

# VENDOR PACKET



RETAIL SECURITY  
SERVICES INC

VENDOR PACKET – USA

Prepared for :  
Retail Security Services

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- ❑ All guards are required to have a completed state, federal or local background check, prior to providing services at our locations.
- ❑ All guards **MUST** arrive **ON TIME**; guard should be on site and ready to work by the time listed on the work order.  
**NO EXCEPTIONS.** If guard is running late RSS needs to be updated immediately.
- ❑ All guards must speak fluent English in order to be able to effectively communicate with the managers and RSS representatives.
- ❑ **ALL GUARDS MUST BE AWAKE AND ALERT FOR THE ENTIRE SHIFT. IF A GUARD IS CAUGHT SLEEPING IT WILL RESULT IN NO PAY FOR THE ENTIRE SCHEDULED SHIFT.**
- ❑ All guards need to be aware of all bags, etc that the contractors are bringing in and out of the location. All personal bags and tools—bags must be checked when exiting. Guards bags need to be checked by the manager when leaving the premises.
- ❑ All guards must have a visual observation of the location, as per details in the work order.
- ❑ All guards must practice proper hygiene, wear a clean uniform and carry proper identification. If guard arrives unprepared they will be sent home with no pay because the “minimum charge” does not apply in this case.
- ❑ All guards must remain in the store for the entire shift; guards cannot exit and re—enter the location for any reason (example: Guards are not permitted to smoke during scheduled shifts). Violation of this guideline may result in no pay for scheduled shift.
- ❑ All guards must return all store keys to the opening manager prior to departing the location. Failure to do so, will result in reimbursement for complete re—key to doors/ fitting rooms.
- ❑ No shift can be cancelled unless directed by RSS. (If the guard is not needed due to work being cancelled, etc. contact RSS at 631–346–3570 for proper authorization to send the guard home). *Violation of this guideline may result in no pay for scheduled shift.*
- ❑ No guards are permitted to have any visitors, during scheduled shifts (this includes family, children, friends, etc.) *Violation of this guideline may result in no pay for scheduled shift.*
- ❑ All guards are required to have **RSS paperwork** in hand upon arrival for their shift. There are special instructions that will be listed on each work order that need to be followed (example: Automated phone check in/out on IVR).
- ❑ All guard companies are required to provide the name and cell number of the guard scheduled for each work order. (RSS will ask for this information when re—confirming shift coverage within 24 hours of service).
- ❑ If guard service is cancelled after noon (same day of service) the guard company will be permitted to bill a 4—hour minimum.
- ❑ If guard is late and technicians are sent home due to delay— the guard company will **NOT be permitted to bill the 4—hour minimum.**
- ❑ Guards are not to be overly friendly with staff, must remain professional at all times.
- ❑ Guard is not to let any employees in the store when a manager is not present.

**NAME:**

**DATE:**

**COMPANY:**

**SIGNATURE:**

**Please be advised we need the following paperwork in order to process your invoice and remain an active vendor.**

**If we do not receive the below paperwork, this will delay the processing of your invoice.**

### **CERTIFICATE OF INSURANCE**

Your certificate must come from your insurance company. We do not accept declaration pages as proof of insurance or certificates that do not have us listed as additionally insured.

- Your certification of insurance must have the same company name that appears on your invoice.
- Two (2) Million general aggregate (General Liability).
- One (1) Million each occurrence (General Liability).
- Listed as additionally insured on your certificate with our names and address (**must come from your insurance company**).

### **WORKERS' COMPENSATION**

- Workers' compensation must come from your insurance company. Due to insurance company requirements we are limited to working with company who carry workman's compensation insurance regardless of the type of business or state exemptions.

### **SECURITY GUARD COMPANY LICENSE**

- All security guard companies **MUST** provide RSS with a copy of the security guard company license.

### **W-9 FORM**

- Complete the enclosed W-9. If you are providing your social security number, please advise the name that applies to that social security number. Please sign and return to us.

### **STANDARD FORM OF IDEMNIFICATION**

- Review the standard form of idemnification. We cannot accept the idemnification with any changes. Please sign and return.

### **RSS IS TAX EXEMPT**

- RSS is tax exempt in the following states:**  
Arkansas, Connecticut, Florida, Georgia, Indiana, Iowa, Kansas, Kentucky, Maine, Maryland, Michigan, Minnesota, Nebraska, Nevada, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Puerto Rico, Rhode Island, Tennessee, Texas, South Dakota, Utah, Vermont, Washington, West Virginia, Wisconsin, and Wyoming.



RETAIL SECURITY  
SERVICES INC

# IDEMNIFICATION, HOLD HARMLESS, AND INSURANCE AGREEMENT



## A. INDEMNIFICATION AND HOLD HARMLESS

To the fullest extent permitted by law, \_\_\_\_\_,  
("Subcontractor"), agrees to defend, indemnify and hold harmless  
**Retail Security Services, Inc.** ("General Contractor"), and  
\_\_\_\_\_, ("Owner"), (if any), its / their officers, directors,  
agents, and employees from and against any and all claims, suits, liens, judgments, damages,  
losses, and expenses including reasonable legal fees and costs arising in whole or in part  
and in any manner from acts, omissions, breach or default of Subcontractor, in connection  
with performance of any work by Subcontractor, its officers, directors, agents, employees,  
and subcontractors.

## B. INSURANCE

Subcontractor hereby agrees that it will obtain and keep in force an insurance policy/policies  
to cover its liability hereunder and to defend and save harmless General Contractor and Owner  
in the minimum amounts of \$1,000,000 per occurrence for personal injury, bodily injury and  
property damage. Said liability policies shall name General Contractor and Owner as additional  
insureds and shall be primary to any other insurance policies. Subcontractor will obtain  
and keep in force Workers Compensation insurance including Employees Liability to the full  
statutory limits. Subcontractor shall furnish to the General Contractor certificates of insurance  
evidencing that the aforesaid insurance coverage is in force.

## C. PAYMENT TERMS & INVOICING

Subcontractor agrees to invoice General Contractor within 7 days from completion of work.  
General Contractor will not pay any invoices received over 30 days from completion of work.  
Payment terms are Net 45 days from the receipt of invoice. Invoices and Sign-Offs must be  
sent to 'documents@retailsecurityservices.net'. Early payment discounts are negotiable with  
our Accounting Department. Please contact our accounting department for more information  
at (631) 346-3570.

**SUBCONTRACTOR:**

**SIGNATURE:**

**DATE:**

**PRINT NAME:**





# VENDOR FORM

Please complete this form regarding your company and the services you offer. The better informed we are the better we will be able to assist you and your company. This form may be updated at any time by request. The information provided is for our use only and will not be released to any third party.

## VENDOR INFORMATION

THIS MUST BE FILLED OUT WITH PROPER INFORMATION

Company Name: \_\_\_\_\_

DBA: \_\_\_\_\_

Owner Name: \_\_\_\_\_

### MAILING/BILLING ADDRESS (FOR PAYMENTS)

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Office #: \_\_\_\_\_

Fax #: \_\_\_\_\_

How Many Are Fulltime Guards On Your Payroll? \_\_\_\_\_

How Many Are Parttime Guards On Your Payroll? \_\_\_\_\_

### PHYSICAL ADDRESS

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Office #: \_\_\_\_\_

Fax #: \_\_\_\_\_

Email Address (Operations): \_\_\_\_\_

Security License Type: \_\_\_\_\_

Security License Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

## DAY/NIGHT TIME CONTACT

Daytime Name: \_\_\_\_\_

Tel #: \_\_\_\_\_

Nighttime Name: \_\_\_\_\_

Tel #: \_\_\_\_\_

Emergency Name: \_\_\_\_\_

Tel #: \_\_\_\_\_

Alternative Name: \_\_\_\_\_

Tel #: \_\_\_\_\_

## ORGANIZATION TYPE

S Corporation

C Corporation

Individual/Sole Proprietor

L.L.C.

Trust/Estate

Partnership

## SERVICE CATEGORIES

### ARMED GUARDS

Regular Hourly Rate \$ \_\_\_\_\_

Emergency Hourly Rate \$ \_\_\_\_\_

### UNARMED GUARDS

Regular Hourly Rate \$ \_\_\_\_\_

Emergency Hourly Rate \$ \_\_\_\_\_

### PATROL SERVICES

Regular Hourly Rate \$ \_\_\_\_\_

Emergency Hourly Rate \$ \_\_\_\_\_

## SERVICE AREAS (STATE, CITY)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



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1. What is your hiring process?
2. Does your state require you to complete background checks when hiring a new guard?
3. Do you complete background checks?
4. If so, what sources are you using and how often do you complete these background checks?
5. Would you share them with RSS if requested?
6. Do you drug test when hired, randomly or both?
7. Is a driver's license required for guards?
8. What is the minimum level of education required?

- 9. Are all guards U.S. citizens?
  
- 10. Are all guards required to speak English?
  
- 11. Are the guards licensed individually or through the company?
  
- 12. How often are unarmed guards required to renew their license?
  
- 13. How often are armed guards required to renew their license?
  
- 14. How do you train your guards?
  
- 15. Do you provide guard services regionally or nationally?
  
- 16. Is your company authorized to provide fire watch services?

I hereby declare that the above statements are true to the best of my knowledge and belief.

**Company Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Name:** \_\_\_\_\_ **Title:** \_\_\_\_\_

# CREDIT REFERENCES

## **New Concept Security**

PO Box 588,  
Anaheim, CA 44121

**Contact:** Gamil Sayed

**Phone:** (714) 808-3369

## **Sterling General Security Services Inc**

412 West Broadway Suite 202  
Glendale, CA 91204

**Contact:** Noelle

**Phone:** (818) 240-3900

## **Dehl Security Services Inc**

685 Nostrand Avenue Suite 1  
Brooklyn, NY 11216

**Contact:** Joy Omafua

**Phone:** (718) 285-9994

## **ASAP Secured INC**

8160 Parkhill Drive  
Milton, ON L9T5V7

**Contact:** Rosanne D'Amico

**Phone:** (877) 923-2727

## **Greenbelt Protection Services**

10555 Lake Forrest Blvd Suite 7B  
New Orleans, LA 70127

**Contact:** Greg Prater

**Phone:** (504) 292-8860

## **Certified Security Services LLC**

PO Box 71638  
Newman, GA 30263

**Contact:** Howard Hagood

**Phone:** (404) 822-2507

**TAX ID# 46-5613043**

### **Bank Reference**

BNB Bank

41 E Main Street

Patchogue, NY 11772

**Phone:** (631) 923-1495

