COVER LETTER

AK Security Alarm LLC is pleased to present this proposal to the City of Lake Elsinore for a complete, turn-key, security maintenance program.

AK Security Alarm LLC specializes in the design, installation, integration, and service of Security and fire alarm systems, and we also focus on Access Control systems and Closed-Circuit TV (CCTV) camera surveillance systems for residential and commercial applications.

AK Security Alarm LLC can provide you with a solution for your security system requirement from a single-family home to larger estates or apartment complexes, or small business to a larger industrial facility. We have a solution for your needs.

Through our partner operations, **AK Security Alarm LLC** can reach out and help protect customers in locations that might otherwise be unavailable.

CORPORATE OFFICE INFORMATION:

AK Security Alarm LLC | Riverside
11521 Trailrun Court
Riverside, CA 92505
Email: info@aksecurityalarm.net
Phone: 1 (951) 395-0006
Https://aksecurityalarm.net/

Licenses:
- Alarm: ACO07848
- CIO: 1005318

AK Security Alarm LLC is uniquely qualified to provide your Contractor Services Agreement Citywide Advanced Security, Surveillance, and Communication Systems at the City of Lake Elsinore.

AK Security Alarm LLC is well positioned to service the City of Lake Elsinore with our own team of dedicated technical resources, including an extensive vehicle fleet, based locally out of our Riverside and other local offices.

Authorized Signers:

_____

Oscar Gomez
Owner

PERSONNEL

MANAGEMENT CONTACT

The Account Executive is responsible for all business communicating regarding the service contract and additional related projects. The Account Executive will communicate directly with the customer to ensure the deal is being executed to plan.

Oscar Gomez
Owner
(951) 395-0006

SITE AND PROJECT MANAGER

The project manager is responsible for the overall performance and execution of AK Security Alarm LLC scope of work throughout the contract. The Project Manager focuses on all aspects of project performance, especially those that relate to resource planning and scheduling, communication, customer satisfaction, and quality assurance.

- Serves as primary communication interface on project related matters.
- Coordinates the development of documentation to support and maintain the City's Networking.
- Schedules any activities in concert with the overall schedule.
- Change management and control of services as needed.
- Resolves contractual issues.

OPERATIONS SERVICE MANAGER

The Service Manager is responsible for the overall performance and execution of the contracted services. The service manager becomes hour point of contact after initial implementation and fully transition into service delivery.

RESOURCES BIO

Oscar Gomez - Project Manager, Technician C10 Certified
(951) 395-0006

Oscar has over nineteen years of experience with integrated security and networking systems, including experience with engineering, programming, and commissioning of CCTV, ALPR, Access Control systems, and cabling data center. Oscar has extensive experience designing, installing, and managing electrical/video security solutions with our local government sector, including the cities of the City of Laguna Hills. Oscar is a certified **C10** Electrician, access control, CCTV, and alarm platforms. Oscar possesses extensive experience in the following specific systems issues weekly status reporting.

AXIS	SelectDNA
Arecont Vision	Exacq

QNAP   Single PH
Three PH   FireLight
DSC   KanTech
Honeywell   QSC
Silentnight

Alberto Hernandez - Operations Service Manager
1 (310) 936-0391

Alberto has over seventeen years of experience with security and networking systems, including experience programming and commissioning CCTV and Access Control systems and cabling data center. Alberto possesses extensive experience in the following specific systems:

- Axis
- Arecont Vision
- QNAP
- Firelight
- Kantech
- SilentKnight
- Exacq
- Honeywell
- DSC
- QSC

SCOPE OF WORK

The scope of work is to provide the **City of Lake Elsinore** a full-service maintenance for Citywide Advanced Security, Surveillance, and Communication Systems. Maintenance services is 24 hour-a-day, 7 day-a-week. The scope of work ensures continued services in support of day-to-day operations, system maintenance, staffing training, immediate operational demands and new Citywide capital projects assessments.

AK Security Alarm staff is focused on preventive maintenance by staffing highly capable engineers in security, surveillance, network, fire systems to provide endless security perseverance tailored to the City's precise needs and prevent incidents from happening.

PROPOSED STAFFING MODEL
- Oscar Gomez, Project Director/Architect
- Alberto Hernandez, Operations Supervisor

ACTIVITES
- Detailed Maintenance activities can be found in **Section A.**

GENERAL SERVICE
- Implement and maintain a detailed inventory master of all Citywide equipment
- UPS/UPC Maintenance

SECURITY/ SURELANCE
- Annual Penetration testing for Security and Surveillance
- Installation and Maintenance
  - Firmware upgrade
  - Adjusting focusing of cameras
  - Cleaning of cameras
  - Total Connect cloud service maintenance
- Maintenance and Part Replacement
  - Window/Door sensor
  - Motion detectors
  - Glass breaks
  - Keypads
  - Horn and strobes
  - Systems batteries
  - Wiring
  - Zone expanders

- o Wireless contacts
- o Panic buttons (wired and hardware)

CAMERAS

- Installation and Maintenance
  - o Axis cameras
  - o Software/Firmware updates
- Labor for parts replacement as needed (does not include parts)

ACCESS CONTROLS

Installation and Maintenance

AUDIO VISUAL

Installation and Maintenance

COMMUNICATION SYSTEMS AND INFRASTRUCTURE

- Installation and Maintenance
  - o Cell and communication
  - o Servers
  - o Networking
  - o Wireless access points
  - o Launch points

FIRE SYSTEMS

Installation and Maintenance

CURRENT MAINTENANCE LOCATION

- City Hall City of Lake Elsinore Cultural Center
- Dream Neighborhood Center Historical Museum
- Lake Community Center Launch Pointe Clubhouse
- Lunch Pointe Main Building/Shop McVicker Canyon Park Surveillance Mobile Unit
- Planet Youth
- The Anchor
- Senior Center
- Public Works Yard
  - o New Adm in building
  - o Old Admin building
  - o Shop
- Parks
  - o Rosetta Park
    - ▪ Admin Building

- Shop
- Snack Bar
- Canyon Hills Community Park
- Swick Matick Park
- Summerly Community Park
- McVicker Park
- Lakepoint Park
- Machado Park
- Alberhill Park
- Channel Walk
- Christensen Community Park
- City Park
- Creekside Park
- Lincoln Street Park
- Linear Park
- Oak Tree Park
- Rosetta Canyon Sports Park
- Serenity Park
- Summerhill Park
- Summerlake Park
- Tuscany Hills Park
- Yarborough Park
- Boys & Girls Clubhouse at Alberhill Park
- Cultural Center
- Lake Community Center
- Senior Activity Center
- Youth Opportunity Center

Section A

AK Security Alarm LLC - Surveillance and Communication System Preventive Maintenance
Supporting City's Security and Fire for designated locations

Category	Description	Schedule	Areas for Improvements
Equipment Management	Manage Equipment inventory	Daily	
Active Directory	Check for inactive user & computer accounts associated with Security, Alarm, and Fire System	Monthly	
Active Directory	Validate Group Policies IT Security Team - Check settings, authorizations, OU Structure	Quarterly	
Hardware	**Warranty** - Check on all equipment associated to Security, Alarm, and Fire System Critical Equipment	Annually	
Hardware	Generator - Test Generator	Bi-annually	
Hardware	Q-NAP SAN - Check firmware for controller and hard drives	Bi-annually	City to consider cloud redundant storage
Hardware	Server: Check BIOS settings (i.e. Time & Date)	Bi-annually	
Hardware	Server: Check for new firmware/bios	Bi-annually	
Hardware	Cloud Services: Check Resource Consumption	Daily	
Hardware	Server/SAN/Networking: Physically check all equipment	Daily	
Hardware	Switch - Check fans and power supplies	Daily	
Hardware	SAN - Check Volume Usage (thin provisioned)	Monthly	
Hardware	UPS - Check Voltage, Utilization, Temp, Humidity, Batteries	Monthly	
Hardware	Switches: Check Firmware	Quarterly	
Hardware	Firewall Maintenance	N/A	Responsibility of the City's IT
Networking	VPN: Check Utilization, Latency & Packet Loss	Monthly	

Category	Task	Frequency	Notes
Networking	Load Balancers/Application - Check Firmware & Policies	Quarterly	
Networking	Spam/Web Filter - Check Firmware & Policies	Quarterly	
Networking	WAN (WiFi): Check Utilization, Latency & Packet Loss	Weekly	
OS/Software	Change Local Admin Password	Bi-annually	
OS/Software	SSL Certificates - Check expiration dates	Bi-annually	
OS/Software	Check Backups and Replication	Daily	City to consider cloud redundant storage
OS/Software	Antivirus maintenance	Daily	
OS/Software	Check Windows Services	Daily	
OS/Software	Check Application & System Event Logs	Monthly	
OS/Software	Check Server CPU, Memory, Disk & Network Utilization	Monthly	
OS/Software	Delete Temp Files (Windows & Users Temp locations)	Monthly	
OS/Software	End Point Protection - Check for inactive computer membership	Monthly	
OS/Software	Endpoint Protection - Run Clean up Tools if applicable	Monthly	
OS/Software	Run Windows Updates	Monthly	
OS/Software	Update Software (i.e. Adobe Reader, Flash, Java)	Monthly	
OS/Software	Windows Logs - Check (C:\Windows\Logs) especially CBS	Monthly	
OS/Software	Check File Shares/Permissions	Quarterly	
OS/Software	Backups - Test, Perform VM restore in sandbox environment if applicable	Weekly	
Security	End Point Protection - Check Policies & Scan Schedule	Monthly	
Security	Security Logs - Check for brute force/unauthorized access	Monthly	

Security	Check Domain User Password Policy	Quarterly	
Security	Review Firewall Polices (i.e. NAT and Access Rules)	Quarterly	City to provide
Security	Review Security Group Memberships	Quarterly	
Security	End Point Protection - Check Dashboard and Logs	Weekly	
Security	Security Equipment Batteries	Daily	
Security	Schedule tests	Monthly	
Security	Clean Alarm	Monthly	
Security	Check for System Status Updates	Daily	
Security	Keep Sensors Clear of Dust and Debris	Daily	
Security	Perform Regular Communication and Sensor Testing	Weekly	
Security	Inspect sensors	Weekly	
Security	Do a perimeter check	Monthly	
Security	Check security lights and porch lights	Monthly	City to address lighting issues identified
Security	Check batteries in wireless sensors	Weekly	
Security	Check batteries in remotes	Weekly	
Security	Check batteries in smoke/CO detectors	Weekly	
Security	Check batteries on door panels	Weekly	
Access Controls	User requests	Daily	
Access Controls	Security Logs - Check for brute force/unauthorized access	Monthly	
Access Controls	Equipment testing	Monthly	

Access Controls	UPS - Check Voltage, Utilization, Temp, Humidity, Batteries	Daily	
Audio Visual	Testing firmware	Daily	
Audio Visual	Testing sound (microphone, cameras, TVs, Executive conference rooms)	Daily	
Audio Visual	System logs and configuration changes	Daily	
Audio Visual	Lighting controls review	Daily	
Audio Visual	Check equipment before meetings (speakers, microphones)	Daily	
Fire	Fire detection devices placed in areas with heavy exposure to dust, smoke or grease are often triggered accidentally, making them seem unreliable	Weekly	
Fire	Schedule tests of smoke detectors and fire Alarm	Monthly	
Fire	Check how many detectors for the size and layout of a building to ensure they are appropriate for their use	Quarterly	
Fire	Running weekly alarm system tests if possible	Weekly	
Fire	Notifications to impacted resources of fire test	Weekly	
Fire	Checking the batteries in all fire detectors and smoke Alarm	Weekly	
Fire	Checking visual displays on the fire alarm panel	Monthly	
Fire	Update and test the function of the system and determine any possible methods strengthening or streamlining the integration of fire systems	Quarterly	
Fire	Reviewing fire detection device and alarm system service records to ensure that all systems meet current requirements and are fully compliant with NFPA regulations	Monthly	
Fire	Testing all voice alarm systems	Monthly	
Fire	Testing in-building fire emergency voice/alarm communications	Quarterly	
Fire	Testing the fuses and transmitters on the control equipment for your monitored systems	Quarterly	
Fire	Follow up. Ensure that fire departments are properly receiving notifications when fire Alarm sound	Annually	
Fire	Schedule Annual Fire System Inspections	Annually	

11521 Trailrun Ct
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(951) 482-9526
ACO 7848
LIC# 1005318
FIRE ALARM SYSTEMS

AK Security Alarm

Invoice

Bill To:	City Of Lake Elsinore	Invoice No:	10100506
	jjensen@lake-elsinore.org	Date:	05/27/2024
	City of Lake Elsinore	Terms:	NET 0
	130 S MAIN ST	Due Date:	05/27/2024
	Lake Elsinore, CA 92530		
	(951) 757-1444		

Ship To:	City of Lake Elsinore	Tracking No
	130 S MAIN ST	Ship Via
	Lake Elsinore, CA 92530	FOB

Code	Description	Quantity	Rate	s	Amount
	MAINTENANCES SERVICES AGREEMENT	1	$8,333.34	0%	$8,333.34
	SURVEILLANCES AND COMMUNICATION PREVENTIVE MAINTENANCES				

Labor Subtotal	$8,333.34
Subtotal	$8,333.34
s 0%	$0.00
Shipping	$0.00
Total	$8,333.34