



CITY of CALABASAS
CITY COUNCIL AGENDA REPORT

DATE: AUGUST 22, 2023

TO: HONORABLE MAYOR AND COUNCILMEMBERS

FROM: KINDON MEIK, CITY MANAGER
MICHAEL MCCONVILLE, DEPUTY CITY MANAGER

SUBJECT: AUTHORIZATION TO AWARD A TWO-YEAR PROFESSIONAL SERVICES AGREEMENT IN AN AMOUNT NOT TO EXCEED \$500,000 TO AMERICAN GLOBAL SECURITY FOR CITYWIDE SECURITY, EMERGENCY RESPONSE, AND HOMELESS OUTREACH & ENGAGEMENT SERVICES.

MEETING DATE: SEPTEMBER 13, 2023

SUMMARY RECOMMENDATION:

That the City Council authorize the award of a two-year Professional Services Agreement in an amount not to exceed \$500,000 to American Global Security for citywide security, emergency response, and homeless outreach & engagement services.

BACKGROUND:

In March 2020, the City Council authorized a Professional Services Agreement with Secural Security Corporation in the amount not to exceed \$350,000 for a three-year term to provide city-wide security, patrol, outreach, and parking and code enforcement services

In August 2022, the City Council authorized an amendment to the Agreement, increasing the not to exceed amount by \$100,000 due to the additional need for Secural's services during the height of the COVID-19 pandemic.

In March 2023, the City Council authorized another amendment to the Agreement, increasing the not to exceed amount by \$125,000, and an extension of the expiration date until September 2023, to provide staff the ability to review and compose an extensive scope of services for a new contract, as well as the opportunity to conduct a Request for Proposals (RFP).

The final agreement executed after all amendments was a three-and-a-half-year term, with a not to exceed amount of \$575,000.

DISCUSSION/ANALYSIS:

Request for Proposals

Considering the City's unique needs related to facility and special event security, emergency response, parking enforcement services, and outreach & engagement to individuals experiencing homelessness, staff composed the scope of services for the Request for Proposals (RFP) in a way that permits the City to react more proactively than we do currently. Specifically, staff asked prospective companies to issue proposals for the following services:

1. Security and Patrol of City Owned Facilities, Parks, and Other Public Assets:
 - a. One (1) uniformed security guard and one (1) patrol vehicle for routine standing and patrol security coverage, including weekends and holidays to conduct at least one (1) nightly vehicle patrol to all other Calabasas owned facilities and parks.
2. On-Call Response:
 - a. Crowd management for special events at various City facilities, parks, buildings, and other points of interest.
 - b. Daily unlocking (mornings) and locking (evenings) of select City facilities and parks.
 - c. Outreach and engagement to individuals experiencing homelessness, mental health, or substance abuse.
 - d. CCTV spot monitoring of City facilities.
 - e. Traffic control support during public safety, emergency, or natural disaster incidents.
 - f. Emergency elevator calls at City facilities.
 - g. Calabasas Municipal Code violations review and enforcement.
3. Citywide Parking Enforcement:
 - a. One (1) uniformed security guard and one (1) patrol vehicle to conduct Citywide parking enforcement citation services.

In April 2023, staff issued the final RFP for citywide security and patrol, emergency response, homeless outreach & engagement, and parking enforcement services. Staff issued the RFP directly to 22 local security firms, used Blackboard Connect to send to over 800 email notifications, and posted it on the City’s website. The City received proposals from the following companies:

| | | |
|-------------------------------|-----------------------------|------------------------------|
| All Terrain Inc. | Golden West Security Inc. | Secural Security Corporation |
| American Global Security Inc. | Good Guard Security Inc. | Southland Patrol |
| Assertive Security Services | Guard Now Security Services | Weapon X Inc. |
| Covered 6 LLC | Power Security Group | Wolfpack Protective Services |
| Eagle One Security Inc. | Quest National Security | |

Request For Proposals Review

A selection committee comprised of staff from Administrative Services, Community Services, and Public Safety & Emergency Preparedness Departments conducted an evaluation of proposals based on each company’s background, qualifications, prior experience, costs, and responsiveness to the RFP.

Upon initial review, many companies were found to work for private companies through the use of standing security, with few having experience working for municipal agencies, utilizing vehicle patrol, or engaging with those experiencing homelessness. The selection committee chose the following three finalists who did have such experience to take part in the final secondary interview process:

(1) American Global Security, Inc. (2) Good Guard Security, Inc., and (3) Secural Security Corporation. The company proposals were as follows:

| Proposer | Hourly Officer Rate |
|---------------------------------------|----------------------------|
| American Global Security, Inc. | \$33.98 |
| Good Guard Security, Inc. | \$32.56 |
| Secural Security Corporation | \$33.60 |

Upon the completion of both first and second round evaluations, the selection committee determined that American Global Security, Inc. (AGS) provided the best combination of: (1) Understanding the City’s needs, (2) Professionalism, (3) Company Infrastructure, and (4) Rates for Services. Specifically, AGS was looked favorably when considering the following items:

Costs: The rates for services were found to be reasonable and comparable with other finalists. When considering hourly rates, AGS rates were within 4% of the other finalists.

Background, Qualifications, and Experience: AGS was established in 1999, and incorporated in California in 2017. AGS's headquarters and dispatch center are located in Chatsworth, CA, with other regional offices in Sacramento, Riverside, and Bakersfield. The organization currently serves over 100 public and private organizations in California, employing approximately 50 full-time staff and 400 contracted security guards. AGS is licensed by the State of California, Bureau of Security and Investigative Services, as a Private Patrol Operator, License #120021.

AGS currently has active contracts with the following Southern California public agencies: City of Malibu, City of Glendale, City of Upland, City of Camarillo, City of Fontana, City of Pomona, Los Angeles County Sanitation Districts, and Housing Authority of the City of Los Angeles. AGS provides the following municipal services: unarmed and armed security services at public facilities, vehicle patrol, locking and locking of parks, outreach & engagement for unhoused residents, law enforcement coordination/support, and special event crowd management.

City staff conducted reference checks with the City of Camarillo, City of Upland, and Los Angeles County Sanitation Districts. All agencies were uniform in stating that AGS was responsive to their needs and provided good service.

Quality Control: AGS' checkpoint verification system with scannable QR codes, GPS tracking of vehicles, and robust daily and incident reporting ensure a high level of quality assurance will be provided to the City. In addition to technology use, AGS assigns field supervisors to each account to periodically conduct field inspections to review guard performance and compliance with the City's post orders and protocols. AGS also staffs its Chatsworth Headwaters with four (4) live employees, 24 hours a day, 7 days a week, to support field staff, respond to emergency incidents, and field calls from members of the public.

Staff Recommendation

Based on the factors above, staff is recommending that the City enter into an agreement with AGS to provide citywide security, emergency response, and homeless outreach & engagement services.

Staff is recommending a 2-year PSA for an amount not to exceed \$500,000. This amount will fund one officer and one patrol vehicle for 16 hours per day of citywide patrol from 7:00 am – 11:00 pm. Patrol for 8, 12, and 16 hours are also costed out below:

| Officer Rate | Hours Per Day | Daily Rate | Annual Rate |
|---------------------|----------------------|-------------------|--------------------|
| \$33.98 | 8 | \$271.84 | \$99,222 |
| \$33.98 | 12 | \$407.76 | \$148,832 |
| \$33.98 | 16 | \$543.68 | \$198,443 |

This not to exceed amount will also cover special event security staffing (currently \$25,000 annually for Pumpkin Festival and 4th of July), emergency call outs, and other unanticipated costs.

Secural Security Corporation is the current vendor to the City of Calabasas providing parking enforcement services, and was the only company who provided a responsive bid in respect to parking enforcement. For this reason, AGS will not be providing parking enforcement services, with the City instead entering into a new, separate PSA with Secural to continue these services.

FISCAL IMPACT/SOURCE OF FUNDING:

The annual cost of providing citywide security, emergency response, and homeless outreach & engagement services will be approximately \$230,000 in FY 23/24 and 24/25. Half of this amount, or \$115,000, which will be appropriated to the General Fund, with the other \$115,000 being appropriated to Permanent Local Housing Allocation (PLHA) grant funds. As a result, there will be no significant change to the general fund budget related to citywide security, emergency response, and homeless outreach & engagement services.

REQUESTED ACTION:

That the City Council authorize the award of a two-year Professional Services Agreement in an amount not to exceed \$500,000 to American Global Security for citywide security, emergency response, and homeless outreach & engagement services.

ATTACHMENTS:

- A. Professional Services Agreement & Proposal – American Global Security, Inc.