

Review of Proposals
RFP 5-3875 Streetcar Security Officer Services
 Presented to Executive Committee - December 1, 2025
26 firms proposed, 3 firms were interviewed, 1 firm is being recommended

Overall Ranking	Proposal Score	Firm & Location	Sub-Contractors	Evaluation Committee Comments	Weighted Average Hourly Rate
1	92	Universal Protection Service LP, doing business as Allied Universal Security Services Irvine, California	None	Demonstrated the greatest number of relevant experience providing security services in terms of years, amount of projects and demand on those projects of similar size and scope to public transit agencies. Proposed project team has extensive experience. Exceeded staffing requirements outlined in scope of work; proposed key personnel are equipped with transit specific security officer training that includes Department of Transportation Federal Railroad Administration rail safety standard regulations. Demonstrated thorough understanding of scope of work and met requirements including quality assurance plan, the required training, verification and inspections, as well as key performance indicators. Proposed enhancements included heat maps, body worn cameras, live dashboards and predictive analytics to address issues, and outreach officers for unhoused and behavioral health issues. Presented a detailed approach to secure the OC Streetcar that exceeded the requirements outlined in the scope of work and provided thorough responses to interview questions. Received positive responses from references. Proposed competitive hourly rates, which are less than the independent cost estimate.	\$31.22
2	86	Citiguard, Inc. West Hills, California	None	Demonstrated experience providing similar services to public transit agencies of similar size and scope. Proposed a knowledgeable and experienced project team. Met staffing requirements outlined in scope of work. Demonstrated understanding of scope of work and met requirements including quality assurance plan, the required training, verification and inspections, as well as key performance indicators. Proposed enhancements including body worn cameras. Presented approach that met the requirements outlined in the scope of work and provided general responses to interview questions. Unprepared for interview with no powerpoint presentation and unprofessional attire. Received positive responses from references. Proposed competitive hourly rates.	\$28.63
3	85	American Global Security, Inc. Chatsworth, California	None	Demonstrated experience providing similar services to public transit agencies of similar size and scope. Proposed a knowledgeable and experienced project team. Met staffing requirements outlined in scope of work. Demonstrated understanding of scope of work and met requirements including quality assurance plan, the required training, verification and inspections, as well as key performance indicators. Proposed enhancements including body worn cameras and heatmaps. Presented approach that met the requirements outlined in the scope of work and provided general responses to interview questions. Received positive responses from references. Proposed lowest hourly rates.	\$27.05

Evaluation Panel:

Internal:

Security and Preparedness (1)
 Risk Management (1)
 Rail System Safety (1)
 Contracts Administration and Materials Management (1)

External:

Orange County Sheriff's Department (1)

Proposal Criteria

Qualifications of the Firm
 Staffing and Project Organization
 Work Plan
 Cost and Price

Weight Factors

20%
 25%
 30%
 25%