



**Valley Transit**

CONNECTING THE FOX CITIES

## Memorandum

**TO:** Fox Cities Transit Commission  
**FROM:** Ron McDonald, General Manager  
**DATE:** March 19, 2020  
**RE:** Award Recommendation for Security Services

### **BACKGROUND**

Valley Transit utilizes a contractor, STAR Protection & Patrol, to provide a security officer at the downtown Appleton Transit Center and adjacent areas. The current agreement with Star Protection and Patrol was established in April of 2019 as an emergency procurement under city policy. The emergency procurement was necessary to maintain security services at the transit center after the previous partnership for security services with Appleton Downtown Inc ended abruptly. Valley Transit is now required to undertake a formal competitive procurement process for this service.

In preparation for this procurement, Valley Transit staff drafted a request for proposal (RFP) document to solicit proposals from security services vendors. The RFP's scope of work took into consideration elements from procurement documents used by other transit systems that utilize contracted security officers to patrol transit facilities. The scope of work also addressed all procedures, post orders, training and equipment utilized by the current officers assigned to the project.

The final RFP document was posted to the public on February 7, 2020. It was sent directly to known vendors; posted on Valley Transit's website; posted on the State of Wisconsin's Vendornet system; and advertised in the *Post-Crescent*. Proposals were due on March 11, 2020. Three proposals were received: Sakom Services WI LLC (Appleton, WI); STAR Protection & Patrol (Oshkosh, WI); and Tri-Bolt, LLC (New Franken, WI).

All three proposals met the mandatory requirements and moved forward in the evaluation process.

### **ANALYSIS**

An evaluation team was assembled to review the written proposals and costs. Each proposal was evaluated based on the vendor's experience/qualifications, standard post orders & policies, training and cost.

After considering all factors, the evaluation team unanimously concluded that STAR Protection & Patrol (Oshkosh, WI) had proposed the best service and value for Valley Transit.

STAR Protection & Patrol had experience providing security officers at the transit center as the incumbent over the past year and has an additional 3 years of experience at the Appleton Public Library. The City of Appleton Police Department has had a working relationship with STAR Protection & Patrol due to their interaction at the transit center and other city events. STAR Protection & Patrol's proposal was well-organized and included a clear training program with continuing training annually for officers. STAR Protection & Patrol proposed daily supervisor contact and weekly site visits of assigned officers. STAR also proposed to continue

monthly meetings (or as needed) between Valley Transit management staff and STAR's supervisor to review and improve the service.

STAR Protection & Patrol's cost per hour was the lowest for all contract years among the three proposals received.

**FISCAL IMPACT**

Valley Transit's 2020 budget includes \$45,000 for contracted security service. The project will have a total year-one fiscal impact of \$41,600, which is 8% under budget.

STAR Protection & Patrol's cost proposal includes an annual increase of 3% to their cost per hour in years 2-5 of the contract.

**RECOMMENDATION**

Staff recommends authorization for Valley Transit to enter into a 3-year contract with two 1-year optional extensions with STAR Protection & Patrol to provide security services.