



Memorandum

TO: Fox Cities Transit Commission
FROM: Ron McDonald, General Manager
DATE: March 20, 2025
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 ends June 30, 2025.

In preparation for this procurement, Valley Transit staff developed a request for proposal (RFP) to select a contractor to provide this service. Staff considered lessons learned, competencies required by the next contractor, and incorporated these areas into the RFP.

The RFP document was sent directly to known vendors; posted on Valley Transit's website and posted on the State of Wisconsin's Vendornet system. Proposals were due on February 21, 2025. Two proposals were received: STAR Protection & Patrol (Oshkosh, WI); and Total Security & Safety (Oshkosh, WI).

Both 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 several years. The City of Appleton Police Department has 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.

The Total Security & Safety proposal was considered not responsive to the main written portion of the RFP as it did not address many required questions.

FISCAL IMPACT

Valley Transit's 2025 budget includes adequate funding for contracted security service. The project will have a total year-one fiscal impact of approximately \$96,000, which is the current budget.

STAR Protection & Patrol's cost proposal includes an annual increase of approximately 5% to their cost per hour in years 2-4 of the contract.

RECOMMENDATION

Staff recommends authorization for Valley Transit to enter into a 4-year contract with three 1-year optional extensions with STAR Protection & Patrol to provide security services.