



## Board Report

File #: 2022-0869, File Type: Contract

Agenda Number: 36.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JUNE 15, 2023

SUBJECT: INFRASTRUCTURE PROTECTION SERVICES - NORTH AND SOUTH REGIONS

ACTION: APPROVE CONTRACT AWARDS

#### RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed unit rate Contract No. PS93158000 to Universal Protection Service LP dba Allied Universal Security Services to provide infrastructure protection services in the North Region of Los Angeles County in an amount not-to-exceed \$111,266,844 for the five-year base term, effective July 1, 2023 to allow for a three-month mobilization period, subject to resolution of protest(s), if any.
- B. AWARD a firm fixed unit rate Contract No. PS93158001 to Inter-Con Security Systems, Inc., to provide infrastructure protection services in the South Region of Los Angeles County in an amount not-to-exceed \$85,972,439 for the five-year base term, effective July 1, 2023, to allow for a three-month mobilization period, subject to resolution of protest(s), if any.

#### ISSUE

This Board action approves the contract awards to provide infrastructure protection services for the Metro System, which includes rail and bus lines, stations, transit facilities, parking lots, construction sites, bus and rail operating divisions, and maintenance facilities. Infrastructure protection services may also be required at special functions or during emergencies as needed.

#### BACKGROUND

Metro's multi-layered public safety framework consists of the following elements to support the strategy:

- Infrastructure protection services - Responsible for the physical security of our stations, divisions, and terminals.
- In-House Metro Security - Responsible for conducting fare and code of conduct enforcement and ensuring a respectful experience for all riders.
- Contract Law Enforcement - Responsible for providing visibility to prevent crime and responding to calls for service.

- Transit Ambassadors - Responsible for creating a safer environment on the system and providing an improved customer experience through visibility and aiding riders with wayfinding and general assistance. In addition, they are the “eyes and ears” of the system, reporting safety, security, and maintenance issues that need to be addressed.
- Homeless Outreach Teams - Responsible for coordinating services for the unhoused on our system.

Infrastructure Protection Services provide critical infrastructure protection at selected locations of the Metro System to protect Metro assets and to prevent unlawful entry into secured areas, which, if breached, can disrupt Metro Operations and put Metro staff at risk.

The contracted infrastructure protection services component is designed and deployed as a fully integrated and mutually supportive part of the multi-layered approach by providing dedicated fixed-post security protection to Metro properties, including employee parking facilities, Metro Rail and Metro Bus System parking lots, Metro support facilities, and short-term assignments and special security operations, as necessary. Services are deployed at Metro facilities and properties based on the analysis of overall risks, vulnerability assessments, area crime rates, the configuration of facilities, and special identified needs. They are an added layer of visibility and presence and will collaborate with Metro Transit Security and law enforcement by informing them of Code of Conduct violations and criminal activity for follow-up action.

**DISCUSSION**

Providing a visible security presence is an effective deterrent to crime and disorder, as well as mitigating acts of terrorism. Toward that end, Metro’s infrastructure protection services are important in safeguarding patrons, employees, and facilities.

With the need to increase the visible protection presence throughout the Metro system, moving from one (1) contract to two (2) contracts will allow an increase in regional staffing coverage. The contracts will consist of the North and South Regions. Awarding a separate contract to each region will allow each contractor to focus on a smaller region which will mitigate the staffing challenges seen with one contractor for the entire system.

The North and South Region award recommendations are key to supplement 11 end of line stations, 19 underground stations with ancillary areas, and the expansion of the Purple (D) Line of 7 stations and Regional Connector of 3 stations by adding 111 guards to current staff levels, and mitigate the understaffing of assignments. By awarding two (2) separate infrastructure protection service contracts to provide coverage within their assigned regions will help ensure security assignments are filled because their resources will be deployed to two smaller regions.

	STAFF COUNT	DAILY HOURS	ANNUAL HOURS
CURRENT CONTRACT	261	2093	763,984

	STAFF COUNT	DAILY HOURS	ANNUAL HOURS
NORTH REGION	222	1488	543,120
SOUTH REGION	150	1104	402,960
TOTAL	372	2,592	946,080

This model will add protection services throughout the system’s infrastructure 24 hours a day / 7 days a week. This model includes coverage at 54 rail stations and 32 infrastructure facilities. Year two (2) of the contract incorporates the expansion of the Purple (D Line) of 7 stations and 3 stations for the addition of the Regional Connector.

The North and South Region contract award recommendations support the following priorities:

1. Increasing physical security at stations and parking lots/structures
2. Safeguarding critical infrastructure
3. Improving security at bus/rail maintenance facilities

Under this new contract model, each region will provide infrastructure protection services at selected locations of the Metro system, including rail and bus lines, stations, transit facilities, parking lots, construction sites, bus and rail operating divisions, and maintenance facilities. In addition, these resources will address security for the ancillary areas. Each region will also provide preventative physical security by inspecting station ancillary structures and hatches, as needed, which deters damage to critical infrastructure. This contract model also provides additional protection services as needed for emergencies. The extra security visibility positively impacts the presence of security felt by patrons and employees.

Each region’s security staffing considers Metro’s recent and continuing expansion of services and infrastructure and improves system-wide security visibility.

This contract model also recognizes the importance of the direction from our Board of Directors, Public Safety Advisory Committee (PSAC), and sentiments from the communities we serve to focus on a complete and thorough re-envisioning of public safety on the Metro system, ensuring an environment where everyone feels safe and respected.

To continue to align with the Public Safety Mission and Values Statements, this contract model has included the following recommendations:

1. Acknowledging Context:
  - Expanding background checks to include psychological testing.
  - Utilizing a software system that flags multiple complaints and/or use of force incidents.
  - Shifts from the current 100% armed security response to 50% unarmed and 50% armed.
2. Emphasizing Compassion:
  - Enhanced training modules to include Implicit Bias, How to Better Serve Persons with Disabilities, including Mental and Development Disabilities, How to Assist Persons Who are Unsheltered, and Excellence in Customer Service.

- These training modules center on the lived experiences of marginalized communities and put into practice the public safety mission and values statements to ensure all riders are treated with dignity and respect.
3. Implement a Community-Centered Approach:
    - New uniforms to promote a more approachable, less militaristic appearance and assist the visually impaired for easier identification.
  4. Transparency:
    - Utilizing software technology that provides instant incident reporting, video recording, and data collection reflecting their daily activities.
  5. Committing to Openness:
    - Continued consistency with the principles of Campaign Zero, “Eight Can’t Wait.”

As we continue to reimagine our public safety efforts and embrace the expansion of community engagement opportunities, this contract model promotes safety, enhances transparency, and strengthens accountability.

#### *Accountability Measures*

As part of the contract, the contractors will be responsible for providing a guard tour system, or an equal system, that includes a proximity scanner or "wand". The system shall be capable of downloading each Security Guard's tour proximity while ensuring that the post is covered in accordance with deployment plans. The contractors shall collect and compile performance data, daily log summary data, incident report data, and other appropriate information as specified by Metro. Furthermore, the contractors shall provide patrolling Field Supervisors for coverage of all areas of assignment. Each supervisor shall spend at least 80% of their time in the field.

In addition, Metro Transit Security will be assigning this new contract to the SSLE Special Projects team who will put additional accountability measures in place to include: scheduled onsite inspections, weekly analysis of guard tour system reports by a Metro Quality Assurance Analyst, and setting up a quality assurance program to ensure accountability that individual guards are adhering to Metro's standards of service and ensure contractors' management attendance of quarterly meetings with Metro management to discuss continuous process improvement.

#### **DETERMINATION OF SAFETY IMPACT**

Authorizing these contracts will provide a positive safety impact for our employees and patrons by assisting in efforts to safeguard Metro's infrastructure, such as the ancillary areas. Providing a safe environment for our front-line employees will help employees feel their safety concerns are being heard and acted on. Furthermore, these services are key in Metro's multi-layered public safety model. Lastly, these contracts will not have any negative impact on establishing safety standards.

#### **FINANCIAL IMPACT**

The total funding needed for the five-year base term for the North and South Regions is

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\$197,239,283. For the first year of the contracts, the estimated cost will be \$37,312,758. The FY24 Budget currently includes \$25,746,024 in multiple bus and rail operating projects under Cost Center 2612. Upon approval of this action, the FY24 Budget will be updated accordingly to reflect the first year's financial need.

Since these are multi-year contracts, the cost center manager and the Chief Safety Officer will be accountable for budgeting the costs in future years.

### Impact To Budget

The current source of funds for this action includes Fares, Proposition A/C, Measure R/M, Transportation Development Act, and federal and state grants eligible for bus/rail operating expenses. Use of these funding sources currently maximizes funding allocations given approved funding provisions and guidelines.

...Equity Platform

### **EQUITY PLATFORM**

The first cohort of the Public Safety Advisory Committee (PSAC) was engaged in providing feedback on the scope of work for the infrastructure protection services contract. Through their feedback, included an enhanced training module, as noted above, to give security officers the tools and knowledge to be able to address the diverse needs of our riders. As part of the multi-layered security model, it is imperative that all front-line security presence working on the Metro system are sensible and properly trained to address the complex social issues that many of our customers face. Thus, through an enhanced training model, we can re-imagine public safety by training security officers beyond tactical training, including emotional intelligence.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The recommendation supports strategic plan goal 2.1 of committing to improving security. Metro will continue to utilize a multi-layered safety model to achieve this goal.

### **ALTERNATIVES CONSIDERED**

The Board may decline to approve the award of these contracts. This alternative is not recommended because Metro currently does not have the internal resources to provide the necessary level of staffing needed system-wide, to safeguard infrastructure, employees, and patrons.

### **NEXT STEPS**

Upon Board approval, staff will execute Contract No. PS93158000 with Universal Protection Service LP, dba Allied Universal Security Services, and Contract No. PS93158001 with Inter-Con Security Systems, Inc, to provide infrastructure protection services in the North and South Regions of Los Angeles County.

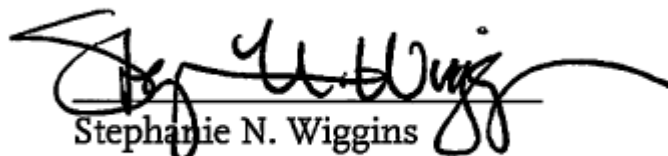
### **ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

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Reviewed by: Gina Osborn, Chief Safety Officer, System Security and Law Enforcement, (213) 922-3055



Stephanie N. Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

## INFRASTRUCTURE PROTECTION SERVICES / PS93158000 and PS93158001

1.	<b>Contract Number:</b> A. PS93158000 (North Region) B. PS93158001 (South Region)	
2.	<b>Recommended Vendor:</b> A. Universal Protection Service LP, dba Allied Universal Security Services (North Region) B. Inter-Con Security Systems, Inc. (South Region)	
3.	<b>Type of Procurement (check one):</b> <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates:</b>	
	A. <b>Issued:</b> September 20, 2022	
	B. <b>Advertised/Publicized:</b> September 20, 2022	
	C. <b>Pre-Proposal Conference:</b> September 29, 2022	
	D. <b>Proposals Due:</b> November 16, 2022	
	E. <b>Pre-Qualification Completed:</b> January 25, 2023	
	F. <b>Conflict of Interest Form Submitted to Ethics:</b> December 22, 2022	
	G. <b>Protest Period End Date:</b> June 26, 2023	
5.	<b>Solicitations Picked up/Downloaded:</b> 47	<b>Bids/Proposals Received:</b> North Region: 4 South Region: 4
6.	<b>Contract Administrator:</b> Antonio Monreal	<b>Telephone Number:</b> 213-922-4679
7.	<b>Project Manager:</b> Cathryn Banuelos	<b>Telephone Number:</b> 213-922-7650

**A. Procurement Background**

This Board action is to approve the award of Contract No. PS93158000 (North Region) to Universal Protection Service LP, dba Allied Universal Security Services, and Contract No. PS93158001 (South Region) to Inter-Con Security Systems, Inc. to provide infrastructure protection services for selected portions of the regional Metro System, which includes rail and bus lines, stations, transit facilities, parking lots, construction sites, bus and rail operating divisions, and maintenance facilities. Infrastructure protection services may also be required at special functions or during emergencies on an as-needed basis. Board approval of contract awards is subject to resolution of any properly submitted protest(s).

On September 20, 2022, Request for Proposal (RFP) No. PS93158 was issued as a competitive procurement in accordance with Metro's Acquisition Policy. The proposed contract type is firm-fixed unit rate. Proposers were allowed to submit offers for either one or both regions, but a Proposer cannot be recommended for contract award for more than one region.

The RFP was issued with a Race Conscious Disadvantaged Business Enterprise (RC DBE) goal of 30%. It was also subject to the DBE Contracting Outreach and Mentoring Plan (COMP), which requires selected contractors to mentor at least two (2) DBE firms for protégé development.

Six amendments were issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on October 25, 2022, waived the required 10% payment retention, revised Exhibit A - Scope of Services, updated Exhibit A.1 - Service Levels and Requirements, and revised Exhibit 2 - Schedule of Quantities and Prices;
- Amendment No. 2, issued on November 2, 2022, extended the proposal due date, updated Exhibit A.1 – Service Levels and Requirements, and revised Exhibit 2 - Schedule of Quantities and Prices;
- Amendment No. 3, issued on November 9, 2022, extended the proposal due date, updated Exhibit A - Scope of Services and revised Exhibit 2 - Schedule of Quantities and Prices;
- Amendment No. 4, issued on April 4, 2023, updated Exhibit A - Scope of Services, adjusted Exhibit A.1 – Services Levels and Requirements, and amended Exhibit 2 - Schedule of Quantities and Prices;
- Amendment No. 5, issued on April 5, 2023, revised Exhibit 2 – Schedule of Quantities and Prices – South Region only to adjust vehicle count; and
- Amendment No. 6, issued on May 31, 2023, adjusted Exhibit A.1 – Services Levels and Requirements and revised Exhibit 2 – Schedule of Quantities and Prices.

A virtual Pre-Proposal Conference was held on September 29, 2022, and was attended by 11 participants, representing five firms. There were 60 questions received, and responses were provided prior to the proposal due date.

A total of 47 firms downloaded the RFP and were included on the planholders' list.

Proposals were received by November 16, 2022, and are listed below in alphabetical order:

#### North Region

1. Diligent Protection Group Inc.
2. Inter-Con Security Systems, Inc.
3. RMI International, Inc.
4. Universal Protection Service LP, dba Allied Universal Security Services

#### South Region

1. Diligent Protection Group Inc.
2. Inter-Con Security Systems, Inc.
3. RMI International, Inc.
4. Universal Protection Service LP, dba Allied Universal Security Services

### **B. Evaluation of Proposals**

A Proposal Evaluation Team (PET) consisting of staff from System Security and Law Enforcement, Office of the Chief Executive Officer, Operations, and Office of



Management and Budget, was convened and conducted a comprehensive technical evaluation of the proposals received.

On November 18, 2022, the PET met to review the evaluation criteria package, process confidentiality and conflict of interest forms and take receipt of the proposals to initiate the evaluation phase. Evaluations were conducted from November 18, 2022, through December 12, 2022.

The PET evaluated all proposals based on the following evaluation criteria and weights:

- Experience and Qualifications of the Firm 20%
- Experience and Qualifications of Key Personnel 20%
- Understanding and Approach to the Work 36%
- DBE Contracting Outreach & Mentor Protégé Approach 4%
- Price Proposal 20%

The evaluation criteria are appropriate and consistent with criteria developed for similar procurements. Several factors were considered in developing these weights, giving the greatest importance to the understanding and approach to the work.

On December 12, 2022, the PET reconvened and determined proposals within the competitive range per region that are listed below in alphabetical order:

#### North Region

1. Inter-Con Security Systems, Inc.
2. RMI International, Inc.
3. Universal Protection Service LP, dba Allied Universal Security Services

#### South Region

1. Inter-Con Security Systems, Inc.
2. RMI International, Inc.
3. Universal Protection Service LP, dba Allied Universal Security Services

The proposals submitted by Diligent Protection Group Inc. for the North and South Regions were determined to be outside of the competitive range and were excluded from further consideration.

All firms within the competitive range were invited to make oral presentations on December 16, 2022. The Proposers' key team members had an opportunity to present their team's qualifications and to respond to the PET's questions.

**Qualifications Summary of Firms within the Competitive Range:**

**Inter-Con Security Systems, Inc.**

Inter-Con Security Systems, Inc., has been in business for 50 years. It currently provides security solutions to a number of local, state, and federal agencies across the United States, including transit authorities such as the Port Authority of New York and New Jersey (PANYNJ), the Chicago Transit Authority (CTA), and the San Diego Metropolitan Transit System (SDMTS).

**Universal Protection Service LP, dba Allied Universal Security Services**

Universal Protection Service LP, dba Allied Universal Security Services, has been operating in the Los Angeles market since 1970 and provides security services to local and county government clients, including the County of Los Angeles Sheriff, County of Los Angeles Department of Health Services, and Southern California Regional Rail Authority (Metrolink).

**RMI International, Inc.**

RMI International, Inc., has been in business for 26 years and has been providing infrastructure protection services to Metro since 2008. It has provided security services to numerous entities in the private and public sectors, including the City of Los Angeles Department of General Services and Department of Transportation, the Port of Long Beach, and the City of Downey.

Subsequently, Metro issued Amendments No. 4, 5 and 6 to adjust staffing levels to 50% unarmed protection guards and 50% armed protection guards and revise service level requirements. Revised proposals were requested from the firms within the competitive range only, in accordance with Metro's Acquisition Policy.

On June 2, 2023, Metro scored the revised price proposals in accordance with the RFP evaluation criteria and concluded the evaluation process. In consideration of the RFP cap which limited the number of contracts that may be awarded to a proposer to a single contract, the following firms are being recommended for contract award:

<b>Region</b>	<b>Recommended Firm</b>
North Region	Universal Protection Service LP, dba Allied Universal Security Services
South Region	Inter-Con Security Systems, Inc.

For the South Region, contract award is being recommended to the second ranked firm because of the RFP cap, which limited the number of contracts that may be awarded to a proposer.

The following is a summary of the PET scores.

**North Region**

<b>1</b>	<b>Firm</b>	<b>Average Score</b>	<b>Factor Weight</b>	<b>Weighted Average Score</b>	<b>Rank</b>
<b>2</b>	<b>Universal Protection Service LP, dba Allied Universal</b>				
<b>3</b>	Experience and Qualifications of the Firm	91.00	20%	18.20	
<b>4</b>	Experience and Qualifications of Key Personnel	90.65	20%	18.13	
<b>5</b>	Understanding and Approach to the Work	87.33	36%	31.44	
<b>6</b>	DBE Contracting Outreach & Mentor Protégé Approach	50.00	4%	2.00	
<b>7</b>	Price Proposal	100.00	20%	20.00	
<b>8</b>	<b>Total</b>		<b>100.00%</b>	<b>89.77</b>	<b>1</b>
<b>9</b>	<b>Inter-Con Security Systems, Inc.</b>				
<b>10</b>	Experience and Qualifications of the Firm	93.00	20%	18.60	
<b>11</b>	Experience and Qualifications of Key Personnel	90.65	20%	18.13	
<b>12</b>	Understanding and Approach to the Work	87.33	36%	31.44	
<b>13</b>	DBE Contracting Outreach & Mentor protégé Approach	25.00	4%	1.00	
<b>14</b>	Price Proposal	98.90	20%	19.78	
<b>15</b>	<b>Total</b>		<b>100.00%</b>	<b>88.95</b>	<b>2</b>
<b>16</b>	<b>RMI International, Inc.</b>				
<b>17</b>	Experience and Qualifications of the Firm	84.00	20%	16.80	
<b>18</b>	Experience and Qualifications of Key Personnel	84.65	20%	16.93	
<b>19</b>	Understanding and Approach to the Work	83.33	36%	30.00	
<b>20</b>	DBE Contracting Outreach & Mentor Protégé Approach	75.00	4%	3.00	
<b>21</b>	Price Proposal	94.75	20%	18.95	
<b>22</b>	<b>Total</b>		<b>100.00%</b>	<b>85.68</b>	<b>3</b>

**South Region** <sup>1/</sup>

<b>1</b>	<b>Firm</b>	<b>Average Score</b>	<b>Factor Weight</b>	<b>Weighted Average Score</b>	<b>Rank</b>
<b>2</b>	<b>Universal Protection Service LP, dba Allied Universal</b>				
<b>3</b>	Experience and Qualifications of the Firm	91.00	20%	18.20	
<b>4</b>	Experience and Qualifications of Key Personnel	90.00	20%	18.00	
<b>5</b>	Understanding and Approach to the Work	87.33	36%	31.44	
<b>6</b>	DBE Contracting Outreach & Mentor Protégé Approach	50.00	4%	2.00	
<b>7</b>	Price Proposal	100.00	20%	20.00	
<b>8</b>	<b>Total</b>		<b>100.00%</b>	<b>89.64</b>	<b>1</b> <sup>1/</sup>
<b>9</b>	<b>Inter-Con Security Systems, Inc.</b>				
<b>10</b>	Experience and Qualifications of the Firm	93.00	20%	18.60	
<b>11</b>	Experience and Qualifications of Key Personnel	90.65	20%	18.13	
<b>12</b>	Understanding and Approach to the Work	87.33	36%	31.44	
<b>13</b>	DBE Contracting Outreach & Mentor Protege Approach	25.00	4%	1.00	
<b>14</b>	Price Proposal	99.05	20%	19.81	
<b>15</b>	<b>Total</b>		<b>100.00%</b>	<b>88.98</b>	<b>2</b> <sup>1/</sup>
<b>16</b>	<b>RMI International, Inc.</b>				
<b>17</b>	Experience and Qualifications of the Firm	85.00	20%	17.00	
<b>18</b>	Experience and Qualifications of Key Personnel	86.65	20%	17.33	
<b>19</b>	Understanding and Approach to the Work	83.33	36%	30.00	
<b>20</b>	DBE Contracting Outreach & Mentor Protégé Approach	75.00	4%	3.00	
<b>21</b>	Price Proposal	94.95	20%	18.99	
<b>22</b>	<b>Total</b>		<b>100.00%</b>	<b>86.32</b>	<b>3</b>

1/ Award is being recommended to the second top-ranked firm due to the RFP cap which limited the number of contracts that may be awarded to a proposer to a single contract.

### C. Price Analysis

#### North Region

The recommended award amount has been determined to be fair and reasonable based on adequate price competition, Independent Cost Estimate (ICE), price analysis, technical analysis, and fact-finding. Universal Protection Service LP, dba Allied Universal Security Services' total price is 4% lower than Metro's ICE.

	Proposer Name	Proposal Amount			Metro ICE	Award Amount
		Base	Option	Total		
1.	Universal Protection Service LP, dba Allied Universal Security Services	\$111,266,844	\$49,171,427	\$160,438,271	\$167,555,826	\$111,266,844
2.	Inter-Con Security Systems, Inc.	\$112,418,657	\$49,767,399	\$162,186,056		
3.	RMI International, Inc.	\$117,365,925	51,941,707	\$169,307,632		

The price proposal evaluation was based on the total proposal amount, inclusive of one, two-year option. This Board action recommends contract award for the base term only.

#### South Region

The recommended award amount has been determined to be fair and reasonable based on adequate price competition, ICE, price analysis, technical analysis, and fact-finding. Inter-Con Security Systems, Inc.'s total price is 3% lower than Metro's ICE.

	Proposer Name	Proposal Amount			Metro ICE	Award Amount
		Base	Option	Total		
1.	Inter-Con Security Systems, Inc.	\$85,972,439	\$38,052,267	\$124,024,706	\$127,972,883	\$85,972,439
2.	Universal Protection Service LP, dba Allied Universal Security Services	\$85,217,792	\$37,604,298	\$122,822,090		
3.	RMI International, Inc.	\$89,670,127	\$39,676,057	\$129,346,184		

The price proposal evaluation was based on the total proposal amount, inclusive of one, two-year option. This Board action recommends contract award for the base term only.

#### **D. Background on Recommended Contractors**

##### North Region

The recommended firm for the North region, Universal Protection Service LP, dba Allied Universal Security Services (Allied Universal), headquartered in Santa Ana, California, has been providing security services in the County of Los Angeles since 1970.

Allied Universal's proposed Project Manager has nearly 40 years of combined military and law enforcement experience. The Allied Universal team includes three DBE subcontractors: Cherub Executive Service, National Eagle Security, Inc., and Montano Security.

##### South Region

The recommended firm for the South region, Inter-Con Security Systems, Inc., (Inter-Con), headquartered in Pasadena, California, was founded in 1973. Inter-Con is a family-owned and operated company that operates in North and South America, Africa, and Europe.

Inter-Con's proposed Project Manager has 13 years of combined military and security experience serving numerous industries and regions within California, including public transit, utilities, and banking. The Inter-Con team includes two DBE subcontractors: Supreme Security Services, Inc., and Absolute International Security.

Inter-Con supported Metro's Infrastructure Protection Program from 2003 until 2008, during which time they provided armed personnel to select portions of the rail system, inclusive of the A and C lines, Park-N-Ride lots, Metro construction sites, Metro operating divisions, and other Metro properties.

## DEOD SUMMARY

## INFRASTRUCTURE PROTECTION SERVICES / PS93158000 and PS93158001

**A. Small Business Participation (North Region)**

The Diversity and Economic Opportunity Department (DEOD) established a 30% Disadvantaged Business Enterprise (DBE) goal for this solicitation. Universal Protection Service LP dba Allied Universal exceeded the goal by making a 32% DBE commitment.

<b>Small Business Goal</b>	<b>30% DBE</b>	<b>Small Business Commitment</b>	<b>32% DBE</b>
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	<b>DBE Subcontractors</b>	<b>Ethnicity</b>	<b>% Committed</b>
1.	Cherub Executive Service	African American	10.66%
2.	National Eagle Security	African American	10.66%
3.	Montano Security	Hispanic American	10.66%
<b>Total Commitment</b>			<b>32% (rounded)</b>

**B. Small Business Participation (South Region)**

The Diversity and Economic Opportunity Department (DEOD) established a 30% Disadvantaged Business Enterprise (DBE) goal for this solicitation. Inter-Con Security made a 30% DBE commitment.

<b>Small Business Goal</b>	<b>30% DBE</b>	<b>Small Business Commitment</b>	<b>30% DBE</b>
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	<b>DBE Subcontractors</b>	<b>Ethnicity</b>	<b>% Committed</b>
1.	Supreme Security Services	African American	22%
2.	Absolute International Security	Asian Pacific American	8%
<b>Total Commitment</b>			<b>30%</b>

**C. Local Small Business (LSBE) Preference**

The LSBE Preference program is not applicable on this federally funded solicitation (North and South Regions), as federal law prohibits the use of local preferences in contracting. For informational purposes only, the following DBE firms are also

LSBE: National Eagle Security, Montano Security, and Absolute International Security.

**D. Contracting Outreach Mentoring Plan (COMP)**

To be responsive, Proposers were required to submit a Contracting Outreach and Mentoring Plan (COMP) including strategies to mentor for protégé development two (2) DBE firms for Mentor-Protégé development. Inter-Con Security proposed to mentor the following (2) protégés: Supreme Security Services (DBE), and Absolute International Security (DBE). Allied Universal proposed to mentor the following (3) protégés: Cherub Executive Service (DBE), National Eagle Security (DBE), and Montano Security (DBE).

**E. Living Wage and Service Contract Worker Retention Policy Applicability**

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is applicable to this contract. Metro staff will monitor and enforce the policy guidelines to ensure that applicable workers are paid at minimum, the current Living Wage rate of \$23.81 per hour (\$18.04 base + \$5.77 health benefits), including yearly increases. The increase may be up to 3% of the total wage, annually. In addition, contractors will be responsible for submitting the required reports for the Living Wage and Service Contract Worker Retention Policy and other related documentation to staff to determine overall compliance with the policy.

**F. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

**G. Project Labor Agreement/Construction Careers Policy**

Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.





# Infrastructure Protection Services Contract Award

GINA OSBORN

CHIEF SAFETY OFFICER

# Proposed Action and Recommendations

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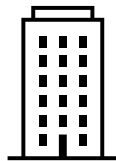
- Award two (2) contracts to provide infrastructure protection services to the North and South Regions of the Metro system for five-year base term, effective July 1, 2023, to allow for a three-month mobilization period.
- North Region:  
Universal Protection Service LP dba Allied Universal Security Services, in an amount not-to-exceed **\$111,266,844** for the five-year base period.
- South Region:  
Inter-Con Security Systems, Inc., in an amount not-to exceed **\$85,972,439** for the five-year base period.

# IPS – North and South Regions

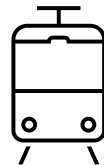
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- With the need to increase the visible protection presence throughout the system, it has been determined that proposing two (2) separate contracts for security services will allow for increased coverage of staffing.
- The North and South award recommendation is a key enhancement to existing staff levels and assigning security protection in areas previously understaffed.
- This recommendation supports the following priorities:

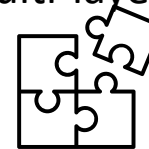
Safeguarding critical infrastructure



Improving security at bus/rail maintenance facilities



Engagement with Metro Transit Ambassadors and Homeless Outreach Teams as part of the multi-layered safety strategy



# Contract Staffing Model

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- This new contract model will allow for increased coverage of our infrastructure needs.
- By having two separate security contracts to provide coverage within their assigned regions will ensure posts are filled.

	STAFF COUNT	DAILY HOURS	ANNUAL HOURS
<b>CURRENT CONTRACT</b>	261	2,093	763,984

	STAFF COUNT	DAILY HOURS	ANNUAL HOURS
<b>NORTH</b>	222	1,488	543,120
<b>SOUTH</b>	150	1,104	402,960
<b>TOTAL</b>	372	2,592	946,080