



ADMINISTRATION COMMITTEE

Agenda Report

Headquarters
18480 Bandilier Circle
Fountain Valley, CA 92708
(714) 593-7433

File #: 2025-4528

Agenda Date: 10/8/2025

Agenda Item No: 5.

FROM: Robert Thompson, General Manager
Originator: Laura Maravilla, Director of Human Resources

SUBJECT:

SECURITY SERVICES BID EVALUATION CRITERIA

GENERAL MANAGER'S RECOMMENDATION

RECOMMENDATION: Recommend to the Board of Directors to:

Approve the bid evaluation criteria to support the upcoming competitive solicitation process for contracted security services:

PROPOSED EVALUATION CRITERIA	PROPOSED WEIGHT
1. Firm Background, Qualifications, Experience and References	30%
2. Security Officer Qualifications, Screening, Training	25%
3. Work Plan	30%
4. Completeness of Response/Degree of Compliance	5%
5. Cost	10%

BACKGROUND

The Orange County Sanitation District (OC San) utilizes a third-party firm to provide contracted security services at the two treatment plants in Fountain Valley and Huntington Beach, the Headquarters Building, the outlying pump stations, and other OC San owned properties and assets. Contracted security supports risk mitigation efforts and provides for the protection of people, critical infrastructure, and operations against threats of injury, loss, or damage by criminal, hostile, or malicious acts.

In October 2023, staff initiated a Request for Proposal (RFP) process seeking qualified security firms in anticipation of contract expiration and expansion of security services required for the Headquarters Building. OC San received a total of 13 proposals of which 11 were responsive and were evaluated by a panel of OC San staff. Following an independent review of the proposals, scoring based on established criteria and interviews of the top four highest ranking firms, the process concluded in early 2024 with the selection of Allied Universal Security Services (Allied Universal). OC San currently maintains a service contract with Allied for these services under Agreement No. S-2023-1429BD.

Allied Universal's scope of work includes 24/7 armed and unarmed security services including access control, routine and emergency security patrols, closed-circuit television (CCTV) monitoring and surveillance, incident reporting and response, and intrusion detection system oversight.

Staff will initiate an RFP process in October 2025 for the selection of a physical security services provider. In preparation for the upcoming solicitation of security services, staff is recommending changes to the bid evaluation criteria that will be utilized by a panel of OC San staff to evaluate the responsive proposals. The proposed updates to the selection criteria are designed to ensure that contracted security services effectively meet OC San's performance expectations and risk mitigation requirements.

RELEVANT STANDARDS

- Protect OC San assets
- Protect public safety
- Commitment to safety & reducing risk in all operations
- Provide a safe and collegial workplace

PROBLEM

The proposal evaluation criteria for physical security services is a policy decision that balances OC San's performance expectations, risk mitigation requirements, and cost. Based on experience gained in the current contract cycle, staff recommend a change to the evaluation criteria for the next contracted security services RFP process.

PROPOSED SOLUTION

Staff recommend that the Board of Directors approve the proposed bid evaluation criteria in support of the upcoming competitive solicitation process for contracted security services.

PROPOSED EVALUATION CRITERIA	PROPOSED WEIGHT
1. Firm Background, Qualifications, Experience and References	30%
2. Security Officer Qualifications, Screening, Training	25%
3. Work Plan	30%
4. Completeness of Response/Degree of Compliance	5%
5. Cost	10%

TIMING CONCERNS

The current purchase order for security services, Agreement No. S-2023-1429BD, is set to expire on May 31, 2026. To ensure continuity of services and allow sufficient time for a competitive solicitation process and transition, it is critical that staff receive timely concurrence on the proposed bid evaluation criteria.

RAMIFICATIONS OF NOT TAKING ACTION

Without updates to the existing bid evaluation criteria, OC San may be limited in its ability to engage a security services provider that can fully meet service and performance expectations.

PRIOR COMMITTEE/BOARD ACTIONS

April 2024 - Approved a General Services Contract for Universal Protection Service LP DBA Allied Universal Security Services (Allied Universal) to provide security services, Specification No. S-2023-1429BD, for a total annual amount not to exceed \$2,246,973 for the period beginning June 1, 2024, through May 31, 2025, with four one-year renewal options; and approved an annual contingency of \$224,697 (10%) for the contract period and all remaining renewal periods.

ADDITIONAL INFORMATION

During the 2023 solicitation process for security services, OC San utilized the evaluation criteria listed below to evaluate the responsive proposals and make a provider selection.

2023 Evaluation Criteria

CRITERIA	WEIGHT
1. Qualifications of Firm	20%
2. Staffing & Project Organization	20%
3. Work Plan	40%
4. Cost	20%

- **Qualifications of Firm**

Technical experience in performing work of a closely similar nature; experience working with public agencies; strength and stability of the firm; strength, stability, experience and technical competence of subcontracts, if any; assessment by client references; knowledge of the various permits that may or may not be required; knowledge of applicable laws and regulations.

- **Staffing & Project Organization**

Qualification of project staff, particularly key personnel and especially the Project Manager, key personnel's level of involvement in performing related work cited in "Qualifications of the Firm" section; logic of project organization; adequacy of labor commitment; concurrence in the restrictions on changes in key personnel.

- **Work Plan**

Depth of Proposer's understanding of OC San's Scope of Work and overall quality of work plan; logic, clarity and specificity of work plan; appropriateness of labor distribution among the tasks; ability to meet the project deadline; reasonableness of proposed schedule; utility of suggested technical or procedural innovations.

Based on insights gained from the current contract, staff is proposing revised evaluation criteria for the 2025 security services solicitation process. The recommendation is to place greater emphasis on qualifications of the firm and security officers rather than cost in the evaluation weighting.

2025 Evaluation Criteria (PROPOSED)

PROPOSED CRITERIA	PROPOSED WEIGHT
1. Firm Background, Qualifications, Experience and References	30%
2. Security Officer Qualifications, Screening, Training	25%
3. Work Plan	30%
4. Completeness of Response/Degree of Compliance	5%
5. Cost	10%

- **Firm Background, Qualifications, Experience, and References**

Demonstrated technical experience providing armed and unarmed security services for public/government agencies or critical infrastructure; the strength, stability, and technical competence of the firm and its officers; past contracts of similar size and complexity, client references and performance metrics. Demonstrated knowledge of relevant permits, laws, and regulations. Qualifications and involvement of key personnel, particularly the Account Manager, with supervisory oversight and incident management structure; the logic of the proposed project organization, adequacy of labor commitment, and agreement with restrictions on changes to key staff.

- **Security Officer Qualifications, Screening and Training Programs**

Screening protocols of security officers including verification of the required education, years of experience, and license set forth by the California Bureau of Security and Investigative Service (BSIS), a criminal history background check through the California Department of Justice (DOJ) and Federal Bureau of Investigation (FBI), drug testing, pre-employment physical, firearms proficiency, Cardiopulmonary Resuscitation (CPR) certification from the American Red Cross or American Heart Association (AHA). The proposal should include a detailed description of the security officer training program and ongoing education including content, instructor background and training hours, particularly in the areas of de-escalation, conflict resolution, critical incident response, and firearms proficiency.

- **Work Plan**

Provide a detailed site-specific work plan that addresses all elements of the Scope of Work, including post orders, patrol procedures, duty assignments and schedules, integration with law enforcement, use of technology (incident reporting software, radio systems, cell phones, etc.), uniforms and equipment requirements, response time guarantees, contingency staffing plans and transition plan. Evaluation will consider the Offeror's depth of understanding of OC San's requirements, the overall quality, logic, clarity, and specificity of the proposed work plan, and the appropriateness of labor distribution across tasks. Proposals must include a clear outline, detailed description, and comprehensive timeline for delivering the services. Respondents should demonstrate their understanding of the scope, explain how they will adhere to it, identify relevant challenges and opportunities, and describe why their firm is well-suited to

support OC San's objectives. The ability to meet deadlines, reasonableness of the proposed schedule, and value of any suggested technical or procedural innovations will also be assessed.

- **Completeness of Response and Degree of Compliance with OC San Model Contract**

The proposal should clearly demonstrate an understanding of the project and its objectives as outlined in the Scope of Work, show that all requirements are addressed and adhered to, and present a complete, comprehensive, and well-organized response. Respondents submitting exceptions to the OC San Model Contract of this RFP, may receive a score of "0" for this criterion.

CEQA

N/A

FINANCIAL CONSIDERATIONS

This request complies with the authority levels of OC San's Purchasing Ordinance. This item has been budgeted, FY 2025-2026 Budget update, and the budget is sufficient for the recommended action.

ATTACHMENT

The following attachment(s) may be viewed on-line at the OC San website (www.ocsan.gov) with the complete agenda package:

- Presentation