



CITY OF POMONA COUNCIL REPORT

January 7, 2019

To: Honorable Mayor and Members of the City Council

From: Linda Lowry, City Manager

Submitted by: Mike Olivieri, Chief of Police

Subject: **Award of Bid to American Guard Services, Inc. (American) for Crossing Guard Services at Hourly Prices Bid for Three (3) Years with Two (2), One-Year Extension Options.**

OVERVIEW

Recommendations - That the City Council:

1. Award of bid to American Guard Services, Inc. (American) for crossing guard services at hourly prices bid for three (3) years, with two (2), one-year extension options (Bid No. 2018-28).
2. Authorize the City Manager to execute the contract and any amendments or extensions, subject to review by the City Attorney.

Fiscal Impact – The total cost of the crossing guard services for the remainder of FY 2018-19 will be \$116,700, which is already budgeted in the adopted FY 2018-19 General Fund budget. Hourly prices are fixed for the initial three years of the contract term. The contract allows for hourly rate increases limited to the Consumer Price Index (CPI) for option years four and five. The cost to cover contract services for future fiscal years will be handled within the annual budget process. Refer to the attached bid tabulation for prices bid.

Previous Related Action – This Agenda Item was originally presented to Council on December 17, 2018 and continued at the request of Council to allow Staff to conduct additional reference checks for American.

Public Noticing Requirements – Section 2-970 of the City's Purchasing Ordinance requires that a Notice Inviting Bids be posted on the City's website and Public Notice Board at least ten days before the date of opening. The notice was posted on October 30, 2018. Bids were opened on November 13, 2018.

EXECUTIVE SUMMARY

Action on this item will award bid number 2018-28 for school crossing guard services to American at hourly prices bid for a three (3) year period, with two (2), one-year extension options. The bid is based on an estimated number of hours needed annually at fixed hourly rates. Hourly rates for optional years may be adjusted based on the CPI. American will be responsible for all staff management. The Police Department will manage the contract and crossing guard program.

DISCUSSION

In order to continue outsourcing the crossing guard services, on October 30, 2018 the Purchasing Division posted a new formal Request-for-Bid (Bid) to PlanetBids, which directly notified eleven (11) prospective bidders. Two (2) bids were received and both were deemed responsive. American was determined the lowest, responsive and responsible bidder that met all of the required specifications in the Bid. The bid tabulation is included as an attachment.

Based on some concerns brought forward in the December 17th 2018 Council Meeting, Purchasing Staff conducted additional reference checks above and beyond the Cities that were listed as references in American's Bid Response. Purchasing identified Cities/Agencies that were listed in American's supplemental list of recent contracts (See Below) and asked questions that included an assessment of American's guard attendance, complaints, performance deficiencies, response times to communications and whether or not any issues that were identified were resolved in a timely manner. The following is a summarization of the client reference answers:

- The City of Diamond Bar has contracted with American for two years that covers 17 sites, which includes four Pomona Unified School District sites. There have been no reported instances of guard staff missing or not present while on duty, no reported complaints or performance deficiencies and are responsive to phone calls and emails. The City of Diamond Bar is very happy with the field supervisor, and stated they would contract with American Guard Services in the future.
- The City of Palo Alto has contracted with American for three years, and they have performed in good faith. Their Purchasing Department has not been made aware of any performance deficiencies and has a clean record from Purchasing's perspective.
- The City of San Bernardino partnered with Redlands Unified School District for crossing guard services and awarded their bid to American. The contract is for three years and includes seven sites. Per the Risk Manager there was one known issue regarding a sick guard and a substitute was needed, which was quickly resolved.
- The City of San Juan Capistrano has contracted with American for the past three years. There have been very rare instances with no-show guards; however, are very responsive and are happy with the service.
- City of Mission Viejo has contracted with American for multiple years and are also very satisfied with their services.
- Redlands Police Department has contracted with American for the past three years, have no issues and are happy with their services.

As an added measure of due diligence, an Internet search was conducted for the purpose of validating responsibility. After a careful review of the information found on the internet, issues that would determine the bidders as non-responsible were not found, such as poor performance or any violations. The determination of a bidder's responsibility must not be determined by any un-vetted information from public websites and is not included in the City's current bid evaluation process.

The bid specifications were based on an estimated annual amount of 8,488 hours, which may be increased or decreased dependent upon the need. Prices shall be fixed for the first three years of the contract. The City may have the option to renew for two additional years, in one-year increments. The Contractor may request a price increase limited to the CPI at the time of renewal. If the increase is approved, the adjusted hourly rate will be included in the contract extension amendment executed by the City Manager.

American Guard Services, Inc. will be responsible for recruiting, hiring and will provide all supervisory tasks associated with the crossing guard program. Police Department staff will continue to oversee the effectiveness of the program and ensure all current safety measures are strictly followed.

Attachment: Bid Tabulation

Prepared by: Mark Robledo