



June 5, 2023

To: Executive Committee
From: Darrell E. Johnson, Chief Executive Officer
Subject: Agreement for Security Officer Services

A handwritten signature in blue ink, appearing to read "Darrell E. Johnson", is written over the "From:" line of the header.

Overview

On November 14, 2022, the Board of Directors approved the release of a request for proposals for security officer services. 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 these services.

Recommendations

- A. Approve the selection of Inter-Con Security, Inc., as the firm to provide security officer services.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-2-2886 between the Orange County Transportation Authority and Inter-Con Security, Inc., in the amount of \$1,092,000, to provide security officer services for a two-year initial term with a one-year option term.

Discussion

The Orange County Transportation Authority (OCTA) will use contracted security officer services for direct support during security gate construction projects at the Garden Grove and Santa Ana Bus Bases. Security officer services will include uniformed, unarmed security professionals staffing fixed posts for access control, monitoring the closed-circuit television system at each base, providing roving patrols, conducting security inspections, mitigating any security challenges detected, and completing various security logs and reports. This contracted service is important to ensure OCTA personnel, properties, and equipment remain as secure as practicable during the security gate construction projects.

Procurement Approach

The procurement was handled in accordance with Orange County Transportation Authority (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 November 14, 2022, the Board authorized the release of Request for Proposals (RFP) 2-2886, which was issued electronically on CAMM NET. The project was advertised in a newspaper of general circulation on November 14 and November 21, 2022. A pre-proposal conference was held on November 29, 2022, with two attendees representing two firms. Two addenda were issued to make available the pre-proposal conference registration sheet and presentation, as well as provide responses to written questions related to the RFP.

On December 20, 2022, 13 proposals were received. An evaluation committee consisting of OCTA staff from Contracts Administration and Materials Management, Security and Emergency Preparedness, Base Maintenance, Bus Operations, and Risk Management departments met to review all the proposals received.

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

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

Several factors were considered in developing the evaluation criteria weightings. Qualifications of the firm was weighted at 20 percent as the firm needs to have relevant prior experience meeting the immediate and long-term staffing requirements of this contract. Staffing and project organization was weighted at 25 percent as it is critical for the firm to demonstrate it can provide experienced and qualified individuals to achieve the requirements set forth in the scope of work. The work plan was weighted at 25 percent as the proposing firm must be able to demonstrate its understanding and approach to meeting the requirements of the project. Cost and price was assigned a 30 percent weighting to ensure that OCTA receives value for the services provided.

On February 8, 2023, the evaluation committee reviewed the proposals based on the evaluation criteria and short-listed the three most qualified firms listed below in alphabetical order:

Firms and Locations

Absolute Security International Corporation, doing business as
Absolute International Security (AIS)
Irwindale, California

American Global Security, Inc. (AGS)
Chatsworth, California

Inter-Con Security Systems, Inc. (Inter-Con)
Pasadena, California

On February 20, 2023, the evaluation committee conducted interviews with the short-listed firms. The interview consisted of a presentation by each firm to demonstrate the firm's understanding of OCTA's requirements. The firms' project managers and key team members had an opportunity to present each team's qualifications and respond to the evaluation committee's questions. Questions were related to the assessment and inspection of the security systems, quality control measures, and processes for managing multiple projects and service calls. Additionally, specific clarification questions were asked related to each firm's proposal. At the conclusion of the interviews, a request for a best and final offer (BAFO) was sent to the three short-listed firms to seek additional clarifications and final pricing.

After considering responses to questions asked during the interviews and information provided in the BAFO, the evaluation committee reviewed the preliminary ranking and adjusted individual scores. The overall ranking of the firms changed as a result of the BAFO's.

Based on the evaluation of the written technical proposals and the information obtained from the interviews and BAFOs, the evaluation committee recommends Inter-Con for consideration for the award. The following is a brief summary of the proposal evaluation results.

Qualifications of the Firm

The three firms demonstrated relevant experience in providing unarmed security guard services for similar projects.

Founded in 1973, Inter-Con is located in the City of Pasadena, California, and has over 3,000 local security personnel. The firm provides armed and unarmed security services for multiple transportation agencies such as the San Diego Metropolitan Transit System where they perform foot and vehicle patrol for the rail right-of-way, parking lots, trolley yard, and bus rapid transit stations. Inter-Con also provides security services for the City of Santa Monica Big Blue Bus where they monitor facilities parking lots and alarm systems, as well as for Victor Valley Transit where they provide security services for the transportation center. In addition, the firm has prior experience providing security officer services to other government agencies, such as the National Aeronautics and Space Administration, to assist with the implementation of security programs to protect highly classified facilities. In addition, Inter-Con has experience serving local public agencies such as the counties of Orange, Los Angeles, and Sacramento. The firm will not be subcontracting services for this project. Inter-Con received positive comments from its references.

Incorporated in 2009, AIS is located in the City of Irwindale, California, and has 400 employees. AIS provides as-needed professional security guard and patrol services to support the Los Angeles Police Department (LAPD) at facilities including the Los Angeles Zoo, Japanese Garden, Cabrillo Beach Parking Lot, and other job sites. In addition, AIS provides unarmed security guards at various locations for the County of Riverside Department of Public Social Services to help prevent unauthorized access and secure areas within the County of Riverside's facilities. The firm also provided armed services for three sites for the County of Los Angeles Fire Department and unarmed services for OC 405 Partners and the City of Rancho Cucamonga. The firm will not be subcontracting services for this project. The firm received positive comments from its references.

Incorporated in 2017, AGS has 550 employees and has a main office in the City of Chatsworth, California. Currently, AGS provides unarmed security services and vehicle patrols for the City of Glendale, the City of Upland where the firm provides a guard at the main Metrolink Station during operational hours, the Mortensen Project, and special event security for the City of Riverside's Festival of Lights where they assist local police with event security and evacuations and crowds. The firm will not be subcontracting services for this project. AGS received positive comments from its references.

Staffing and Project Organization

Inter-Con's proposed account manager has 11 years of security, military, and law enforcement experience and manages 230 security officers during onboarding, training, and assignments. Additionally, the account manager has

constructed several specialized training programs for three public transportation units, manages armed and unarmed programs which include transportation hubs, and conducts security and risk assessments. The recruitment manager has five years of experience in security, military, and law enforcement and is responsible for the recruitment, retention, and onboarding of field personnel. During the interview, the firm provided real-world examples where they cited other transportation agency experiences in their responses to the evaluation committee's questions to demonstrate their knowledge and understanding of the project.

AIS' proposed account manager has 30 years of experience in private security services and specializes in government contracts. The account manager is also a certified mediator for the City of Los Angeles and the Los Angeles Attorney's Office. The recruitment manager has over 23 years of military and corporate security management services with an emphasis on training, recruiting, and customer service. The proposed recruitment manager has also previously served as an account manager for the LAPD security services, the City of Pomona, and the County of Riverside Department of Public Social Services. The staffing section of the proposal was disorganized. The proposal lacked specifics on the roles of key personnel. The firm responded to all questions asked during the interview.

AGS' proposed account manager has seven years of experience in security services. The account manager is responsible for developing and implementing AGS' security risk management program and overseeing all of AGS' Southern California security operations. The recruitment manager has over 11 years of experience in recruitment and training, as well as experience as a field supervisor and a patrol guard with AGS and will actively coordinate assignments and initial training. AGS appeared unprepared for the interview and did not have the requested presentation.

Work Plan

Inter-con presented a comprehensive work plan that addressed all the elements of the scope of work. The work plan was detailed and easy to follow, including a project timeline, execution and initiation, as well as a transition team. The firm discussed how they would apply their concept of total quality management to OCTA's security program, including employee retention and employee screening. The firm elaborated on its approach to a well-designed staffing plan including ensuring coverage without gaps and rest periods. The firm discussed training that included unannounced testing and drills to ensure the guard force are performing their duties. Inter-Con discussed its project management process, including schedule control and quality control, and the firm's use of

proprietary guard tour software that operates on both iOS and Android platforms. Inter-Con's Guard Tour System provides real-time monitoring and data extraction and operates securely within each OCTA site. With this solution, Inter-Con can facilitate real-time monitoring and data extraction, which enhances patrol capabilities and operational transparency. Additionally, the firm identified potential issues related to this project and provided detailed solutions to mitigate them.

AIS provided a comprehensive work plan with a detailed project approach that includes electronic sign-ins to keep track of work schedules and check-in/out times and an electronic patrol management system ("TrackTik") where guard movement can be monitored live using a global positioning system. The firm can also track activity using hourly activity reports and discussed a quality assurance team who oversees all employees with frequent contact. Additionally, the firm discussed customizable orientation to prepare guards with a curriculum to deal with all common occurrences, emergency protocols, and daily responsibilities. AIS also discussed site-specific training programs and general emergency services.

AGS provided a comprehensive good understanding of OCTA's needs including training specifically for bus bases, equipment mobilization, and deployment of personnel equipment and service. The firm discussed the personal transport of security personnel to ensure guards arrive on time at each location and the patrol vehicle that the roving supervisor will use to traverse between both bus yards. The firm also discussed details regarding replacement and stand-in guards who have undergone the site training that would be called upon to fill any unexpected absences. AGS will establish and maintain a quality assurance plan to include information on the inspection process through the use of field supervisors, as well as disciplinary actions and procedures. The firm uses its own reporting software to closely monitor the activity of each individual guard if needed. The firm also discussed its retention program and recognition program in the proposal.

Cost and Price

Pricing scores were based on a formula that assigned the highest score to the firm with the lowest average hourly rate and scored the other proposals' average hourly rate based on their relation to the lowest average hourly rate. Although Inter-Con did not propose the lowest average hourly rate, their proposed hourly rates are deemed fair and reasonable as they are lower than the rates OCTA currently pays for similar security guard services, and they are lower than the hourly rates provided on the OCTA project manager's independent cost estimate.

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 Inter-Con as the top-ranked firm to provide security officer services. Inter-Con delivered a thorough and comprehensive proposal and an interview that was responsive to all the RFP's requirements.

Fiscal Impact

The project was approved in OCTA's Proposed Fiscal Year 2023-24 Budget, Chief Executive Office, Account No. 2118-7616-D4805-4TZ, and is funded through local funds.

Summary

Staff is recommending the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-2-2886 between the Orange County Transportation Authority and Inter-Con Security, Inc., in the amount of \$1,092,000, to provide security officer services for a two-year initial term with a one-year option term.

Attachments

- A. Review of Proposals, RFP 2-2886 Security Officer Services
- B. Proposal Evaluation Criteria Matrix (Short-Listed Firms), RFP 2-2886 Security Officer Services
- C. Contract History for the Past Two Years, RFP 2-2886 Security Officer Services

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