



AGENDA _____ February 6, 2024

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Andrea Ford
Agency Director

January 9, 2024

Honorable Board of Supervisors
County of Alameda
1221 Oak Street, Suite 536
Oakland, CA 94612

Dear Board Members:

SUBJECT: APPROVE AMENDMENT NO. 1 TO THE STANDARD SERVICES AGREEMENT WITH DILIGENCE SECURITY GROUP FOR ARMED SECURITY SERVICES AT THE ALAMEDA COUNTY ASSESSMENT CENTER

RECOMMENDATIONS:

- A. Approve Amendment No. 1 to the Standard Services Agreement (Procurement Contract No. 25076) with Diligence Security Group (Principal: Joy Baucom; Location: Oakland) to continue to provide Armed Security Services at the Social Services Agency's Assessment Center, extending the contract term of 2/15/23 – 2/15/24 by 6 months through 8/15/24, increasing the contract amount from \$2,000,000 to \$3,000,000 (\$1,000,000 increase); and
- B. Delegate authority to the Social Services Agency Director, or her designee, to execute Amendment No. 1 to the Standard Services Agreement and submit an executed copy of the amendment to the Clerk of the Board for filing.

DISCUSSION/SUMMARY:

In operation since 2002, the Alameda County Assessment Center currently provides a 24-hour location for children, youth and Non-Minor Dependents (NMD's) to be safely supported after being brought into protective custody, removed by law enforcement, or upon return from a placement disruption. The Assessment Center is co-located with the Department of Children and Family Services Placement Department, so that Placement Staff can work closely with children, youth, and NMD's regarding their placement needs. 911 children, youth, and NMD's were served at the Assessment Center in 2023. Many of the youth who present at the Assessment Center are experiencing immediate crises, and some present with mental health and/or behavioral issues that require the support of security to maintain safety at the facility.

Until 2022, law enforcement and security services at the Assessment Center had been provided by the Alameda County Sheriff's Office. On or about January 12, 2023, the Sheriff's Department notified the Social Services Agency (SSA) that they would no longer be providing services at the Assessment Center, due to a reassignment of their personnel. As a result, on February 7, 2023 (Item 59), your Board approved the initial contract with Diligence Security Group for emergency armed security guard services while a long-term option is secured. On October 4, 2023, the General Services Agency (GSA) issued a Request for Proposal allowing vendors to participate in the competitive bid process for a service contract to commence during 2024. The bid responses were received on November 13, 2023, and the County Selection Committee is currently evaluating the proposals. GSA anticipates bringing the recommended award and contract to the Board during the Spring of 2024, to begin shortly thereafter.

Since commencing their work at the Assessment Center, the Diligence Security team has been instrumental in reducing the number of serious assaults and property damage. When multiple high-end youth are at the Assessment Center, Diligence Security has increased the number of guards on-site from 3 to 4 guards per shift to assist with improving safety. In addition, there is a dedicated roving supervisor who can respond to the Assessment Center when needed. The security guards have updated the Assessment Center video camera system, and have supplied their own personal body cameras, to capture incidents and their response. Finally, the security team has collaborated with the Assessment Center management team by joining ongoing operations and debrief meetings and providing feedback to create client safety plans. Your Board's approval of Amendment No. 1 will allow these essential security services provided by Diligence Security to continue until the results of the formal procurement process are completed. Delegation of authority is being requested currently due to the short timeframe to complete the amendment before expiration of the original contract.

SELECTION CRITERIA/PROCESS:

On 2/7/2023 (File No. 31000, Item No. 59), your Board approved a waiver of the competitive bid process and a Standard Services Agreement with Diligence Security Group to prevent a lapse of armed security guard services for the Assessment Center.

Diligence Security Group is a certified emerging business under the County's Small, Local, Emerging Business (SLEB) program, SLEB Certification No. 23-00008, expiring on 3/31/2024. The Contracts Office will work with the vendor to ensure compliance with the requirements of the SLEB program throughout the contract term.

FINANCING:

Appropriations for this contract are included in the SSA's Fiscal Year 2023-24 Approved Budget and will be requested in the subsequent FY 2024-25 budget. There will be no impact on net County cost as a result of approving the above recommendations.

VISION 2026 GOAL:

The armed security services meet the 10X goal pathway of a **Crime Free County** in support of our shared visions of a **Thriving & Resilient Population** and **Safe & Livable Communities**.

Sincerely,

DocuSigner by:
Andrea Ford
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Andrea Ford
Agency Director