



APPLETON PUBLIC LIBRARY
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TO: Members of the Appleton Public Library Board of Trustees

FROM: Colleen Rortvedt, Library Director

DATE: April 10, 2019

RE: Request to award single source safety and security services to Star Protection and Patrol for the balance of 2019 in an amount not to exceed \$43,905.

The Appleton Public Library (“library”) contracts with a security company to improve the public and staff perception of safety at the library, attempt to reduce the number of incidents recorded during the year, and allow library staff to focus on their direct work rather than on security functions.

In March 2018 the library contracted with Securitas USA to address security and behavior issues. We are now seeking to make a change for several reasons. The Washington Square collaboration is evaluating a different security service arrangement and Valley Transit will be moving to a different security service, Star Protection and Patrol (“Star”).

Within the library, because of issues with coverage and oversight regarding turnover, communication, gaps in coverage and the struggle to find guards that are a good fit for the library environment, we provided notice that the library will be terminating the contract with Securitas USA. I am requesting approval to sole source the contract to Star.

Star provides comprehensive training, oversight and supervision of their guards and commit to regular in person meetings with clients to ensure needs are being met. They are able to customize our post orders to ensure that guards are aware of the unique needs that the library requires, and they provide unannounced inspections of their guards, back-up officers and regular supervision and inspection of their staff. In addition, having guards from the same company that is providing service at Valley Transit is beneficial. Finally, their hourly rate is \$20.00 an hour.

The budget for security services is paid from the Library Administrations service contracts account (16010.659900) which included budgeted funds of \$32,625 for 2019. The April Budget Amendment includes moving \$20,000 from the Network Service’s budget (16033.641800) into the Library Administration account to support security.

I request approval to award single source safety and security services contract in an amount not to exceed \$43,905 to Star Protection and Patrol due to their customized and comprehensive approach. The contract may commence as soon as Securitas USA ceases service.