

Agenda Report

TO: CITY COUNCIL **DATE:** September 23, 2002

FROM: CYNTHIA J. KURTZ, CITY MANAGER

SUBJECT: AWARD CONTRACT TO ALLHEALTH SECURITY SERVICES IN AN AMOUNT NOT TO EXCEED \$140,000 FOR SECURITY SERVICES AT THE PASADENA COMMUNITY HEALTH CENTER

RECOMMENDATION:

It is recommended that City Council:

1. Authorize the City Manager to enter into a contract with ALLHealth Security Services, in an amount not to exceed \$140,000, for safety and security services at the Pasadena Community Health Center (PCHC) at 1845 North Fair Oaks Avenue for a period of one year. Competitive bidding is not required pursuant to City Charter Section 1002(F) contracts for professional or unique services.
2. Authorize the City Manager to extend the contract for up to three additional one-year periods, provided that any cost increases do not exceed the most recent 12 months change in the Consumer Price Index (CPI).

BACKGROUND:

The City of Pasadena Public Health Department is one of several health care entities operating at the Pasadena Community Health Center, a city-owned property at 1845 North Fair Oaks Avenue in Pasadena. Unarmed, on site security is utilized during all hours of operation due to the unique challenges associated with health services delivery and a commitment to the safety of all staff, clients and visitors to the building. With a total of five agencies and more than 60,000 visits/year, the Health Center has very specific environmental, operational, and logistical needs that must be met in order to ensure the security of employees and clients and the protection of property and assets on the premises. A highly capable security vendor that is prepared to meet these special needs is necessary in order for City staff to conduct business in a safe, non-threatening environment.

Using a competitive selection process, staff issued a request for proposal to 12 area security firms in June 2002. A total of four proposals were submitted, of which two were deemed non-responsive due to a lack of required security certification from the International Association for Healthcare Safety and Security. Based on the written proposals and agency interviews, three raters evaluated the remaining two applicants on their capacity to perform the scope of work, experience, organizational policies and procedures, ability to meet the unique needs of the

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Health Center, and fee schedule. ALLHealth Security Services' average cumulative score (90 out of a possible 100 points) was ten points higher than the other applicant, Healthcare Security Services; therefore, ALLHealth Security Services was selected for the contract.

Category	Possible Points	ALLHealth	Health Care Security Services
Applicant's capacity to perform scope of work and experience	40	38	32
Organizational policies and procedures	20	17	18
Schedule of fees and charges	35	35	30
Local Pasadena business preference	5	0	0
TOTAL POINTS	100	90	80

Under the new contract, ALLHealth will:

- Assure a safe, secure service delivery and work environment for City staff and the public.
- Maintain sensitivity to City services, clientele and staff at the Pasadena Community Health Center.
- Provide post coverage and interior and exterior patrols, including off site parking, during the day shift and swing shift, utilizing standard security practices such as general surveillance, escort service, and locking and opening of building.
- Assess and diffuse threatening situations and behaviors.
- Provide services designed to support the regulatory, legislative, and logistical requirements of a health care delivery agency, such as coordinating alarm tests, fire drills and evacuation with designated City personnel.
- Coordinate a security plan for the entire Pasadena Community Health Center complex that is responsive to the various providers' service needs and hours of operation.
- Maintain cooperative working relationships and coordination of services with other City departments such as Police, Fire, and Public Works.
- Demonstrate sensitivity to diverse cultures and commitment to hiring qualified local residents.
- Provide after-hours, weekend, and special event coverage and patrols as requested or necessitated by uncontrollable circumstances such as utility loss to the building or alarm system malfunction.
- Assess and diffuse threatening situations and behaviors.

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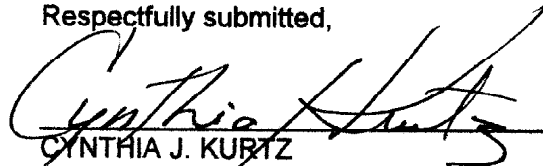
- Document, investigate, and report individuals, incidents, and hazards that pose a threat to the safety of employees, clientele, or the facility. Act as a liaison with designated City staff, such as Building Systems and Fleet Management, Police and Fire Departments.
- Coordinate alarm test/fire drills and evacuation practice with designated City staff and troubleshoot safety and surveillance equipment malfunction with vendors.

The City has engaged ALLHealth Security Services to provide security services at the Pasadena Community Health Center for the Public Health Department since 1997. ALLHealth has provided outstanding service and has fashioned a security program that meets the special needs of the Public Health Department. ALLHealth also provides security under separate, independent contracts for the other health and human service providers who are tenants at the Pasadena Community Health Center. ALLHealth maintains a commitment to diversity in its workforce. ALLHealth advertises in Pasadena and the San Gabriel Valley, for assignments at PCHC, and selects the most qualified candidates.

FISCAL IMPACT:

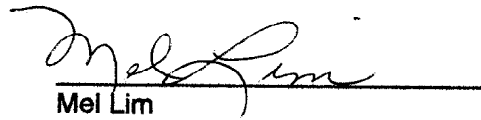
The proposed contract amount represents no increase over the previous contract amount. Funds for this program have been included in the Public Health Department's FY 2003 Administration Division budget account # 561100.

Respectfully submitted,



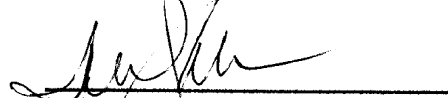
CYNTHIA J. KURTZ
City Manager

Prepared by:



Mel Lim
Environmental Health Division Manager

Approved by:



Wilma J. Allen
Director of Public Health