

**STAFF REPORT FOR CALENDAR ITEM NO.: 9.3
FOR THE MEETING OF: May 9, 2019**

TRANSBAY JOINT POWERS AUTHORITY

BRIEF DESCRIPTION:

Authorize the Executive Director to execute an amendment to the Professional Services Agreement with G4S Secure Integration LLC (G4S) for services related to the Physical Security Information Management (PSIM) system and the Emergency Communication System/Mass Notification System (ECS/MNS) to exercise the option to extend the agreement for one year (to June 30, 2020), adjust the contract scope, and increase the contract budget by \$324,231 (from \$5,606,664 to \$5,930,895).

EXPLANATION:

The PSIM and the ECS/MNS provide safety and security management systems for the transit center. The PSIM monitors, aggregates, and correlates large quantities of safety and security data from multiple devices and sensors throughout the transit center. The PSIM provides operators with real-time situational awareness, current device status and control. Following an alert, alarm or event presents step by step process guidance for the operators on ensuring complete compliance to security policies. The ECS is a network based alerting system, utilizing CNS software, that delivers instant emergency communications throughout the facility to desktop phones, desktop computers, digital signage, and the fire management system. The MNS is a web-based service, utilizing Everbridge software, designed to receive alerts and to send notifications via various communications paths (i.e. desk phone, cellphone, home phone, SMS/Text and email) to internal stakeholders and outside recipients (i.e. Department of Emergency Management, Red Cross, Local and State Agencies, other properties that are near the transit center). These systems will allow a rapid and consistent response to incidents and anomalies. Comparable systems are in use at the San Francisco International Airport and San Francisco Municipal Transportation Agency.

In June 2017, the TJPA Board authorized the Professional Services Agreement (Agreement) with G4S to provide services related to the PSIM and ECS/MNS. The services include system design, software delivery, installation and configuration, integration, system testing/acceptance/documentation/manuals, training, security vulnerability scan, and two years of inspection and testing of the connection between the PSIM and the Fire-Life Safety systems. The budget for these services is \$5,606,664.

The Agreement provides an option for TJPA to procure from G4S one year of testing, support, inspection and maintenance services for the PSIM and the ECS/MNS at a cost of \$275,000.

Certain other related systems were either installed by G4S, are integrated into the PSIM, or operate in alignment with the PSIM. Those related systems are: Security Access Control System (ACS), Video Management System (VMS), Emergency Call Boxes (ECBs), and Area of Refuge phones (AoR). These systems also require testing, support, inspection and maintenance services.

G4S can provide testing, support, inspection, and maintenance services for the PSIM, ECS/MNS and the other related systems for a one year period (through June 30, 2020) for a total not to exceed budget of \$324,231.

RECOMMENDATION:

Staff recommends that the TJPA Board of Directors authorize the Executive Director to execute an amendment to the Professional Services Agreement with G4S Secure Integration LLC in the form enclosed to exercise the option to extend the agreement for one year (to June 30, 2020), adjust the contract scope to include the related systems, and increase the contract budget by \$324,231 (from \$5,606,664 to \$5,930,895).

ENCLOSURES:

1. Resolution
2. Amendment

**TRANSBAY JOINT POWERS AUTHORITY
BOARD OF DIRECTORS**

Resolution No. _____

WHEREAS, The Physical Security Information Management System (PSIM) and Emergency Communication System/Mass Notification System (ECS/MNS) provide safety and security management systems for the transit center; and

WHEREAS, On June 8, 2017, the TJPA Board of Directors authorized the Executive Director to execute a Professional Services Agreement (Agreement) with G4S Secure Integration LLC (G4S) to provide services related to the PSIM and ECS/MNS in the amount of \$5,606,664; and

WHEREAS, The Agreement provides an option for TJPA to procure from G4S one year of testing, support, inspection and maintenance services for the PSIM and the ECS/MNS at a cost of \$275,000; and

WHEREAS, The transit center has certain other related systems that were either installed by G4S, are integrated into the PSIM, or operate in alignment with the PSIM, and which also require testing, support, inspection, and maintenance services. These systems are Security Access Control System (ACS), Video Management Systems (VMS), Emergency Call Boxes (ECBs), and Area of Refuge phones (AoR); and

WHEREAS, G4S can provide testing, support, inspection and maintenance services for the PSIM, ECS/MNS and the other related systems for a one year period (through June 30, 2020) for a total not to exceed budget of \$324,231; now, therefore, be it

RESOLVED, That the TJPA Board of Directors authorizes the Executive Director to execute an amendment to the Professional Services Agreement with G4S Secure Integration LLC to exercise the option to extend the agreement for one year (to June 30, 2020), adjust the contract scope to include the related systems, and increase the contract budget by \$324,231 (from \$5,606,664 to \$5,930,895).

I hereby certify that the foregoing resolution was adopted by the Transbay Joint Powers Authority Board of Directors at its meeting of May 9, 2019.

Secretary, Transbay Joint Powers Authority

Amendment No. 01
Professional Services Agreement between
the Transbay Joint Powers Authority and G4S Secure Integration LLC

THIS AMENDMENT No. 1 (“Amendment”) to the Professional Services Agreement dated June 8, 2017 (“Agreement”) is entered into as of the _____ day of _____, 2019 in San Francisco, California, by and between **G4S Secure Integration LLC** (“Contractor”) and the **Transbay Joint Powers Authority** (“TJPA”).

Recitals

A. On June 8, 2017, the TJPA Board of Directors, by Resolution No. 17-022, awarded the Contractor the Agreement to perform certain services for the program.

B. The TJPA and Contractor wish to amend the Agreement to amend Article 2 (Term of the Agreement), Article 5 (Compensation), Appendix A (Scope of Services), and Appendix B (Compensation), with no modification to any other provision of the Agreement.

C. There have been no previous amendments to the Agreement.

NOW, THEREFORE, upon receipt of mutual and valuable consideration hereby acknowledged, the parties agree to amend the following sections of the Agreement as follows:

Terms and Conditions

2. Term of the Agreement

Section 2 is replaced in its entirety with the following:

Subject to Section 1, the term of this Agreement shall be from the Effective Date of the Agreement, as described in Section 3, to June 30, 2020.

5. Compensation

Section 5 is replaced in its entirety with the following:

All work under this Agreement shall be compensated on an hourly basis, subject to any maximum price set forth in a particular NTP. In no event shall the total compensation under this Agreement exceed Three Hundred Twenty Four Thousand Two Hundred Thirty and 40/100 Dollars (\$324,230.40). The breakdown of the Contractor’s fees appears in Appendix B, “Fees.”

Hourly rates for services are to remain fixed during the entire period.

No charges shall be incurred under this Agreement nor shall any payments become due to the Contractor until the Services required under this Agreement are received from the Contractor and approved by the Executive Director as being in accordance with this Agreement. The TJPA may withhold payment to the Contractor in any instance in which the Contractor has failed or refused to satisfy any material obligation provided for under this Agreement.

In no event shall the TJPA be liable for interest or late charges for any late payments.

Appendix A, Scope of Services

Appendix A, Scope of Services, Section 1, Description, subsection titled “Extended Services” is revised in the form attached hereto to reflect all changes. All other portions of Appendix A remain in force and effect.

Appendix B, Compensation

Appendix B, Compensation, Section B1, “Fee Summary”, Task Description titled “Recurring Costs” is renamed “Extended Services” and revised in the form attached hereto to reflect all changes. Appendix B, Compensation, Section B2, “Labor Rates”, Category Description “G4S Labor” is replaced in its entirety with the form attached hereto to reflect all changes. All other portions of Appendix B remain in force and effect.

All other provisions of the Agreement shall remain in full force and effect.

The individuals executing this Amendment to the Agreement represent and warrant that they have the legal capacity and authority to do so on behalf of their respective legal entities.

IN WITNESS WHEREOF, the parties hereto have executed this Amendment No. 01 on the day first mentioned above.

TRANSBAY JOINT POWERS AUTHORITY

Mark Zabaneh
Executive Director

Approved as to Form:

By _____
TJPA Legal Counsel

Transbay Joint Powers Authority
Board of Directors
Resolution No. _____
Adopted: _____
Attest:

Secretary, TJPA Board

CONTRACTOR

Authorized Signature

Address

Printed Name

Authority, State, ZIP Code

Title

Phone Number

Company Name

Federal Employer ID Number

APPENDIX A – SCOPE OF SERVICES

SECTION 1 – DESCRIPTION

SUBSECTION - EXTENDED SERVICES

Consultant will provide one (1) year of testing, support, inspection and maintenance services for the system, security devices and software after system acceptance. The components of the system include Physical Security Information Management System (PSIM) and the Emergency Communication System/Mass Notification System (ECS/MNS) and the associated Security Access Control System (ACS), Video Management System (VMS), Emergency Call Boxes (ECBs), and Area of Refuge phones (AoR).

Senior Technician

Three days per week, senior technician services scope of work includes, but is not limited, to the following:

1. System Status Review

- a. Consultation with Deputy Chief Security Officer (DCSO)
 - i. Discuss overall system performance
 - ii. Prioritize / log open issues on ticket documentation
 - iii. Address open issues
 - iv. Document results

2. System Testing

- a. Check online status for all access doors and intrusion controllers, video, AOR and emergency phone devices
- b. Test all exterior and high priority access control doors (CR and Intrusion) weekly. List of priority to be provided by TJPA.
- c. Weekly test interior access control doors (CR and Intrusion)
- d. Assist Security with AOR, emergency phones and intercom testing to the SOC
- e. Log results (pass and failures)
- f. Verify functionality of all access control panel and power supply standby batteries

3. System Inspection

Video

- a. Visually inspect camera views for clarity
- b. Install, trouble-shoot, program and repair of access control, CCTV/Video and other integrated systems
- c. Assist TJPA with tracking issues and managing warranties

Access Control

- a. Visually inspect to verify card reader door devices are in good condition and mounted securely
- b. Assist TJPA with managing locks issues and tracking warranty issues

Intercom

- a. Assist Security with ensuring that emergency phones and intercom units are in good condition and mounted securely

4. Miscellaneous Duties

- a. Supervise crews
- b. Schedule and conduct customer training

- c. Log results of all systems work with DCSO
- d. Review installation work orders, design components and verify system performance

Applications Engineer

One day per week, applications engineer services scope of work includes, but is not limited, to the following:

1. Server and Systems Health Checks

- a. Weekly verification that automated backups of the access control, video, CNL, and Alertus systems are taking place
 - i. Perform manual backups if needed
 - ii. Move backups to separate storage (computer) for safe keeping
 - iii. Manage backup files – keep previous month's files
- b. Check all (4) servers for event and error logs
- c. Check high availability and data Integrity of shared data pools
- d. Check time sync (NTP) between integrated systems
- e. Document findings on weekly check form; log in binder

2. Device Status Monitoring

- a. Check online status for all access control, video, AOR and emergency phone devices
- b. Monitor walk test of AOR and emergency phones by TJPA Security staff on a weekly basis
- c. Assist Technician with testing and triage activities
- d. Forward any warranty issues (non G4S) to DCSO
- e. Document work (break fix)
- f. Document device status on form; log in Binder

3. Manage Security Systems Programming and Integration

- a. Make programming changes as needed
- b. Check system integration status
- c. Manage Programming Standards Binder

4. Assist Security Staff

- a. Assist Deputy Chief Security Officer and Supervisor with requests, as time allows
- b. Assist with Network triage for security workstations and peripheral equipment as time allows

Project Manager

One day per week, project manager services scope of work includes, but is not limited, to the following:

- 1. Oversee all G4S-related tasks, labor and activities**
- 2. Liaison between TJPA and manufacturers for new products/technology**
- 3. Assist TJPA with coordination of warranty work, strategic planning for security expansion and preventative maintenance**

APPENDIX B - COMPENSATION

B1 – FEE SUMMARY

TASK DESCRIPTION		SUBTOTAL	DURATION
EXTENDED SERVICES	SUBTOTAL NTE FEE	\$324,230.4	JUNE 30, 2020
SENIOR TECHNICIAN SERVICES – SERVER & SYSTEMS/DEVICES MAINTENANCE - (3) DAYS A WEEK		\$169,728.00	
APPLICATIONS ENGINEERING SERVICES – SYSTEMS PROGRAMMING & INTEGRATION - (1) DAY A WEEK		\$77,251.20	
PROJECT MANAGEMENT –PLANNING, SUPPORT & OVERSIGHT - (1) DAY A WEEK		\$77,251.20	

B2 – LABOR RATES

DESCRIPTION		RATE	UNIT
G4S LABOR			
	<i>BASE (NOT LOADED)</i>		
	PROJECT MANAGER	\$131.58	PER HOUR
	ENGINEERING MANAGER	\$131.58	PER HOUR
	SYSTEMS ENGINEER	\$112.20	PER HOUR
	APPLICATION ENGINEER	\$131.58	PER HOUR
	SENIOR TECHNICIAN	\$99.53	PER HOUR
	TECHNICIAN	\$69.36	PER HOUR
	CADD TECHNICIAN	\$59.16	PER HOUR
	<i>FULLY LOADED</i>		
	PROJECT MANAGER	\$185.70	PER HOUR
	ENGINEERING MANAGER	\$185.70	PER HOUR
	SYSTEMS ENGINEER	\$158.35	PER HOUR
	APPLICATION ENGINEER	\$185.70	PER HOUR
	SENIOR TECHNICIAN	\$136.00	PER HOUR
	TECHNICIAN	\$97.89	PER HOUR
	CADD TECHNICIAN	\$83.50	PER HOUR