



GGC Discovery Questionnaire — Contracts

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Please download a copy of this document before completing it. Once completed, save your copy with your name added to the file name and upload it to the Completed Responses folder. This should take approximately 30–35 minutes. There are no right or wrong answers. Kindly return your responses by August 28, 2026.

Section 1 — Core Questions

1.1 In 2–3 sentences, how would you describe what GGC does and who it serves?

(GGC) a security services provider. GGC partners with businesses across multiple sectors, like manufacturing, renewable energy, school, High rise building and etc.

1.2 Name at least 5 organizations you consider GGC's closest competitors.

Competitor	Known for	Price vs. GGC (higher / similar / lower)
APL Security Services		
Bull Frog Secure Solutions		
Eagle watch, Global Security		

Soliman		

1.3 What do you think makes a client or candidate choose GGC over one of those competitors? List up to 3 reasons.

1.	Value Add Equipment, Services, other like additional allowance for the Security Guards to deployed.
2.	Competitive Cost Distribution that sometimes we add early payment discount.
3.	

1.4 What do you think makes GGC lose a client or candidate to one of those competitors? List up to 3 reasons.

1.	Some clients are seeking an agency fee that is below the standard 20% markup.
2.	In some cases that the manpower requirement requested by the client does not align with the findings of our site assessment. Upon evaluation, it was determined that additional security personnel are required to meet the site's operational and security needs.
3.	

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1.5 Think of the last 12 months. Describe one specific moment you personally heard someone outside GGC — a client, prospect, candidate, or partner — say something about GGC's reputation, good or bad.

N/A

Section 2 — Contracts Focus

2.1 Sold vs. Delivered

a. List up to 5 specific instances (last 12 months) where something promised to a client during sales or onboarding turned out to be difficult or impossible to deliver operationally:

What was promised	What actually happened	Client's reaction, if known
Laptop	That not listed on the previous contract and has not been part of our ROI. But have been requested by the Client.	

b. What do you think Sales/Accounts commonly oversells or misrepresents about GGC's operational capability?

No Answer

c. What does GGC actually do well operationally that Sales/Accounts under-sells or doesn't mention at all?

No Answer

2.2 Brand Differentiation Perception

a. From your day-to-day view, what actually differs between how BlueFlame Security, GSIA Security Agency, and GSIA GIMEL operate — deployment style, client type, guard training, service standards?

They are the same.

b. When people on the ground talk about where they work, do they say the specific agency name (like “GSIA”) more often than “Gervasio Group”? How strong is that habit?

People (Guards) seem to identify the specific agency name, such as GSIA or BFSI, rather than the Gervasio Group brand.

c. Have you noticed any operational differences between the three agencies that clients or applicants use to choose one over another?

I have never encounter it. So, I cannot answer.

d. Are there site- or client-specific reputations attached to a particular agency name that Operations relies on when pitching or retaining contracts?

I have never encounter it. So, I cannot answer.

e. If the three brands looked more alike, could that cause problems, such as a client expecting a specific agency's standard, or confusion at sites with more than one agency? Is this something Leadership may not know about?

I have never encounter it. So, I cannot determine.

f. In your experience, do the three agencies compete with each other for the same clients, or do they naturally serve non-overlapping segments?

The three agencies operate under the GGC umbrella and are managed to complement one another rather than compete internally. While there may be some overlap in industries served, account opportunities are typically assigned based on

client requirements, operational capacity, and strategic fit to ensure the best service deliver.

2.3 Brand Architecture

With the above in mind:

a. Do GSIA Security Agency, BlueFlame Security, and GSIA GIMEL run on the same processes, systems, and standards, or are they functionally separate operations?

Same

2.4 Bids & Contracting Perspective

a. Over the past 12 months, list up to 5 bids GGC lost primarily due to a compliance, accreditation, or documentation gap (not price). What was missing or insufficient?

1. Philippines Deposit Insurance Corporation – We participate in the bidding under GIMEL agency unfortunately we are not qualified due to a compliance that they required.

b. What compliance or accreditation requirements (e.g., SEC registration, PADPAO membership, specific certifications) most often determine whether GGC qualifies for a bid?

It depends on the client requirements but most likely we need to prepare that documents as proof that our business is going especially the legal and regulatory documents.

c. Does GGC currently bid as one unified “Gervasio Group,” under the individual agency names, or does it vary by client or sector? Does that choice affect win rate?

No. While bids are submitted under the respective agency name, we include the GGC Company Profile to showcase the combined experience, operational capability, and track record of all agencies under the Gervasio Group of Companies

d. In your experience, do institutional or government buyers show a preference for bidding with one larger group identity versus a smaller specialized agency?

In my experience, in government client (PDIC) generally place greater emphasis on a bidder's proven capability, compliance record, financial stability, and ability to support large-scale operations.

e. What is the one change that would most improve GGC's chances of winning a bid — for example, in documentation, branding, or whether GGC bids as one group or as separate agencies?

- Enrol GSIA and BFSI to PHILGEBS for us to have open opportunity to have clients from government.
- Focus on showcasing the overall value GGC delivers, not just the price. Clients typically choose providers that offer reliable service, strong compliance, and lower operational risk for the investment they make.

2.5 Client Acquisition

a. How do most new clients find or connect with GGC — referral, government bidding/procurement, direct outreach, repeat/reactivated clients, other? Roughly what share comes from each?

Channel	Approx. % of new accounts
Referral:	3 Client- (60%)
Direct:	1 client (20%)

Re-activated:	1 client (20%)

b. When GGC is competing for a new account, what typically tips the decision — price, reputation/referral, an existing relationship, or something else?

Contract Price is major factor, especially when competing bidders are already qualified and meet the client's requirements. However, clients do not award security service contracts based on the lowest price alone. They usually first verify compliance, capability, staffing capacity, and reputation, then compare pricing among other bidders. When several providers appear equally capable, the more competitive commercial offer and value added has high potential.

But there are some clients that they have high value rather than lowest price

Some clients compare overall value, not just the lowest bid.

Thank you for your responses. These will be carefully reviewed and incorporated into our findings.