



Date: December 17, 2018

To: Thomas J. Bonfield, City Manager
Through: Keith Chadwell, Deputy City Manager
From: Terry Bellamy, Transportation Director
Subject: Unarmed Security Guard Officers Contract with Universal Protection Services, LLC

Executive Summary

The Transportation Department’s Office of Parking Management operates five (5) public parking garages in Downtown Durham. The management and operation of the parking facilities includes procurement of security guard personnel to ensure a safe and secure parking experience for the patrons of the garages.

As the Transportation Department prepares to insource the overall management of parking operations and related operations from the parking management contractor, the Department issued a RFP for Unarmed Security Guard Services on September 5, 2018. The Department received six (6) responses to the solicitation on October 5, 2018 from professional security services firms.

After an RFP process, the proposed security contracts were evaluated. A three-person panel reviewed the technical proposal and analyzed the associated cost proposals. The panel scored each company based on six (6) critical areas – Understanding of the Project, Methodology Used for the Project, Management Plan, Experience and Qualifications, Score of Work Requirements, and Cost. Based on these criteria, Universal Protection Services, LLC was selected as the vendor of choice for this contract.

The base cost proposal of \$2,703,439.20 includes the provision of unarmed security guards seven days per week, twenty-four hours per day in the five (5) City-owned parking garages, (i.e., Chapel Hill Street Parking Garage, Church Street Parking Garage, Corcoran Street Parking Garage, Durham Centre Parking Garage and the new Morgan/Rigsbee Parking Garage).

Recommendation

The Department recommends that the City Council authorize the City Manager to execute a contract with Universal Protection Services, LLC for an initial two-year period with a one-year option period, for a total contract amount not to exceed \$2,703,439.20.

Background

The purpose of a parking facility is to provide a safe place to park cars so that users can go about their primary business of working, learning, shopping, recreation, medical care or whatever activity brought them to the location.

Security is often in the forefront of concern for most people. According to the National Parking Association, “security is a major key to the success of any facility because parking patrons’

desire to park in safe facilities. They will not frequent a parking facility they perceive as unsafe, whether that perception is based on reality or false beliefs.”

To this end, the Transportation Department conducted a security assessment of its parking facilities and how customers perceived them as a component of the 2013 Comprehensive Parking Study. During the public and stakeholder outreach efforts, an item of interest emerged centered on security in and around downtown parking facilities. At that time, there was a perception of a lack of security, especially in the parking garages, primarily attributed to the level of security presence.

In response, the Transportation Department enhanced garage security by ensuring that each parking garage had a dedicated security guard providing patrol presence 24 hours each day, seven days per week in 2014.

The Transportation Department has utilized contract vendors to perform unarmed security guard services at City-owned and operated parking garages. The decision to utilize unarmed security guards was based on results of public and stakeholder outreach efforts and industry best practice. Unarmed security guards safeguard City facilities and assets while protect parking customers’ assets and property from criminal activity. The unarmed security personnel perform the functions of observation, detection, reporting, and/or notification to the appropriate City and/or law enforcement representative.

Issues and Analysis

The safety and security of parking customers is a top priority for the Transportation Department. The decision to utilize unarmed security guards was made given a myriad of reasons. An unarmed security guard is more useful in situations where you are looking to prevent issues such as trespassing, vandalism/graffiti, and transients. Unarmed security officers can be less threatening to visitors and become more of an ambassador for parking operations while still offering a proactive security solution. It has been the experience that unarmed security guards have provided a similar level of deterrence as an armed guard, though it would provide less of an “intimidation” factor to the general public.

The RFP Selection Committee’s recommendation to enter a contract with Universal Protection Service, LLC was based on the qualifications of the firm and a cost analysis. Universal Protection Service, LLC presented the most comprehensive technical proposal and the lowest cost for uniformed, unarmed security guard services. A summary of information concerning evaluation criteria cost of service, scoring, qualifications and contract features are provided.

The technical proposal provided each respondent firm the opportunity to present the level of service the City would receive through its proposed services. Within the level of service presented, each firm was evaluated within the following areas:

Rating Criteria

- Understanding of the Project
- Methodology Used for the Project
- Management Plan for the Project
- Experience and Qualifications
- Scope of Work Requirements
- Contract Cost

RFP Evaluation Summary

Name of Firm	Technical	Cost	Total	Rank
Allied Universal	583	100	683	1
American Guard	520	40	560	5
East Coast Protective	568	80	648	2
NightHawk	577	60	637	3
Professional Security	375	20	395	6
Walden	583	0	583	4

Although this Contract was not awarded to Universal Protection Service, LLC, pursuant to, or conditioned upon compliance with Article II of Chapter 18 of the Durham City Code (“City’s Livable Wage Ordinance”), Universal Protection Service, LLC agrees to pay a minimum compensation to its employees, whether fulltime, part time or hourly, equal to or greater than the City of Durham’s liveable wage as may be adjusted by the City during the term of this Agreement. Universal Protection Service, LLC shall contractually require its subcontractor(s) to comply with these same requirements for subcontractor employees.

Alternatives

The Transportation Department recommends proceeding with the contract for Uniformed, Unarmed Security Guard Services to provide enhanced levels of safety and security that are in the City’s best interest.

Alternatives could include deferring and/or eliminating the project. Deferring the project could result in loss or damage to parking customers’ and/or City property while not proceeding with the project could result in decreased safety for individuals working, living and/or visiting Downtown Durham.

Financial Impact

Funding is currently allocated in the approved FY 2018-2019 Parking Operations Annual Budget, Special Contractual Services, 58004200-728600.

Equal Business Opportunity Summary

The Equal Opportunity/Equity Assurance Department reviewed the proposal submitted by Universal Protection Security Services, LLC and determined that they are in compliance with the Ordinance to Promote Equal Business Opportunities in City of Durham Contracting.

M/W UBE REQUIREMENTS

No MUBE or WUBE goals were set. This is a project in which there were insufficient subcontracting opportunities identified by the department. In the absence of subcontracting opportunities there were no goals set.

WORKFORCE STATISTICS

Total Workforce:

Employment Category	Total Employees	Total Males	Total Females
Executive Officials and Managers	1	1	0
Officials and Managers	51	45	6
Professional	1	1	0
Technicians	1	0	1
Sales Workers	3	2	1
Clerical	11	8	3
Craft Workers	0	0	0
Operatives	0	0	0
Labor	0	0	0
Service	1961	1260	701
Total	2029	1317	712

Male:

Employment Category	White	Black	Hispanic	Asian or Pacific Islander	Indian or Alaskan Native	Two or More Races*
Executive Officials and Managers	1	0	0	0	0	0
Officials and Managers	28	14	2	1	0	0
Professional	1	0	0	0	0	0
Technicians	0	0	0	0	0	0
Sales Workers	2	0	0	0	0	0
Clerical	7	1	0	0	0	0
Craft Workers	0	0	0	0	0	0
Operatives	0	0	0	0	0	0
Labor	0	0	0	0	0	0
Service	530	646	39	16	13	16
Total	569	661	41	17	13	16

Female:

Employment Category	White	Black	Hispanic	Asian or Pacific Islander	Indian or Alaskan Native	Two or More Races*
Executive Officials and Managers	0	0	0	0	0	0
Officials and Managers	3	2	1	0	0	0
Professional	0	0	0	0	0	0
Technicians	1	0	0	0	0	0
Sales Workers	1	0	0	0	0	0
Clerical	2	1	0	0	0	0
Craft Workers	0	0	0	0	0	0
Operatives	0	0	0	0	0	0
Labor	0	0	0	0	0	0
Service	171	484	17	5	8	16
Total	178	487	18	5	8	16

Attachments

Exhibit A: Contract with Universal Protection Services, LLC

Exhibit B: Cost Summary Table

Exhibit C: EOE Compliance Report