable – 10M Umbrella insurance policy*
- *Two Central Communications Centers – both with redundant power*
- *On-staff technical specialists and threat assessment consultants*
- *Patrol operations support stationary guard service*
- *Audited financial, ethics & business processes*
- *Environment Preferable Procurement Policy – Alternative Fuel, foot power and electric transportation options*
- *One of the most robust guard tour – officer accountability protocols in the industry - **FirstTrac***
- ***California's only quality Certified Security Services Provider as designated by the California Association of Licensed Security Agencies, Guards and Associates ("CALSA")***

Serving California since 1966



QUALITY ASSURANCE CAPABILITIES

STRATEGICALLY LOCATED OFFICE(S).

FSS's North Bay offices are located at 1240 Briggs Avenue, Santa Rosa, California. Its headquarters offices are located at 1731 Technology Drive, San Jose, CA -FSS' close HQ and branch locations enable it to provide staffing, mobile-patrol back-up and management responses –within minutes.

SONOMA COUNTY LAW ENFORCEMENT/COURT AND ELECTRONIC SECURITY ACCESS EXPERTS.

FSS has the experience to fully understand the requirements under this RFP, and the expertise to meet or exceed all requirements. **In particular, FSS' Regional Branch Manager, Michael Ferguson as a law enforcement Lieutenant in charge of the Court Security Bureau (1996). Operations Manager, Brendon Culbertson has significant experience in high profile X-Ray and electronic screening processes working with and trained by Los Angeles Police Department as a security lead at the annual Academy Awards events in Los Angeles. This professional team will train and daily oversee every location in the Court system designated.**

Lt. Mike Ferguson worked in concert with the Sonoma County Court Administrator in developing the Sonoma County Courthouse security plan. Lt. Ferguson was responsible for researching existing courthouse security policies, and plans. He wrote the initial implementation plan, and formed an advisory board for developing best practices for moving forward with a courthouse security program. This was at the request of the presiding Superior Court Judge.

Lt. Ferguson researched other courthouse security programs throughout the U.S.A., He sought out, and identified the best vendors for equipment to be used at the screening stations. He also assisted the Court Administrator in writing the proposal for security staffing. In addition he personally provided an introduction of the program, and training to all courthouse employees, and other professionals that frequently use the Courthouse, such as private attorneys.

Mr. Ferguson has a hands on understanding of the Sonoma County Courthouse, and the security needs that are fundamentally the same as when he developed the protocols.

Mr. Ferguson has 44 years of combined law enforcement and security management experience. He would be the executive manager of this contract.

Lt. Brendon Culbertson is a Certified Systems Administrator for CCURE 800 and 9000 by Software House, Tyco International.

Lt. Culbertson is experienced in Metal Detection as well as XRAY Screening gained through starting as a screener for TelePlan International, an HP Company, screening all employees for microchips and company assets hidden on their person or in their bags; and later as a Ramp Security Agent /Coordinator/Loadmaster for Airborne Express/DHL, screening flight crews and passengers prior to boarding along with a search and detection of all aircraft for unknown items or threats.

Finally rounding out as the Event Security Manager for AMPAS, Academy of Motion Picture Arts and Sciences also known as the Oscars. Coordinating the setup, deployment, and training of 16 kiosk check points manned by 150 LAPD and 500 Security Officers at the venue, Dolby Theatre,



utilizing both hand and walk through metal detection devices as well as proprietary XRay screening.

Lt. Culbertson was trained by the task force of FBI, DHS, LAPD, and US Marines teams on the modern screening techniques as well as terrorist counter procedures encompassing such a large venue that is also open to the public.

INDUSTRY-LEADING RETENTION & EMPLOYEE LONGEVITY.

Many firms boast of turnover rates exceeding 50% -- and they should, as some employee turnover is as high as 300-600% in the security services industry. FSS turnover rate: 42%. That means that our security officers remain employed with us for many years. You can rely on a qualified, local officers with regional background that can anticipate needs before they arise.

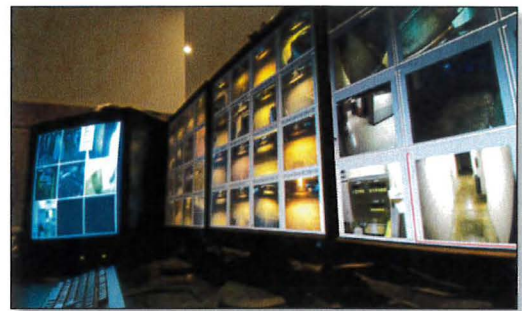
INDUSTRY AND SITE-UNIQUE TRAINING

: ***ACTIVE SHOOTER – MANAGEMENT OF AGGRESSIVE BEHAVIOR***

FSS has developed specialized training curricula to meet its multi-segmented services. These include high tech entrance security, campus style facilities and high density security

CCTV EXPERTISE, TRAINING AND CROSS-TRAINING FAR EXCEEDING INDUSTRY NORMS

A standard part of FSS training curriculum includes intensive CCTV training by FSS sister company First Alarm; their in-house trainers provide in-depth CCTV training which includes how to effectively scan multiple CCTV terminals, how to act on what you see, specialized CCTV report writing, and how to document. **This training makes our security staff a cut above the normal security guard. Our officers are trained and familiar with many different types of video technology – they will be well positioned to operate within the highly technical security environments.**



ARMED, UNARMED, AND SUPPORTING OUTSIDE AGENCIES.

FSS offers *decades* of proven expertise using armed officers ; and, working with/supporting outside agencies such as the Sonoma County Sheriff, San Jose PD, Santa Clara County Sheriff, San Francisco PD ; Santa Cruz PD, Monterey County Sheriff, Salinas PD, Seaside PD among others. These relationships create a solid network of security and crime deterrent.

UNIQUE, INDUSTRY-LEADING BENEFITS PACKAGE.

FSS offers statutorily required benefits including extending access to an ACA compliant medical insurance product, sick leave banks and competitive wages. It also offers additional benefits to ensure a stable workforce. These include: Pay Card/Debit Card ~ Bereavement Leave; ~ Discount purchasing power, (our retired fleet vehicles are offered for sale to our employees at a greatly reduced cost with an interest free payment structure) ~ and a unique Cafeteria 125 Flex Spending Card – a front end load model that enables officers to timely receive high ticket medical treatments without worrying about paying balloon medical fee payments or difficult to manage therapy deposits.



PROJECT APPROACH AND ROLES

It is critical to high-tech security operations that the security firm serving the client have the ability to maintain a large group of reserve certified officers on short notice where warranted. With over 275 officers on staff *locally/assigned out of our North Bay offices (combined with our fully trained/site-trained/site-certified and client approved Reserve Force)* FSS is well positioned to respond to increased staffing needs with nominal notice.

OUR CENTRAL COMMUNICATIONS STATIONS.

Many regions of the state are able to predict and prepare for natural disasters – Northern California numbers among them. FSS' Central Communications Station has been structurally designed specifically for emergency preparedness and emergency response for the community.

- Built to *exceed* federal and California's earthquake, flood and fire threat standards;
- Staffed 24/7/365, with facilities and provisions for extended stay/emergencies;
- Dedicated fiber optic telco lines provide direct communications with local and national emergency communication centers and many agencies. FSS is routinely called upon often to augment public forces.
- **Similar to many law enforcement agencies, we have a 24/7/365 translation service at our Dispatch Center; Dispatcher simply presses a button and then remains on the line with both caller and Translator to assure full and complete collection of information.**

This Central Communications Station is staffed 24/7/365 with security-trained and credentialed FSS veteran officers. There are six (6) frequencies, UHF, private channel two-way radio system with repeaters on all the significant California local mountain tops providing professional radio communication in our entire service area and beyond. **We can and will reprogram our radio frequencies to conform to law enforcement and media channels where appropriate.**

At many firms, Dispatchers/staff also spend time on invoicing, payroll, other admin *functions* - our Central Communications staff focus only on issues directly related to communications operations.

CONTINUALLY UPDATED METHODOLOGY.

FSS stays ahead of industry practices and new technologies and its executives participate on many states, local and international security related subcommittees for the development of professional standardization in the security industry, and in conjunction with institutions of higher learning to develop course study in the field of private security.



EXCEPTIONAL LEADERSHIP.

Our President/CEO Cal Horton is a hands-on security executive who has published numerous articles in trade publications regarding property security solutions and has written hundreds of operational security guidelines. His extensive background in public service includes law enforcement (Scotts Valley, California, Police Department), emergency medical/ambulance services and emergency communications; holds a degree in the Administration of Justice and is a certified Homeland Security specialist.



HANDS-ON EXECUTIVE MANAGEMENT WITH IN-DEPTH SECURITY KNOWLEDGE.

Involvement on many security industry boards is one of many methods FSS's Management Team uses to keep apprised of "Best Practice" innovations, and thus assure that our clients enjoy the most cost-effective techniques in security performance. This in-depth knowledge, dedication to professionalism in the security industry and our Executive Management's hands-on involvement in all day-to-day operations and management create the unspoken guidelines which dictate employee performance, productivity, morale and loyalty. Every day our officers know what they need to do to earn the respect of their coworkers, supervisors, managers and our clients. Every day our officers know his/her co-workers, supervisors, administration and management are equally intent on quality.

LAW ENFORCEMENT CONFIDENCE AND EFFECTIVE COLLABORATION.

FSS has developed close relationships and partnerships with local, State and Federal emergency services and law enforcement agencies through years of teaming arrangements in the areas that it services. **FSS is the contractor of choice for several California municipalities and county governments when augmenting public forces.** That means that when calls are dispatched from FSS's central station, emergency services and law enforcement agencies are confident that the information is timely and accurate – making that response a priority. This **credibility is critical to effective deterrent and enforcement efforts** benefiting security at every event venue.

FSS also supports local law enforcement as a committed civilian partner offering safety, surveillance and enforcement services. As just one of many examples, during the 1989 Loma Prieta Earthquake, FSS provided civilian support to law enforcement and fire authorities assisting with emergency evacuation, communications and general security protecting merchant facilities rendered unsecure by the disaster.

"Your officer's actions undoubtedly saved a life that evening and are certainly worthy of praise. His quick thinking, willingness to become involved, and support of members of the CHP are sincerely appreciated."

- D.R. Follett, Commander, Monterey CHP

ROBUST, FULLY INTEGRATED VIRTUAL INFRASTRUCTURE.

FSS's support technologies are acknowledged as security-industry "best practices." We actively exploit the maximum return on investment from our applications; and frequently implement the advanced software functions that most security firms do not even consider.

FSS continues to invest in the most relevant virtual assets and remains constantly poised to easily respond as new communications devices and channels appear. Our clients benefit from our extended functionality with minimal capital expenditure, and experience a robust level of quality and service.

FSS: a true security partner who listens first, analyzes carefully then acts reasonably.

CONSISTENT TEAM MEETINGS.

Executive and Operations Management meets weekly -- every week -- for in-depth discussion of all pertinent client matters. **RESULTS: A)** regular review of our performance against contract requirements; **B)** immediate addressing of even minor issues; and **C)** as-needed updates or



GOVERNMENT | MUNICIPAL | COURTS SECURITY TRAINING

FSS developed specialized government training curricula as a result of providing services to our many high tech and/government facilities. Curricula is based on Critical Infrastructure Key Resource 'Best Practices' and guidelines from the Department of Homeland Security.

Formerly serving the County of Monterey x-ray and security wanding protocols, FSS is experienced in access control and bag check processes as designated in this RFP.

	Project Responsibility	Years of Security/Law Enforcement Experience	Hours/wk
Cal Horton	President/CEO	35 years	8
Chris de Guzman	Chief Operating Officer	32 years	8
Michael Ferguson	Branch Manager and Subject Matter Expert	27 years	8+
Brendon Culbertson	Subject Matter Expert	10 years	50+
Gail Tutt	Corporate Controller	7 years	As Needed

Dispatch/Central Communications Station staff are:

- specially security-trained and credentialed
- veteran/long time FSS officers
- have at least 10 years security experience

At many firms, Dispatchers also spend time on invoicing, payroll, and other admin functions - our Dispatch/Central Communications staff focus only on issues directly related to communications operations.

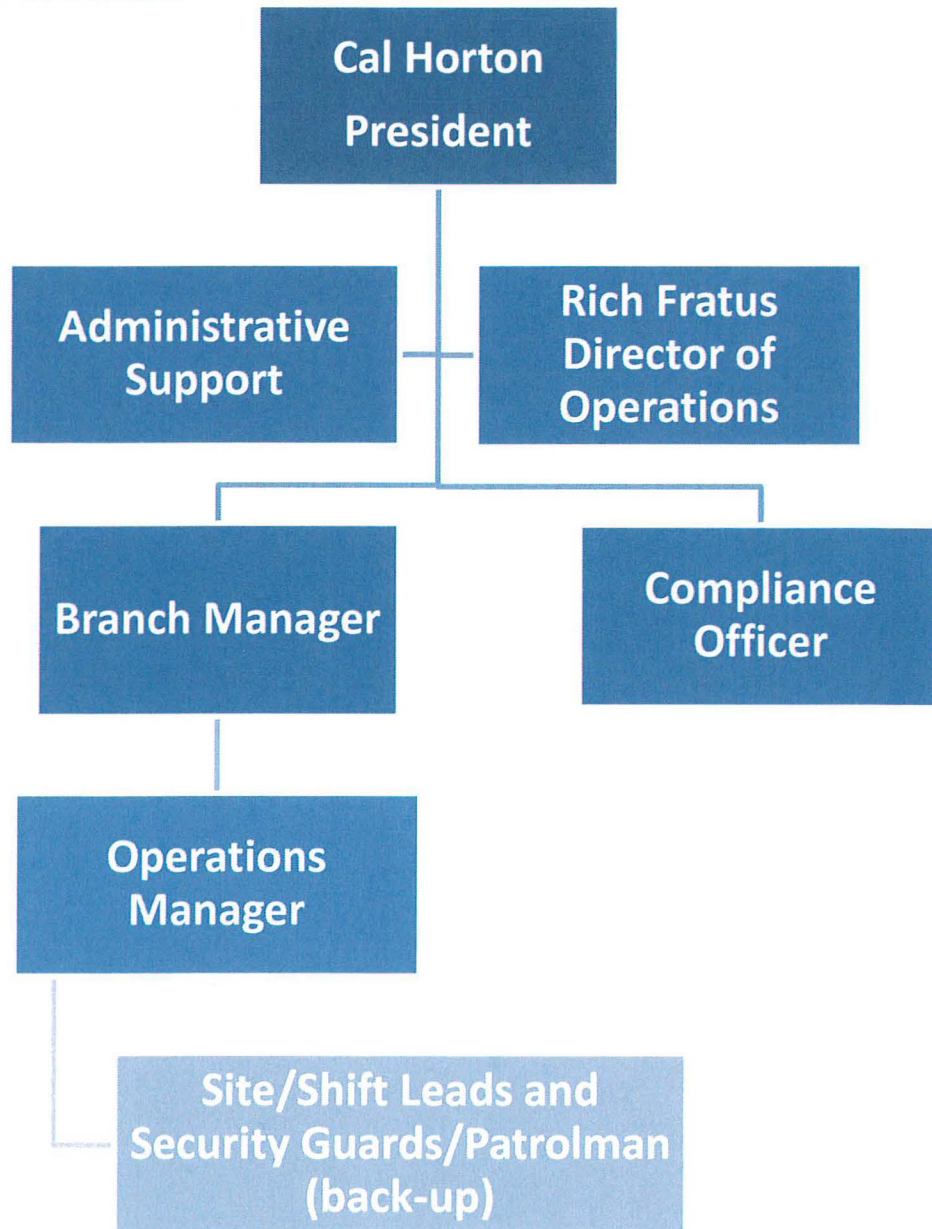
- All above personnel are located in the Bay Area and Central Valley
- Branch and Operations Managers are available 24 hours a day, 7 days a week for any emergency issues that may arise.
- There will be no change of key personnel, without the prior approval of the Court.
- All front-line personnel are fully trained and prepared to serve as ambassadors and liaison between the Court and the public.

This project will be supported by FSS's executive & management team as follows:



KEY PERSONNEL WITH SUBJECT MATTER EXPERTISE

FSS's organization is flat with its operations executives overseeing key disciplines directly reporting to the President.





CAL L. HORTON, CPP

Cal L. Horton is the President of First Alarm Security & Patrol, Inc. He is a board certified security protection professional ("CPP"); a member of the American Society for Industrial Security ("ASIS"); a member of the Board of Directors of California Association of Licensed Agencies, Guards & Associates ("CALSAGA") and a member of the Certification Board for the CALSAGA Private Patrol Operator Certification Program. Mr. Horton holds an individual Patrol Operator license (under License No. 14024 - March, 2000).

Mr. Horton began his career with First Alarm Security & Patrol, Inc. twenty years ago in a business development/general management position. Elevated to the position of President and CEO, Mr. Horton offers strong leadership and innovative business strategies toward the advancement of professionalism within the security industry, and the improvement of integrated security solutions to the Company's diverse client base located throughout the entire state of California.

Mr. Horton has published numerous articles in trade publications regarding property security solutions and has written hundreds of operational security guidelines. He has an extensive background in public service, including law enforcement (Scotts Valley, California, Police Department) and emergency medical/ambulance services and emergency communications. He holds a degree in the Administration of Justice, is a graduate of Central Coast Police Academy at Gavilan College and holds a Basic P.O.S.T. Certificate as well as a current Emergency Medical Technician 1A (EMT-1A) certificate.

Mr. Horton serves on the Bureau of Security and Investigative Services (BSIS) industry advisory committee and was instrumental in the development of compulsory security guard training legislation for both private and proprietary security guards in California. He currently serves on the BSIS Examination Review Committee as a subject matter expert.



RICH FRATUS
DIRECTOR OF OPERATIONS

Rich Fratus is the Director of Operations who will be the main point of contact available 24x7 and serve as your personal security consultant in the process of achieving operational excellence. His responsibilities include overall Branch management to ensure operational effectiveness, implementation of best practices in alignment with our above standard service processes.

Mr. Fratus will oversee and assist the Branch Operation Manager, Account managers and Supervisors who will be responsible for taking care of the officers and operational day to day needs at each assigned location.

Mr. Fratus is a 12-year security professional that with a track record of effective management, leadership, operational knowledge, development and program excellence. Professional highlights include:

-
- NOVARTIS- Regional Account Manager April 2015-August 2016
 - District Operations Manager- February 2014 - April 2015
 - AMGEN Account Manager - February 2006 - 2014
 - AMGEN Site Supervisor - June 2004 - February 2006

Experience

- Accomplished security professional with extensive experience in Branch management, security operations, corporate contract security management. Result driven by client and customer focus in alignment with operational success.
- Branch, Operation and Account management, corporate security, client relations, guideline implementation, policy/program development, security audits, team leadership, safety, training, service quality control, security operations, security systems, emergency service and project management.
- Manage financial administration including; P&L's, budgeting, payroll/billing, coverage proposals, AP/AR, RFP processes and payroll administration.



MICHAEL FERGUSON
Subject Matter Expert – North Bay Branch Manager

YEARS IN INDUSTRY

25 years

PROFESSIONAL HIGHLIGHTS

- Michael Ferguson was appointed Branch Manager for First Alarm Security & Patrol, Inc.'s North Bay region in 2001. He is a member of the California Association of Licensed Agencies, Guards & Associates ("CALSAAGA") with an extensive background in public service, community involvement, and leadership.
- Mr. Ferguson is a Vietnam War combat veteran serving with the United States Navy Squadron Three. Upon completion of his military obligation, Mr. Ferguson worked for an urban law enforcement agency, and then with the Sonoma County Sheriff's Department where he served with distinction (*including the mounted (horse) division*) until his retirement after thirty-two years. During his law enforcement career, Mr. Ferguson supervised and managed numerous enforcement units and bureaus including patrol, crime prevention, investigations, search and rescue, tactical team, and court security. He taught at the Criminal Justice Training Center and for a private training company. He also served as interim police chief.
- Mr. Ferguson's civic and community affiliations include a Board of Supervisor appointment to the Juvenile Delinquency Prevention Commission, Board Member of Big Brothers, Regional Boy Scout Treasurer, President of the Santa Rosa 20/30 Club, and Statewide President of the California Crime Prevention Officers Association. Entering his twenty-fifth year in Rotary, Mr. Ferguson enjoys a perfect weekly attendance record and has served as Club President, and recently Assistant District Governor. Mr. Ferguson is also a member of the Sonoma County Trailblazers, Wednesday Riders, Reno Sierra Riders, the Sonoma County Farm Bureau, Grape Growers Association, and several other law enforcement and security organizations.

PROFESSIONAL INDUSTRY AFFILIATIONS

Member	CALSAGA
Member	ASIS

EDUCATION Mr. Ferguson holds degrees in Criminal and Administration of Justice, a Management Certificate from Humboldt State University and a California teaching credential. Peace Officers Standards and Training (POST) Management Certificate and has attended hundreds of hours of POST, and F.B.I. training courses and tactical drills.



BRENDON CULBERTSON
Operations Support

YEARS IN INDUSTRY

15 years

PROFESSIONAL HIGHLIGHTS

- Directly managing all branch operations for the North Bay Area for First Security Services from the Golden Gate Bridge to Fort Bragg encompassing the counties of Marin, Lake, Napa, Mendocino, and Sonoma.
- Directly involved in the site operations and scheduling of over 60 on site posts with hundreds of officers assigned throughout dozens of client portfolios. This includes the demonstration of competency of all officers assigned to all accounts and continuous training through the utilization of onsite supervisors and account managers.
- Overseeing the sub-contract work of other security companies in other counties and specialized contracts in the Bay area.
- Manage all special events, including charity dinners, concerts, events, and client requests.
- Specialized in outsourced termination services. Providing customers with my experience assisting them with hostile employee terminations and aftermath recommendations and procedures.
- Conduct Security Surveys for client locations using the ASIS/William Floyd surveys.
- Communicate with clients regarding all security needs and follow up on any concerns that they may have had.
- Effectively audit and maintain all employee records, reports, licensing, and billing/overtime.

PROFESSIONAL INDUSTRY AFFILIATIONS & COMMUNITY CONTRIBUTIONS

CALSAGA / ASIS

Hands on Sacramento – Volunteer Emergency Responder

AJFROTC

Sons of the American Revolution National Award Winner

American Legion National Award Winner

EDUCATION

American River College – Bachelor of Business Administration



STAFFING PLANS

Staffing for the project will begin with the North Bay workgroup under the direction of Branch Manager Michael Ferguson and Operations Manager Brendon Culbertson.

Members of the executive team will be involved in the strategy and will visit venues during the service period.

Continuity Assurance & Reconciliation

All officers will be provided a FSS owned radio (which can be programmed to integrate to event channels where applicable) for immediate communication. GPS and dispatch check in requirements will verify that we have an officer onsite as scheduled.

FSS should not consistently fail to meet staffing requirements as committed. However, where failures occur, FSS would compel interactive participation with executive management to ensure any failures are immediately corrected.

Because management staff is required to step in where officers are unable to respond, the Court would not experience a "dark" post.

FSS' FirstTrac guard tour will help let us know if officers are not reporting in on time. No contact in by FirstTrac will result in a call to supervision by our dispatch staff.



SUBJECT MATTER EXPERTISE

FSS has the experience to fully understand the requirements under this RFP, and the expertise to meet or exceed all requirements. **In particular, FSS' Regional Branch Manager and Subject Matter Expert, Michael Ferguson was the law enforcement Lieutenant in charge of the Court Security Bureau (1996). Operations Manager, Brendon Culbertson has significant experience in high profile X-Ray and electronic screening processes working with and trained by Los Angeles Police Department as a security lead at the annual Academy Awards events in Los Angeles.**

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Finally rounding out as the Event Security Manager for AMPAS, Academy of Motion Picture Arts and Sciences also known as the Oscars. Coordinating the setup, deployment, and training of 16 kiosk check points manned by 150 LAPD and 500 Security Officers at the venue, Dolby Theatre, utilizing both hand and walk through metal detection devices as well as proprietary XRay screening.

Lt. Culbertson was trained by the task force of FBI, DHS, LAPD, and US Marines teams on the modern screening techniques as well as terrorist counter procedures encompassing such a large venue that is also open to the public.



STRINGENT NEW-HIRE REQUIREMENTS

We have done thorough review of the RFP and will comport with hiring requirements contained therein. In addition to meeting all requirements outlined, FSS candidates must also exhibit the following skills.

- Skill in verbally communicating effectively and professionally
- Skill in generating trust and respect from clients, co-workers and the public
- Skill in observing and noticing unusual circumstances or items; able to interpret and respond to body language cues
- Skill in observing people to detect suspicious actions and deter undesirable behaviors
- Skill in verbally diffusing situations and effectively resolving problems and issues
- High prioritization of safety and security of people and property
- Demonstrate public relations skills: able to interact professionally

EXPERIENCE CRITERIA FOR OFFICERS ASSIGNED TO DUTY

FSS's Officers assigned to duty typically have a minimum of one year of professional experience in a recognized security organization, military, law enforcement or proprietary security assignment. Officers will be screened (and specially trained) for exceptional Customer Service skill as security staff will work directly with *the client's* employees/contractors, and local law enforcement agencies.

CONTINGENCY STAFFING/OFF-SITE TRAINED BACKFILLS / RESERVE FORCE

Additional off-site officers will be cross-trained to meet the requirements of the sites and assure FSS' ability to supply additional armed and unarmed officers within 2-4 hours from time notified, and be able to respond if/when work schedules expand. To ensure coverage of some assignments/posts that may require specially trained and more qualified security officers and/or supervisors(s), we routinely build a total trained force of approximately 120-125% of requirements (and obtain client approval as necessary of all 125%); this is our normal practice, to give staffing depth to our smaller sites with limited backfill and also to enhance our ability to expand coverage when necessary. We use a carefully measured blend of primarily full-time plus part time staff (commonly off-duty local law enforcement officers who frequently seek out positions due to their respect for our quality and methods).

BSIS CRIMINAL BACKGROUND CHECK

Included in the state registration process are a Live Scan electronic fingerprint and criminal background check through the Department of Justice ("DOJ") and the Federal Bureau of Investigation ("FBI"). The DOJ and FBI deny approval where particular criminal history is found (e.g. convictions for crimes of moral turpitude, and in particular, substance abuse, violence or sex-related crimes). The DOJ does not provide specifics for denial – it simply denies the application and causes the BSIS to send a notice of denial to both the prospective employer and the applicant. As part of its ongoing update, where BSIS receives notice of subsequent disqualifying violation(s), it sends to Patrol company operators notices of revocation or similar notices. Once received, it is the patrol operator's duty to remove the disqualified guard from Post.

FSS follows this protocol to the letter.



EMPLOYMENT REFERENCE CHECK

FSS requires all applicants to provide verifiable employment history and releases for reference checks. FSS conducts telephonic and/or mail inquiries to listed references and considers the results of these reference responses in its employment decision.

SUPPLEMENTAL COMMERCIAL BACKGROUND CHECK

FSS requires all personnel to submit to a commercial background check. This check scans sex-offender registries, tracks address history by state (California county), and where indicated, 14 County Criminal records check and where necessary, full United States criminal histories.

This check also provides the company with other behavior history which helps it to evaluate the general responsibility and honesty of the applicant. For example, results can contradict responses provided by the applicant during the interview process, creating an opportunity for further discussion. Applicants provide voluntary releases for this background check, and any adverse employment decision based solely on the results is provided to the applicant consistent with California law.

FSS also submits identities through Global Watch List/Office of Foreign Asset Control (OFAC)/Terrorist Watch Lists (Includes among many: Bank of England Sanctions, Commodity Futures Trading Commission List of Regulatory and Self-Regulatory Authorities, Defense Trade Controls (DTC) Debarred Parties, FBI's Most Wanted, Financial Crimes Enforcement Network Special Alert List, Foreign Agent Registrations, International Police Most Wanted and Red Alerts, Office of Foreign Asset Control (OFAC), OFAC - Palestinian Legislative Council OFAC - Enhanced Sanctioned Countries, Office of Controller of Currency.

This check also covers Public Records/Watch/Risk Lists for the entire United States and territories.

CONFIDENTIALITY

All employees, as part of the existing new hire process, sign confidentiality agreements drafted specifically to protect the business confidential/trade secret information of FSS and of its clients.

During orientation, we take time to discuss what confidential | trade secret | proprietary and private information is so that each officer can identify it and maintain protocol as required.

DRUG FREE WORKPLACE POLICY

FSS has continuously and strenuously maintained an Alcohol and Drug Free Workplace policy the entire span of its business history (since 1966). Its substance free policy is enforced with ZERO tolerance and is a condition of employment.



FSS uses a combination of saliva quick tests and full SAMHSA complaint laboratory alcohol and drug screens to ensure that every employee is drug free at hire. FSS's policy (written and approved by outside legal counsel) provides for post offer drugs screens for all safety sensitive positions (all security positions) including post hire reasonable suspicion and post-accident screening.

FSS drug and alcohol program includes a US Department of Transportation Federal Transit Administration compliant policy, training program for employees and supervisors and testing for all



armed security guards assigned pursuant to federal regulations 49 CFR parts 40 & 655. FSS will also cooperate with all reporting requirements including quarterly program reports, the annual federal drug and alcohol MIS report, periodic site visits and processing of annual re-certification forms.

PAY STRUCTURE

The largest proportion of the bill rate to the client is the security officer's wages and benefits. That is why FSS stresses the officer wage to the client during negotiations. Quality officers deserve the highest wages and benefits the venue can bear competitively. The result is consistently better under this schema.

FSS references the Bureau of Labor Statistics employment wage statistics, market standards; collective bargaining wage and benefit benchmarks; and any living or minimum wage requirements when considering its wage to the officer. Wages and benefits include all statutorily required leave benefits.

FSS pays its employees through its in-house accounting/payroll department. Unlike national companies that process out of state, FSS workers can simply walk into the local office and pick up their check. FSS offers direct deposit, PayCard and live check options. FSS will mail the employees' check with written authorization.

Where any discrepancy is found (and there should not be as the officers are required to complete their own timesheet and report whether meal and rest breaks are taken) a correction check is immediately issued from our San Jose based payroll department.



COST PROPOSAL

**REQUEST FOR PROPOSALS – NO. SHF-2019-01A
PROVISION OF SECURITY SCREENING SERVICES**

**ATTACHMENT B – COST PROPOSAL
(Submit With Proposal)**

Itemize all costs that will be incurred by County for the provision of the security screening services set forth in RFP No. SHF-2019-01A. Include all required services, manuals, documentation, training-related expenses and materials. Costs for the entire project shall be summarized on this form. A narrative may be attached to clarify any pricing data submitted.

Security Services Hourly Rate	\$23.88
Security Services Overtime Rate	\$32.95
Other Required Costs and Expenses Related to Security Services	\$None

Staffing Model (Total # of employees and hours)

Scope requires 2 officers at 4th Street Entrance and 2 officers at 5th Street entrance = 4 guards 11 hours per day, 5 days per week. Total hours per week=220 HPW.

Optimum Model at 5.5 hours per shift with a meal waiver and rest breaks uninterrupted and provided.

Total Costs based on proposed staffing model	\$5,253.60 per week
	\$273,187.20 annual

Pricing includes communication devices, guard tour and officer assistance equipment, uniforms and all materials necessary to provide court security services. Training from FSS' subject matter experts and ongoing support from executive management team and branch sourcing.



MANDATORY DOCUMENTS

**REQUEST FOR PROPOSALS – NO. SHF-2019-01A
PROVISION OF SECURITY SCREENING SERVICES**


**ATTACHMENT A – RFP SIGNATURE AFFIDAVIT
(Submit With Proposal)**

REQUEST FOR PROPOSALS – NO. SHF-2019-01A SIGNATURE AFFIDAVIT	
NAME OF FIRM:	First Alarm Security & Patrol, Inc. dba First Security Services
STREET ADDRESS:	HQ: 1731 Technology Drive, Suite 800, San Jose, CA 95113 Local: 1240 Briggs Avenue
CITY, STATE, ZIP	Santa Rosa, CA 95401
CONTACT PERSON:	Teresa Larkin
PHONE #:	831-600-8012
FAX #:	888-235-3135
EMAIL:	thl@californiaemployerresources.org

Government Code Sections 6250, et seq., the “Public Records Act,” define a public record as any writing containing information relating to the conduct of public business. The Public Records Act provides that public records shall be disclosed upon written request, and that any citizen has a right to inspect any public record, unless the document is exempted from disclosure.

In signing this proposal, I certify that this firm has not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or firm to submit or not to submit a proposal; that this proposal has been independently arrived at without collusion with any other proposer, competitor or potential competitor; that this proposal has not been knowingly disclosed prior to the opening of proposals to any other proposer or competitor; that the above statement is accurate under penalty of perjury.

The undersigned is an authorized representative of the above named firm and hereby agrees to all the terms, conditions, and specifications required by the County in this Request For Proposals and declares that the attached proposal and pricing are in conformity therewith.



Signature

Agent for Government Procurement
Title

Teresa Larkin
Name

May 16, 2019
Date

This firm hereby acknowledges receipt / review of the following Addendum(s), if any)
Addendum # [] Addendum # [] Addendum # [] Addendum # []

**REQUEST FOR PROPOSALS – NO. SHF-2019-01A
PROVISION OF SECURITY SCREENING SERVICES**

**ATTACHMENT C – REFERENCE DATA SHEET
(Submit With Proposal)**

REFERENCE DATA SHEET	
<p>Provide a minimum of three (3) references with name, address, contact person, and telephone number whose scope of business or services is similar to those of Humboldt County (preferably in California). Previous business with the County does not qualify.</p>	
NAME OF AGENCY:	County of Sonoma Courts
STREET ADDRESS:	600 Administration Drive, Room 106-J
CITY, STATE, ZIP:	Santa Rosa, CA 95403
CONTACT PERSON:	Brett O'Rourke EMAIL: borourke@sonomacourt.org
PHONE #:	707-521-6596 FAX #:
Department Name:	Court Facilities Management
Approximate County (Agency) Population:	Sonoma
Number of Departments:	3
General Description of Scope of Work:	Court access and screening stations with magnetometers and x-ray machines
<hr/>	
NAME OF AGENCY:	County of Alameda GSA
STREET ADDRESS:	1401 Lakeside Drive
CITY, STATE, ZIP:	Oakland, CA 94612
CONTACT PERSON:	Margaret George EMAIL: mgeorge@acgov.org
PHONE #:	510-208-9700 FAX #:
Department Name:	General Services
Approximate County (Agency) Population:	Alameda
Number of Departments:	5

General Description of Scope of Work:	Citywide security including library, courthouses, jails, juvenile detection facilities, Veteran's administration building and parking lots/structures	
Applicant Tracking System Implementation Date:	January 1, 2016	
NAME OF AGENCY:	The City of San Jose including San Jose Mineta International Airport	
STREET ADDRESS:	1701 Airport Blvd., B-1130	
CITY, STATE, ZIP:	San Jose, CA 95110	
CONTACT PERSON:	Bob Swenson	EMAIL: rswenson@sjc.org
PHONE #:	408-392-3514	FAX #:
Department Name:	Airport and General Services	
Approximate County (Agency) Population:	San Jose/Santa Clara	
Number of Departments:	10	
General Description of Scope of Work:	Citywide security including Airport, Water treatment, Department of Transportation, City hall and Administrative offices and Parks and Rec	



DEPARTMENT OF CONSUMER AFFAIRS

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



PRIVATE PATROL OPERATOR

License No. PPO11167

Valid Until: 08/31/2020

Receipt No. 3692

FIRST ALARM SECURITY & PATROL
1731 TECHNOLOGY DRIVE STE 800
SAN JOSE, CA 95110

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 -----

WPIPO 10/2015



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
8/16/2018

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).

PRODUCER The Graham Company The Graham Building 1 Penn Square West Philadelphia PA 19102	CONTACT NAME: Kevin Connelly PHONE (A/C, No, Ext): 215-567-6300 E-MAIL ADDRESS: CONNELLY_UNIT@grahamco.com	FAX (A/C, No): 215-525-0235
	INSURER(S) AFFORDING COVERAGE	
	INSURER A : Nat'l Union Fire of Pitts, PA	NAIC # 19445
INSURED SOSSECU-01 First Alarm Security & Patrol, Inc. SOS Security LLC 1915 Route 46 E. Parsippany NJ 07054	INSURER B : Property & Casualty Insurance Company of Hartford	
	INSURER C : Berkshire Hathaway	
	INSURER D : Endurance American Specialty	
	INSURER E : Hartford Fire Ins Co	
	INSURER F :	

COVERAGES CERTIFICATE NUMBER: 1046118331 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
C	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Contractual Liab <input checked="" type="checkbox"/> Professional GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:	Y		42-GLO-305436-01	6/8/2018	6/4/2019	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$500,000 MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$1,000,000 Professional \$1,000,000
	AUTOMOBILE LIABILITY <input checked="" 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 <input checked="" type="checkbox"/> Comp \$1,000 <input checked="" type="checkbox"/> Coll \$1,000			39ABS55001	6/8/2018	6/4/2019	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$25,000			42-UMO-305437-01	6/8/2018	6/4/2019	EACH OCCURRENCE \$10,000,000 AGGREGATE \$10,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	39WNS55000	12/28/2017	12/28/2018	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
D A A	Excess Liability Crime / Fidelity Cyber Liability			EXC30000689100 01-505-05-15 01-505-05-23	6/8/2018 6/4/2018 6/4/2018	6/4/2019 6/4/2019 6/4/2019	Limit: Occurrence/Agg: \$14,000,000 Limit: \$5,000,000 Limit: \$5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 Directors & Officers / Employment Practices Liability / Fiduciary Policy #MML-09618-17 NAIC #27154 Effective: 12/28/2017 - 12/28/2018
 Property Policy #39 UUM HF9971 NAIC #19682 Effective: 06/08/2018 - 06/04/2019

CERTIFICATE HOLDER

SAMPLE CERTIFICATE OF INSURANCE

CANCELLATION

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

AUTHORIZED REPRESENTATIVE
