California Security Service Inc.
DBA

Universal Security

5548 Feather River Blvd.
Olivehurst, California 95961
Phone: (530) 749-0280 Fax: (530) 741-9194
License # PPO 14694 / DVBE #0032131
GSA Schedule # GS07F171AA
Business hours: Mondays through Fridays 8:30 a.m. to 5:00 p.m.
24 Hour Manned Dispatch Center
www.eliteuniversalsecurity.com

City of Willows Quote for
Armed Security Patrol / Standing Guard Services

July 23, 2026

The legal name of our firm is California Security Services, Inc DBA Elite Universal Security. We are a Corporation in the state of California #C246-5886. Our California Employer Number is 4829333-6 and our Federal Tax ID #71-0906883. We are also certified as a California Small Business and Disabled Veteran Business.

We maintain a fully staffed dispatch center as well as our corporate office at 5548 Feather River Blvd., Olivehurst, CA. Michael Hahn, our president can be reached at 530-749-0280 anytime as can our operations manager, Michael Hahn. Mr. Hahn will be the point of contact for the RFP and Michael Hahn will be the person responsible for signing and authorizing any contract with the county if the contract is awarded to this firm.

As of the time of the RFP bid, California Security Services Inc, DBA Elite Universal Security has no intention to use any sub-contractors.

California Security Services Inc, DBA Elite Universal Security hereby acknowledges receipt of all agendas for the RFP.

This bid will be valid for 60 days from the date listed above. All the information contained in this RFP is proprietary and thus may not be released or duplicated without written consent of California Security Services, Inc.

Michael Hahn – President
California Security Services, Inc DBA
Elite Universal Security

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Company Description, Years in Business

California Security Services, Inc. DBA Elite Universal Security was founded in 2002 and opened its doors January 1, 2003. Since then we have striven to be a leader in the security industry with our standard of professionalism and performance. Currently we employ around 100 employees with a wide variety of experience. We have projects from the Sacramento area to the Oregon border as well as in Oregon. We maintain offices in Marysville, Chico, and Redding and we look forward to opening new offices in additional locates as need.

Since we are a local and American-owned company, any problems are addressed in an immediate fashion without waiting to receive a call back from someone overseas. Our office is fully staffed six days a week and is supported by a 24-hour-a-day, seven days a week, dispatch center. This means you can reach a human being anytime or the day or night, including weekends and holidays. Most of the current companies use cell phones, answering services or answering machines to conduct business. We do not feel this is a proper way to manage a business efficiently. Look at it this way, if you were being assaulted in your home would you like to call 911 and have to leave a message for someone to call you back at their convenience, NO!

Our management team has a combined 40+ years in the security and management industry with experience in both Military ~~to~~ and Law Enforcement venues.

On our list of current clients, we include the cities of Redding, Yuba City, Chico, Counties of Yuba, Sutter, Butte and State of California and private contracts as well. Some of the duties include entry control for Courthouses, Department of Social Services, Child Support, Employment Development, airport screening, and jail inmate watches. We also provide physical security at the VA National Cemetery in Portland OR.

Our organizational structure is very simple as it stems from the military and has proven to be very effective. Our officers in the field will maintain constant communications with the client and our management team through our fully-staffed 24-hour dispatch center. As you can see this represents a higher standard of communication over the majority of security companies. Our dispatch center insures you can always contact a supervisor or manager anytime, anywhere and for any reason.

California Security Services, Inc. DBA Elite Universal Security maintains licensed officers as required under California law and maintains strict adherence to SB 2880 training requirements. Due to the new requirements in the security industry, Elite has entered into agreement with API Academy for all its training needs. As part of our agreement, we have our own BSIS Certified firearms instructors and our own private range which allows us to maintain a higher standard of training than that required by the state for the weapons certification.

All our employees must pass a full background check which researches at least 7 years to obtain their guard card from the state of California; but they also must meet our requirements. Currently all employees must be drug and alcohol tested at the time of employment and on a random basis as well to fulfill any special requirements of any contract. They are also subject to criminal background check at the time of employment and again yearly to assure no problems have occurred. Some of the additional checks performed in our hiring process include DVM and Credit checks.

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Currently California Security Services DBA Elite Universal Security has no litigation filed or pending against the firm. California Security Services, Inc. DBA Elite Universal Security has not filed for bankruptcy nor have we experienced any credit or cash flow problems.

All officers assigned to these locations have a chain of command in which to elevate any issues. Should a problem arise which the officer cannot, or does not have the authority, to handle, the problem will be referred to that person's direct supervisor or manager. That person generally will deal with any issues and maintain a constant relationship with each of the facility directors. The manager or supervisor will also be expected to maintain open communications with upper management as well. On the rare occasion upper management is brought into the discussion, the Operations Manager generally will be the person to deal with any and all issues at that level. Once a problem has been brought to the attention of the Operations Manager, the results can range from disciplinary actions, changes in SOP's, removal of officers or even addition of officers if the issue requires it. Again, all issues will be handled in the most professional manner possible. The facility director will be kept in the loop at all times. We believe the best policy to be honest and the best way to achieve this is with open communications at all times.

I would also like to point out our philosophy regarding uniforms. We wear a highly visible and professional uniform at all times. This includes clean and pressed white business shirt, clean and pressed black uniform pants, black tie and polished shoes. Maintaining a clean and professional image helps to promote a professional attitude and create a professional environment.

As you may be aware, there are many security companies whose guards wear black in order to mimic police or to "hide to catch the thief". We do not feel this is a good or professional attitude primarily due to possible confusion with law enforcement officers which could possibly result in legal issues. Secondly, the job of the security guard is to deter any criminal act from happening. We feel high visibility can help in our mission to deter criminal acts from occurring. We also believe high visibility prevents the confusion that may be caused by uniforms looking too much like local law enforcement uniforms.

If California Security Services, Inc. DBA Elite Universal Security is awarded the contract, the following steps will be initiated. The Operations Manager, Michael Hahn, will contact you to set up a meeting to explore any special procedures you wish to be placed in an operating procedure handbook. Mike will also inform you of the officers we have earmarked for the locations.

After your approval of the officers, a set of operating instructions will be formalized and set in place as guidelines for reference. In these procedures will be listed the chain of command in your facility as well as in relationship to the officer. The procedures will also address dealing with problems and possible scenarios. The manager and/or supervisors will be assigned to work the first shift and start training any officers for the facility in order to fine-tune the standard operating procedures for the specific location.

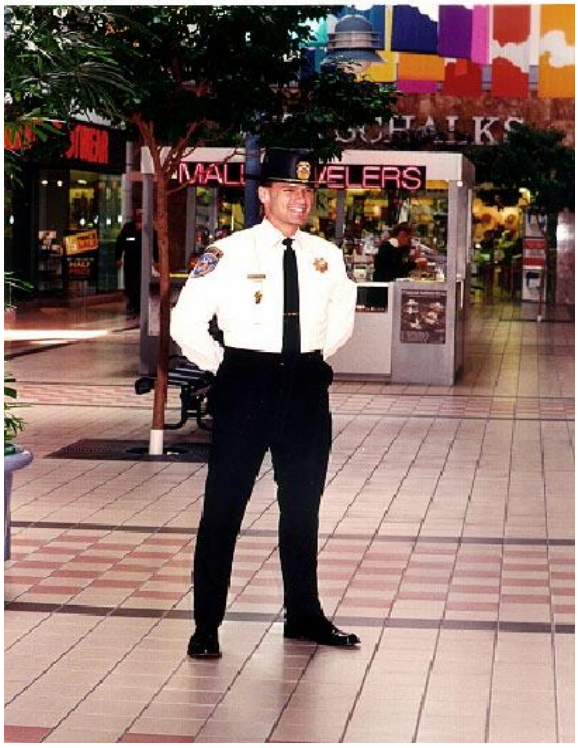
Since the facility manager, guards and, of course, our dispatch center must maintain a constant open line of communication, we will provide communications in the way of Nextel's or Two-Way Radios, whichever is the best for each facility and the manager.

We have also enclosed a picture of a guard in our uniform and our dispatch center so you may get a better idea of our firm's image.

Elite strives to maintain a safe work environment and constantly increases its attention to the need for site, client, and officer safety. Our staff will assess all possible safety risks and make any suggestions and train the officers in accordance with any safety considerations which exist at individual sites. Currently

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we have a staff of approximately 100 officers; several are located in the area of your facility including supervisors.



Company Uniform



Fully Staffed 24 hour Dispatch Center

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Key Personnel:

Michael Hahn – President / Operations Manager / API Instructor



- 20 + Years Experience in Private Security, 25 + Years Experience in Business Management

Firearms:

- Over 28 Years Experience in Firearms (Training and Competition)
- Range Master, DCM Certified
- LFI Graduate - http://www.ayoob.com/
- IDPA Trained - http://www.idpa.com/
- IPSC Trained - http://www.uspsa.org/

Certified in California:

- Guard Registration Card
- Baton
- Exposed Firearm
- Campus Security Officer

Additional Certifications:

- Advanced Air Taser - M&X Series
- Chemical Agents & Their Deployment
- CPR & First Aid

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Roger Hahn - California Supervisor



25 + Years Experience in Private Security, Instructor

and Assistant Range master for API Academy

Certified in California

- Guard Registration Card
- Chemical Agent (Pepper Spray)
- Baton
- Exposed Firearm
- School Campus Security

Instructor in:

- Chemical Agent (Pepper Spray)
- Collapsible Baton (Assistant Instructor)
- Advanced Taser M26 & X26

Certificates Of Completion:

- California Police Officers Standards in Training (POST) PC 832 Arrest and Firearms (64 Hours)

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Roving Supervisor:

We have a roving supervisor on duty nightly and day patrol on weekends. These officers have been with the firm for several years and have many years of security experience. Mobile Patrol operates at different hours and shifts depending on the area and demands.

Sick Leave, Vacation and Training:

Since we have a staff of approximately 100 guards and adequate supervisory staff, we would, of course, train additional guards and supervisors for your site. This will insure continuity of service during vacation or sick leave of the regularly scheduled guards.

Training Program:

As a licensed security company in the state of California, all of the officers receive a minimum of 40 hours of training within the first year as required under SB 2880. They also receive the eight-hour yearly continuing education training required to renew their guard cards.

A newly hired officer will receive immediate training in the following areas of interest.

1) Powers to Arrest , WMD – Weapons of Mass Destruction – terrorism awareness / Appropriate Use of Force Training
2) Public Relations, Crowd Control, Handling Difficult People
3) Observation and Documentation, Communications, Report Writing.
4) Site Specific duties – these will change from time to time as the site develops and may have added or deleted some duties of the officers.
5) Closed Circuit Television Monitoring Training

It is the firm belief of Elite Universal Security we should be awarded this contract based on our qualifications and extensive experience. However, if we are not selected, we do have several suggestions and factors, which we feel would be beneficial to consider prior to selecting a security firm.

One factor you may want to look at would be the turnover rate of officers. This would include an audit of any benefits offered to the officers as incentives to stay with the firm. Elite Universal Security offers a nice benefit package in the way of Vacation Pay, Medical, Dental, and Vision and Life Insurance.

We promote within the company to insure continuity of service. We evaluate employees and award pay increases bi-annually. Elite knows from experience this industry has an extremely high turnover rate. With the new requirements to become an armed security officer, we must maintain a higher standard and thus make it more appealing to the officers.

Because of this commitment to offering better service for clients and better employment satisfaction for our employees, we offer the programs listed above and a higher wage than regular security officers – please see cost breakdown for exact amounts.

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SUMMARY OF RELEVANT EXPERIENCE

ELITE Universal Security has operated in the cities of Chico, Marysville, Yuba City, Redding, and Sacramento since 2003 and in Portland Oregon since 2008. The owner was involved with both PRIDE Private Security Service and PRIDE Asset Protection since January of 1998. During this time we have successfully maintained both standing and patrol accounts, short and long term services and provided officers for regularly occurring annual special events.

Relevant local experience with standing officers would include but not be limited to:

Butte College
Lock and unlock the facility nightly as needed. Maintain a constant patrol of the campus to maintain a pleasant environment for the students and deter theft and vandalism.

City of Yuba City
Provide Mobile Patrol Security Services within Yuba City, check and lock up the Skate Park and Corporation Yard.

FEMA
Provide armed security officers for disaster relief at multiple locations in California. Entry control, response and dealing with upset customers

KIMCO Realty
Provide unarmed security officers for standing / roving guard at shopping center in Chico as well as mobile patrol services to assist in deterring homeless issues as well as vandalism issues.

Donahue & Company
Provide unarmed security officers for standing / roving guard at shopping center in Yuba City as well as mobile patrol services to assist in deterring homeless issues as well as vandalism issues.

Yuba County Water Agency
Provide unarmed / armed officers as needed for mobile patrol, alarm responses and standing guard locations as needed including major infrastructure.

Ampla Health
Provide unarmed / armed officers as needed for mobile patrol and standing guard locations in the Yuba, Sutter and butte county areas to assist with patent needs as well as homeless and vandalism issues.

Northern Valley Indian Health
Provide unarmed / armed officers as needed for mobile patrol and standing guard locations in the Yuba, Sutter and butte county areas to assist with patent needs as well as homeless and vandalism issues.

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MANAGEMENT PHILOSOPHY

ELITE Universal Security management philosophy goes beyond settling for merely satisfying the contract. We ensure that we meet and exceed the needs of our clients. We are prepared to make a major investment in management time and resources to your account.

At **ELITE** we firmly believe that there are three essential factors that determine the quality of service provided by any supplier in the contract security industry. They are:

•Employee Screening and Selection
•Training and Supervision
•Management Response

To be successful we believe a strong link between our management staff and our client is essential. Daily communication will help to establish continuity and efficiency in management. Our director of operations makes frequent visits to all client locations and sites. Our organization is committed to quality. The true evaluation of a security program can only be based on the retention of its clients. At **ELITE** we are proud that we have served the majority of our clients for many years. We are presently serving Yuba County Superior court and Government buildings with access control security in Marysville, California.

Our organization has the technology and ability to conduct monthly training and testing via PC, which is standard equipment at each site.

Advancements, to include raises, are based on performance as well as completion of required training modules.

Training records are available to clients upon request. We invite client input and participation in the evaluation of all **ELITE** employees at their location. We feel that the success of any security program is dependent upon the understanding and support of all employees. It is our belief that training for our clients staff members is extremely important. We are prepared to provide Bi-monthly client staff training to all site employees in both security and safety.



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Patrol Vehicle:



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Price Proposal

Thank you for taking the time to consider ELITE Universal Security. It is our hope you will choose our organization to fulfill all your present and future security needs. Enclosed are materials detailing our full range of services designed to meet your specific security needs.

ELITE Universal Security provides integrated security solutions to local and national corporations. Our client base extends throughout California. Our clients benefit from the experience and extensive training of our personnel, and our broad range of security services including uniformed security officers, consulting, asset protection, executive protection, temporary labor, and security training.

Our professional managers will draft a security plan detailed to your company's individual needs and concerns, we hope to impress you with the high level of training and the professionalism our security personnel will exhibit while protecting your site.

After reviewing the enclosed materials, please contact us to discuss your specific security requirements. Please add us to your mailing list for any future requests for proposals (RFPs) that you may have. Should you have any questions or comments, please do not hesitate to contact us at 1-888-948-4774.

We are confident our rates are highly competitive for the industry. Please contact us for the most current price quote for your specific needs.

We look forward to exploring how ELITE Universal Security can best assist you in maintaining the safety and security of your company's personnel, property, and proprietary information.

Our firm not only operates as a highly-trained security firm, but we operate a fully staffed 24-hour dispatch center. We also offer full-time mobile patrol supervisory service. This allows you, the client, to be in contact with the officer, supervisors and managers any time, any day not just during business hours.

We always strive for professionalism and thus maintain a highly visible and professional uniform. One of the many functions of the patrol drivers is to check on the site, render assistance, inspect paperwork and the officer to maintain this professionalism.

We are utilizing new technology to assist in guard patrols, QR Patrol is a guard touring tracking system that allows the client to see first hand real time tracking of the guard on the shift. There will be check points placed in location around the site and the guard must check these on a schedule. Then a detailed report is generated for the client to review daily.

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Price Schedule:

QUOTE FOR STANDING OFFICER, PATROL, ALARM/CALL RESPONSE AND ASSGINED VEHICLE SERVICES

NOTE:PRICES SUBJECT TO CHANGE DEPENDING ON TYPE OF SERVICES REQUESTED BY CLIENT.

STANDING OFFICER (UNARMED):

For a standing officer to patrol the property, we propose a rate of $57.75 per man hour (6-hour minimum service required for standing officer coverage). Includes QR Patrol tracking and smartphone. Therms (CAD) in Patrol vehicles.

EMERGENCY CALL OUT:

Should you require a standing officer on short notice (Less than 24 hours' notice), this will be billed at a rate of $80.00 per man hour for the first 24 billable hours, then will revert to the normal standing officer rate of $57.75 per man hour.

Price Quote:

Quote includes Armed Guard, Patrol Vehicle, Body Camrea, Therms Cad Reporting Software.

Monday Thru Friday 0800 to 1700 Hours –

8 Man – Hours with a 1 Hour Lunch Break –
Estimated 40 hours per week – Estimated Weekly Cost $ 2310.00

After Hour Meetings – 4 hours twice a month – 8 man hours in Conjunction with normal shifts – Estimate $ 700.00

After Hour Meetings – 4 hours twice a month – 8 man hours ONLY – No Additional Shifts –
Estimate $ 920.00 – This will include 2 hours of travel time per shift as well for a total billable 12 man hours.

mbrown@cityofwillows.org – Marti Brown – 530-685-0069

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