THE CITY OF ASHEVILLE

Staff Report

Council Meeting Date: November 14, 2023

Subject: Security Services Contract

Staff Resource(s): Ken Putnam, PE, Transportation Department Director
Josh Mallernee, Business Services Supervisor

Action Requested: Adoption of a resolution authorizing the City Manager to enter into a contract with Walden Security to provide security services at the City's parking facilities including four parking garages and 10 surface parking lots.

Background:

- There is a need to provide around the clock security service at the City's parking facilities, including four parking garages and 10 surface parking lots.
- The City currently has three full-time security guard positions in Parking Services, which have been difficult to fill.
- Over the last two years, only one of the three security guard positions has been filled and that individual remained in their role for two months.
- Given hiring challenges, the City is now pursuing contracted services to ensure security needs are met in the City's parking facilities.
- The scope of work for contracted services includes two security officers for each 8-hour shift (three shifts per 24 hours) who will routinely patrol all parking facilities, assist with routine traffic control, observe and report any unusual or suspicious activity, respond to any type of disturbance in the parking facilities, and assist customers and City parking staff with safety concerns.
- The initial term of the contract will be a one-year time period with two, one-year optional extensions.
- Walden Security was selected by a panel of six reviewers based on qualifications, action plan, references, and pricing.

Vendor Outreach Efforts:

- Staff performed outreach to minority and women owned businesses through solicitation processes which included posting on the State's Interactive Purchasing System and requiring prime contractors to reach out to Minority & Women-Owned Business Enterprise (MWBE) service providers for subcontracted services.
- No MWBE firms submitted bids with this prime contractor and all work will be self performed by the prime contractor (Verified by the ABI review team).

Council Goal(s):

- Improve/Expand Core Services

Committee(s):

- N/A

Pro(s):

- Provides a safer environment for customers and Parking Services staff.
- Provides an enhanced customer experience.
- Loitering activity should decrease.
- Property damage should decrease.

Con(s):

- Cost of contracting the security services.

Fiscal Impact:

- Funding for the first year of this contract, not to exceed $481,834, is available in the Parking Services operating budget.
- Future years will be planned for during the annual budget development process.
- The total cost of the contract with renewals is not expected to exceed $1,445,502.

Suggested Motion:

- Adopt a resolution authorizing the City Manager to enter into a contract with Walden Security to provide security services at the City's parking facilities including four parking garages and 10 surface parking lots for one year with two one-year options to renew and for an amount not to exceed $1,445,502 for the entire life of the contract, including the renewal periods.

Attachment(s)

- Resolution

RESOLUTION NO. 23-____

RESOLUTION AUTHORIZING THE CITY MANAGER TO ENTER INTO A CONTRACT WITH WALDEN SECURITY TO PROVIDE SECURITY SERVICES AT THE CITY'S PARKING FACILITIES INCLUDING FOUR PARKING GARAGES AND 10 SURFACE PARKING LOTS

WHEREAS, the City of Asheville has authority pursuant to Article 3, Section 20.1 of Chapter 160A of the North Carolina General Statutes to contract with private entities to carry out any public purpose that the City is authorized by law to engage in; and

WHEREAS, the City of Asheville has authority pursuant to Article 3, Section 302 of Chapter 160A of the North Carolina General Statutes to regulate, operate, and control parking facilities; and

WHEREAS, the City of Asheville has identified a need to provide 24/7 security at its parking facilities; and

WHEREAS, the City of Asheville has been unable to attract qualified individuals through its hiring process; and

WHEREAS, the City of Asheville posted a Request for Proposal (RFP) to find the best qualified contractor to fulfill the security need in its parking facilities; and

WHEREAS, the City of Asheville selected a winning bidder through a six person panel based on qualifications, references, action plan, and price; and

WHEREAS, funding for said work in the amount of $481,834 for the first year is included in the current operating budget of the Parking Services Fund;

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF ASHEVILLE THAT:

The City Manager is hereby authorized to enter into a contract with Walden Security to provide security services at the City's parking facilities including four parking garages and 10 surface parking lots for one year with two one-year options to renew and for an amount not to exceed $1,445,502 for the entire life of the contract, including the renewal periods.

Read, approved and adopted this the 14th day of November, 2023.

_____ _____

City Clerk Mayor

Approved as to form:

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City Attorney