



Mexican American Opportunity Foundation
Empowering Families from Child to Senior

Request For Proposal (RFP) 26-018

Unarmed Security Services

July 10, 2026

The Mexican American Opportunity Foundation (hereinafter alternately “MAOF”), a nonprofit organization, is seeking proposals from highly qualified Contractors with demonstrated expertise in providing unarmed security services across multiple MAOF facilities located in California, through a competitive bid process. Pricing shall remain firm and fixed for a period of three (3) years, with the option to extend for two (2) additional one-year periods, subject to annual review, contractor performance, and availability of funding.

This process requires Contractors to submit a proposal that includes a complete bid for the Scope of Work (SOW) outlined in Exhibit A, along with three (3) professional references.

The closing date for **RFP 26-018** is **Thursday, July 30, 2026, at 4:00PM (PST)**. All correspondence regarding this request shall be submitted in writing to the Procurement Department at procurement@maof.org. To download this RFP, bidders must go to the webpage: www.maof.org, under the About Section/Click Procurement to look for the RFP or at the MAOF vendor portal in PlanetBids. Proposals must be received by MAOF no later than July 30, 2026. Electronic submissions are acceptable. All proposals must clearly reference: **“RFP No. 26-018, Unarmed Security Services”** on the outside of the envelope. Emailed proposals shall be sent to procurement@MAOF.org with “RFP No. 26-018, Unarmed Security Services” in the subject line.

MAOF reserves the right to accept or reject any or all proposals and to waive any informality in any proposal received. . For physical mailing address, please courier or deliver to:

Mexican American Opportunity Foundation (MAOF)

Attn: Procurement Department

401 N. Garfield Avenue

Montebello, CA 90640

T: 323-278-3600

procurement@maof.org

To request this RFP bidding packet, please contact the Procurement Department at procurement@maof.org.

Respectfully,

MAOF

Procurement Department

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Introduction

The Mexican American Opportunity Foundation (MAOF) is a nonprofit, community-based organization established in 1963 to serve disadvantaged individuals and families in the Los Angeles area. MAOF is the largest Latino-oriented family services organization in the United States. It has achieved this status by providing high-quality social services and programs to those communities where the need is the greatest.

Mission Statement: "To advance opportunity and education that endures across generations." MAOF is joined in this mission by government agencies, public and private foundations, and Corporate America.

MAOF operates numerous facilities throughout California serving children, families, seniors, low-income households, and other vulnerable community members, including Early Head Start and Head Start centers, administrative offices, and other program sites. Maintaining safe, secure, and welcoming facilities for staff, clients, and visitors is essential to MAOF's mission.

Early Head Start & Head Start: The Early Head Start & Head Start Programs serve 0- to 5-year-old low-income children and families. The children receive educational, social development, medical, dental, vision and hearing screenings as well as other evaluations and services pertinent to a healthy, well-rounded child. Through parent skill building and curriculum understanding workshops, parents are provided valuable information for their role as the primary caregivers and educators of their children. This service is provided in both English and Spanish.

1.0 General Information

A. Purpose. The purpose of this Request for Proposals (RFP) is to solicit proposals from Responsible Respondents who provide the goods and services identified on the RFP cover sheet and further described in Section 2 of this RFP. The Agency intends to award a Contract for the initial period specified on the RFP cover sheet. In its sole discretion, the Agency may extend the Contract for up to the number of extensions identified on the RFP cover sheet.

B. Definition. For this RFP and the resulting Contract, the following terms shall mean:

"Agency" means the MAOF, the Agency, boards, and any political subdivisions making purchases from the Contract as permitted by this RFP.

"Contract" means the Contract(s) entered into with the successful Respondent(s).

"General Terms and Conditions" means the General Terms and Conditions for Service Contract as referenced on the RFP cover page.

"Proposal" means the Respondent's proposal submitted in response to the Request for Proposal (RFP).

"Respondent" means the company, organization or other business entity submitting a proposal in response to this RFP.

"Responsible Respondent" means a Respondent that has the capability in all material respects to perform the scope of work and specifications of the Contract. In determining whether the Respondent is a Responsible Respondent, the Agency may consider various factors, including, but not limited to the Respondent's competence and qualifications to provide the goods or services requested, the Respondent's integrity and reliability, the past performance of the Respondent, and the best interest of the Agency.

"Responsive Proposal" means a Proposal that complies with the material provisions of this RFP.

"RFP" means Request for Proposals and any attachments, exhibits, schedules, or addenda hereto.

C. Overview of the RFP Process. This RFP is designed to provide Respondents with the information necessary to prepare competitive Proposals. The RFP process is for the Agency's benefit and intends to provide the Agency with competitive information to assist in the selection process. It is not intended to be comprehensive, and each Respondent is responsible for determining all factors necessary to submit a comprehensive Proposal.

The Agency intends to evaluate Proposals from all Respondents that submit timely responsive proposals and award the Contract following the evaluation and selection criteria provided in this RFP.

2.0 Statement of Work

See Exhibit-A, Exhibit B, Appendix A and Appendix B.

3.0 Proposal Requirements & Contents

A. General Requirements:

1. To be considered for selection, proposers must submit a complete response to this solicitation either electronic or email bid to the addresses as directed on Page 1 of this RFP "Unarmed Security Services, RFP 26-01826-018". The proposer shall make no other distribution of the proposals.
2. Proposals shall include a letter of transmittal signed by an authorized representative of the proposer. All information requested should be submitted. Please submit all requested information. MAOF may reject proposals that are substantially incomplete or lack key information.
3. Proposals should be prepared, as thorough and detailed as possible, providing a straightforward, concise description to satisfy the solicitation's requirements. Emphasis should be placed on completeness and clarity of content.
4. All responsive proposals are to be submitted on standard 8.5" X 11" paper size and 12-point font minimum type. Proposers shall respond to the items in the order they are shown in the solicitation. The responses should describe the most favorable terms and remain firm for **60 days** from the RFP Closing date.
5. Price should be submitted on the attached **Rate Worksheet (Exhibit B)**, including any applicable federal, State, and local taxes. The Contractor shall provide an all-inclusive price, including labor, supervision, equipment, uniforms, and materials necessary for the services.
6. Ownership of all data, materials, and documentation originated and prepared for this solicitation by any proposer shall belong exclusively to MAOF.

All pages of the proposal should be numbered and should be addressed in the proposer's response in the following order:

- a. Proposer's Cover Page (Vendor Identification) in **Appendix-A** of this RFP must be completed and signed.
- b. Letter of transmittal, signed by an authorized representative of the proposer.
- c. Table of Contents, cross-referencing the contents of the proposal.
- d. **Rate Worksheet** in the attachment **Exhibit B** to this solicitation must be completed and signed.
- e. Contractor shall include a copy of the current business license, and, where applicable, its California Bureau of Security and Investigative Services (BSIS) Private Patrol Operator (PPO) license.
- f. Include a copy of the current certificate of liability insurance evidencing coverage of the minimum required in this solicitation under section 11 General Terms and Conditions, section 14 Insurance.

Award of the Contract resulting from this RFP will be based upon the most responsive vendor whose offer will be the most advantageous to MAOF in terms of cost, functionality, qualifications, and other factors as specified elsewhere in this RFP.

MAOF reserves the right to:

- a. Reject any or all offers and discontinue this RFP process without obligation or liability to any potential candidate, when it is in the Agency's best interest; and
- b. Accept other than the lowest priced offer.

The proposal shall:

- a. Include the completed Unarmed Security Services Bid Submittal per **Rate Worksheet** on **Exhibit-B** attached hereto. Costs must be identified as per hourly rate by location, along with overtime, holiday, emergency response, temporary coverage, and event security rates. The Contractor's rates shall remain firm and fixed for the term of the Contract. The Contract rate after the initial 3-year term may be adjusted annually based on the increase or decrease in the U.S. Department of Labor, Bureau of Labor Statistics' Consumer Price Index (CPI) for the Los Angeles-Riverside-Orange County Area for the most recently published percentage change for the twelve (12) month period preceding the Contract anniversary date, which shall be the effective date for any cost of living adjustment.

Certain MAOF programs are required to match a portion of the Federal funding they receive. Please indicate in the In-Kind Match column of **Exhibit-B** any donation you would be willing to make to the program. If the proposer is willing to provide an in-kind contribution, please identify the amount and describe how it will be applied. For example, if the standard hourly rate is \$15.00 but the proposer will bill MAOF \$13.00 per hour, the \$2.00 per hour difference should be identified as an in-kind contribution. Any in-kind contribution must be clearly itemized in the cost proposal. Other examples of in-kind can include staff training, supervisory site visits, donated equipment, or other program support.

Include a copy of the Contractor's BSIS Private Patrol Operator license and evidence that all assigned Security Officers hold, or will hold prior to assignment, a valid California Guard Card / BSIS Security Guard Registration.

- b. Provide at least **three (3)** current client references for which you have performed similar work. References should include contact name, address and telephone number.
- c. Complete and return **Rate Worksheet**, **Exhibit-B** as Contractor's proposed pricing, along with other documentation and references.
- d. Two (2) sets of copies of proposals, including rate worksheet, shall be submitted via email marked: "RFP NO. 26-018, Unarmed Security Services" or via courier to:

PLEASE DELIVER TO:

Mexican American Opportunity Foundation (MAOF)

Attn: Procurement Department

401 N. Garfield Avenue

Montebello, CA 90640

T: 323-278-3600

Procurement@maof.org

DEADLINE FOR SUBMISSION: RFP 26-018 is due **Thursday, July 30, 2026, at 4:00PM (PST)**. Proposals should be received by the date and time specified in this RFP. Proposals received after the stated deadline may be

considered late and may be deemed non-responsive. MAOF reserves the right, in its sole discretion, to accept or reject a late proposal when it determines that doing so is in the best interest of MAOF, does not compromise the integrity or fairness of the procurement process, and is consistent with applicable procurement requirements.

The Contractor's assigned Security Officers must possess good communication skills (verbal and written), sound judgment, and the ability to interact professionally, respectfully, and compassionately with children, families, seniors, staff, and other individuals from a wide variety of educational, cultural, and socio-economic backgrounds. Security Officers must be capable of working in community-serving environments and must meet all applicable BSIS registration and training requirements.

The proposal must include the following documentation:

- W-9
- Certificate of Commercial General Liability Insurance
- Employment Liability Insurance
- Worker's Compensation Insurance
- Business Automobile Liability Insurance (if applicable)
- Copy of BSIS Private Patrol Operator License
- Evidence of California Guard Card / BSIS Security Guard Registration process for assigned personnel

e. To be considered responsive, a proposal must contain the following, referenced by number and in the order below:

1. A brief description of the history and organization of the bidder's firm, and of any proposed subcontractor. This description should include a history of the firm(s), number of employees and organizational structure of the firm(s).
2. Provide a brief overview of Contractor's technical experience, qualifications, and background in providing unarmed security services for similar sized customers, particularly nonprofit, community-based, childcare, or social-services organizations. Indicate the prior experience of Contractor that is relevant to this contract. Include sufficient detail to demonstrate the relevance of such experience. Proposal should evidence the Contractor's awareness of and support for the unique needs of MAOF's clients.
3. A statement that business licenses, BSIS Private Patrol Operator licensing, professional certifications or other credentials necessary for the performance of the services here sought are in place, together with evidence that bidder, if a corporation, is in good standing and qualified to conduct business in California.
4. A description of similar projects completed by the bidder within the past two (2) years.
5. Qualifications, background and experience of staff proposed to work on the project, including supervisory/account management personnel.
6. Three (3) References with contact information from organizations that have used bidder's services for similar projects/type of work within the last 12-18 months.
7. A general description of the techniques, approaches and methods to be used in completing the project, including staffing, scheduling, training, supervision, and quality control plans.
8. A description of the chronology for completing the work, including a timeline and deadlines for each task, if any, including proposed transition/start-up plan to begin services by the desired start date.

9. A detailed description of bidder's compensation formula, including any travel costs and other expenses. Bidders must submit a sample breakdown of charges and costs, detailed by job function/title of those servicing, as well as a maximum not-to-exceed total for all services. All travel, lodging and miscellaneous support costs are to be included in this billing rate. Invoices for services satisfactorily performed must be itemized by date, location, and services performed.

As MAOF may award a contract based on the initial offer, a bidder should make its initial offer on the most favorable terms available. MAOF reserves the right, however, to have discussions with those bidders falling within a competitive range, and to request revised pricing offers from them and to make an award or conduct negotiations thereafter.

Proposals which fail to address each of the submission requirements above may be deemed non-responsive and will not be further considered. Note that responses to questions must be specifically answered within the context of the submitted proposal. MAOF's evaluation team will not refer to a designated web site, brochure, or other location for the requested information. Responses that utilize references to external materials as an answer will be considered non-responsive.

4.0 Criminal Background Check

MAOF requires the awarded Contractor to provide the following for each Security Officer assigned to a MAOF location, consistent with applicable California BSIS requirements:

- Criminal history background check through the California Department of Justice and FBI for each team member performing services;
- Drug screening check for each team member performing services;
- TB Test; and
- Child Protection Registry checks for each team member performing services.

5.0 Invoicing/Billing

Contractor's invoice, together with supporting daily activity and timesheet records, shall be submitted to MAOF's Accounts Payable team at ap@maof.org on the first of each month. Invoices shall clearly identify service location, dates of service, regular and overtime hours worked, applicable rates, and total charges by location, consistent with Section 16 of Exhibit-A. Payment for services rendered will be made 30 calendar days from the date of submitting the monthly invoice and supporting documentation to MAOF Accounts Payable.

6.0 Schedule of Events

The dates provided in the procurement timetable below are provided for informational and planning purposes. The Agency reserves the right to change the dates. If the Agency changes any of the deadlines for Respondent submissions, the Agency will issue an addendum to the RFP.

Event	Date
RFP Release	July 10, 2026
Questions Deadline	July 22, 2026
Proposal Submission Deadline	July 30, 2026
Evaluation Period	July 31 – August 1, 2026
Contract Award Notification	By August 3, 2026
Contract Start Date	August 3, 2026
Project Completion Date	June 30, 2029

(Dates Subject to change via addendum)

Pre-Proposal Job Walk: Proposers wishing to schedule a job walk may do so by contacting **Alma Diaz, Facilities Manager**, at adiaz@maof.org. Job walks are encouraged to allow proposers to become familiar with the project site and existing conditions prior to submitting a proposal.

7.0 Inquiries

Questions regarding this RFP are to be submitted to Procurement@maof.org, with “RFP No. 26-018, Unarmed Security Services” in the subject line. Questions regarding this RFP will only be accepted by email.

8.0 Termination

8.1 This Contract may also be terminated by MAOF in the event that the project is permanently abandoned, as determined in the sole discretion of MAOF. MAOF may terminate the Contract in whole or in part whenever MAOF specifies, in its sole discretion, that such termination is in the interest of MAOF. Whenever the Contract is terminated following this paragraph, the Contractor shall be entitled to payment for actual work performed at unit contract prices for completed items of work. An equitable adjustment in the contract price for partially completed items of work will be made. Still, such adjustment shall not include provision for loss of anticipated profit on deleted or uncompleted work. Termination of this Contract by MAOF at any time during the term, whether for default or convenience, shall not constitute a breach of Contract by MAOF.

8.2 In addition, either Party may terminate the Contract if the other Party breaches any of its duties and obligations under this Contract and fails to cure such breach within thirty (30) days after receiving notice specifying the breach. MAOF reserves the right to terminate without warning in case of a critical or material breach of the Contract.

9.0 Hold-Harmless and Indemnification

The successful Contractor shall be liable for any injury, damage, or loss occasioned by negligence or omission of the successful Contractor, its agents, or any other person the successful Contractor has designated to visit MAOF property and shall indemnify and hold harmless the Board, its officers, employees, agents, volunteers from any liability arising in the performance of this Contract. The Contractor's obligation under this section shall not extend to any liability arising from the sole negligence or willful misconduct of MAOF.

10.0 Confidentiality

10.1 Confidential Information. Under this Agreement, “Confidential Information” refers to any Information of a Party (“Disclosing Party”) that has been disclosed to the other Party (“Receiving Party”), which is designated in writing as confidential, proprietary, or secret or under the context of its disclosure ought to reasonably be considered as confidential. Confidential Information includes, but is not limited to, all information concerning a Party's existing business, business systems, business plans and information systems, trade secrets, prices, and pricing information, as well as any client, staff, or facility information Security Officers may observe or become aware of while performing services at MAOF sites.

10.2 Use of Confidential Information. Each Party will comply with all laws and regulations for the use, transmission, storage, disclosure, or destruction of Confidential Information. Both Parties agree to hold the other Party's Confidential Information in strict confidence. The Contractor agrees not to use MAOF's Confidential Information in any way except as expressly permitted by or required to achieve the purposes of this

Agreement. Both Parties agree to use all reasonable efforts to protect against unauthorized use or distribution of Confidential Information, and the Receiving Party agrees to use at least the same degree of care to prevent disclosing to third parties the Confidential Information of the Disclosing Party as the Disclosing Party uses to protect its own Confidential Information. Each Party agrees to ensure that its employees, agents, representatives, and contractors are advised of the confidential nature of the Confidential Information and are precluded from taking any action prohibited under this Agreement.

11.0 General Terms and Conditions

1. Additions and Deletions of Service: MAOF reserves the right to add and delete goods or services, including service locations, to any contract with the Contractor. Should a requirement be deleted, payment to the Contractor shall be reduced proportionally to the amount of service reduced following the bid price. Should additional services be required from the Contract, prices for such additions will be negotiated between the Contractor and MAOF.

2. Licenses: By submitting a proposal, the proposer certifies that it has procured and shall maintain in full force all permits, BSIS licenses, and registrations required to conduct its business lawfully and that it shall remain informed of and in compliance with all federal, state, and local laws, ordinances, and regulations that affect in any manner Contractor's fulfillment of the Contract.

3. Anti-Kickback Provision: This Contract is subject to the provisions of the Anti-Kickback Enforcement Act of 1986. By agreeing to this binding Agreement, the transacting parties (1) certify that they have not paid kickbacks directly or indirectly to any employee of MAOF for the purpose of obtaining this or any other agreement, purchase order, or Contract from MAOF and (2) agree to cooperate fully with any Federal Agency investigating a possible violation of the Act.

4. Non-Collusion/Fraud: By submitting a proposal, the proposer warrants and certifies that neither the proposer nor its employees or associates have contacted any unauthorized MAOF employee, officer, or elected official regarding the contents of this solicitation or the solicitation process. Proposer further warrants and certifies that neither the proposer nor its employees or associates has directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in response to this solicitation. Should it be found that the proposer or its employees or associates have, in the presenting of its proposal, colluded with any other party or parties to prevent or restrict free competitive bidding, its proposal shall be immediately rejected. Any contract awarded prior to MAOF's discovery of proposer's collusion shall be terminated, and the proposer shall be liable for all damages sustained by MAOF due to the proposer's collusion.

5. Equal Opportunity: The proposer agrees not to discriminate against any employee or applicant for employment on account of any services or activities made possible by or resulting from this RFP on the grounds of actual or perceived sex, race, color, religion, national origin, age, marital status, disability, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, source of income, place of residence or business, veteran status or any other characteristic protected under federal or state law. Any violation of this provision shall be considered a violation of a material provision of this Agreement and shall be grounds for cancellation, termination, or suspension in whole or in part of the Agreement by MAOF, which may result in ineligibility for further MAOF contracts. At all times in the proposal and contract process, the proposer shall comply with all applicable MAOF, CA, and Federal Anti-Discrimination Laws, Rules, Regulations, and Requirements.

6. Right to Audit: MAOF shall have the right to audit all invoices submitted by the Contractor. MAOF shall have the right to audit all relevant data based on the Contractor's fees.

7. Informal Communication: From the date of receipt of this RFP by each proposer and until a binding contractual agreement exists with the awarded Contractor and all other proposers have been notified, or when

MAOF rejects all proposals, informal communication regarding this procurement shall cease. There shall be no requests from proposers to any Office or Department at MAOF except contact for information, comments, etc., and they shall be emailed.

8. Formal Communication: From the date of receipt of this RFP by each proposer and until a binding contractual agreement exists with the selected Contractor and all other proposers have been notified, or when MAOF rejects all proposals, all communications between MAOF and the proposers will be formal emails.

9. Costs Incurred: The proposer's sole responsibility shall assume any costs incurred by proposers in preparing or submitting a proposal or subsequent oral presentation demonstration.

10. Minority/Women-Owned Business Enterprises: Pursuant to Federal Acquisition Regulations and MAOF's procurement policy, MAOF may offer contracting opportunities to small and minority firms, women's business enterprises, and labor surplus area firms to the extent possible.

11. Federal, State, and Local Taxes: MAOF is not exempt from State and federal taxes. Such applicable taxes shall be included in quoted prices, but if any taxes are known to be borne by the Contractor to apply, they shall be shown separately. If not so shown, they shall be considered an expense of the proposer and deemed a part of the quoted prices.

12. Payment Terms: Preferred invoice payment terms will be 30 calendar days (NET30) from the date of invoice. If there is a discrepancy between the order and the invoice, payment terms shall be practical starting when the discrepancy is resolved. Monies due or to become due to the Contractor under the Contract may be retained by MAOF as necessary to satisfy any outstanding claim that MAOF may have against the Contractor. At any time or times before final payment and three years thereafter, MAOF may have the Contractor's invoices or vouchers, and statement of cost audited.

13. Indemnification: The Contractor shall indemnify, protect, defend, and hold harmless MAOF, its directors, officers, employees, and representatives from and against any claims arising from or connected with: (1) any alleged or actual breach by the Contractor or (2) any act or omission by the Contractor and only to the extent such claim arises by negligence or intentional misconduct or as may be allowed under applicable law. Monies due or to become due to the Contractor under the Contract may be retained by MAOF as necessary to satisfy any outstanding claim that MAOF may have against the Contractor.

14. Insurance: Contractor shall, at all times, at its own expense, obtain and carry comprehensive liability insurance, including errors and omissions coverage, property damage insurance, and workers' compensation insurance in adequate amounts. The Contractor shall keep such insurance in full force for the duration and term of this Agreement. All certificates of insurance or evidence of insurance must contain a ten (10) business day written notice of any cancellation, change, or termination of coverage. The insurance required shall be obtained from insurance company(ies) licensed to do business in the State of California and shall be kept in full force for 90 days after the last payment under the Contract, at minimum:

- Workers' Compensation Insurance providing statutory limits in the State of California.
- Employer's Liability Insurance.
- Business Automobile Liability Insurance with a minimum of \$1,000,000 per occurrence, if applicable.
- Commercial General Liability Insurance coverage with a minimum of \$1,000,000 per occurrence / \$2,000,000 aggregate limit. The Contractor shall provide immediate notice in the event there is any change of insurance or that it has reached the insurance limits due to claims made.

15. RFP Addendum: In the event that it becomes necessary to revise this RFP, in whole or in part, an addendum will be posted on the MAOF website: <http://www.maof.org/procurement-department>.

16. Completed Proposals: A proposer may submit no more than one (1) proposal in response to this RFP. The proposal shall be completed and signed by an individual who is authorized to bind the firm submitting the proposal.

17. Withdrawal of Bids: At any time prior to the hour and date set for submitting proposals, a proposer may withdraw the proposal. This will not preclude another proposal's submission before the deadline for submitting the bid. After the scheduled time and date for submitting proposals, a proposer will be permitted to withdraw the bid if the award is delayed for a period exceeding 60 days.

18. Receipt and Opening of Proposals: Proposers are responsible for ensuring their bid is delivered to MAOF by the scheduled date and time. Only those bids received promptly, as outlined in this RFP, will be considered. Proposals received after the date and hour designated are automatically disqualified and will not be considered; late bids will be dated, marked as received late, and placed unopened in the bid file. Proposers must pay particular attention to ensure the proposal is properly addressed. MAOF is only responsible if the proposal reaches the destination specified by the appointed date and time.

19. Contract Award Notification: When the evaluation process of the proposals is completed, the selected proposer will be formally notified by mail or email. Other notifications will not be honored and should not be considered as a valid offer of award.

20. By submitting a proposal, the proposer represents that:

- a. The proposer has read and understands the RFP and submits the response in accordance therewith.
- b. The proposer possesses the capabilities, equipment, licensing, and professional personnel necessary to provide an efficient and successful service as required by MAOF.
- c. The proposer has all the required licenses and insurance during the duration of the contract terms.
- d. The proposer is advised to become familiar with all conditions, instructions, and specifications of this RFP. By submitting a proposal, proposer represents and warrants that it has thoroughly examined and is familiar with work required under this RFP, that proposer has conducted such additional investigation as it deems necessary and convenient, that proposer can provide the services requested by MAOF in a manner that meets MAOF's objectives and specifications as outlined in this RFP, and that proposer has reviewed and inspected all materials submitted in response to this RFP. Once the Contractor has been selected, a failure to read the conditions, instructions, and specifications herein shall not be cause to alter the Contract or for proposer to request additional compensation.

21. Other Claims: No claim will be allowed for additional compensation or time for completion based on a lack of knowledge or lack of understanding of any part of the RFP.

22. Suspension and Debarment: The Contractor certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in federally funded transactions by any federal department or agency. The Contractor shall comply with all applicable requirements of 2 C.F.R. Part 180 and 2 C.F.R. Part 3000. The Contractor further agrees to verify that all subcontractors are not debarred or suspended from federal participation and shall notify MAOF immediately if its status changes during the term of this Agreement.

23. Service Locations:

- Los Angeles County
- Monterey County

EXHIBIT-A

STATEMENT OF WORK (SOW)

Unarmed Security Services, RFP No. 26-01826-018

Mexican American Opportunity Foundation (MAOF) Unarmed Security Services Contract Term: Three (3) Years

Project Overview

This contract consists of the provision of professional unarmed security services across multiple MAOF facilities located in California. Services include routine patrol, access control, security monitoring, incident reporting, visitor/client support, alarm response, checkpoint scanning, crowd support, and general protection of MAOF personnel, clients, visitors, property, and facilities.

MAOF serves children, families, seniors, low-income households, and other vulnerable community members. Security personnel assigned to MAOF sites must understand that their role extends beyond traditional security presence. Security staff must be capable of interacting professionally, respectfully, and compassionately with MAOF clients and visitors, many of whom may be seeking social services, childcare, employment support, senior services, or other community-based resources.

The intent of this contract is to maintain safe, secure, welcoming, and professionally managed facilities; prevent loss, theft, vandalism, unauthorized access, and damage; support emergency preparedness; and ensure consistent security coverage across all assigned locations.

The Contractor shall provide all labor, supervision, management, equipment, uniforms, communication devices, reporting systems, checkpoint scanning systems, coordination, and administrative support necessary to fully perform the services described herein. All services shall be performed in compliance with applicable federal, state, and local laws, California licensing requirements, and industry standards, including requirements regulated by the California Bureau of Security and Investigative Services (BSIS). California security guards must meet BSIS registration requirements, including background checks and required training.

1. General Service Requirements

- Contractor shall provide trained, licensed, uniformed, and professional unarmed security personnel.
- All Security Officers assigned to MAOF sites shall hold a valid California Security Guard Registration / Guard Card issued by BSIS.
- Contractor shall ensure all assigned Security Officers:
 - Meet all applicable BSIS registration and training requirements.
 - Are properly trained in site-specific MAOF procedures.
 - Are capable of working in community-serving environments with children, families, seniors, and vulnerable populations.
 - Understand and follow MAOF policies, facility procedures, emergency protocols, and visitor/client interaction expectations.
 - Maintain professional appearance, communication, and conduct at all times.
- Contractor shall provide:
 - Daily operational oversight.
 - Site supervision and quality control in collaboration with Facilities Department.
 - Backup personnel for planned and unplanned absences.

- Replacement or reassignment of guards upon request by MAOF Procurement, Facilities, or authorized MAOF leadership.
- Contractor shall maintain appropriate insurance coverage, including but not limited to:
 - General liability.
 - Workers' compensation.
 - Employer's liability.
 - Automobile liability, if applicable.
 - Any other coverage required by MAOF contract terms.
- Contractor shall ensure all personnel pass required background checks in accordance with applicable California law and BSIS requirements. BSIS requires security guard applicants to undergo criminal history background checks through the California Department of Justice and FBI.

2. MAOF Mission, Client Interaction, and Community Sensitivity Requirements

Security Officers assigned to MAOF facilities shall be expected to represent the organization in a professional, respectful, and service-oriented manner.

Security staff shall understand that MAOF facilities may serve:

- Infants, toddlers, preschool children, and families.
- Seniors and older adults.
- Low-income households.
- Individuals seeking social services or public assistance.
- Clients who may be experiencing stress, crisis, trauma, housing instability, food insecurity, language barriers, or other sensitive circumstances.
- Community members requiring assistance navigating services or facility access.

Security Officers shall:

- Treat all clients, families, visitors, staff, and vendors with courtesy, dignity, patience, and respect.
- Maintain a calm and professional demeanor, including during escalated or emotionally sensitive interactions.
- Use de-escalation techniques whenever appropriate.
- Avoid aggressive, intimidating, discriminatory, dismissive, or disrespectful conduct.
- Provide appropriate directional assistance to clients and visitors without interfering with MAOF program operations.
- Protect client confidentiality and avoid discussing MAOF clients, staff, services, or incidents with unauthorized individuals.
- Understand that security presence must support both safety and a welcoming environment.
- Be capable of communicating effectively with diverse populations.
- Follow MAOF's instructions regarding client check-in procedures, access control, escorting, and emergency response.
- Immediately report concerning behavior, safety issues, or incidents to the designated MAOF contact.

MAOF reserves the right to request removal or replacement of any Security Officer who does not demonstrate the professionalism, judgment, temperament, or client-service approach required for MAOF facilities.

3. Contractor Responsibilities

The Contractor shall:

- Brief, train, and orient all assigned Security Officers on MAOF-specific requirements and site protocols prior to assignment.
- Provide staffing coverage for all assigned shifts without interruption.
- Provide qualified relief personnel for absences, vacations, emergencies, callouts, and other coverage gaps.
- Replace or reassign Security Officers at MAOF's request.
- Provide and maintain:
 - Uniforms.
 - Communication devices.
 - Flashlights or patrol equipment, if needed.
 - Checkpoint scanning systems, if required.
 - Daily activity and incident reporting systems.
- Ensure Security Officers arrive on time and remain on post for the full assigned shift.
- Ensure Security Officers do not abandon post without proper relief or authorization.
- Submit accurate invoices in accordance with MAOF contract requirements.
- Maintain copies of all required licenses, certifications, training records, and insurance documents.
- Provide MAOF with updated rosters of assigned personnel upon request.
- Notify MAOF immediately of any staffing issues, incidents, injuries, security threats, service interruptions, or emergency conditions.

4. Security Officer Duties

Security Officers shall perform duties including, but not limited to, the items below.

4.1 Site Security and Patrol

- Patrol assigned premises, including interior and exterior areas.
- Inspect doors, windows, gates, access points, parking areas, walkways, and common areas.
- Monitor for suspicious activity, unauthorized individuals, safety hazards, vandalism, theft, property damage, and unusual conditions.
- Inspect buildings, equipment, and access points for irregularities.
- Verify that restricted areas remain secure.
- Report maintenance-related safety concerns such as broken locks, lighting outages, leaks, damaged fencing, damaged doors, unsafe walkways, or other hazards.
- Conduct patrols at required intervals and complete checkpoint scans where applicable.

4.2 Access Control and Visitor Support

- Monitor entry and exit points.
- Permit entry only to authorized persons in accordance with MAOF site procedures.
- Direct visitors, vendors, clients, and staff to appropriate entrances, offices, or check-in locations.
- Escort clients, visitors, or staff from entrances to offices and from offices to exits when requested.
- Assist with orderly access during high-traffic periods.

- Monitor parking areas and pedestrian circulation where applicable.
- Prevent unauthorized access to restricted, staff-only, or closed areas.
- Follow MAOF procedures for deliveries, vendors, contractors, and after-hours access.

4.3 Incident Prevention and Response

- Identify, report, and respond appropriately to suspicious activity, disruptive behavior, safety hazards, medical emergencies, unauthorized access, trespassing, vandalism, theft, threats, or other incidents.
- Notify MAOF contacts, law enforcement, fire department, emergency medical services, or other authorities as appropriate and in accordance with MAOF procedures.
- Use de-escalation techniques when interacting with upset, confused, or disruptive individuals.
- Avoid physical confrontation except as legally permitted and only when necessary to protect life or safety.
- Document incidents clearly and objectively.
- Preserve the scene of significant incidents when required.
- Cooperate with MAOF leadership or law enforcement during investigations.

4.4 Trespassing and Policy Enforcement

- Inform individuals of applicable MAOF site policies and procedures.
- Request unauthorized persons to leave the premises when appropriate.
- Contact law enforcement if a person refuses to leave, poses a threat, or creates an unsafe condition.
- Enforce facility rules professionally and without discrimination.
- Avoid unnecessary escalation and prioritize staff/client safety.

4.5 Alarm Responsibilities

Where applicable, Security Officers shall:

- Set and disarm alarms at facilities requiring maximum service coverage.
- Follow site-specific alarm procedures.
- Report alarm malfunctions, false alarms, access issues, or security system concerns.
- Ensure doors and access points are secured before arming the facility.

4.6 Traffic and Crowd Support

Security Officers shall provide support as needed for:

- Traffic direction.
- Parking lot monitoring.
- Pedestrian safety.
- Special events.
- Community events.
- Large meetings.
- Client service events.
- Crowd control.

Security Officers shall maintain a professional and non-confrontational approach while supporting orderly movement of people and vehicles.

4.7 Daily Reports and Incident Documentation

Security Officers shall maintain accurate written or digital reports, including:

- Daily activity logs.
- Patrol logs.
- Checkpoint scan records.
- Incident reports.
- Visitor or access-related observations, if required by MAOF.
- Alarm activity.
- Safety concerns.
- Unusual activity.
- Escalations or law enforcement contacts.

Reports shall be:

- Clear.
- Objective.
- Timely.
- Complete.
- Submitted to MAOF-designated contacts as required.

5. Security Officer Qualifications

All assigned Security Officers shall possess:

- Valid California Guard Card / BSIS Security Guard Registration.
- Required BSIS training and annual continuing training. BSIS security guards must complete required training, including Power to Arrest training, security officer skills training, and annual continuing training.
- Strong observation and surveillance skills.
- Sound judgment and decision-making ability.
- Professional communication skills.
- Ability to remain calm under pressure.
- Ability to interact respectfully with children, families, seniors, staff, visitors, and vulnerable populations.
- Ability to identify and report safety concerns.
- Dependability, punctuality, and integrity.
- Emotional control and conflict de-escalation skills.
- Professional appearance and demeanor.
- Ability to follow written and verbal instructions.
- Ability to complete accurate reports.
- Ability to maintain confidentiality.

MAOF may request resumes, guard card documentation, training certificates, or background clearance confirmation for assigned personnel.

6. Training Requirements

Contractor shall ensure Security Officers are trained in:

- BSIS-required security guard training.
- Power to Arrest and appropriate use of force principles, as applicable to unarmed security work.
- Observation and reporting.
- Emergency communication.
- Incident documentation.
- De-escalation.
- Customer service and professional conduct.
- Working around children, families, seniors, and vulnerable communities.
- Confidentiality expectations.
- Site-specific MAOF procedures.
- Alarm procedures, if applicable.
- Access control procedures.
- Emergency evacuation support.
- Workplace violence awareness.
- Fire/life safety awareness.
- Crowd control, if assigned to events.

Contractor shall provide proof of training upon MAOF request.

7. Equipment and Technology Requirements

Contractor shall provide all equipment required for assigned Security Officers to properly perform services, including:

- Professional uniforms.
- Communication devices, such as radios or mobile phones.
- Flashlights, if assigned during evening or overnight hours.
- Incident report forms or digital reporting tools.
- Checkpoint scanning tools, where required.
- Any additional non-weapon equipment necessary for safe performance.

All equipment shall be functional, professional, well-maintained, and suitable for continuous use.

Security Officers shall not carry firearms under this contract. Any other defensive equipment, if proposed by Contractor, must be disclosed in advance and approved in writing by MAOF.

8. Service Locations and Required Weekly Hours

The Contractor shall provide services at the following locations:

8.1 2650 Zoe Avenue, Huntington Park, CA 90255

- Required Coverage: 40 hours per week
- Service Hours: 8:30 AM – 5:30 PM

8.2 5100 S. Eastern Ave Suite 200 Commerce, CA 90040

- Required Coverage: **40 hours per week**
- Service Hours: **8:30 AM- 5:30 PM**

8.3 401 N Garfield Ave, Montebello, CA 90640

- Required Coverage: 40 hours per week
- Service Hours: 8:30 AM – 5:30 PM

8.4 6110 Holmes Ave, Los Angeles, CA 90023

- Required Coverage: 56 hours per week
- Service Hours: 8:00 PM – 5:00 AM

8.5 559 E Alisal St., Salinas, CA 93905

- Required Coverage: 60 hours per week
- Service Hours: 5:30 AM – 2:30 PM

Contractor shall verify proposed staffing schedules, meal period(s), holidays, and any overtime assumptions in its proposal.

9. Additional Service Flexibility

MAOF may request additional unarmed security services during the contract term. Contractor shall provide availability for:

- Overtime coverage.
- Extended hours.
- Temporary security staffing.
- Emergency coverage.
- Event security.
- Short-term site coverage.
- Additional coverage at MAOF locations listed in the MAOF Properties Attachment.
- Coverage at newly added MAOF sites.

Contractor shall provide agreed-upon regional rates for:

- Southern California locations. (See MAOF Properties Attachment)
- Northern California locations. (See MAOF Properties Attachment)
- Standard hours.
- Overtime hours.
- Emergency response.
- Holiday coverage.
- Temporary assignments.
- Event support.

Contractor must be capable of scaling services as needed.

10. Contract Modifications

MAOF reserves the right to:

- Add service locations.
- Remove service locations.

- Increase service hours.
- Decrease service hours.
- Adjust post orders.
- Modify duties.
- Request additional services.
- Temporarily suspend services at a location.
- Add special event coverage.
- Request replacement personnel.

Any changes shall be formalized through written amendments, change orders, or written authorization from MAOF.

11. Post Orders and Site-Specific Procedures

Contractor shall develop and maintain written post orders for each location in coordination with MAOF. Post orders may include:

- Site contact information.
- Emergency contacts.
- Patrol schedule.
- Checkpoint scan locations.
- Access control procedures.
- Visitor procedures.
- Alarm procedures.
- Lock/unlock procedures.
- Parking lot monitoring requirements.
- Incident escalation procedures.
- Reporting requirements.
- Site-specific risks or concerns.

Post orders shall be reviewed with assigned Security Officers prior to assignment and updated as needed.

12. Performance Standards

All services shall be performed professionally, consistently, and in alignment with security industry best practices. Contractor shall ensure:

- Continuous staffing coverage.
- Reliable attendance and punctuality.
- Timely response to incidents.
- Proper documentation.
- Courteous and respectful interaction with MAOF clients and staff.
- Immediate reporting of serious incidents.
- Accurate completion of daily reports.
- Compliance with site protocols.
- Clean and professional appearance of assigned personnel.

- Appropriate escalation of safety concerns.

MAOF may evaluate Contractor performance based on:

- Staffing reliability.
- Guard professionalism.
- Quality of reports.
- Responsiveness.
- Communication.
- Incident handling.
- Client/staff feedback.
- Compliance with this SOW.
- Ability to provide replacement coverage.

13. Supervision and Quality Control

Contractor shall provide active supervision and quality control for assigned personnel. Contractor shall:

- Assign an account manager or supervisor as MAOF's primary point of contact.
- Conduct periodic site inspections.
- Review officer reports.
- Address performance concerns promptly.
- Provide coaching or retraining when needed.
- Maintain communication with MAOF Facilities and Procurement.
- Respond promptly to MAOF complaints or requests.
- Provide corrective action plans when service deficiencies are identified.

MAOF reserves the right to request meetings with Contractor management to review performance.

14. Safety and Compliance

Contractor shall comply with:

- California BSIS licensing and training requirements.
- California labor laws and employment regulations.
- OSHA and Cal/OSHA safety standards.
- Applicable federal, state, and local laws.
- MAOF facility policies and procedures.

Contractor is responsible for:

- Safety of its personnel.
- Proper conduct of assigned Security Officers.
- Compliance with wage and hour requirements.
- Maintaining valid licenses and registrations.
- Ensuring guards do not work without valid authorization or required credentials.
- Ensuring personnel are fit for duty and free from impairment while on assignment.

Security guard companies operating in California may be subject to BSIS Private Patrol Operator requirements, and proposers should ensure their business licensing is appropriate for providing contract security services.

15. Confidentiality and Professional Conduct

Security Officers may observe or become aware of sensitive information involving MAOF clients, employees, visitors, operations, facilities, or incidents. Contractor and assigned personnel shall:

- Maintain confidentiality at all times.
- Not disclose client, staff, facility, or incident information to unauthorized individuals.
- Not photograph, record, or post MAOF property, staff, clients, visitors, or incidents on social media.
- Not access files, records, computers, desks, or restricted areas unless authorized.
- Act professionally and respectfully while on MAOF property.
- Avoid discriminatory, harassing, threatening, or inappropriate conduct.

Violation of confidentiality or professional conduct expectations may result in immediate removal from MAOF sites.

16. Invoicing and Payment

Contractor shall submit invoices in accordance with MAOF requirements. Invoices shall clearly identify:

- Service location.
- Dates of service.
- Hours worked.
- Regular hours.
- Overtime hours, if approved.
- Temporary or event coverage, if applicable.
- Emergency coverage, if applicable.
- Hourly rates.
- Total charges by location.

Overtime, emergency services, temporary assignments, and additional post coverage must be approved by MAOF prior to billing, unless emergency circumstances require immediate response.

17. Proposal Pricing Requirements

Contractor proposals shall include:

- Hourly rate per location.
- Weekly and monthly cost per location.
- Total annual cost.
- Total three-year contract cost.
- Overtime hourly rate.
- Holiday hourly rate.
- Emergency response rate.
- Temporary coverage rate.
- Event security rate.

- Southern California regional rate.
- Northern California regional rate.
- Any minimum shift requirements.
- Any supervision or administrative fees.
- Any equipment or checkpoint system costs.
- Any proposed annual escalation.

Contractor shall clearly identify all assumptions included in pricing. The estimated contract maximum for the initial three (3) year term is \$400,000.

18. Exclusions

The following are excluded unless specifically authorized in writing by MAOF:

- Armed security services.
- Law enforcement services.
- Private investigation services.
- Use of firearms.
- Use of weapons or defensive equipment not approved by MAOF.
- Physical security upgrades or installation work.
- Surveillance system installation or repair.
- Locksmith services.
- Parking enforcement citations or towing coordination unless specifically authorized.
- Any services not explicitly defined in this SOW.

19. Acceptance

Final contract execution is subject to MAOF review and approval. Ongoing performance shall be monitored for compliance with:

- This Statement of Work.
- Contract terms.
- Site-specific post orders.
- MAOF policies.
- Applicable licensing and legal requirements.
- Quality and professionalism standards.

Failure to provide satisfactory service may result in corrective action, replacement of assigned personnel, reduction of services, or contract termination in accordance with contract terms.

20. Contact Information

For questions regarding this Request for Proposal, please contact:

Alma Diaz

Facilities Manager

Email: adiaz@maof.org

EXHIBIT-B

RATE WORKSHEET

Unarmed Security Services, RFP No. 26-018

Hourly Rate by Location

Location	Year 1	Year 2	Year 3	In-Kind Match
2650 Zoe Avenue, Huntington Park, CA (40 hrs/wk)	\$	\$	\$	
5100 S Eastern Ave Suite 200, Commerce, CA (40 hrs/wk)	\$	\$	\$	
401 N Garfield Ave, Montebello, CA (40 hrs/wk)	\$	\$	\$	
6110 Holmes Ave, Los Angeles, CA (56 hrs/wk)	\$	\$	\$	
559 E Alisal St., Salinas, CA (60 hrs/wk)	\$	\$	\$	

Additional Rates

Rate Type	Rate			
Overtime hourly rate	\$			
Holiday hourly rate	\$			
Emergency response rate	\$			
Temporary coverage rate	\$			
Event security rate	\$			
Southern California regional rate	\$			
Northern California regional rate	\$			
Minimum shift requirement (hrs)				
Supervision / administrative fee	\$			
Equipment / checkpoint system cost	\$			
Proposed annual escalation (%)				

Total Annual Cost (All Locations): \$_____

Total Three-Year Contract Cost (All Locations): \$_____

Estimated Contract Maximum (Budget Ceiling): \$400,000.00 (3-year contract total)

NOTE: The price shall remain firm and fixed for three (3) years. The contract (hourly, daily, monthly, unit rate, etc.) rate after the 3-year term may be adjusted annually based on the increase or decrease in the U.S. Department of Labor, Bureau of Labor Statistics' Consumer Price Index (CPI) for the Los Angeles-Riverside-Orange County Area for the most recently published percentage change for the twelve (12) month period preceding the Contract anniversary date, which shall be the effective date for any cost of living adjustment.

APPENDIX – A

VENDOR IDENTIFICATION

Unarmed Security Services, RFP No. 26-018

(Must be completed and returned to MAOF)

Firm/Individual's Name:	
Doing Business As (DBA):	
Company Federal ID# or Social Security No.:	
Address:	
Remit To Address:	
Telephone:	
Fax:	
Email:	
Web address:	
BSIS Private Patrol Operator License #:	
Main Contact Person:	
Person responsible for response (if different):	

Print Name	Title	Authorized Signature	Date

APPENDIX – B

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