



**Pinnacle Security, Inc. Response to**



**State of Mississippi Port Authority - Security Services**

**RFP # 19-OP-10**

**Technical and Pricing Proposal**

**Submitted by:**

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**Executive Summary**

Pinnacle Security Inc. was established in 2011 as a premier provider of physical security services for corporations and private businesses who want to ensure the safety and security of their employees, customers, and facilities. We service clients across the Gulf South, representing a multitude of sectors including commercial, government, industrial, manufacturing, healthcare, religious, and residential.

We utilize industry leading technology for timekeeping and reporting to ensure the performance of our front-line security officers and bring accountability to your security plan. With managers and an executive team that have over a century of supervisory experience in civilian law enforcement, military service, and security operations, our management approach is both efficient and extremely professional.

Our front-line security force is comprised of personnel with experience in Civilian Law Enforcement, the United States Military, or a minimum of 3 years in the private security industry. This experience differentiates Pinnacle in the security market and allows us to offer a unique Two-Tier system of security solutions for your organization. Our ongoing training program enhances the abilities of our front-line security force which results in added value to our clients.

We ensure that all Pinnacle Security Officers are held to high professional standards of service to our clients, but we understand that not all may be suited for your organization. We take pride in analyzing the individual needs of your company and assign security officers that are the right fit for your company culture and operations.

<b>NAICS Codes</b>	561612: Security Guard and Patrol Services 541690: Security Consulting
<b>LSBPSE License</b>	838
<b>DUNS</b>	010877614
<b>Cage</b>	73GK2
<b>Socio-Economic Status</b>	SBA HUBZONE Certification- 58815 <b>DOTD-UCP DBE accreditation</b> NMSDC Minority Business Enterprise Accreditation- SR03640 Small and Emerging Business Enterprise (SEBD)- 11568 Louisiana Economic Development – Hudson Initiative- 11568



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## **1. Past Performance**

As past performances, Pinnacle presents three current clients similar in scope, magnitude, and complexity to this contract to demonstrate our company's ability to fulfill the contract requirements for the Mississippi State Port Authority (MSPA) facilities in Gulfport. Following are details about our past performances in addition to the provided attachments.

### **Access World (USA) LLC**

Point of Contact: David Duhon | 504-733-8999

Length of Contract: 12-2016 to present

#### *Scope*

Pinnacle currently provides Access World (USA) LLC with a combination of armed static and armed mobile security details. Security officers are responsible for the following duties:

- *Access Control:* Due to the storage of valuable assets at each location, entry into any facility requires proper authorization. Officers are required to check entering persons' credentials to verify authorization to access the property.
- *Security Screening:* To mitigate any potential loss due to theft, Pinnacle officers may be required to conduct searches of persons' bags, vehicles, lunch boxes, or any similar item that could conceal property belonging to Access World (USA) LLC.
- *Patrols:* Pinnacle officers conduct hourly random patrols of facilities to check for potential safety hazards, possible property damage, and criminal and/or illicit activity.
- *Escorts:* Pinnacle officers assigned to the Port of New Orleans location are required to escort person(s) not having the required credentials from one of two gate access points to the Client's facility within the port.
- *Cargo Verification:* Pinnacle officers compare the bill of lading and other requisite paperwork to ensure that there are no issues with incoming and/or outgoing shipments.
- *CCTV Surveillance:* Pinnacle personnel are assigned to monitor cameras placed at warehouse location for suspicious and/or illicit activity. Personnel are also responsible for investigating alarms via CCTV and coordinating emergency and key holder response if and when warranted.

**To date, Access World (USA) LLC has experienced no loss of assets at any location where Pinnacle officers are assigned.**

#### *Magnitude*

Pinnacle is responsible for providing uninterrupted security coverage currently at 7 facilities, and at 13 facilities at peak time, located throughout the New Orleans metro area. Security coverage is provided seven days per week with several details running concurrently. In addition to the contracted coverage, Pinnacle is



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required to provide security details with often less than four hours' notice due to exigent circumstances, such as power failures, alarm malfunctions, etc. Pinnacle also maintains an emergency preparedness plan to be activated in the event of a natural disaster.

### *Complexity*

Security personnel assigned to this detail are required to properly utilize a cloud-based reporting system for the submission of both activity reports and incident reports. Patrols are verified by use of QR codes, which when scanned are uploaded to the cloud-based activity reports. Based upon assignment, security personnel are required to obtain and maintain a current TWIC card. Finally, select security personnel undergo specialized training in Coast Guard regulations to allow them to conduct escorts within the confines of the Port of New Orleans. This escort training consist of 8 hours of training provided by the New Orleans Harbor Police Department in accordance with the US Coast Guard. Pinnacle has maintained all training records and certifications related to this contract, which are readily available for inspections by the client, the US Coast Guard, the New Orleans Harbor Police Department, and/or the Port of New Orleans.

### **Downtown Development District of New Orleans**

Point of Contact: Richard McCall || 504-561-8927

Length of Contract: 08-2016 to present

### *Scope*

Pinnacle currently provides the Downtown Development District of New Orleans with an armed mobile security detail and a Canal St foot patrol assignment. Security officers are responsible for the following:

- Continuous mobile patrols of the roadways and parks located within the District
- Enforcement of Municipal ordinances applicable to the activities occurring within the District
- Deterring criminal and/or illicit activity by direct professional contact with persons found within the District
- Escorts for both residents and businesses
- Random business checks

### *Magnitude*

The following is an excerpt from the Downtown Development's website to provide a general idea of the overall magnitude of the district:

- *Over \$7 billion in investments since 2005*
- *1.2 walkable square miles*
- *142,764 people are in downtown on a given weekday*
- *Largest employment center in Louisiana with 62,000 jobs*
- *Heart of a regional population of 1.2 million*
- *Downtown's art district is home to 18 art galleries and 5 museums*
- *175 restaurants and 59 sidewalk cafes*



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- 71 hotels with 19,769 hotel rooms
- 6,775 apartments and condos in downtown with 1,700 more units on the way
- Sporting and cultural events attract 2.5 million visitors downtown a year
- 10.4 million annual visitors to downtown
- 8.8 million square feet of Class A office space
- 243 retail stores
- 7 parks and squares

This ongoing security detail runs 24 hours per day, 7 days per week, with security officers averaging close to 1000 patrol miles per week. Pinnacle is required to maintain an emergency preparedness plan to be activated in the event of a natural disaster.

### *Complexity*

Security personnel assigned to this detail are required to properly utilize a cloud-based reporting system for the submission of both activity reports and incident reports. Our personnel are required to undergo client-mandated training consisting of client-provided lecture and practical demonstration. Finally, all personnel assigned to the District detail are required to have current or previous law enforcement experience.

### *Ochsner Health Systems*

Point of Contact: Mark Dupuis || 504-842-3372

Length of Contract: 01-2017 to present

### *Scope*

Pinnacle currently provides Ochsner Health Systems with an armed static security detail. Security officers are responsible for the following:

- Access Control at both active and inactive medical facilities – inactive medical facilities are those locations taken offline due to structural upgrades and/or other renovations.
- Hourly foot patrols of both the interior and exterior of the facility
- Issuance of visitor passes
- Ensuring the safety and wellbeing of the staff, patients, and visitors
- Monitoring and documenting the removal of equipment
- Deterrent to both criminal and illicit activity at the facilities

### *Magnitude*

Pinnacle is currently providing services to Ochsner's Louisiana facilities in New Orleans, Gretna, and Marrero. Upon request, Pinnacle has also provided services in Baton Rouge, Mandeville, Luling, and Slidell. Security coverage at the multitude of Ochsner facilities typically run concurrently. Depending on the size and purpose of the facility, security officers may encounter anywhere from 200 to 800 visitors in a single day. Services are provided 24 hours per day 7 days per week. Pinnacle is often called upon to provide security personnel with as little as a 12-hour notice. Pinnacle operates under Ochsner's emergency preparedness plan that can be activated in the event of a natural disaster or manmade disaster.



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### **Complexity**

Security personnel assigned to Ochsner facilities are required to properly utilize a cloud-based reporting system for the submission of both activity reports and incident reports. Additional reporting requirements include equipment logs and visitor logs. Based upon place of assignment, security personnel are required to have CPI (Crisis Prevention and Intervention) training in addition to CPR.

### **2. Private – Public Partnerships**

The Louisiana Supreme Court has recognized the public benefits of PPPs, finding that “public-private partnerships that take advantage of the special expertise of the private sector are among the most effective programs to encourage and maintain economic development, and that it is in the best interest of the State and its local governments to encourage, create, and support public-private partnerships.” Pinnacle has maintained such a mutually beneficial cooperative arrangement with the government sector for the past several years.

#### **Downtown Development District of New Orleans**

- Patrol and enforcement services
- Work in conjunction with the City of New Orleans Police Department
- Work in conjunction with Downtown Development Public Safety Rangers
- Allows for an enhancement in patrol services that would otherwise be limited due to resources
- Response to City owned and managed properties, such as Canal St Terminal, Union Passenger Station, etc., resolving transient issues in a humane and professional manner

#### **City of New Orleans – Traffic Crash Response**

- Partnership between Pinnacle On Scene LLC and On Scene Services LLC
- Response to motor vehicle accidents throughout the City of New Orleans
- Reduction of loss in Law Enforcement man-hours resulting in response to traffic accidents
- Improving services to the public through expedited accident reporting

### **3. Management Approach**

#### **Management Team**

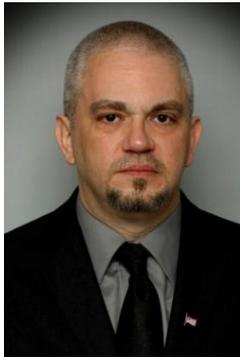
Pinnacle contracts are managed directly by our executive team boasting over a century of experience in both the public and private sectors. We pride ourselves on guaranteeing 24/7 access to at least one member of our executive team.

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**Chad J. Perez, President/ CEO**



Chad is a results-oriented leader and decorated Law Enforcement veteran, with extensive experience in law enforcement, security, surveillance, and investigations. His Law Enforcement career included service in SWAT, Narcotics, and Criminal Gang Investigations. As the Founder and CEO of Pinnacle Security, he has guided our growth and expansion. He has implemented industry leading technologies and security management solutions that bring accountability to our security operations. Chad is a member of the New Orleans Regional Leadership Institute and a graduate of the Goldman Sachs 10,000 Small Businesses Program.



**Lee S. Guest, Director of Operations**

Lee is a goal-driven administrator with experience in Law Enforcement, investigations, and security administration. His training and experience include assignments with SRT, the Felony Response Unit, as well as administration as a Patrol Shift Commander. He has spent the last 12 years in various roles of contract security management as a Civilian Contractor, Federal contract administrator, and Operations Manager for security service providers. Lee is responsible for the daily security operations of Pinnacle.



**Brent D. Weinstein, VP of Business Development and Security Consultant**

Brent is a customer oriented hands-on administrator with over 55 years of service in both the public and private sector. His experience includes surveillance/covert security operations as well as contract security management for maritime, financial institutions, healthcare facilities, patrol services, and industrial facilities. He has directed and overseen contract security and investigative services throughout the Gulf South and East Coast. Brent cofounded two separate security companies, from which he exited after acquisitions, and has held senior level executive positions with several of the security industry's largest service providers. He is responsible for all Business Development efforts for the Pinnacle Security brand, and he is dedicated to providing value added security solutions to our clients.



**Tracy Major, Security Licensing and Human Resources Manager**

Tracy is a "person" focused well organized administrator. Tracy has 17 years of experience in the Louisiana Judiciary System and close to a decade in the private sector. Tracy is an alumni of Loyola University holding a MBA in Business Management. In addition to her career and academic accomplishments, Tracy has also been deeply involved with many charitable organizations, such as Kingsley House and Le Sanctuary. Tracy is responsible for ensuring that all security personnel are compliant with State licensing requirements and overseeing Pinnacle's Human Resources department.

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## **Non-Executive Support**

Our non-executive support team includes experienced professionals with varied backgrounds in the US Military, Civilian Law Enforcement, contract security supervision, and contract security training. Pinnacle also has on staff active members of United States Coast Guard and Immigrations and Customs Enforcement. Pinnacle's support team is responsible for site supervision, and training coordination. Members of the support team were selected and retained based on their proven ability to maintain Pinnacle's ongoing commitment to the quality of our provided services.

## **3. Quality Assurance**

### **A. Field Level Supervision of Security Officers**

The old saying, "anything unchecked is undone," underlines the importance of supervision in security officers in an era of multiple challenges and increasingly professional services demanded in the industry which is slowly graduating from a generalized to a specialized skill-based vocation.

Pinnacle's field level supervisors serve several functions:

1. **Link between the security officers and contract management:** The supervisor not only explains the objective/ideas of our management team to our security officers but also explains the problems/grievances of the security officers to our management team. The supervisor ensures that plans and procedures are implemented as per schedule.
2. **Maintains direct contact with the security team members:** The supervisor maintains a direct contact with the security officers; he acts as a friend, philosopher and guide to the workers.
3. **Avoidance of Conflicts and Misunderstandings:** The supervisor conveys all the instructions, plans and ideas of our management team to the security officers and officers' suggestions, complaints etc. to Pinnacle management. Thus, his presence in our organization helps in avoiding conflicts and misunderstanding between the security officers and the management
4. **Unity and Motivation:** The supervisor plays an important role in integrating the activities of different officers under him by solving their problems among themselves only as far as possible. The supervisor has the responsibility for the success of a security detail; hence he motivates the security officers to perform effectively for completing same.
5. **Training of Security Offices:** The supervisor makes arrangement for providing on the job training to the security officers and continually strives to ensure the efficiency of the security team.
6. **Analysis of Work Performed:** The supervisor analyses the work of his subordinates and gives them suggestions for further improvement in their work skills and performance.

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**Rationale for Proposed Field Level Supervision**

Based on the information attachment as provided by MSPA, security coverage is as follows:

<b>Gate Security Officers (or gate functions)</b>						
<b>Su</b>	<b>Mo</b>	<b>Tu</b>	<b>We</b>	<b>Th</b>	<b>Fr</b>	<b>Sa</b>
<i>North Gate – 60.0 weekly hours 8736.0 annual hours (1 officer)</i>						
Closed	0600-1800	0600-1800	0600-1800	0600-1800	0600-1800	Closed
<i>East Gate – 80.0 weekly hours 4160.0 annual hours (1 officer)</i>						
Closed	0600-2200	0600-2200	0600-2200	0600-2200	0600-2200	Closed
<i>West Gate – 168.0 weekly hours 8736.00 annual hours (1 officer)</i>						
24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours
<i>Vehicle Screening Guards – 45.0 weekly hours 2340.0 annual hours (2 officers)</i>						
Closed	0700-1600	0700-1600	0700-1600	0700-1600	0700-1600	Closed
<b>Facility Security Officers (non-gate functions)</b>						
<b>Su</b>	<b>Mo</b>	<b>Tu</b>	<b>We</b>	<b>Th</b>	<b>Fr</b>	<b>Sa</b>
<i>Surveillance Guard – 168.0 weekly hours 8736.0 annual hours (1 officer)</i>						
24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours
<i>Radio Operator Guard – 104.0 weekly hours 5408.0 annual hours (1 officer)</i>						
0600-1800	0600-2200	0600-2200	0600-2200	0600-2200	0600-2200	0600-1800
<i>Off Site Building Security Guard – 55.0 weekly hours 2860.0 annual hours (1 officer)</i>						
Closed	0700-1800	0700-1800	0700-1800	0700-1800	0700-1800	Closed

**Figure 1: Coverage Overview**

Based on the information as received, a total of eight security officers are providing services during operational hours, scaling down to two security officers during the overnight hours, Monday through Friday. Saturdays, Sundays, and holidays will require a total of three security officers until 6:00 PM, scaling down to two security officers for the evening and overnight officers.

As outlined in the RFP, supervisory coverage shall be provided as follows:

<b>Captain of Security:</b> responsible for the oversight and management of all security operations and officers at the MSPA facility. 40.0 weekly hours 2080.0 annual hours						
<b>Su</b>	<b>Mo</b>	<b>Tu</b>	<b>We</b>	<b>Th</b>	<b>Fr</b>	<b>Sa</b>
Off	1500-2300	1500-2300	1500-2300	1500-2300	1500-2300	Off
<b>Roving Patrol Officer:</b> In addition to designated patrol duties, the RPO is responsible for the supervision of security officers when MSPA operations personnel and the Captain of Security are not on duty. 93.0 weekly hours 4836.0 annual hours						
24 hours	2300-0800	2300-0800	2300-0800	2300-0800	2300-0800	24 hours

**Figure 2: Supervisory Coverage**

In addition to the contract specified supervisory roles, Pinnacle shall also conduct random inspections. Please refer to **Quality Control – Site Inspections**

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## **B. Quality Control**

### *Pinnacle's Quality Control Plan Overview*

Success means delivering on every expectation and bringing the high standards of service required by our clients. Through our company-wide QCP, Pinnacle guarantees our service will conform to our quality standards and your contract requirements. The following sections outline our key performance categories.

#### **Formal Policies:**

Policies provide the baseline for any successful operation. A combination of company policies, site policies, and client policies provide not only guidance for security personnel, but also a clear structured approach to their duties and what is expected. The following sections outline our formal policies.

#### *Standard Operating Procedure*

An extensive and robust Standard Operating Procedure provides the foundation for Pinnacle's Quality Control Plan. This 27-section document provides the governing rules and regulations for the entire company, covering topics including, but not limited to, scheduling and attendance, training and licensing requirements, weapons – firearms and intermediate, and the use of force continuum. Included in Pinnacle's Standard Operating Procedure is also how issue(s) of non-compliance are addressed and corrected.

#### *Post Orders*

Consistent performance of post-order duties is a cornerstone of our quality program. Our operations management team will work with the client to develop concise post orders for the security officers. These orders will cover normal officer duties as well as specific emergency procedures in the event of an unusual or serious condition. The post orders are reviewed and approved by both the client and Pinnacle prior to implementation of the assignment. The Regional Operations Managers, Client Service Supervisor, Site Supervisor, or designated on-site trainers will use the post orders while conducting on-the-job and continuous training. Post orders are used during inspections to verify site specific knowledge of the security officer being inspected. Security officers will be required to review the log book daily for post order changes or temporary post instructions. From the post order manual, we develop an on-the-job training checklist program. Prior to a new security officer's completion of on-the-job training, we monitor their progress in the training program and can take corrective action if required. Written post orders that detail the security officer's duties are essential to a quality security program and consistent performance by every security officer.

#### *Personnel*

Our most important asset is our people. This requires a structured process for assessing and developing talent within our employees and ensuring that they have the tools required to do their jobs. As part of our QCP, we use automated systems for time and attendance, payroll management, and proven performance assessment techniques.



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*Training*

Training is another key factor in Pinnacle's QCP. In addition to the training each member of the security team brings to Pinnacle, we shall ensure that a proactive robust training program is in place to ensure full and complete compliance with requirements set forth in the solicitation. Please refer to the **Staffing and Training** section below for details regarding both *Personnel* and *Training*.

**Inspections and Audits**

To ensure that the services provided to clients meet not only Pinnacle's standards, but also contractual requirements, we require site level inspections and an audit of reports and records.

*Site Inspections*

Regular inspections are a key component of our QCP. The contract specified supervision, Pinnacle's field supervision team, and Pinnacle's Director of Operations have leadership responsibility for conducting site inspections, identifying performance gaps, and developing detailed action plans to address deficiencies. These inspections are in addition to daily security reports, incident reports, and other reports/inspections required by our client partners. Copies of these inspection reports are sent to the client representative(s) and are available as requested.

**Roving Officers** would be required to make inspections of officers on each shift during their tour of duty. A typical site inspection shall include ensuring that uniforms and appearance meet Company guidelines, a review of shift paperwork, maintaining any required logs, testing security officers on site knowledge, and coordinating with the Captain of Security as needed.

The **Captain of Security** shall be required to include post inspections as a portion of the weekly administrative duties. These inspections will be similar in scope to those made by the Roving Officer and be done so as to address any gaps in supervisory coverage throughout the week.

**Pinnacle's Field Supervision Team** shall make at least one random weekly inspection of the site. These inspections shall be similar in scope as those of the Roving Officers and Captain of Security. The Field Supervision Team shall also be tasked with conducting inspections of the Roving Officers to ensure compliance on their part.

The **Director of Operations** shall be further tasked with ensuring that the Roving Officers, Captain of Security, and Field Supervisors are performing within the guidelines of the contract. The Operations Manager shall also conduct random biweekly site inspections to assess the performance of security officers and supervisors. He shall also be available to meet with facility managers as needed or requested.

*Audit*

Physical security is a dynamic operation that relies upon timely and accurate reporting, records, and documents. Numerous records are created daily that must be organized, maintained, and analyzed. Our cloud-based reporting system is built to filter information to decision makers, without being lost in the noise of daily logs and non-actionable records. Training records, daily logs, incident reports, and other records will be subject to periodic audits for accuracy, integrity of storage, and accessibility.



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Roving Supervisors shall be tasked with the daily review of all site level reports and SO completed documents. The Operations Manager shall be tasked with conducting random reviews of completed reports.

**Responsiveness and Communication**

A company can have all possible contingencies covered within a QCP; however, without proper responsiveness and communications, these efforts are pointless. Pinnacle always ensures that its clients have direct access to not only the contract manager, but also to at least one member of Pinnacle's executive team. Communication guidelines are in place to ensure that no issue or need goes undiscussed and is efficiently resolved.

*Real-Time Response*

Effective security requires the ability to always respond to any situation in real-time. In addition to our on-site security team, field support and regional operations, Pinnacle maintains corporate and commercial assets that are able to respond to any issues that arise in the field. The call center has the ability to contact senior leadership, coordinate local emergency services, and provide resources and guidance to our field teams. There is also a prescriptive Incident Communication Plan for escalating issues to client and Pinnacle leadership as incidents occur.

*Open Line of Communication*

We believe that an open line of communication between our officers, our management team, and our clients is essential to a successful security plan. This communication allows Pinnacle to deploy officers in the most efficient and effective manner to best protect the employees and property of our clients. To maintain lines of communication, our management services include:

- Weekly communication with client management to address issues and assess satisfaction with services
- Weekly schedule of officers to provide the security services needed
- Submission of weekly or bi-weekly schedule (as determined in the contract), along with a like invoice for all hours of security services provided for the previous time
- Replacement within reasonable timeframe if a security officer fails to show up as scheduled
- 24-hour contact with a Pinnacle Manager assigned to the security detail

**Our business philosophy is simple – we keep our word. Our QCP keeps us focused on fulfilling our commitments. If we make a commitment, consider it done.**

*Quality Control Tools*

Pinnacle's accountability measures consist of unique differentiators that set us apart from our competitors. Pinnacle security officers operate under an innovative management hardware and software system. All systems Pinnacle utilizes have incorporated GPS location and/or tracking abilities.

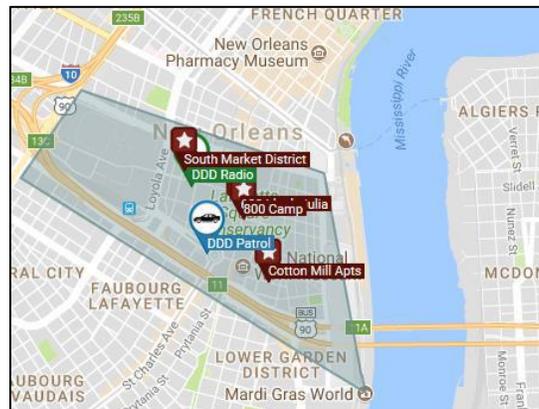
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**SafeNet Tracking**

Radios and/or patrol units are equipped with GPS tracking devices that account for officer location and movement during each worked shift. Pinnacle Security utilizes SafeNet software to provide both real-time and historic reports of officer movement and location during a worked shift.

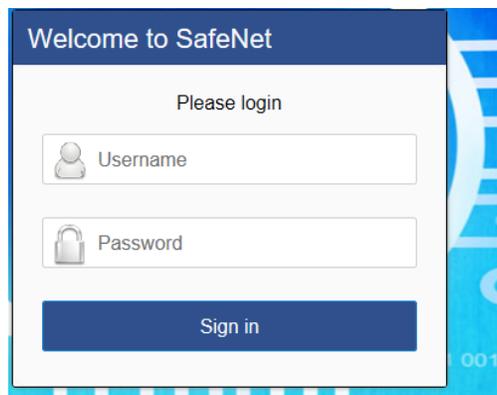
Through SafeNet, Pinnacle can establish boundaries for Geofencing. Should an officer leave an assigned Geofenced area, Pinnacle receives an immediate alert.

SafeNet also allows management to create landmarks. This is a useful tool should our client have key locations within a large area that warrant a specialized report showing the frequency of times the officer was in that area.



*Figure 3: Creating Landmarks and Geo-fence within SafeNet*

Upon a client's request, Pinnacle can provide unique login information to the SafeNet system.



*Figure 4: SafeNet Login*

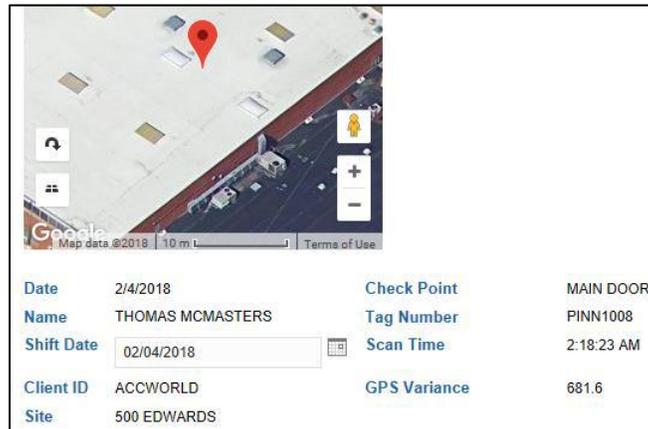
GPS tracking reports can readily be generated in the SafeNet system. These reports will provide evidence that specific locations established as landmarks have been checked. Reports will also provide a record of instances where a SO was outside of a "geofenced" location.

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**Reporting**

Pinnacle utilizes Security Patrol Track as its reporting system. This state-of-the-art reporting software packages is an example of a differentiator that positions Pinnacle well above its competitors. Use of QR Security Code Scans are programmed to a specific latitude and longitude, and the scans are strategically placed on property to reflect a full and complete patrol of the facility and its perimeter.

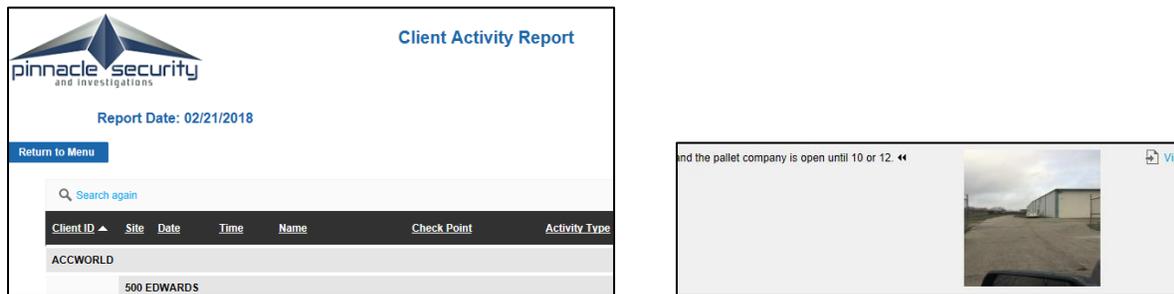
Both Pinnacle and our client can view a scan report which provides not only mapping, but also the exact date and time the officer scanned a specific QR Security Code in real time via the Customer Portal.



*Figure 5: Scan Report*

Each of Pinnacle’s clients are provided with unique access to the cloud-based reporting system. Once logged into the secure system, the client can retrieve a multitude of reports that have been created during various worked shifts. These reports are available in real time. Officers are required to complete an activity report for each worked shift. Incident reports are completed in instances such as alarm activations, property damage, etc.

An important feature of the Security Patrol Track system is the ability of an officer to include a photograph of what he/she has observed in both the activity reports and incident reports.



*Figure 6: Report with Attached Photo*

Security Patrol Track offers our security officers a wide range of report options. SOs are able to complete activity reports, incident reports, follow up reports, maintain visitor logs, and several other useful reports. The reporting system also offers supervisory reports such as inspection reports and patrol reports.

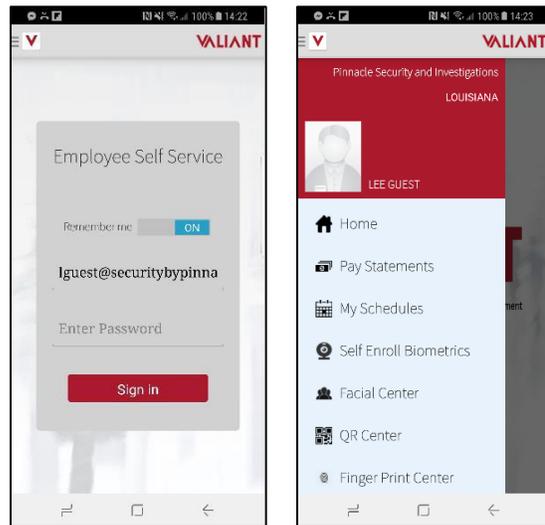
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**Scheduling and Timekeeping**

Pinnacle will assign and schedule the same officers to work locations to accomplish the most efficient operations possible. We can accomplish this because our turnover rate is extremely low, given the work environment and compensation plan in place for our officers. Our clients are not required to pay any overtime for regularly scheduled shifts, as Pinnacle shall schedule officers accordingly.

Pinnacle utilizes Valiant, an all-inclusive industry-specific software package, to handle scheduling, employee management, payroll, and invoicing. Officers clock in or out via the Valiant ESS mobile application which allows for the following:

- Geo-fencing capabilities ensuring that an employee is at an exact location before being allowed to punch in or out
- Streamlined process, from scheduling, to time punches, to invoicing, to payroll
- Added accountability measures due to geo-fencing capabilities



*Figure 7: Valiant Scheduling and Timekeeping System*

**Drug Free Workplace Policy**

Pinnacle enforces a substantial “drug free workplace” policy. Certain conditions are outlined in this policy. Examples of such conditions are, but not limited to, employees remaining drug-free during the following:

- Pre-employment
- Involvement in workplace accident
- Involvement in motor vehicle accident

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## **Resolving Non-Compliance Issues**

Pinnacle requires that all employees comply with and adhere to the Standard Operating Procedures of the company, site-level policies, written directives, and verbal directives as provided. Pinnacle considers non-compliance with site-level policies, our specific expectations regarding conduct, and written or verbal directives to be a serious offense, subject to penalties, including, but not limited to, formal written documentation to be included permanently in an individual's personnel file, suspension from active schedules, implementation of a Performance Improvement Plan (PIP), and/or other disciplinary action(s) to include termination of employment. All acts of non-compliance will be reviewed on a case-by-case basis by Pinnacle and may involve the Director of Operations and President. The severity of non-compliance will be a determining factor regarding the action(s) taken by Pinnacle.

## **4. Personnel**

### **Staffing**

Based on the information received in the RFP combined with our Management and Supervision approach, Pinnacle has determined that 20 FTEs and 5 PTEs will be required to fulfill the needs of the service contract.

Pinnacle has an established goal of retaining 90% or more of the current SOs working under the incumbent contract. The 90% retention goal will be based upon agreement of the Client and the incumbent meeting Pinnacle's hiring standards – Law Enforcement experience, US Military experience, or at least three years of contract security experience. To staff the other approximate 10% of the needed SOs, Pinnacle plans to recruit personnel with Law Enforcement experience, US Military experience, or at least three years of armed security experience. Recruits with either law enforcement or military experience shall be required to have provide and have on file a copy of their POST certificate or DD214 respectively.

Pinnacle has an additional retention goal of 90% or more of the current/active SOs annually for the life of the contract. Based upon our Company's reputation within the security industry, our hiring standards, and rates of pay; we believe this to be a realistic goal.

Finally, Pinnacle shall utilize SOs with a "part-time" status to ensure continuity of services in the event of illness, vacations, training, or any other issue that might arise causing a "full-time" PSO to not be available for service.

### **Holidays and Company Benefits**

Pinnacle observes the following Holidays:

New Year's Day  
President's Day  
Easter Sunday  
Memorial Day  
Independence Day (4<sup>th</sup> of July)  
Labor Day  
Thanksgiving Day  
Christmas Day



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Pinnacle currently offers its employees with full time status the following benefits:

- 1 week of paid vacation per year, non-accruing
- 1 week of paid sick leave per year, non-accruing
- Company paid life insurance with additional employee paid options to increase
- Health Insurance 50/50 split with payroll deducted premiums
- Accident Insurance plans
- Critical Illness Insurance plans

**Training**

Pinnacle requires that all armed officers meet applicable State guidelines for both training and requalification. Pinnacle further provides a requirement that all armed officers demonstrate consistent weapon proficiency as evidenced with a range accuracy score of 90% or better. Failure to meet this guideline, after remedial efforts, does result in Pinnacle revoking the officers armed status at the Company level. In addition to the firearms training, all Pinnacle officers with an armed status are also required to obtain and maintain certification with intermediate weapons – impact (expandable baton) and chemical agents. It is our firm belief that in order to be an efficient armed security officer, the full use of force continuum is accounted for. These additional Company required training requirements are in place to mitigate liability to both Pinnacle and our Client. **Pinnacle’s extensive Weapons and Use of Force polices are available to MSPA for review.**

All unarmed officers are required, in addition to State mandated training requirements, to maintain certification with intermediate weapons as noted above.

Pinnacle offers additional training based upon Client need or request:

- First Aid/CPR/AED
- Vehicle / Persons Screening
- Crisis Prevention and Intervention

Supervisors are provided training in key areas such as:

- Conflict resolution
- Applicable labor laws / regulations
- In-depth review of all Company policies and Site regulations
- Critical Thinking
- Technical support – reporting system, SafeNet, and Valiant Solutions

Pinnacle also has the following Company training requirements:

Orientation: Newly hired Pinnacle employees are provided with an overview of Pinnacle Policies and Procedures with an emphasis on Pinnacle’s Uniform and Appearance Policy, Use of Force Policy, Weapons Policy, Anti-Harassment Policy, Drug Free Workplace Policy, and Scheduling-Attendance Policy.

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Orientation also includes instruction on Pinnacle’s reporting system, instruction on Pinnacle’s scheduling mobile application, and a thorough discussion of the Post Orders (site policy(ies)) to which the employee will be assigned.

Site Training:

Before any Pinnacle employee is allowed to work a Client service location, the employee is required to undergo a predetermined number of hours of site specific training. This training is conducted by either our Field Supervisor, a Site Lead, or a senior officer with at least 3 months of site specific experience.

Site training includes, but is not limited to:

1. A review of the site policy
2. Application of site policy
3. Review of QR scan code placement, if applicable
4. Introduction to key site staff

Annual Training:

Pinnacle hosts annual training sessions for all employees. This allows for a refresher on key policies covered during an Orientation, site specific policies, and updates on the use of Pinnacle’s reporting system.

Continuing Education:

Pinnacle maintains a quarterly continuing education requirement. Prior to the start of a new quarter, Pinnacle’s Executive Team meets to determine what it feels to be beneficial training for the security team members. Based upon this meeting a set number of CE hours are established and a list of training options is provided to security team members. The team members are given until the end of the quarter to complete the CE training requirements.

Pinnacle will utilize SOs with a “part time” status to ensure continuity of service for any training that could cause interference with a site’s security coverage.

**Michael Lentz**, a 30 year retired veteran of the New Orleans Police Department, serves as Pinnacle’s Training Coordinator. In addition to Mike’s substantial law enforcement background; he is also a NRA certified firearm instructor, Monadnock instructor, and Louisiana Board certified instructor for security classroom and firearm training.

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**Company Approved Uniform**



*Figure 8: Company Uniform*

All Pinnacle security officers are attired in professional uniforms that clearly identify them as security officers and present them as a person of authority to anyone they interact with. This assists us in achieving our goal of visual deterrence of criminal activity. Our uniform consists of the following:

Slate gray uniform shirt with: Company badge patch on left breast, Company logo patch on left sleeve, 2” from top of shoulder, and American Flag patch on right sleeve, 2” from top of shoulder. LAPD navy uniform pants (Class A style or Class B BDU style) and black uniform boots or shoes.

Black duty rig comprised of: Black nylon duty belt, black nylon belt keepers, black Level 2 retention holster, and black accessory pouches (handcuffs, baton, etc.)

**Employee Screening**

Our pre-employment screening is comparable to that of a law enforcement agency, which includes the following:

- Criminal and credit background checks
- Prior law enforcement\* / military\* / security work experience verified
- 5-panel drug screening and Physical examination

**We believe that our officers should be in adequate physical condition to effectively perform their duties.**

**5. Transition Plan**

Pinnacle has successfully transitioned into each of its contracts without disruption or impact to our customers’ ongoing security mission. We will do the same for this contract, and this will be achieved through detailed advance planning, daily transition management, and daily involvement of senior management. Our intent is to complete a seamless transition of all services well within the timeframe specified in the contract, with positions fully staffed on the first day of the Period of Performance.

We understand that the MSPA facility is unique with respect to its requirements. Our transition plan will be developed with the keen understanding that each position within the security force is mission critical, and that, in transitions of this nature, the greatest risks lie in those factors that ensure full staffing of every position with trained and reliable personnel on the first day of the contract.

In executing our Transition Plan, we will have all the resources in place at transition start to implement this plan and successfully complete the transition to ensure projects in progress continue uninterrupted, critical

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working relationships with the client are in place, and the support, quality, and management control for the contract is built and maintained. All deliverables milestones will be met in accordance with an established timeline.

Pinnacle's objective is to deliver required protective security services in an uninterrupted manner as soon as possible after we receive award of the contract. Our Transition Team will execute each phase of the transition and collaborate effectively with MSPA concerning assignments, reporting, procedures, and communications. The phases of our transition plan will be organized around Phase-In and Post-Transition (Contract Execution) phases. During transition, the primary function of our management team will be to accomplish knowledge transfer to ensure that all aspects of the operation are clearly understood within all levels of our organization.

Upon award of the contract, Pinnacle's management team will organize and conduct the following activities:

- Perform labor requirements and position requirements analysis. This includes labor forecast for normal operations as well as requirements for reserve force requirements to support vacation, replacements, and potential surge requirement task orders.
- Perform responsibility requirements analysis.
- Build position requirements and job descriptions, along with candidate profile requirements, to support both advertising and recruiting efforts with initial focus on key personnel and security workforce positions.
- Prepare checklists for onboarding interview and orient teams to processing continued employees.
- Prepare individual new employee on-boarding documentation packages for distribution upon contract award.
- Coordinate for required equipment and uniforms and arrange contracts as needed.
- Meet our planned goal of retaining up to 90% of the incumbent SOs.

This activity shall minimize the "staffing/training" timeline. This retention rate is contingent upon conditions such as:

- Acceptance of the position by the incumbent SO
- No noted issues of poor performance
- The incumbent SO meeting Pinnacle's hiring standards

Based on Pinnacle's combination of professional security experience, excellent past performances, innovative management approach, thorough transition plan, and local knowledge, we feel we are the ideal choice to fulfill the MSPA security services contract. Please feel free to contact either Chad Perez or Lee Guest with any questions or if you require additional information.

**MISSISSIPPI STATE PORT AUTHORITY  
REQUEST FOR PROPOSALS FOR SECURITY SERVICES**

**SUBMISSION FORM RFP # 19-OP-10**

Company Pinnacle Security & Investigation Inc.

Address 332 N Jefferson Davis Parkway New Orleans LA 70119

Contact Person Chad J Perez, CEO

Telephone Number Office: 504-934-1411 or Mobile: 504-583-7224

Email chad@securitybypinnacle.com

**NOTE: It is the Contractor's responsibility to provide adequate information in their proposal package to enable the MSPA to ensure the proposal meets the required criteria. Items listed in the package shall be in the same order as listed in the specifications. Failure to do so could result in the rejection of the proposal.**

**EMPLOYEES NOT TO BENEFIT**

I (we) hereby certify that if the contract is awarded to our firm, partnership, or corporation, no employee of MSPA, or members of his/her family, including spouse, parents, or children has received or been promised, directly or indirectly, any financial benefit, by way of fee, commission, finder's fee, political contribution or any similar form of remuneration on account of the act of awarding and/or executing this contract.

**CONFLICTS OF INTEREST**

The Contractor  is  is not aware (mark one box) of any information bearing on the existence of any potential organizational conflict of interest. For the purposes of this declaration, the Contractor should refer to Mississippi Code § 25-4-101, et seq. including, without limitation, § 25-4-105, and any other applicable law concerning conflicts of interest.

**CONTINGENT FEES**

The prospective Contractor represents as a part of such Contractor's bid or proposal that such Contractor  has  has not (mark one box) retained any person or agency on a percentage, commission, or other contingent arrangement to secure this contract.

**COLLUSION**

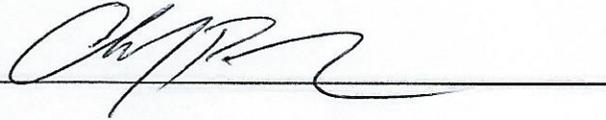
I certify that this offer is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting an offer for the same services, materials, supplies, or equipment and is in all respects fair and without collusion or fraud. I understand collusive bidding is

## EXHIBIT A

a violation of State and Federal laws and can result in fines, prison sentences, and civil damage awards. I hereby certify that the responses to the above representations, certifications, and other

statements are accurate and complete. I agree to abide by all conditions of the proposal and certify that I am authorized to sign for my company.

Signature: \_\_\_\_\_



Name (Printed): Chad J. Perez \_\_\_\_\_

Title: CEO \_\_\_\_\_

Signature Date: 04/13/2019 \_\_\_\_\_

# MSPA Security Services Rate Sheet

EXHIBIT B

Position	Hours Per Week (Estimated)	Annual Hours (Estimated)	July 1, 2019 - June 30, 2020		July 1, 2020 - June 30, 2021		July 1, 2021 - June 30, 2022	
			Employee Pay Rate	MSPA Bill Rate	Employee Pay Rate	MSPA Bill Rate	Employee Pay Rate	MSPA Bill Rate
West Gate Guard	24 hours 7 days a week 168 hours (weekly)	8736 hours annually	13.00	19.72	13.13	19.92	13.26	20.12
North Gate Guard	0600 until 1800 5 days a week 60 hours (weekly)	3120 hours annually	13.00	19.72	13.13	19.92	13.26	20.12
East Gate Guard	0600 until 2200 5 days a week 80 hours (weekly)	4160 hours annually	13.00	19.72	13.13	19.92	13.26	20.12
Armed Security Guard	This service will be provided on an as needed basis	Hours may vary	14.50	21.75	14.65	21.97	14.80	22.19
Off Site Building Security Guard	0700 until 1800 5 days a week 55 hours (weekly)	2860 hours annually	12.00	17.89	12.12	18.07	12.24	18.25
Vehicle Screening Guards (2)	0700 until 1600 or 8 hours a day 5 days a week 45 hours (weekly)	2340 hours annually	13.00	19.72	13.13	19.92	13.26	20.12
Surveillance Guard	24 hours 7 days a week 168 hours (weekly)	8736 hours annually	13.00	19.72	13.13	19.92	13.26	20.12
Radio Operator/Guard	0600 until 2200 5 days a week. Saturday and Sundays 0600 until 1800 104 hours (weekly)	5408 hours annually	12.00	17.89	12.12	18.07	12.24	18.25
Roving Patrol Rate	2300 until 0800 5 days a week and Saturday and Sunday 24 hours a day 93 hours (weekly)	4836 hours annually	13.50	20.41	13.64	20.61	13.78	20.82
Captain of Security Rate	1500 until 2300 5 days a week 40 hours (weekly)	2080 hours annually	15.00	21.78	15.15	22.00	15.30	22.22
Security Vehicle	PER DAY RATE		*****	25.00	*****	25.00	*****	25.00

\*\*MSPA WILL ONLY PAY FOR HOURS WORKED. HOURS MAY VARY\*\*

Pinnacle Security & Investigation Inc.

Legal Name of Company

332 N Jefferson Davis Parkway

New Orleans LA 70119

Address

City, State Zip

Chad J. Perez, CEO



04/03/2019

Name & Title of Authorized Person

Signature

Date

Holiday Pay:	1.5
Please list the percentage of the base rate to show holiday pay rate	