




**October 7, 2024**

**To:** Executive Committee

**From:** Darrell E. Johnson, Chief Executive Officer 

**Subject:** Agreement for Security System Service and Maintenance

### **Overview**

On June 4, 2024, the Orange County Transportation Authority released a request for proposals for security systems service and maintenance. Proposals were received in accordance with the Orange County Transportation Authority's procurement procedures for professional and technical services. Board of Directors' approval is requested to execute an agreement for security system service and maintenance.

### **Recommendations**

- A. Approve the selection of Convergent Technologies LLC as the firm to provide service and maintenance of the Orange County Transportation Authority's security system.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-4-2293 between the Orange County Transportation Authority and Convergent Technologies LLC, in the amount of \$480,454, for a three-year initial term with two, one-year option terms, to provide service and maintenance of the Orange County Transportation Authority's security system.

### **Discussion**

The Orange County Transportation Authority (OCTA) uses contracted professional and technical services to provide maintenance and repair services, which includes preventative maintenance for OCTA's security systems. This contracted service is important to ensure OCTA maintains and operates all security equipment at full capacity and set to manufacturers' optimal settings. Additionally, this contracted service ensures that OCTA resolves functionality and operability challenges in a timely manner without compromising required levels of security.

OCTA's Security & Emergency Preparedness (SEP) Department requires specialized expertise to support the service, repair, and maintenance of its current Access Control System (ACS) and Video Management System (VMS). Currently, OCTA uses Lenel to operate the ACS and Milestone to operate the VMS, with an ongoing project to transition to Genetec, which fully-integrates the ACS and VMS into a single, cohesive system that provides more features and opportunities for future expansion as new OCTA facilities come online. Ensuring proper installation and upkeep of these systems is critical to maintaining security across OCTA facilities.

While OCTA can anticipate and plan for preventative maintenance services, the majority of service requests are unexpected, such as unplanned maintenance and repairs related to door lock solenoids, addressing pin/latch misalignments, replacing access card readers, and periodic repairs of the VMS. Other unplanned services requests also include addressing power challenges, replacing failed batteries and supply boards, and installing and repairing cameras.

The current contract for security system service and maintenance is set to expire on October 31, 2024. The continuation of these services is important to ensure optimal operability of OCTA's security systems.

### ***Procurement Approach***

The procurement was handled in accordance with OCTA Board of Directors' (Board)-approved procedures for professional and technical services. Various factors are considered in the award for professional and technical services. Award is recommended to the firm offering the most comprehensive overall proposal considering such factors as prior experience with similar projects, staffing and project organization, work plan, as well as cost and price.

On June 4, 2024, Request for Proposals (RFP) 4-2293 was issued electronically on CAMM NET. The project was advertised in a newspaper of general circulation on June 4 and June 10, 2024. A pre-proposal conference was held on June 11, 2024, with four attendees representing two firms. Two addenda were issued to handle administrative issues related to the RFP, make available the pre-proposal conference registration sheet and presentation, as well as to respond to written questions.

On July 2, 2024, OCTA received two proposals. An evaluation committee consisting of OCTA staff from the Contracts Administration and Materials Management, SEP, Risk Management, Operations Support, and Information Systems departments met to review all the proposals received.

The proposals were evaluated based on the following evaluation criteria and weightings:

- Qualifications of the Firm 25 percent
- Staffing and Project Organization 20 percent
- Work Plan 30 percent
- Cost and Price 25 percent

Several factors were considered in developing the evaluation criteria weightings. Qualifications of the firm were weighted at 25 percent as the firm had to demonstrate experience in service, repair, maintenance, and installation of an ACS and VMS. Staffing and project organization was weighted at 20 percent as the proposed project team had to demonstrate the expertise and adequate resources to handle scope of work-related installs, upgrades, and updates. Work plan was weighted at 30 percent as the firms had to demonstrate their ability to meet the requirements specified in the scope of work and project schedules. Cost and price was weighted at 25 percent to ensure that OCTA receives value for the services provided.

On July 16, 2024, the evaluation committee reviewed the proposals and interviewed both firms as listed below in alphabetical order based on the evaluation criteria:

Firm and Location

ADT Commercial LLC (ADT)  
Headquarters: Boca Raton, Florida  
Project Office: Orange, California

Convergint Technologies LLC (Convergint)  
Headquarters: La Palma, California  
Project Office: La Palma, California

On July 24, 2024, the evaluation committee conducted interviews with both firms. The interview consisted of a presentation by each firm to demonstrate the firms' understanding of OCTA's requirements. The firms' project managers and key team members had an opportunity to present each teams' qualifications and respond to the evaluation committee's questions. Questions were related to assessment and inspection of the security systems, quality control measures, and processes for managing multiple projects and service calls, as well as specific clarification questions related to each firm's proposal.

At the conclusion of the interviews, a request for a best and final offer (BAFO) was sent to both firms to seek additional clarifications related to proposed key personnel and final pricing. After considering responses to questions asked during the interviews, as well as information provided in the BAFO, the evaluation committee reviewed the preliminary ranking and made adjustments to individual scores. However, Convergent remained the higher-ranked firm with the higher overall score.

Based on the evaluation of the written proposals, the firm's qualifications, the proposed pricing, as well as the information obtained from the interviews and BAFO, the evaluation committee recommends Convergent for consideration of the award to provide security system service and maintenance for OCTA. The following is a brief summary of the proposal evaluation results.

#### Qualifications of the Firm

Convergent, founded in 2001, demonstrated relevant history of implementing advanced security systems and installations for public sector and government agencies, including Los Angeles World Airports (LAWA), Port of Los Angeles, and the Southern California Regional Rail Authority (Metrolink). Additionally, the firm currently serves as OCTA's security systems service provider and demonstrated a strong understanding of OCTA's existing infrastructure, including video surveillance, access control, and intercom systems. Convergent's proposal highlighted its use of key technologies such as Lenel and Milestone, which are currently in use by OCTA. Additionally, the firm demonstrated familiarity with the future systems, Genetec and Nedap, which OCTA is transitioning towards. Convergent provided the required proof of business, occupational, and trade licenses and certifications and is an authorized value-added reseller (VAR) for Lenel and Milestone security systems. The firm operates a local office in the City of La Palma, enabling them to provide timely support and quick response times. During the interview, the Convergent team further detailed their relevant experience. The firm received positive feedback from its references.

ADT, originally founded in 1874, demonstrated extensive experience with security systems and installations for clients of comparable size to OCTA, including major projects for Allergan Corp., NBC Universal Campus, First American Financial Corporation, and Verizon. ADT provided the required business, occupational, and trade licenses and certifications necessary to perform security system services and is an authorized VAR for Lenel and Milestone security systems. The firm operates a local office in the City of Orange allowing for quick response times to OCTA's needs. During its interview, ADT confirmed prior transportation experience, as well as experience with Genetec

and Nedap systems, reinforcing its capability to handle projects of this nature. The firm received positive feedback from its references.

#### Staffing and Project Organization

Convergint proposed a well-structured team with extensive, relevant experience. The team included personnel who have previously worked on OCTA projects. Convergint's organizational structure is clearly defined with roles and responsibilities that align with project requirements. The firm emphasized staff's familiarity with OCTA systems, drawing from their experience in maintaining and upgrading existing security infrastructure. The proposed project team's expertise in transportation and transit security was also highlighted, particularly through their previous work with LAWA, Long Beach Airport, and Metrolink, where they managed security operations and implemented system-wide security enhancements. During its interview, Convergint further elaborated on the availability of its staff and the experience of its team members with security systems as required in the scope of work.

ADT presented a well-structured team with clear roles and responsibilities, as illustrated in its organizational chart. The firm's resumes for key personnel highlighted their certifications and experience in managing security systems for public sector clients and transportation agencies such as the Los Angeles County Metropolitan Transportation Authority, Long Beach Transit, and the University of Southern California. The team demonstrated strong project organization and experience across key areas of security system management. During its interview, ADT discussed the availability of its team and its capacity to handle the specific requirements of OCTA's security systems.

#### Work Plan

Convergint presented a detailed and comprehensive work plan that demonstrated a clear understanding of OCTA's requirements. The plan included a proactive approach to preventative maintenance, service, and installation tasks, with a focus on minimizing downtime and ensuring system reliability. Convergint's work plan included detailed project management and administrative processes, as well as a quality assurance and quality control plan, preventative maintenance checklists, safety protocols, and a detailed plan for each maintenance task for every system. Additionally, Convergint described the use of a portal, iCare, for efficient management and communication and the ability for customers to track individual installation project activity, in real-time, including the latest progress updates from the project team. During the interview, Convergint provided additional details on the work plan activities, including the personnel responsible, and outlined the approach to annual preventative

maintenance. The firm also outlined specific activities to be performed as part of its quarterly preventative maintenance in response to the BAFO clarification, demonstrating its ability to meet OCTA's scope of work requirements.

ADT provided a work plan that demonstrated a general understanding of the scope of work objectives. The work plan outlined the project management and administrative processes necessary for effectively managing the security systems, including detailed procedures for repair and maintenance. ADT also provided a strong quality control plan that listed specific safety requirements. During its interview, ADT discussed its ability to meet OCTA's specific security system needs, emphasizing the availability of its team to handle project demands. In response to the BAFO clarification, ADT provided additional details on the tasks associated with quarterly preventative maintenance to ensure alignment with OCTA's scope of work needs.

#### Cost and Price

Pricing scores were based on a formula, which assigned the higher score to the firm with the lower estimated total cost, considering both the total weighted average hourly rate per service call and the total weighted recurring preventative maintenance cost. Convergent proposed the lower overall total cost, with hourly rates that were competitive with the OCTA project manager's independent cost estimate and a lower recurring preventative maintenance, and therefore deemed fair and reasonable.

#### Procurement Summary

Based on the evaluation of written proposals, the firms' qualifications, and the information obtained from the interviews and BAFOs, the evaluation committee recommends the selection of Convergent as the top-ranked firm to provide service and maintenance of OCTA's security system. Convergent delivered a thorough and comprehensive proposal and an interview that was responsive to all the requirements of the RFP.

#### Fiscal Impact

The project was approved in OCTA's Fiscal Year 2024-25 Budget, Chief Executive Office, account nos. 1316-7611-A5310-OJ0, 1316-7611-A5310-OJ1, 1316-7611-A5310-OJ2, 1316-7611-A5310-OJ3, 1316-7612-A5310-OJ1, 1316-7612-A5310-OJ3, 1316-7611-A5310-0HW, 1316-7611-A5310-0ZK, 0035-7611-OC100-OJ1, 0035-7611-OC100-OJ3, 0035-7612-OC100-OJ1, 0035-7612-OC100-OJ3, and 1290-7662-A0001-OTC, and is funded through local funds.

**Summary**

Staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-4-2293 between the Orange County Transportation Authority and Convergent Technologies LLC, in the amount of \$480,454, for a three-year initial term with two, one-year option terms, to provide security system service and maintenance.

**Attachments**

- A. Review of Proposals, RFP 4-2293 Security System Service and Maintenance
- B. Proposal Evaluation Criteria Matrix, RFP 4-2293 Security System Service and Maintenance
- C. Contract History for the Past Two Years, RFP 4-2293: Security System Service and Maintenance

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