

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT



STAFF REPORT

MEETING DATE: 2/22/2023

Staff Report No. 22-367a

TO: AC Transit Board of Directors
FROM: Michael A. Hursh, General Manager/Chief Executive Officer
SUBJECT: Security Services Contract

ACTION ITEM

AGENDA PLANNING REQUEST: ☐

RECOMMENDED ACTION(S):

Consider approving award of a facility security services contract to American Guard Services (AGS) with an initial base period of five (5) years with two (2) twenty-four (24) month options to extend the contract, up to a cumulative maximum term of nine (9) years.

Staff Contact:
Salvador Llamas, Chief Operating Officer

STRATEGIC IMPORTANCE:

Goal - Safe and Secure Operations
Initiative - Service Quality

Unarmed security guards provide a vital service to ensure District properties and assets are monitored and protected on a daily basis. Contracted security services support the District's goal of providing safe and secure operations.

BUDGETARY/FISCAL IMPACT:

The fiscal impact of the facility security contract was included in the Board approved 2023 operating budget. The cost of the five-year contract is still under negotiations, but the District expects to pay about \$18,260,000 over a 5-year initial term for these services.

BACKGROUND/RATIONALE:

The District utilizes a security services contractor to provide unarmed uniformed security guards to help ensure properties are safe and secure. This contractor is required to provide trained, unarmed security guards for the location and hours specified by the District, and regular reporting regarding incidents and performance. Security personnel are required to be equipped with the proper communications, electronics, and other equipment as needed to perform their job. These security guards are required to act on observed offenses by removing any disruptive person by citizen's arrest, or by calling the Alameda or Contra Costa County Sheriff's Office to report a crime, depending upon the site of the offense. Such activities will be coordinated with the Operations Control Center (OCC) and in cooperation with local police jurisdictions within

the District's service areas. Further, the contractor will provide performance monitoring hardware, software, customer performance portal, and conduct site inspections at all AC Transit locations/sites.

The Board approved the release of a solicitation for facility security personnel on July 13, 2022 (SR 22-367). A Request For Proposals (RFP) was issued on September 22, 2022, and five proposals were received by the deadline on November 4, 2022. All five proposals were deemed responsive and responsible. Cost proposals ranged from \$15 Million to \$23 Million for five years. A 'blind' evaluation process was conducted during the technical evaluation phase, which involved the redaction of the offeror's identifiable information, references to affiliation to AC Transit, or incumbency from the submitted proposal materials. The technical proposals were then reviewed, evaluated, and scored by an evaluation panel that included the District's Protective Services Manager, Director of Maintenance, Chief Operating Officer, and the Security Manager from Golden Gate Transit. Each member signed a confidentiality and conflict of interest affidavit. The evaluation criteria and weights are listed below:

| Evaluation Criteria | Weight |
|---|--------|
| Offeror's Information & Understanding | 20% |
| Technical & Management Approach | 20% |
| Qualifications, Capabilities & Experience | 30% |
| Proposed Fees | 30% |
| TOTAL POSSIBLE WEIGHT | 100% |

Following evaluation of the technical proposals, the District conducted interviews with the two (2) highest ranking firms in the competitive range. After the interviews, the evaluation team reviewed their evaluation scores, made any adjustments resulting from the interviews. After the technical scores were finalized, Procurement staff then incorporated cost scores. Based on its overall score, staff recommends the District contract with American Guard Services, Inc., to provide the District's Facility Security Services. American Guard Services, Inc.'s cost proposal was in the median range of cost proposals received.

The contract requires the contractor to provide an Account Manager who will have the authority to supervise and oversee day-to-day operations and consult on a daily, or as-needed basis, with the District's Protective Services Manager (or their designee). The contractor will conduct and record site inspections at all AC Transit locations/sites. District staff will work with the new contractor to implement a transition plan and to affect a coordinated changeover from the incumbent contractor.

ADVANTAGES/DISADVANTAGES:

The award of this contract will allow the District to continue to provide employees, guests, and customers with safe and secure facilities and work environments.

ALTERNATIVES ANALYSIS:

There is no practical alternative to the course of action recommended in this report given the regulatory requirements associated with unarmed, facility security services.

PRIOR RELEVANT BOARD ACTION/POLICIES:

Staff report 12-192

Staff Report 22-367

Board Policy 465 - Procurement Policy

ATTACHMENTS:

None

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