

Central Unified School District

RFP NO. 1819-7600-1
Security Guard and Patrol Services

Due: May 31, 2019

PROPOSAL BY

Alltech Industries, Inc.

301 E. Pomona Blvd
Monterey Park, CA 91755
Office: (323) 450-2168
Fax (323) 450-2169
hperez@alltechguards.com

TABLE OF CONTENTS

Cover Letter	3
I. Description of Firm.....	5
II. Relevant Experience	7
III. Firms Personnel	9
IV. Financial Statement	12
V. Bid Forms	13
Proposal/Bid Form.....	13
Job References.....	14
Non-Collusion Declaration.....	15
Supplemental Questions	16
VI. Scope of Work	18
VII. Approach to Completing the Scope of Work	21
i. Sequential Activities to Complete the Scope of Work.....	21
ii. Schedule for Completing Tasks.....	22
VIII. Training	23
IX. Hiring	25
a. Employee Recruitment	25
b. Employment Requirements	25
X. Private Patrol Operator	27

Cover Letter

May 31, 2018

RFP 1819-7600-1
Central Unified School District
Transportation Office
4200 N. Grantland
Fresno, CA 93723
Attn: Jesse Bath, Director M.O.T
jbath@centralusd.k12.ca.us

Dear Mr. Bath and Evaluation Committee,

Alltech Industries, Inc is seeking to remain the Security Guard and Patrol Services provider for the Central Unified School District. We appreciate the opportunity to serve the District and to submit our Proposal and hope that we are able to further serve the District.

Alltech Industries, Inc is a security guard service provider, serving California area since 2002, with our primary focus on City contracts and School Districts. We are licensed through the California Consumer Affairs, Bureau of Security and Investigative Services, Private Patrol Operator license number 16674, with an expiration date of July 31, 2020, held by Qualified Manager Oscar Gamez.

We are able to offer a wide range of services such as emergency services, special events, vehicle patrols, crossing guard, fire watch, and pass through patrols. We like to emphasize that Alltech Industries, Inc prides itself in being able to offer exceptional customer service and satisfy our clients, as well as our employees, which minimizes our turnover rate, and maintains the same officer at a given location. We are currently providing services to the following cities: Santa Monica, Victorville, and Santa Clarita. We also provide services to the following school districts Hesperia Unified School District, Anaheim Elementary School District, and Fullerton Joint High School District. We can assure Central Unified School District we can provide the services described in the scope of work and more.

Alltech Industries, Inc. would like to acknowledge that we have received and reviewed the Request For Proposal, and all the Clarifications, Alltech Industries, Inc. agrees to all terms and conditions, and will comply with all requirements. Alltech Industries, Inc. stands firm by the prices we have quoted and proposal for the services required, and will hold the quote firm and valid for a year, we also, propose to be the prime and sole provider of Security Services.

Upon reviewing the attached information we hope that you are able to get a sense of who we are and how we operate. It is very important to us to be able to complete the task that are assigned to us without any problems. Furthermore, it is very important that we are able to provide exceptional customer services not only to the staff of the Central Unified School District, but also, to the clients, visitors and neighbors Central Unified School District. All officers will receive training on Customer Service and de-escalation in order to be able to know how to handle all types of situations they may come across.

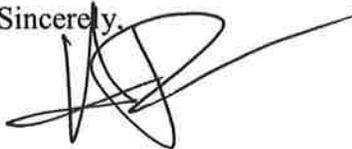
The following people can be contacted for clarification, with any further question, or to negotiate a contract:

Hilda Perez, President
Cell: (760)486-0779
hperez@alltechguards.com
Tel: (323)450-2168
Fax: (323)450-2169

Oscar Gamez, General Manager
Cell: (714)604-7688
ogamez@alltechguards.com
Tel: (323)450-2168
Fax: (323)450-2169

Thank you for allowing Alltech Industries, Inc. to submit our Proposal to provide Security Patrol Services to Central Unified School District. Please know that we are here to serve you and meet your security needs. Any additional information or questions that you may have feel free to contact me, as we look forward to serving the Central Unified School District.

Sincerely,

A handwritten signature in black ink, appearing to be 'Hilda Perez', written over a horizontal line.

Hilda Perez - President
Alltech Industries, Inc.

I. Description of Firm

Company Name: Alltech Industries Inc.

In Business Since: 10/07/2002

Incorporated in California in July of 2010

Private Patrol Operator Number: 16674,

PPO License 2002-2010: 14700

License Expiration: 7/31/2020

Areas of Coverage: San Bernardino County, San Diego County, Los Angeles County, Orange County, Fresno County and Ventura County

Services Provided: Unarmed and Armed foot, bicycle, and vehicle patrols, armed vehicle escort services, pass through site patrols, lock-up services, crossing guards, alarm response, emergency services, Park Ranger, and Parking Enforcement.

Office Address:

301 E. Pomona Blvd. Suite B,
Monterey Park, CA 91755

Mailing Address:

P.O. Box 4042
Montebello, CA 90640

Office Phone Number/24 hour dispatch: (323) 796-0596

Office Number: (323) 450-2168 Fax Number: (323) 450-2169

Bid Contact: Oscar Gamez (323) 450-2168, Hilda Perez (760)486-0779

Alltech Industries, Inc (AII) is a security company providing, armed and unarmed vehicle escort services and foot, bicycle and vehicle patrols, and Parking Enforcement, covering Southern and Central California, with a corporate office located in Los Angeles and a satellite office in Fresno and Victorville. AII employs approximately 85 full and part time employees. Our growth the first couple of years cannot be measured with percentages, but rather with the type of clients we have. Our company started out by providing services to small restaurants, and local markets. As we gained experience and our reputation of providing exceptional service grew our customers expanded to include national companies such as Schneider National, Aramark, Target, Citi Group and international bank chains from Central America. Our company also expanded to include high-rise buildings, apartments, management companies, shopping centers and Cities. Currently we provide services to several different Cities, such as Santa Monica, Santa Clarita, San Jacinto and Victorville. We also provide vehicle patrol services to 5 school districts, campus security services to one school district and fire watch services to the Los Angeles Unified School District.

AII recognizes that today's business enterprises are comprised of varied and valuable assets, such as people, property, products, information, financial infrastructure, reputation and shareholders. We also believe that not every client has the same needs. Due to this, AII, tailors and customizes its services to suit the needs of its customers. We are not just a security guard company, but a partner committed to enhancing the safety, security and success of our clients. As a result our clients continue to choose AII as their service provider, we are pleased to have clients that continue to renew their contract with us and feel that we provide exceptional service. AII is confident that we can provide Central Unified School District with the exceptional Guard Services that it needs as well as provide any unexpected or as needed services that may arise at any moment's notice. In the pages that follow AII will demonstrate its capability to be able to provide Central Unified School District with Security Patrol Services, furthermore how our employment screening process provides our clients with the best Guards.

Alltech Industries, Inc. approach to meeting the needs of the District is based on communication. Being in communication with the District. Ensuring the District is happy with the services, seeing were improvements can be made and adapting to the changing needs of the District. We understand that today's problems may not be tomorrows problems and will do everything we can to ensure that the Districts needs are always met

II. Relevant Experience

AII has 19 years of experience providing our clients with security services, we have provided services to banks, retail establishments, and apartment complexes, City parks, City Hall, event facilities, special events, high value yards, Metrolink/Transit facilities, and we also provide vehicle patrol services to several school Districts. All of our clients have one thing in common, they all want something/someone protected and secured. We are the specialist in security and protection. We are able to assess the location, and look at all possible dangers and prepare our staff for any and all situations that they may come across.

Currently we provide services to 7 School Districts. For the Los Angeles Unified School District (LAUSD) we provide a range of services, the bulk of the work that we provide is Fire Watch Services. A school may have non working fire alarms, and we are assigned to constantly walk the property or area, and look out for fire. Some schools may have children present while we are on duty. We also provide services for new schools, schools that have been completed by the contractor, but have not opened for classes. We have on occasion served as a crossing guard at intersection that have needed repair and were deemed unsafe to cross. We started with LAUSD in 2010; our contract was up in 2015. We were awarded the contract once again.

Five of the School Districts have similar scopes of work, Hesperia Unified School District, Jurupa Unified School District, Fullerton Joint Union High School District, Anaheim Elementary Unified District and Central Unified School District. We provide vehicle patrols during after school hours, officers drive in a company vehicle from school to school/facility, inspecting the school/facilities and making sure there are no trespassers, vandalism or break-ins, as well as making sure that the sites are all properly locked up. Aside from the vehicle patrols, we also respond to alarm calls. The majority of which are normally false calls, but on occasion there have been break-ins, and our officers have conducted arrest.

In September of 2015 we began providing services to the San Bernardino County Superintendent of Schools, we provide services to 7 schools permanent school, and additional schools on an as needed basis, throughout the school year. The officers assist the staff and supervise the students and enforces the district and school rules and policies. These schools are non-traditional schools, and each school varies on the type of students that attend. Some of the schools have behaviorally difficult children and in correlation with the security officers and teachers/staff we have developed security plans to provide a safer environment to all the staff and students.

AII has had several clients that we have provided vehicle patrol services, one of which is the City of Santa Monica. For the City of Santa Monica, we conduct two nightly patrols of all the City Libraries. Officers check for open doors, trespassers, vandalism and encamped persons around the property. For the City of Santa Clarita, we patrol on foot the City Metrolink Stations, as well as their transit center. We also conduct a vehicle patrol of all city parks, ensuring that all parks have been cleared and the officers will lock all restrooms and necessary doors. Furthermore, we provide alarm response for all city facilities. In San Jacinto we provide alarm response and patrols of all City Park.

AII believes that our experience speaks for itself, and we hope that after speaking to our references you get a good idea of the quality of our work and determine that we are capable of providing exceptional services.

City of Santa Clarita-Metrolink Stations
23920 Valencia Blvd., Suite 300
Santa Clarita, CA 91355
Cruz Caldera
General Services Manager
(661) 294-2519
ccaldera@santa-clarita.com
2012-Present
Foot Patrol of 4 Transit Stations, park lock up,
provide guards at City Hall Mtgs and alarm
response.

Victor Valley Transit Authority
17150 Smoke Tree St.
Hesperia, Ca 92345
Shelly Cable
(760) 995-3569
scable@vvta.org
2014-Present
Foot Patrol of a park and ride and a Transit
Center.

Hesperia Unified School District
15576 Main Street
Hesperia, CA 92345
Virginia Gutierrez
Director - Purchasing, Facilities, Warehouse
(760) 244-4411 Ext. 7304
July 2014 to Present
virginia.gutierrez@hesperiausd.org
Provide 3 vehicle patrols of all the schools and
alarm response.

Hemet Unified School District
1791 W. Acacia Ave., Hemet, CA 92545
Anthony Pipkins
Director, Maintenance and Operations
951-492-6690
July 2014 - Present
3 vehicles patrol, patrol district offices at night
and respond to alarms

Anaheim Elementary School District
1001 S East St, Anaheim, CA 92805
Lenny Damico
Director, Maintenance & Operations
(714) 517-7551 x4303 or (714) 863-2853
ldamico@anaheimelementary.org
July 2018- Present
Provide 1 after hours vehicle patrol and alarm
response of all the District schools and
facilities.

III. Firms Personnel

All employees whether they are Officers, Supervisors or Management have the necessary Licenses and Permits to work as a Security Officer. We feel that it is important for the management to also be familiar with a site and work a site if necessary, we expect our officers to be professional and be able to complete their duties. If a Manager shows up to inspect/supervise a site and is not pleased with what they find when they arrive on site the Guard can be sent home and the Manager take their place.

All Supervisors have all started out with the company as Officers and where promoted to Supervisors. All feels strongly about promoting from within the company, and promoting on the basis of merit and performance.

The supervisor assigned to this contract will be based out of the City of Fresno and will be responsible for approximately 13 to 15 Officers, including the Officers assigned to Central Unified School District. All plans to hire local officers to staff this contract, upon award we can provide the Officers Resume and Work history.

Upon being awarded this contract All will put together a team involving the Operations Manager, the General Manager, Supervisors and office staff; assignments will be delegated in preparation for the start of the contract. Upon award of the contract we will conduct a meeting and go over everything as if it were a new contract and delegate the new changes to the contract.



Hilda Perez - President

Mrs. Perez has a Bachelors from CSULA in Criminal Justice. She has 15 year of experience in the Security industry and has worked in all aspects of the industry. She is involved in the day to day operations of the company and focuses on hiring, contract compliance and quality control



Oscar Gamez - General Manager

Mr. Gamez has a Bachelors of Science in Electrical Engineering and 22 years of experience in the Security Field. Mr. Gamez is involved in all the operations of the company focusing more on the Supervisor and Officers. Mr. Gamez is very involved with each and every contract that All has provided services. Mr. Gamez will be assigned to be the Program Manager and will be in constant communication with the Central Unified School District Management and will serve as the project Manager.

Hilda Perez
President
Alltech Industries Inc.
hperez@alltechguards.com
(760) 486-0779

Summary of Qualifications:

15 years of experience working in the security industry.

Work Experience:

2010-Pres. President of Alltech Industries, Inc.
2004-2010 Experience as Security Officer, Office Manager and Operations Manager with SSP Security
2004-2006 Counselor at Optimist Boys Youth Homes-Supervising Juvenile Delinquents
2003-2004 Claims Adjuster, investigating property losses at Farmers Ins.

Special Skills:

- Knowledge of Human Resources Procedures and related Legal Issues
- Developed databases to manage accounts, spreadsheets, invoicing, and collections.
- Developed training on report writing
- Managed Security Officers
- Developed sales plans and objectives
- First Aid and CPR trained
- Verbal de-escalation
- Handling emergency situations
- Managing Accounts
- Criminal Procedures
- Interacted with clients on a regular basis
- Experience as Security Officer
- Trained Security Officers
- Implementing/writing post orders
- Experience supervising juvenile delinquents in a detention like setting

Licenses

Security Guard Card and Firearms Permit issued by the Bureau of Security and Investigative Services.

Education

Bachelor of Science in Criminal Justice

Oscar A. Gamez
General Manager
Alltech Industries, Inc.
Office-(323) 796-0596 Fax-(323) 796-0597
ogamez@alltechguards.com

Summary of Qualifications:

20 years of experience working in the security industry, 14 years of management experience.

Work Experience:

2010-Pres. General Manager of Alltech Industries, Inc.
2002-2010 General Manager of Alltech Protective Services
1997-2002 Security Guard, Sales Consultant and Regional Manager of SSP Security Inc.

Special Skills:

- Recruited, hired, trained and scheduled Security Officers
- Developed and Implemented Security Officer and Supervisor Training Program
- Conducted Security Surveys
- Managed several locations in different counties
- Managed Security Officers
- Superior customer retention
- Conducted successful security investigations
- Experience with large complex operations
- Account development, employee forms, payroll, and invoicing
- Composing post orders for new clients
- Interacted with clients on a regular basis
- Inspected and interacted with personnel in the field
- Solicitation of potential clients
- Networking
- Emergency response
- Experience as a Security Officer and Supervisor
- Reduce the employee turnover rate

Licenses

Security Guard License and Firearms Permit, Baton and Maze Permit

Education

Bachelors of Science in Electrical Engineering with a specialization in Computer Engineering.

IV. Financial Statement

12:18 PM

01/26/19

Accrual Basis

Alltech Industries, Inc Profit & Loss January through December 2018

	<u>Jan - Dec 18</u>
Ordinary Income/Expense	
Income	
Insurance Claims	6,138.42
Interest Income	264.20
Sales	2,277,953.88
	<hr/>
Total Income	2,284,356.50
Expense	
Advertising and Promotion	2,281.00
Automobile Expense	127,123.99
Bank Service Charges	504.32
Bid Bond	5,000.00
Contributions/Donations	2,000.00
Drug Testing	335.00
Employee Medical	4,055.30
Equipment/Reimbursement	47,328.32
Fines/Penalties	387.49
Insurance - Workers Comp	41,825.34
Insurance Expense	55,373.24
Interest Expense	126.94
Legal/Professional	18,521.89
Meals and Entertainment	1,627.33
Office Supplies	1,676.43
Payroll	450,573.88
Payroll Advances/Loans	378.22
Payroll Expenses	583.00
Payroll Service	3,180.00
Payroll Taxes	147,562.35
Permits & Licenses	594.52
Postage/Shipping	204.32
Professional Fees	12,000.00
Professional Services	1,114,300.00
Reconciliation Discrepancies	-101.43
Rent Expense	25,300.00
Repairs and Maintenance	131.04
Taxes	58,696.92
Telephone Expense	11,072.03
Travel Expense	1,127.62
Uncollectible Funds/Bad Debt	25,698.50
Uniform	28,394.98
Voided Checks	0.00
Web Hosting	278.21
	<hr/>
Total Expense	2,188,140.75
Net Ordinary Income	96,215.75
Other Income/Expense	
Other Income	
Misc Income	57.61
	<hr/>
Total Other Income	57.61
Other Expense	
Ask My Accountant	58,045.93
	<hr/>
Total Other Expense	58,045.93
Net Other Income	-57,988.32
Net Income	<hr/> <hr/> 38,227.43

V. Bid Forms

**PROPOSAL/BID FORM
MUST BE INCLUDED IN PROPOSAL**

To Central Unified School District Board Members:

The undersigned doing business under the firm name

Alltech Industries, Inc

Having carefully examined all documents related to the named project, propose to provide services as specified herein for the amount shown below:

1. Dollars Per Man Hour Including vehicle : \$25.55 (Patrol)
2. Dollars Per Man Hour : \$25.55 (Standing Guard)
3. Total cost of Security Services under Scope Of Services for 1 year \$122,217.22

BY SUBMISSION OF THIS BID, BIDDER DECLARES UNDER PENALTY OF PERJURY, UNDER THE LAWS OF THE STATE OF CALIFORNIA, THAT THE INFORMATION CONTAINED ABOVE IS TRUE CORRECT AND COMPLETE.

Print or Type Name: Hilda Perez	Title: President
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Company: Alltech Industries, Inc.

Business Address: 301 E. Pomona Blvd, Suite B, Monterey Park, CA 91755

Phone: 323-450-2168	Fax: 323-450-2169
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 Signature	May 31, 2019 Date
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THIS IS NOT AN ORDER

JOB REFERENCES
MUST BE INCLUDED IN PROPOSAL

Vendors must submit a list of at least three (3) school district contracts of similar volume completed within the last 24 months for reference purposes.

<u>Owner:</u> Fullerton Joint Union High School District	<u>Contact Person:</u> Dale McCurry
<u>Service Dates:</u> 2015-Present	<u>Phone Number:</u> (714)680-5609, pflaming@fjuhsd.org
<u>Description of Work:</u> Afterhours vehicle patrol of all schools in the district and respond to alarm calls. Additional services as needed.	

<u>Owner:</u> Hesperia Unified School District	<u>Contact Person:</u> Virginia Gutierrez
<u>Service Dates:</u> July 2014 - Present	<u>Phone Number:</u> (760) 244-4411 Ext. 7304, virginia.gutierrez@hesperiausd.org
<u>Description of Work:</u> Provide afterhours, 3 vehicle patrols of all the schools and alarm response.	

<u>Owner:</u> Anaheim Elementary School District	<u>Contact Person:</u> Lenny Damico
<u>Service Dates:</u> July 2018- Present	<u>Phone Number:</u> (714) 517-7551 or (714) 863-2853
<u>Description of Work:</u> Provide 1 after hours vehicle patrol and alarm response of all the District schools and facilities.	

<u>Owner:</u> Hemet Unified School District	<u>Contact Person:</u> Anthony Pipkins
<u>Service Dates:</u> July 2014 - June 2018	<u>Phone Number:</u> 951-492-6690
<u>Description of Work:</u> 3 vehicles patrols, patrol district schools and facilities, from 6:00PM to 6:00AM and respond to alarms	

NONCOLLUSION DECLARATION
MUST BE INCLUDED IN PROPOSAL

I, Hilda Perez, declare that I am (Name of Representative)

President

Of

Alltech Industries, Inc.

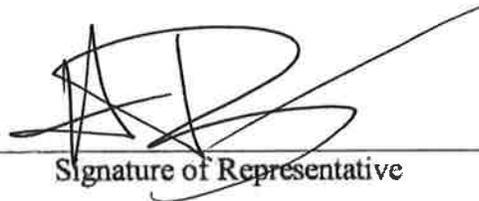
(Title of Representative)

(Business Name of Bidder)

the party making the foregoing bid, that the bid is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the bid is genuine and not collusive or sham; that the bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham bid, and has not directly or indirectly colluded, conspired, connived, or agreed with any bidder or anyone else to put in a sham bid, or that anyone shall refrain from bidding; that the bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the bid price of the bidder or any other bidder, or to fix any overhead, profit, or cost element of the bid price, or of that of any other bidder, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the bid are true; and, further, that the bidder has not, directly or indirectly, submitted his or her bid price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, bid depository, or to any member or agent thereof to effectuate a collusive or sham bid.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Executed this 31st day of May, 2019 at Montebello, California.



Signature of Representative

[NOTE: A declaration does not have to be notarized.]

**SUPPLEMENTAL QUESTIONS
MUST BE INCLUDED IN PROPOSAL**

Directions: Please keep responses to each question to one (1) page maximum.

- 1.) Does your company have a direct representative that is reachable directly at any time and is that representative able to make decisions that would rectify any problem?
- 2.) Within what time will the District representative receive a call back when problems are reported?
- 3.) Internally, what is your company's criteria of what makes the service job "acceptable?"
- 4.) "Response Time" is defined as the time allowed the Vendor/Firm after initial notification of work requirement to be physically on the premises at the school site with appropriate equipment and materials, ready to perform the work required.

What is your minimum and maximum response time when receiving a call?

- 5.) Briefly describe the experience our staff can expect when interacting with your security team in general, and specifically in the following areas:
 - a. Written reports
 - b. Identification and protection against losses.
 - c. Central Unified employee error. (i.e. unsecured gates, doors, windows, alarms, etc.)
- 6.) Why is your firm more qualified than other firms to service schools?

THIS IS NOT AN ORDER

Supplemental Questions

1. General Manager, Oscar Gamez, is available 24 hours a day, 7 days a week and can assist the district with any problem, or concern, and is able to make any decision to rectify any problem.
2. If the District is unable to reach a manager, the district can expect to get a return call the same day. Typically it should be within the hour, but if management or supervisors are in training or in a meeting it may take a bit longer to return a call.
3. "Acceptable" would be doing everything and all the client requires of us, and completing the job as indicated on the Post Orders, anything less than what is required is unacceptable.
4. Our response time is 30 to 90 minutes.
5. Reports can be submitted on paper or electronically, and will identify the school they are patrolling and their finding. When a guard comes across a problem, such as broken windows, vandalism, or unsecured gates the guard is to do all he can to rectify the problem. Such as contact maintenance to board windows, secure premises to avoid theft or property loss, secure open windows and doors. If they are unable to secure a location they are to contact their supervisor for assistance of contact District on call personnel and determine how to handle the situation. Any unsecure doors or gates will be immediately secured and unarmed buildings will be armed. As the officer patrols each site the officer will look out for unsecure windows, doors and gates, as well as any potential hazards and will address each situation.
6. We have several years of experience providing vehicle patrol services to schools, libraries, parks and cities, as well as providing other services to School Districts. Our officers have also obtained school training courses and are more than qualified to work at schools with or without students present.

VI. Scope of Work

The task and work that our highly trained security guards complete, vary from post and from client, some locations require more services than others while at other post our clients want us to conduct specific tasks. We pride ourselves in being able to satisfy our clients and give them the service that they want and meet their expectations, consistently. Our highly trained officers will execute the following tasks while on duty for the Central Unified School District:

- a. Peace and Order-** The security officer will deter any disorderly conduct or breeches of peace, which can cause harm to personnel and the community, as well as damage/loss of property. As well as address and confront any disorderly conduct and notify the appropriate agency when further action is required or requested.
- b. Customer Service-** Officer will be courteous, friendly, attentive and helpful to the needs of the Central Unified School District, its guest, visitors, clients and the public. They will be trained to confront the public, especially when dealing with possible delinquents and violators, in a courteous but assertive manner, as well as be trained in the daily operations of the route. The officers will be trained in confrontations and how to behave and de-escalate situations where the public may be aggressive or angry towards the officer.
- c. Emergency Assistance-** In the case of an emergency the officer will summon for the appropriate assistance, as well as notify dispatch and the posts emergency contacts. The officers will be trained to handle any situation and assist the notified agency.
- d. Reports-** Reports will be written in English and will be legible, intelligently and concisely written. Daily Activity Reports (DAR) will be written and used to report any situations that the officers come across while conducting their patrols. Incident Reports are used to document a specific event that occurred during a shift in which additional details must be provided. Any emergency situation in which assistance was called for, it will be documented in an Incident Report. All reports must be written and completed before the end of the shift and submitted to the post management. Reports can also be made available electronically. Furthermore, incidents of vandalism and/or graffiti will be documented and reported to the Police and reported to City Staff.
- e. Equipment-** All Officers will be trained and know how to properly operate all equipment that they will be responsible for using. Which includes, but is not limited to handcuffs, flashlights, duty gear and cell phones. Cell phones will be equipped with GPS capabilities and be able to provide electronic reporting, and will be in each vehicle. Vehicles will be clearly marked and identifiable as a Security Patrol vehicle. Vehicles will be equipped with all the necessary tools to perform the job including cell phone, spotlight, and PA system.
- f. Miscellaneous Duties-** Other duties will be conducted by the Officers, such as conducting vehicle counts, and crowd control. Duties must be discussed with the management in order to ensure that tasks are being conducted, duties are added to the post orders, and that all officers are trained properly.
- g. Dispatch-** All dispatch is available 24 hours a day 7 days a week, via telephone at (323) 796-0596. All officers will have a cell phone to communicate with a dispatcher at any moment. Clients will be able to contact a supervisor at the dispatch number at any time.

- h. **Post Orders-** Post Orders will be prepared by the Operations Manager and verified by the General Manager and by the Central Unified School District. Officers will be trained and know the post orders. Post Orders are to have a detailed description of the Officers job duties, as well as contain emergency numbers and emergency procedures.
- i. **Track Tik-** All uses a reporting system and monitoring system called Track Tik. Track Tik is an integrated guard management system for monitoring, reporting and managing security operation. Guards can do patrol tours, report incidents and activities in real-time. Managers and clients can monitor, review, respond instantly from their browsers or smart-phone. Track Tik improves efficiency, accountability and profitability. Get real-time updates for every checkpoint scanned on the guard tours, it stores reports, pictures and messages to checkpoints. Creates customizable and searchable activity and incident reports, downloads or email reports instantly from the TrackTik dashboard. View real-time GPS locations of all officers, you are also able to watch your entire operation traveling between locations. Post orders are accessible on mobile devices and relevant to the guard's location. Officers would be utilizing smart phones to conduct all necessary work, eliminating the need for paper files, of course, paper files are available if proffered.



- j. **Patrols-** Patrols will be conducted nightly of all sites and/or sites provided by the City, patrols will be conducted during assigned time frame, sites will be patrolled randomly.
- k. **Uniforms-** Uniformed Security Officers are normally the first person an individual sees when arriving at a location, and sometimes the only person at a site. The Security Officer is there to convey a sense of security and protection, therefore the physical appearance and uniform is a very important aspect of the job. Alltech expects Officers to have the highest professional standards in their appearance. Alltech Industries, Inc. will designate uniforms to the employee. They must be worn as instructed and with only the items provided to the employee or authorized to wear. State and local laws govern uniforms, and therefore employees cannot take it upon themselves to wear any uniform other than that assigned to the employee. Furthermore, individual clients have different needs and requirements and the uniform may vary from Alltech's standard uniform.

Uniforms must be worn properly, and be the correct size for the employee, uniforms must not fit tight, or loose, but be fitted. They must always be maintained clean, unstained and pressed. In the case that the uniform is worn-out or stained contact the office and make arrangements for a new uniform. Black shoes must be worn and kept neat and polished, sneakers are not allowed. A black belt must be worn along with a black duty belt and permitted equipment. Hats will be permitted at outdoor sites, hats must say "Security," and can be obtained at the Company office, unless you are working a Parking Enforcement site, in which case the uniform would not indicate "Security." White t-shirts are to be worn under the uniform along with black socks.

Mustache are permitted so long as they are neat in appearance, trimmed and groomed. Beards are not permitted. Facial hair must be maintained shaved. Sideburns must be maintained trimmed and must not come down further than the earlobe. Hair must be neat and combed, and maintained away from the face. The length or width of the hair must not be neither excessive, nor ragged or present an unkempt appearance. Long hair must be pulled back from the face and be in a ponytail.

Employees will be regularly supervised and the uniform and appearance of an officer will be evaluated. Officers will be informed of any problems with the uniform and or appearance. Failure to comply with the uniform will result in a write up and termination if the problem is not resolved.



VII. Approach to Completing the Scope of Work

Alltech Industries, Inc goals are to provide exceptional Security services to the Central Unified School District and to meet all contract requirements. In order to accomplish these objectives, Alltech will assemble a start-up team that will involve the Operations Manager, General Manager, Lead-Supervisor, Supervisors and office staff. This team will develop a comprehensive Pre Start-up plan that will define goals to be achieved before the start date. A Post Start-up plan will also be developed to make sure that our preliminary work has been completed and that every aspect of our services is correct and complies with contract requirements.

Normally two (2) to four (4) weeks are required for a smooth, logical and orderly start-up, of course four (4) weeks is preferred. Assuming that the Central Unified School District can provide such notice, Alltech has prepared the following security Pre Start-Up schedule that sets forth a chronological order of events to be undertaken before the start date.

i. Sequential Activities to Complete the Scope of Work

a. Coordination

1. Appoint a Start-Up Team
2. Joint Meeting with the Central Unified School District
3. Start-Up Team review meeting

b. Human Resources

1. Recruitment
2. Interviewing/Screening/Review of Qualifications
3. Back Ground Checks, Employment Physicals, Drug Test
4. Processing of New Hires

C. Training (conducted by supervisors or Training Academy)

1. Classroom training
2. Missing Certifications Training
3. On-Site Training

D. Scheduling (Supervisors)

1. Meet with the Central Unified School District for final Schedules/Changes
2. Assign approved schedules to trained personnel

E. Uniforms/Equipment (Office Staff)

1. Issue uniforms
2. Order Equipment
3. Order Forms (DAR, Incident Report, Log sheets, etc)
4. Post Orders

ii. Schedule for Completing Tasks

<u>Pre Start-Up Plan</u>	Week 1	Week 2	Week 3	Week 4
Coordination				
Appoint a Transition Team	C			
Joint Meeting with Client	C		C	
Transition Team Review Meetings	C	C	C	C
Human Resources				
Recruitment, Flyers, Job Fair, Ads	C			
Interviewing/Screening/Review of Qualifications	W	C		
Background Checks, Drug Testing, Employment Physical	W	W	C	
Processing New Hires	W	W	C	
Training				
Classroom Training		W	W	C
Missing Certifications		W	W	C
On-Site Training			W	C
Scheduling				
Finalize Schedules with Client			W	C
Assigned Schedules to trained personnel			W	C
Uniform/Equipment				
Issue Uniforms			W	C
Order Equipment		W		C
Order Forms		W		C

C = Completion

W = Working toward Completion

<u>Post Start Date Schedule</u>	Week 1	Week 2	Week 3	Week 4
On-Site Service Evaluation	C	C	C	C
Transition Team Review Meeting	C		C	C
Post Orders/Security Manual Implementation	W		C	
Master Schedule Revision			C	
Training Curriculum Revision	W	W	C	
Finalization of Site Survey Results				C
Report Writing Procedures/ Review Service Standards		W	W	C

VIII. Training

Before a guard is sent to any location the guard receives hours of training at our facility as well as outside facilities. Every location and client is different; therefore when a guard gets assigned to a specific location, the officer is trained on the everyday operation of the location for 30-40 hours, and post orders. A supervisor will accompany the officer to the site and conduct hours of on the job training to ensure that the guard understand the tasks that need to be completed and that they are being fulfilled adequately. While on site the supervisor will monitor the guards work to ensure that it is done correctly. The guard will also be quizzed on possible scenarios to ensure proper response. Once the guard understands the post orders, a supervisor will conduct random inspections to ensure that the guard understand the tasks, guards will be re-trained if needed, or re-assigned to a different location.

In the case of this contract, AII will ensure that all required and deemed necessary course are taken by all officers before the start of employment. Furthermore, a supervisor will be inspecting and observing each officer to ensure that the Security Guard are performing their duties correctly. These sessions consist of viewing videotapes, lectures and on the job training. Courses are also taken at the local ROP program, Community Colleges and Training academies. The following subjects will be covered:

- a. Report Writing- The course covers Security terminology, details to include and the type of important information that is needed in a report
- b. Public Speaking- Officers take a customer interaction course, covering public and client interaction and customer service.
- c. Customer Focus- Officer recognizes gender and racial harassment and discrimination. Stereotyping. Introduction to Diversity, ethics and professionalism
- d. Parking and Traffic Control- This course covers access control procedures, maintain safety awareness, safety signs, proper use of traffic control equipment. Handling traffic flow and large gatherings. Emergency evacuation procedures.
- e. Powers of Arrest- Officers must have a California BSIS issued guard card, which covers Powers of Arrest.
- f. Legal Powers and Limitations- Roles of a security officer. Introduction to criminal, civil and administrative procedure, and BSIS codes & Regulations
- g. CPR & First Aid- Class given by the American Red Cross, covering techniques and laws.
- h. Driver Safety Training- This course includes laws and proper ways to drive and maintain yourself safe, followed by a written test and a behind the wheel test.
- i. Accident- Officers will receive training on what to do in case of an accident, who must be contacted and where information is located.
- j. Fire Protection and Prevention- Officers take two course, one course covers Hazardous material and how to prevent fire or damage. The second course covers Fire protection and fire watch conduct and procedures.
- k. Appearance and Grooming- How to take care of the uniform and use of company equipment.
- l. Crisis Management- Gives the security officer direction and a template to use for response to a crises. Bad weather, terrorist attack, hazardous materials.
- m. Officer Safety- Discusses threat assessment, blood borne pathogens, environmental and hazardous materials.

- n. Handling Difficult People- Covers the following topics; communications, conflict management, speaking constructively, valuing diversity, negotiating and verbal diffusion.
- o. Workplace Violence- Detecting unusual behavior. Warning signs (Worker to Worker) Client to Customer and supervisor to subordinate.
- p. Crowd Control- How to properly and safely participate in crowd control or riot situations.
- q. Interview Techniques- This course prepares officers to conduct an interview and explain the difference in the various levels of interviews. The officers learns how to dialogue with a witness, victim and suspect. Course topics include interviewers' responsibility, documentation, confidentiality, types of interviews, locations for interviews, note taking and demeanor of the officer
- r. Crime scenes- Officer learns the importance of preserving a crime scene. How to protect it, documenting evidence, recording the scene, preventing crime scene contamination, controlling access and assisting law enforcement.
- s. Weapons of mass destruction- Prevention and deterrence of the use of chemical agents, biological agents, radiological materials and explosive devices.
- t. Principles of safeguarding information- Covers all policy matter and procedures concerning access and restriction of client information.
- u. Labor Relations- The study and practice of managing unionized employment situations. This course covers labor history, labor law, Union Organizing, contract bargaining and the modified response to different scenarios.
- v. Heat Illness prevention- Human body response during heat stress. Hydrations procedures to treat heat exhaustions.
- w. School Officer- Officers will be trained on the laws surrounding being on a school campus while minors are present.

IX. Hiring

a. Employee Recruitment

AII constantly is receiving employment applications from officers seeking to work as security guards. Once a contract is assigned to AII, we begin searching through our pool of potential candidates. To obtain an extensive group of candidates, AII turns to local vocational centers and training academies, there we are able to view list of potential job seekers and post openings. Announcements are also placed in local papers and Internet search engines such as Caljobs. Once we have obtained an adequate pool of candidates we begin the hiring/screening process.

b. Employment Requirements

All security officers will be 21 years of age or older. They will have a high school diploma or GED. Security officers will speak, understand and write English proficiently. They will have at least two year of security officer experience, approximately 2,000 to 4,000 hours. They will have a current guard card and updated licenses for equipment used while on duty. They would have completed the new 40-hour training requirement mandated by The Department of Consumer Affairs before they commence employment. An extensive work history, background check and credit check will be conducted. Drug testing will be given before a security officer is hired and random drug testing will continue throughout employment.

Equal Opportunity Employer-AII does not discriminate against women, minorities or people with disabilities; we are an equal opportunity employer.

Criminal/Credit Background Check- Before employment the security officer has to pass a credit check and a criminal background check done through the California Department of Justice. Residence and past employer verifications are conducted. Employment is not granted if there is a conviction of any of the following: felony, violent misdemeanor, sex crime, military discharge (unless honorable), or if there is a pattern of irresponsible behavior.

Department of Motor Vehicles Check- Security officers must submit a Department of Motor Vehicles record before the first day of work. Any discrepancies will effect the hiring the individuals hiring. Officers will also have to pass our Driver Test which consist of a written test and a behind the wheels test, if driving is required.

Licenses and Permits- Each officer must have on file a current guard card and permits to carry and use mace, handcuffs, baton and/or a gun, if needed. Officers will be certified in Basic First Aid and Cardio Pulmonary Resuscitation (CPR). As well as certified in Powers of Arrest and have a valid class "C" driver's license. An on site driving test and written test will be given to officer required to drive while on duty. Officer must carry licenses and permits when on duty, and shall present them when asked by post management or authorized officer. Once employed status of Licenses is randomly checked through the Bureau of Security and Investigation Services, if at any time licenses are suspended or placed on hold the officer is terminated.

Bilingual Skills- Our officers must have the ability to read, write, understand and speak English. Some of our clients do require that the officer be bilingual, and we are able to provide guards that are able to read, write, understand and speak Spanish.

Alcohol and Controlled Substances- AII has a NO tolerance policy on Alcohol and controlled substances. Employees will be subjected to random drug/alcohol screenings; failure to pass such screening will be grounds for immediate termination. Reporting to work under the influence of alcohol or illegal drugs will result in the immediate termination of employment and removal from post.

X. Private Patrol Operator



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

PRIVATE PATROL OPERATOR

License No. PPO18874

Valid Until: 07/31/2020

Receipt No. 3550

ALLTECH INDUSTRIES INC.
301 E POMONA BLVD
MONTEREY PARK, CA 91755

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

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

WP490 3/2015