

# Suspension of Competition Acquisition Request

1. Fully describe the product(s) and/or service(s) being requested.

DSS is requesting ongoing onsite security services for its Regional Offices in Coalinga, Kerman, Reedley, and Selma. Security officers are responsible for arming and disarming each building daily with building keys, burglar alarm codes, and other specific procedures. Note, these are specific to each building as each building has a different layout.

Their duties include:

- Providing onsite security presence in each building's lobby
- Conducting regular patrols throughout the building and parking lot
- Following building-specific safety and emergency plans tailored to each site

These officers are highly knowledgeable about the unique features of each building, the staff, and clientele, including:

- The number of building entrances/exits
- Differentiation between public and staff-only areas
- Locations of safety and fire systems and panels
- Protocols with clients (ex: when to deny entry to a client (ex: intoxication) or when to intervene to support a DSS staff member and how to escort a client out of the building
- Evacuation routes and emergency rally point locations for management, staff, and clients
- Specific safety threats relevant to each site and its clientele (ex: a frequent problematic client)

Additionally, officers have been trained in department-specific emergency protocols, which cover:

- Communication up the chain of command, onsite management, and first responders
- Their role in initiating and leading building evacuations
- Building evacuations with staff

Overall, the security personnel assigned to these four regional offices possess a detailed, customized understanding of each building's layout, operations, life and safety procedures, staff, and clients.

2. Identify the selected vendor and contact person; include the address, phone number and e-mail address for each.

Good Guard Security Inc  
Shawn Helmandi  
800-651-0491 ext 1000  
21622 Plummer St, Suite 200 Chatsworth, CA 91311  
shawn@goodguardsecurity.com

3. What is the total cost of the acquisition? If an agreement, state the total cost of the initial term and the amounts for potential renewal terms.

\$355,543.80 is the total cost for the total potential term. Breakdown of cost per month is provided in the attached service agreement.

4. Identify the unique qualities and/or capabilities of the service(s) and/or product(s) that qualify this as a Suspension of Competition acquisition.

Good Guard Security has been providing services to these DSS regional buildings since July 2022. They are familiar with onsite DSS staff, the layout and equipment in each building, and the department-specific security and safety procedures for each building.

5. Identify from Administrative Policy #34 what circumstances constitute a Suspension of Competition.

- ☐ In an emergency when goods or services are immediately necessary for the preservation of the public health, welfare, or safety, or for the protection of County property.
- ☐ When the contract is with a federal, state, or local governmental agency.
- ☐ When the department head, with the concurrence of the Purchasing Agent, finds that the cost of preparing and administering a competitive bidding process in a particular case will equal or exceed the estimated contract amount or \$5,000 whichever is more.
- ☐ When a contract provides only for payment of per diem and travel expenses and there is to be no payment for services rendered.
- ☐ When obtaining the services of expert witnesses for litigation or special counsel to assist the County.
- ☒ When in unusual or extraordinary circumstances, the Board of Supervisors or the Purchasing Agent/Purchasing Manager determines that the best interests of the County would be served by not securing competitive bids or issuing a request for proposal.

6. Explain why the unique qualities and/or capabilities described above are essential to your department.

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Our regional offices serve approximately 8,000 clients each month, representing a highly diverse population with varying needs. Given the volume and sensitivity of the services we provide, consistent and reliable security presence is essential to ensure a safe environment for clients and staff.

Each DSS building has unique security needs and vulnerabilities. Over the past three years, Good Guard has developed a strong understanding of our operations and facilities, enabling them to effectively address those specific needs. This includes their familiarity with our department-specific safety procedures and emergency response protocols.

Their knowledge of each building's layout—as well as the staff and clients who visit—allows them to anticipate potential risks and assist DSS in implementing preventative measures.

In the event of a security incident, DSS has invested a lot of time and resources via safety/protocol training, monthly safety meetings, and building walk-throughs allow them to respond more quickly and effectively. This helps reduce potential damage to a building and shorten response times to ensure the safety of staff and clients.

Security officers often serve as the first point of contact for visitors and employees. Because they are familiar with onsite staff and recurring clients—including those who may pose safety risks—they are able to provide timely assistance, answer questions, and help with wayfinding. This contributes to a safer and more welcoming environment for our clients.

Additionally, their understanding of our operations enables Good Guard to communicate effectively and collaborate not only with onsite teams, but also with Facilities Administration staff. This supports a more integrated security approach and ensures smoother coordination during regular operations, emergency situations, and after-hours incidents.

7. Provide a comprehensive explanation of the research done to verify that the recommended vendor is the only vendor with the unique qualities and/or capabilities stated above. Include a list of all other vendors contacted, what they were asked, and their responses.

DSS had a Board-approved agreement, A-22-161 with Good Guard effective July 1, 2022. The agreement had a standard term that included a 3-year base term and 2 optional 1-year extensions. However, months before the expiration of the 3-year initial term, Good Guard informed that they could no longer provide services under the BOS-approved agreement rates that were established via RFQ #22-023 that was competitively bid in year 2021 (it had 5 bids received). They informed that several unexpected CA labor laws and costs for business had increased and they could no longer do business under the current agreement rates. Good Guard had in previous months informed of their intent to extend the agreement for another year so this came as a sudden surprise to DSS.

Per GSD Purchasing's direction, DSS needed to bid this service out immediately. With GSD Purchasing's direction, DSS established Purchase Order #23728 in interim while both departments worked and released RFQ# 26-023 to establish a new replacement BOS-approved agreement. The bid opened on October 9, 2025 and closed on November 10, 2025. However, on November 12, 2025, GSD Purchasing cancelled the bid after observing areas of needed improvement that were not identified prior to the bid release. With GSD Purchasing's direction, DSS needs to establish a short term agreement while DSS reengages GSD Purchasing to release a new bid and establish an agreement. DSS will come at a later date to the BOS with a recommend new agreement.

Overall, there are various security officer vendors in Fresno County. DSS is requesting a Suspension with Good Guard due to the unique qualities and capabilities listed in Question #4. It would not be reasonable to onboard and train a new security service vendor.

jeandeleon 11/25/2025 10:57:29 AM

Requested By:

Staff Analyst

Title

[\[✕ Sign\]](#) Double click!

**I approve this request to suspend competition for the service(s) and/or product(s) identified herein.**

blchavez 11/26/2025 10:50:42 AM

Department Head Signature

[\[✕ Sign\]](#) Double click!

rblackburn 12/3/2025 2:07:43 PM

Purchasing Manager Signature

[\[✕ Sign\]](#) Double click!