

Staff Summary Report

Council Meeting Date: 10-02-2008

Agenda Item Number: _____

SUBJECT: Request to award two-year contracts with three, one-year renewal options to The Wackenhut Corporation and Truly Every Assignment Matters, LLC to provide armed and unarmed security officer services at various facilities, properties, and special events. These contracts will be utilized by various departments throughout the City.

DOCUMENT NAME: 20081002fsts09 **PURCHASES (1004-01)**

SUPPORTING DOCS: Yes

COMMENTS: (RFP 08-185) Total cost for this contract shall not exceed \$1,500,000 during the initial two-year contract period.

PREPARED BY: Ted Stallings, CPPB, Procurement Officer, 480-350-8617

REVIEWED BY: Jerry Hart, Financial Services Manager, 480-350-8505
Michael Greene, CPM, Central Services Administrator, 480-350-8516
Laura Guerrero, Risk Manager, 480-350-2916
Chris Hansen, Safety and Risk Coordinator, 480-350-2904
Don Hawkes, Water Utilities Manager, 480-350-2631
Steve Fay, WUD Security Coordinator, 480-350-2698
Miyoung Kim, Planning and Research Analyst, 480-350-2631
Tom Ryff, Police Chief, 480-350-8214
Ray Hardy, Commander, 480-858-6285
Mary Anders, Police Plan & Research Supervisor, 480-350-8471
Glen Kephart, Public Works Manager, 480-350-8205
Carlos De Leon, Deputy Public Works Manager, 480-350-8527
Richie Hernandez, Sr. Traffic Engineer Tech, 480-350-8547
Tom Canasi, Community Services Manager, 480-350-5305
Don Fassinger, Cultural Facilities Administrator, 480-350-2881

**LEGAL REVIEW AS
TO CONTRACT FORM
ONLY:** N/A

FISCAL NOTE: Sufficient funds have been appropriated in various City-wide cost centers.

RECOMMENDATION: Award the contracts.

ADDITIONAL INFO: Request for Proposal # 08-185 was issued to establish a contract for armed and unarmed security officer services at City facilities, properties, and special events. A total of eleven firms responded to this opportunity. An evaluation committee comprised of Community Services, Police, Public Works, Risk Management, Water Utilities and Procurement staff reviewed the proposals. It is the recommendation of the committee to award contracts to The Wackenhut Corporation and Truly Every Assignment Matters, LLC, the overall high scorers. The Wackenhut Corporation will provide security officer services for City facilities and properties. Both firms will provide security officer services for special events based upon each firm's pricing and expertise.

Vendor's Proposal Offer

IS REQUIRED that Proposal Offeror COMPLETE, SIGN and SUBMIT the original of this form to the City Procurement Office with the proposal response offer. An unsigned "Vendor's Proposal Offer", late proposal response and/or a materially incomplete response will be considered non-responsive and rejected.

Proposal offeror is to type or legibly write in ink all information required below.

Proposal Offeror's Company Name The Wackenhut Corporation
Company Mailing Address 3410 E. University Drive, Suite 180, Phoenix, AZ 85034
Company Street Address 3410 E. University Drive, Suite 180, Phoenix, AZ 85034
Proposal Offeror Contact Andrew L. Eisaman Title: Manager, Field Support, Western Region
Contact's Phone No. 602-431-0020 E-mail Address aeisaman@wackenhut.g4s.com

Proposal Offeror's Company Tax Information:

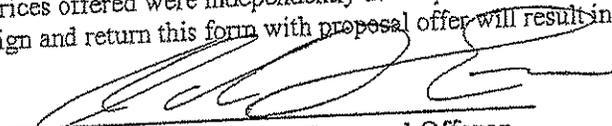
Arizona Transaction Privilege (Sales) Tax No. _____ or
Arizona Use Tax No. 99-141015-Y
Federal I.D. No. 59-0857245
City & State Where Sales Tax is Paid Phoenix, AZ

THIS PROPOSAL IS OFFERED BY Authorized

Proposal Offeror (Type or Print in ink) Andrew L. Eisaman
Proposal Offeror's Title (Type of Print in ink) Manager, Field Support Western Region
Date 6/27/08

REQUIRED SIGNATURE OF AUTHORIZED PROPOSAL OFFEROR (Must Sign in Ink)

By signing this Proposal Offer, Offeror acknowledges acceptance of all terms and conditions contained herein and that prices offered were independently developed without consultation with any other offeror or potential offeror. Failure to sign and return this form with proposal offer will result in a non-responsive proposal.


Signature of Authorized Proposal Offeror

6/27/08
Date

Proposal Questionnaire

Firms Qualifications

1. Company Dispatch Center (Customer Support Center)

The Wackenhut Corporation
3410 E. University Drive, Suite 180
Phoenix, Arizona 85034
602-431-0020
602-454-0870 Fax

Hours & days of operations

Response: Business Hours: 8:30am to 5pm Monday through Friday

Hours & Days phones are answered by company employees

Response: 24hours X 365 days per year: See Wackenhut National Call Center

Hours & days calls are answered by answering service

Response: None, See Wackenhut National Call Center

Hours and days calls are answered by voice messaging

Response: None, See Wackenhut National Call Center

Wackenhut National Call Center (WNCC)

The WNCC receives records, dispatches and documents action for calls received after business hours from customers and employees.

The WNCC records all calls as follows

- ⇒ Time of Call
- ⇒ Caller
- ⇒ Reason for call
- ⇒ Who call was dispatched and response time
- ⇒ Action and outcome of call
- ⇒ Time call was cleared

The WNCC is staffed by full time professional WNCC operators and calls are typically cleared within 30 minutes from start to finish.

2. List designated Contract Manager who will be responsible for managing all work provided by any resulting contract

Contract Manager: Larry Pablo, General Manager - Phoenix Metro Area
Phone Number: 602-431-0020
Cell Phone Number: 602-363-8882
Fax Number: 602-454-0870 Fax
E-Mail: lpablo@wackenhut.g4s.com

Larry Pablo (Continued)

Mr. Pablo joined The Wackenhut Corporation (TWC) in 2004 after a 29 year career with the USAF where he attained the rank of Chief Master Sergeant (E-9) assigned to special operations . Mr. Pablo began his career with TWC as a Custom Protection Officer (CPO) and rapidly advanced through the ranks to the position of Sr. Operations Manager in 2006 for the State of Nevada encompassing over 700 subordinate Managers, Supervisors and Uniformed Officers, as Sr. Ops Mgr Larry Directed, Supervised and Managed all uniformed Security Services provided reporting to the Nevada General Manager. On June 16th 2008, Mr. Pablo was elevated to General Manager- Metro Phoenix Area and assumed his new post on 6-23 at the Phoenix Office. As General Manager, Larry will be the most senior official for TWC in Phoenix reporting to the Regional Vice President – Robert L. Bobo. Mr. Pablo holds Bachelors Degree in Criminal Justice is pursuing his Masters Degree and has completed extensive specialized management training.

3. Will your company use subcontractors

Response: No

4. Has your company ever defaulted on a similar type of contract

Response: No

5. Has your company declared any form of bankruptcy within the last five years

Response: No

6. Provide a copy of your firms current agency license authenticated by the Arizona Department of Public Safety authorizing contractor to conduct the business of private Security Officer service pursuant to Title 32, Chapter 26

Response: See Tab 2

7. Has there been any recent (within the past three (3) years) or current legal (criminal or civil) action against you.

Response: As a major corporation, TWC responds to legal matters as a routine course of doing business. None of these issues has affected TWC's ability to operate nor have these issues been of a criminal nature.

8. Has your company received any complaints filed with the State of Arizona Department of Public Safety (DPS), Better Business Bureau (BBB) or the Equal Employment Opportunity Commission (EEOC)?

Response: No

9. Provide your firm's pre-assignment training program for all persons employed as Security Officer with your proposal response.

Response: See Tab 3

10. Provide your current employee count for following positions in your local Tempe/Phoenix Arizona office.

Sr. Management, Human Resources, Training, Administration and Operations	14
Supervision	22
Unarmed Security Officers	258
Armed Security Officers Critical Infrastructure Officers	101

Note: Wackenhut Standards are clearly defined based on level of officer required not armed VS unarmed. See Tab 4 Wackenhut Officer minimum Standards

Custom Protection Officer (CPO) Highest	Upscale Security Officer (USO) Mid Level	Traditional Security Officer (TSO) Lowest Level- not proposed
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11. Include the total number of active accounts currently receiving security guard services by your local Tempe/Phoenix Office.

Response: 77 local customer facilities

12. List three (3) Arizona customers for whom your firm has provided services of a similar scope and size as identified in this RFP, during the last 24 months. Include length of any contracts listed.

Response: See References Tab 1

13. Does your company accept all terms and conditions of this solicitation?

Response: See tab 5

14. If selected, will your company allow other government agencies to utilize this contract

Response: Any government entity within the City of Tempe may use this contract

Vendor's Proposal Offer

It is REQUIRED that Proposal Offeror COMPLETE, SIGN and SUBMIT the original of this form to the City Procurement Office with the proposal response offer. An unsigned "Vendor's Proposal Offer", late proposal response and/or a materially incomplete response will be considered non-responsive and rejected.

Proposal offeror is to type or legibly write in ink all information required below.

Proposal Offeror's Company Name **Truly Every Assignment Matters, LLC – T.E.A.M. Security**

Company Mailing Address **24 West 5th Street, Suite 101 Tempe, AZ 85281**

Company Street Address **1826 West 4th Street, Tempe, AZ 85281**

Proposal Offeror Contact: **Mick Hirko** Title **President**

Contact's Phone No. **480-829-8326** E-mail Address **Mick@teamsecurity.net**

Proposal Offeror's Company Tax Information:

Arizona Transaction Privilege (Sales) Tax No: **Make Parties Happen, Inc. 07-660087; G 03-0473133**

Arizona Use Tax No.: **Make Parties Happen, Inc. 07-660087; G 03-0473133**

Federal I.D. No. **58-2670968**

City & State Where Sales Tax is Paid **Tempe, Arizona**

THIS PROPOSAL IS OFFERED BY

Authorized Proposal Offeror (Type or Print in ink) **Mick Hirko**

Proposal Offeror's Title (Type of Print in ink) **President**

Date: **07/01/08**

REQUIRED SIGNATURE OF AUTHORIZED PROPOSAL OFFEROR (Must Sign in Ink)

By signing this Proposal Offer, Offeror acknowledges acceptance of all terms and conditions contained herein and that prices offered were independently developed without consultation with any other offeror or potential offeror. Failure to sign and return this form with proposal offer will result in a non-responsive proposal.



Signature of Authorized Proposal Offeror

07/01/08

Date

Form 201-B (RFP)
(H./RFP 3-2002)

RFP 08-185

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Proposal Questionnaire

Proposal offeror is to completely and honestly answer each of the following questions and where requested, provide supporting documents. Make sure you enclose your questionnaire responses and support materials with your proposed response.

Firms Qualifications

1. Company Dispatch Center: Address: 1826 W 4th Street, Tempe, AZ 85281

Phone Number(s): 480-829-8326

Answering Service: 602-433-8326

Patrol Services: 602-481-8326

Hours and days of operations? Hours: 24 Hours Days: 7 Days a Week

Hours and days calls are answered by company employees? Monday through Friday 10:00-18:00

Additionally, all of our Operations Managers are on call and available by cell phone 24 hours a day

Hours and days calls are answered by answering service? Monday - Thursday 18:00 - 10:00, Friday 18:00 - Monday 10:00.

Patrol Services answers and responds from 20:00 - 06:00 Monday -Sunday

Hours and days calls are answered by voice messaging Voice Message Services are only offered for employees.

Any and all client calls are answered by live operators.

2. List designated Contract Manager who will be responsible for managing all work provided by any resulting contract. (This individual shall be considered "Key Personnel.") Please submit resume with response.

Contract Manager Name: Mick Hirko

Phone Number: 480-829-8326

Cellular Phone: 602-397-1318

Fax Number: 480-736-8252

E-mail Address: Mick@teamsecurity.net

3. Will your company use subcontractors?
Yes No If yes, provide Sub-contractor(s) name, address, phone number and service(s) to provide.

4. Has your company ever defaulted on a similar type of contract?

Yes No If yes, please explain:

5. Has your company declared any form of bankruptcy within the last five (5) years?

Yes No If yes, please explain:

6. Provide a copy of your firms current agency license authenticated by the Arizona Department of Public Safety authorizing contractor to conduct the business of private Security Officer service pursuant to Title 32, Chapter 26 A.R.S. 32-2601.A. **License #1003644 - Attached**

7. Has there been any recent (within the past three (3) years) or current legal (criminal or civil) action against your company regarding the furnishing of Security Officer as requested in this solicitation?

Yes No If yes, explain nature of the legal action (attachment may be used).

8. Has your company received any complaints filed with the State of Arizona Department of Public Safety (DPS), Better Business Bureau (BBB) or the Equal Employment Opportunity Commission (EEOC)?

Yes No If yes, explain the results of the action (attachment may be used) There was one complaint filed against us by the Department of Public Safety, based on the specific legislative definition of a security guard and resulting licensure requirements. The matter has since been adjudicated and the complaint against us was dismissed. We are members of the Better Business Bureau in good standing with no complaints against us. We have no complaints with the Equal Employment Opportunity Commission, and are Equal Employment Opportunity Employers.

9. Provide your firm's pre-assignment training program for all persons employed as Security Officer with your proposal response.

All applicants undergo an initial evaluation based on the application. If they meet the minimum age demonstrate a proficiency in reading, writing, speaking, and comprehending English, as well as an appropriate work history, they are invited to an interview. Prior to the interview, we will conduct a basic criminal background investigation, checking public records in Arizona and any state that we know they may have resided or spent time in. Any discrepancy between what they put on their application and what our investigation may discover is a focal point of the interview.

Any obvious lies or intent to mislead are immediate cause for disqualification. Also during the course of the interview, we establish psychological and personality compatibility to the job requirements. We require a level-headedness, good customer service skills and good communication skills. We also eliminate aggressive candidates and those that are seeking to assert authority over others. There are several other personality disqualification factors stemming from the interview process.

If they pass the interview process, the candidate is invited to an 8 hour, Department of Public Safety compliant required classroom orientation. During the class, the candidates have to take several comprehension tests, including an overall one at the end of that class. Should they not pass any of comprehension tests, they may retake the entire class. Should they decline retaking the class, and not pass the tests, they will be eliminated from consideration and not hired.

Upon passing the written exams, the candidates are offered probationary employment. Any candidate offered probationary employment is considered as such for the first 300 hours of work. During this trial period, the candidate may not work unsupervised. They will either work one-on-one or in larger groups,

but not to exceed a 10:1 supervisor ratio. During their probationary period, all their work habits are evaluated; from punctuality, customer service skills, written and oral presentation, willingness to go beyond, attitude, body language, uniform and overall appearance. In other words, every aspect of their training and overall demeanor is evaluated. Additionally, they must have received their Arizona Department of Public Safety Security Guard card. At the completion of the 300 hour period, the candidate is eligible for a first formal evaluation and possible raise. At this time they are no longer considered probationary, and may continue with advanced training and non-directly supervised roles.

0. Provide your current employee count for following positions in your local Tempe/Phoenix Arizona office:

Administration/Management:	14
Supervisors:	40
Unarmed Security Officers:	260
Armed Security Officers:	16
Critical Area Security Officers:	20 (20 Additional in Training)

1. Include the total number of active accounts currently receiving security guard services by your local Tempe/Phoenix office? **236 (Current and Active)**

References

1. List three (3) Arizona customers for whom your firm has provided services of a similar scope and size as identified in this RFP, during the last 24 months. Include length of any contracts listed.

Reference One:

Name of Firm: **Live Nation**
Contact Person: **Terry Burke**
terryburke@livenation.com
Telephone Number: **602-870-5300** Fax Number: **602-870-5400**
Dates of Service: **1997 to Current**
Services Provided:

Facility and Access Control Security, Pass Control, CCTV Monitoring, Special Event Security, Overnight Security, Patrol Services, Magnetometer and Wanding – Searches, Pat down searches, Ushers, Ticket Takers, Customer Service Representatives, Executive Protection, Principle Escort, Parking, Cash & Ticket Reconciliation

Reference Two:

Name of Firm: **US Airways Center**
Contact Person: **Jon Bloom**
jbloom@phxses.com
Telephone Number: **602-379-2054** Fax Number: **602-379-7665**
Dates of Service: **1997 to Current**
Services Provided:

Facility and Access Control Security, Pass Control, Special Event Security, Patrol Services, Overnight Security, Magnetometer and Wanding – Searches, Pat down searches, Vehicle Searches, Ushers, Customer Service Representatives, Executive Protection, Principle Escort, Cash & Ticket Reconciliation

Reference Three:

Name of Firm: **City of Phoenix**
Contact Person: **Joe Swicklik**
joseph.c.swicklik@phoeniz.gov
Telephone Number: **602 261-8645** Fax Number: **602 534-3787**
Dates of Service: **1997 to Current**
Services Provided:

Facility and Access Security, Pass Control, Overnight Security, Special Event Security, Patrol Services, Pat down searches, Ticket Takers, Principle Escort & Protection, Parking

Overall response to RFP

1. Does your company accept all terms and conditions of this solicitation?

Yes No

2. If selected, will your company allow other government agencies to utilize this contract? Yes No