

Agenda Report

TO: CITY COUNCIL

DATE: June 13, 2005

FROM: CITY MANAGER

SUBJECT: CONTRACT AWARD TO INTER-CON SECURITY SYSTEMS, INC. FOR CITYWIDE PARKING ENFORCEMENT SERVICES

RECOMMENDATION

It is recommended that the City Council:

Authorize the City Manager to enter into a contract with Inter-Con Security Systems, Inc. for citywide parking enforcement services on designated streets, lots and parking structures in an amount not to exceed \$544,400. This amount includes thirty thousand hours annually billed at \$15.40 an hour, for a base amount of \$462,000, with a contingency of six thousand hours billed at \$15.40 an hour for an additional \$92,400.

BACKGROUND

The City's Parking Enforcement Program currently consists of two Parking Enforcement Representatives and two Senior Parking Enforcement Representatives employed by the City. The program is supplemented with contract personnel who provide dispatch, parking patrol and related services. The current contract with Inter-Con Security Services, Inc. expires on June 30, 2005.

On April 26, 2005, the Department of Transportation released a Request for Proposals (RFP) to solicit proposals for citywide parking enforcement services to assist City staff with the enforcement of all Federal, State and City parking regulations. The initial contract term specified in the RFP is for one year with an option for two additional one-year terms at the sole discretion of the City Manager based upon performance, price and availability of City funds. The new contract is expected to begin on July 1, 2005.

As stated in the City's RFP, the contractor shall perform citywide parking enforcement services 24 hours a day, seven days a week, except on certain holidays and when it is determined that it is in the best interest of the City to suspend enforcement services. A summary of the core services to be provided is included as Attachment 1.

Additionally, in an effort to improve contractor performance and efficiency, the RFP included a number of performance standards with which the selected contractor will be expected to comply. These performance standards are outlined in Attachment 2.

Representatives from seven companies attended the mandatory Pre-Proposal Conference held on May 5, 2005. On May 18, 2005, three companies submitted proposals. These proposals were then evaluated based on the following criteria:

A.	Management, Operation and Deployment Program	25 Maximum Points
B.	Interviews of Management Personnel	25 Maximum Points
C.	Proposer's Attributes and References	20 Maximum Points
D.	Price	20 Maximum Points
E.	Local Pasadena Business Preference	5 Maximum Points
F.	Small and Micro Business Preference	5 Maximum Points

Maximum Attainable Score: 100 Points

The proposals were reviewed and evaluated by a committee consisting of a representative from City of West Hollywood's Department of Transportation, a parking consultant, a City staff from the Purchasing Division of the Finance Department, and City staff from the Parking Division of the Department of Transportation. The table below provides a summary of the scores received by each company:

Company	A	B	C	D	E	F	Total
Block by Block	15.2	19.5	11.2	15	0	0	60.9
Lanier Parking Systems, LLC.	17.2	15.4	15.4	10	0	0	58
Inter-Con Security Systems, Inc.	20	19.8	18.4	20	5	0	83.2

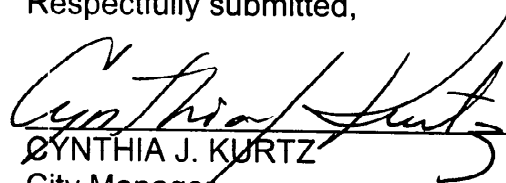
Based on the scoring summary above, staff recommends award of the contract to Inter-Con Security Systems, Inc.

The cost proposal was based on the provision of 30,000 service hours annually of parking enforcement patrol, dispatch and related services and includes the cost for benefits, uniforms and support staff. The annual contract amount for the initial one-year term is \$544,400. This amount includes the base contract of \$462,000 and a contingency of \$92,400.

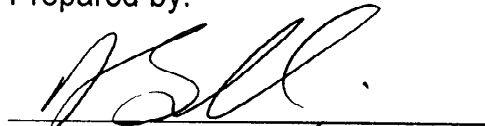
FISCAL IMPACT

Funds for this contract are included in the Fiscal Year 2006 operating budget. Anticipated parking citation revenue for Fiscal Year 2006 is projected at \$4,200,000.

Respectfully submitted,


CYNTHIA J. KURTZ
City Manager

Prepared by:


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Parking Manager

Approved by:


Joyce Y. Anderson
Director of Transportation

Attachment 1

SUMMARY OF CORE SERVICES

- **Regular Patrol:** Patrolling designated routes on staggered time schedules with the primary responsibility of enforcing City, State and Federal parking laws and regulations. This may also include participating in a hearing process involving a contested parking citation, as-needed assistance with the enforcement of private property parking regulations, enforcement of regulations in parking facilities and customer service.
- **Scofflaw/Abandoned Vehicle Detail:** Locating, reporting and marking any vehicle with a potential to be impounded or immobilized as a result of the vehicle having a specified number of delinquent parking citations and/or for laws pertaining to abandoned vehicles.
- **Dispatch:** Dispatching patrol personnel to specific areas as requested through use of two-way radios and telephones; preparing initial review packages; answering telephones and assisting customers at the front counter regarding parking enforcement matters; and responding to inquiries, concerns and requests for specialized parking enforcement information.
- **Safety Detail:** Reporting to designated City staff any unlawful act or any condition or deficiency which may pose a hazard or a danger to the public; reporting parking meter malfunctions and vandalism; and reporting sign and curb marking deficiencies and conflicts.

Attachment 2

PERFORMANCE STANDARDS

- **Patrol of City Streets:** Contractor shall effectively patrol City streets at least once per week and more frequently if instructed by the Director of Transportation.
- **Voided Parking Citations:** Contractor patrol personnel may void a parking citation if it is deemed inappropriate during or immediately after issuance provided a corrected citation is subsequently issued. If a corrected cite will not be issued, authorization must be received by the highest ranking contractor supervisor on duty.
- **Excessive Voiding of Parking Citations:** At no time shall an officer exceed 2% of total citations issued voided in a one-month period. The contractor shall be responsible for reporting the action taken to prevent future occurrences. The City will charge \$5.00 for each citation issued and subsequently voided due to gross negligence or serious violation of City regulations and procedures.
- **Time Gaps Between Parking Citations:** Contract personnel are expected to be patrolling and issuing citations during their scheduled shifts and must be able to account for all time and streets patrolled by producing a Daily Activity Report.
- **Care of City-Owned Equipment:** Contract personnel are responsible for the care of City-owned equipment provided to them to perform their duties. The contractor will be responsible for the full replacement and/or repair costs for any equipment that is lost, stolen or damaged by contract employees.
- **Customer Service:** Contract personnel shall conduct themselves in a professional manner at all times. Contractor shall thoroughly investigate and take appropriate action for any complaints against contract personnel and report findings to the City in a timely manner.
- **On-Time Performance:** Contractor shall fill vacant posts within one hour of the start time for the position unless documentation can be provided to prove that the employee was unable to contact the contractor due to an emergency. A charge of \$200 will be imposed per shift for any post left open without the specific knowledge and prior written approval of the Director.

- **Removal of Contract Personnel:** Under normal circumstances, the contractor shall remove or replace any contract employee within 48 hours of being notified by the Director. Under special or emergency circumstances, the contractor shall remove or replace any contract employee within 24 hours of being notified by the Director.
- **Daily Reports:** Contractor shall provide daily routine reports as required by the Director. At a minimum, 95% of all telephone messages shall be logged and responded to within a 24-hour period.
- **Number of Persons Traveling in City Vehicles:** No more than one contract employee will be allowed in a vehicle except for emergencies, training purposes, transport to/from a patrol area or the breakdown of a vehicle.
- **Weekly Operations Meeting:** The contractor will meet with the Director or authorized representative weekly to review operational and performance issues.
- **In Field Meetings:** The highest-ranking contract officer shall authorize in-field meetings between other officers as deemed appropriate.