



TO: Board of Contracts and Awards
FROM: Kim Bedier, Director, Public Assembly Facilities *MB*
Jon Houg, Deputy Director, Public Assembly Facilities
COPY: City Council, City Manager, City Clerk, SBE Coordinator, LEAP Coordinator, and Marie Holm, Finance/Purchasing
SUBJECT: Security and Guest Services for Tacoma Dome and Greater Tacoma Convention & Trade Center
Request for Proposals Specification No. PF16-0328F – October 25, 2016
DATE: October 12, 2016

SUMMARY:

The Public Assembly Facilities (PAF) Department recommends a contract be awarded to Staff Pro, Inc., Huntington Beach, CA, in the amount of \$5,400,000.00, plus applicable taxes, for professional security and guest services for the Tacoma Dome and Greater Tacoma Convention & Trade Center, for an initial contract term of four years plus one additional two-year renewal option, for a projected contract amount of \$8,100,000.00, plus applicable taxes.

STRATEGIC POLICY PRIORITY:

- Plan for and improve public safety and security services that meet the needs of all Tacoma residents and visitors.
- Strengthen and support a safe city.

Tacoma Dome and Greater Tacoma Convention & Trade Center security and guest services are integral to the enterprise’s overall customer service delivery and financial success. As the key customer and guest interface, security and guest services must be professionally trained, have specific venue and event experience and be customer focused.

BACKGROUND:

In order to ensure the safety and satisfaction of clients and guests PAF requires an industry specific and expert contractor with proven experience providing security and enhancing the guest experience. The contractor will provide ongoing professional security and guest services including daily operations, event operations and enhanced customer service support for the users and clients of the Tacoma Dome and Greater Tacoma Convention & Trade Center. The current contract with Staff Pro, Inc. expires November 1, 2016 and was awarded as a result of an RFP solicitation issued in August 2011, and approved per Resolution 38348 on October 18, 2011.

ISSUE: Obtain an experienced and qualified contractor for security and guest services for the Tacoma Dome and Greater Tacoma Convention & Trade Center. This contract requires specific experience and expertise in providing for the safety and welfare of patrons and clients.

ALTERNATIVES: PAF requires professional security and guest services to operate the Tacoma Dome and the Greater Tacoma Convention & Trade Center. PAF currently does not have the workforce or expertise to perform this function.



COMPETITIVE SOLICITATION: Request for Proposals Specification No. PF16-0328F for Security and Guest Services for the Tacoma Dome and Greater Tacoma Convention & Trade Center was opened August 9, 2016. Seven companies were invited to bid in addition to normal advertising of the project. Six submittals were received. Staff Pro, Inc. achieved the highest total score.

<u>Respondent</u>	<u>Location (city and state)</u>	<u>Score</u>
Staff Pro Inc.	Huntington Beach, CA	451
Andy Frain Services, Inc.	Aurora, IL	416
Starplex Corporation/Crowd Management Services	Portland, OR	415.5
Landmark Event Staffing Services, Inc.	Irving, CA	396
American Guard Services, Inc.	Carson, CA	255
Allied Protection Services, Inc.	Los Angeles, CA	145

CONTRACT HISTORY: New contract.

SUSTAINABILITY: Each firm was asked to respond regarding sustainability practices. The scoring criteria included points for sustainable practices.

SBE/LEAP COMPLIANCE: Not applicable.

RECOMMENDATION:

The Public Assembly Facilities Department recommends a contract be awarded to Staff Pro, Inc., Huntington Beach, CA, in the amount of \$5,400,000.00, plus applicable taxes, for professional security and guest services, for an initial contract term of four years plus one additional two-year renewal option, for a projected contract total of \$8,100,000.00, plus applicable taxes.

FISCAL IMPACT:

EXPENDITURES:

FUND NUMBER & FUND NAME *	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
Tacoma Dome Enterprise Fund 4180	818400	5330100	\$5,670,000
Convention Center Enterprise Fund 4165	890300	5330100	\$2,430,000
TOTAL			\$8,100,000

* General Fund: Include Department

REVENUES:

FUNDING SOURCE	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
Tacoma Dome Enterprise Fund 4180	818000	4347120	\$5,670,000
Convention Center Enterprise Fund 4165	890300	4347130	\$2,430,000
TOTAL			\$8,100,000



POTENTIAL POSITION IMPACT:

POSITION TITLE	PERMANENT/ PROJECT TEMPORARY POSITION	FTE IMPACT	POSITION END DATE
TOTAL			

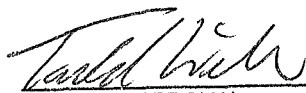
This section should only be completed if a subsequent request will be made to increase or decrease the current position count.

FISCAL IMPACT TO CURRENT BIENNIAL BUDGET: \$229,600.00

ARE THE EXPENDITURES AND REVENUES PLANNED AND BUDGETED? Yes

IF EXPENSE IS NOT BUDGETED, PLEASE EXPLAIN HOW THEY ARE TO BE COVERED.

N/A


 DATE 10/17/16
 BUDGET APPROVAL 