

**Request for Proposal  
for  
Trolley Security Services**



**April 6, 2018**

**Trolley Security Support Services  
The Loop Trolley Company**

The Loop Trolley Company (LTC) is requesting proposals for armed on-board security support services for the Loop Trolley system in St. Louis, MO and University City, MO. The LTC was formed in 2001 with the mission to bring a fixed track trolley back into operation in St. Louis. Construction of the heritage trolley system is performed by the Loop Trolley Transportation Development District (TDD) along a 2.2 mile route in the City of St. Louis and University City in St. Louis County, Missouri. The LTC is responsible for operating and maintaining the trolley system under contract to the TDD once construction is complete. The LTC will collect fares on the system, which will be used to pay a portion of its operating costs.

After reviewing the proposals, LTC's Board of Directors will select a vendor for on-board security support services from among the respondents to the RFP.

**Final responses to this RFP are due on Monday, April 23 at 5:00 pm local time.** All materials submitted in response to this RFP become the property of the LTC and will not be returned.

Respondents should submit four original paper copies of the submittal, one electronic copy and one copy of any supporting materials to:

Mr. Kevin Barbeau, Executive Director  
The Loop Trolley Company  
5875 Delmar Blvd.  
St. Louis, MO 63112  
[kbarbeau@looptrolleycompany.org](mailto:kbarbeau@looptrolleycompany.org)

Any questions about this solicitation should be submitted by email to Kevin Barbeau, at the address listed above.

## 1. Background

The Loop Trolley Company (LTC) is interested in securing armed on-board security support services for the Loop Trolley system. The LTC will be the operator of the system under contract to the Loop Trolley Transportation Development District (TDD), a unit of local government that is the system owner.

The LTC is a Missouri not-for-profit corporation, qualified under IRS Code section 501(c)(3), that was created in 2001 with the sole mission of bringing fixed track trolley services back to St. Louis. The TDD, a taxing district, received a federal grant and funds from the city of St. Louis, St. Louis County and the Great Rivers Greenway District to design and build the trolley and selected the LTC to operate and maintain the system. The TDD also collects sales tax revenue from retail sales within the district along the trolley route, which will be used to support trolley operations. The LTC was a recipient of federal New Markets Tax Credits, most of which are being used to support construction of the project. Other sources of funding will include passenger fares, advertising revenues, fundraising, and revenue that might be produced by ancillary functions.

With passenger operations commencing shortly, the LTC is preparing to operate, maintain, promote and support the Loop Trolley by managing the system in partnership with the TDD which owns the trolley system. The system will operate in a 2.2 mile corridor, with both double and single track segments. There are 10 stations and 13 platforms. Anticipated ridership will be about 300,000 passengers annually. Additional information on the system can be found at [www.looprolley.com](http://www.looprolley.com).

The Loop Trolley will connect people, neighborhoods, and the past and present through a unique, nostalgic, public transit experience. Our historic, restored electric trolley cars and fixed track route provide a sustainable, fun, and new alternative in public transportation. Connecting the Loop business district with Forest Park, Washington University, University City, the Missouri History Museum, and St. Vincent Greenway, this heritage transit experience will be unique to the St. Louis region. The trolley is scheduled to open for service in Spring 2018.

Fare revenue is about a third of the LTC budget. The fare structure has been set at \$2.00 for a two-hour pass and \$5.00 for an all-day pass, with federally-mandated 50% reductions for senior passengers and passengers with disabilities. The LTC is also looking at options for special passes (monthly, annual, etc.) as a future option. The Loop Trolley system will not have interoperability with other fare collection systems at start of service, but discussions are ongoing as to how a transfer system could be implemented in the future.

The Loop Trolley system will begin with a four-day (Th-Su), 38-hour operating schedule and work toward a seven-day, 61-hour operating schedule within three months of its service start date.

## **II. Scope of Work**

The LTC is soliciting proposals from qualified Security Contractors to provide armed on-board security support services in accordance with the scope of work shown below. The selection will be made by the LTC Board of Directors. The agreement with the selected firm(s) will be in the form of a written contract. Respondents should first identify if, and how many, of its current personnel possess powers of detainment/arrest, as granted to off-duty police.

The LTC intends to contract with one vendor to provide armed security personnel for deployment on Loop Trolley vehicles for a portion of its regular operating hours. The total weekly contractor hours are estimated at 20-25, the majority of which will occur during weekend and evening operations.

Hours of operation vary by day, but generally commence by 11:00 am and conclude by 12:00 am. Hours of trolley operations through the first 3-4 months of service will be as follows: Thursdays, 12:00 pm to 8:00 pm ; Fridays and Saturdays, 12:00 pm to 11:00 pm ; Sundays, 12:00 pm to 8:00 pm. Following this introductory period, a full seven-day schedule will be implemented with the following hours of operation: Sundays through Thursdays, 11:00 am – 6:00 pm ; Fridays and Saturdays, 11:00 am – 12:00 am.

The alignment is 2.2 miles and includes 13 station stops (**see Attachment A – station stop map**). Trolley vehicles hold between 80-95 passengers at capacity.

Respondents will identify qualifications and costs for a mutually-agreed upon standard schedule of an estimated 20-25 manhours per week for the first six months of contracted services, during which time the LTC – along with the selected security vendor – will assess passenger trends relating to fare evasion and disruptive behavior. Additionally, respondents will identify qualifications and costs for special services initiated by LTC on an as-needed basis outside of the standard schedule. LTC may from time to time change the hours or days of provided security services with appropriate advance notice to the selected vendor.

The selected vendor will be responsible for assuring its employees servicing the contract follow Loop Trolley procedures and plans related to safety, security, fare collection, and codes of conduct (available by request to responding agencies) as well as applicable state and local laws and ordinances, when providing armed on-board security support services.

## **III. Security Duties and Responsibilities**

The following general or specific statements pertain to the expected support services to be performed by on-duty contracted security:

1. Help ensure a safe environment for trolley personnel and passengers.

2. Engage with trolley operator(s) to identify current overall status of system and any issues/incidents that occurred prior to start of the security shift.
3. Engage with trolley passengers.
4. Contact relevant police jurisdiction (St. Louis and University City, depending on location along alignment) for emergency situations.
5. Check-in with Trolley Dispatcher in-person at start of shift(s) and conclusion of shift(s). At check-in, security may be issued a Loop Trolley radio by the Trolley Dispatcher.
6. Identify and remove passengers with invalid/absent fare, or who are in violation of the code of conduct, or are creating a hostile and/or disruptive environment.
7. Confirm validity of fares via visual inspection and use of on-board validating equipment.
8. Monitor for and prevent intentional acts of vandalism or damage.
9. Document activities including status, location and time via physical report, especially relating to incidents of passenger removal or reprimand. Final reports should be transcribed and submitted to LTC no more than 12 hours following end-of-shift.
10. Security will remove passengers, but will **not** issue tickets or citations to passengers. If jurisdictional police support is requested, authorized security shall detain removed passengers at Loop Trolley platforms.
11. Assist trolley operator(s) or personnel with evacuation or re-boarding of passengers in the event of an emergency situation.
12. Assist trolley operator(s) as needed with general duties including stowing or re-setting of vehicle interior elements such as windows, benches or chairs at designated time periods or locations, and other noncritical adjustments or corrections.
14. Relocate to other active trolley vehicle if and as directed from time to time by Trolley Dispatch, as communicated to Trolley Operators.
15. Contractor/Vendor will deploy a member (or members) of supervisory staff, without charge, at least twice monthly during the first six months of service, to accompany its security personnel and visually assess/review system status and security activities.
16. Remain positive, attentive, and active for duration of shift.

#### **IV. Content of Response**

Proposals in response to this request should be directed to Kevin Barbeau, Executive Director at The Loop Trolley Company, 5875 Delmar Blvd., St. Louis, MO 63112, no later than 5:00 pm local

time on Monday, April 23<sup>rd</sup>. Four copies of the proposal should be enclosed, along with a letter from a principal committing the proposal for a minimum of 90 days. An electronic copy of the proposal should also be sent by email to [kbarbeau@looptrolleycompany.org](mailto:kbarbeau@looptrolleycompany.org). The following items must be addressed in all proposals.

1. A general description of your firm's experience relevant to the scope of work.
2. A description of transit security contracts (or similar) currently active or active within the last five years. Provide the client name, a description of the project and a contact person and phone number.
3. A detailed description of the methods, equipment, schedule and staffing that will meet requirements of the scope of work by which the security support services will be provided to the LTC.
4. A cost proposal to provide standard security support services for 20-25 manhours per week. Security Services will become active upon boarding of the trolley vehicle specified by Trolley Dispatch at initial check-in.
5. A cost proposal to provide special request security services based on manhours, identifying any additional or reduced costs dependent of the time of request in relation to the requested time of deployment.
6. Examples of standard insurances in place, and additional insurances/certificates provided on similar contracts or services.

#### **IV. Evaluation Criteria**

The contract award will be made to the responsible vendor whose proposal, after negotiation, is determined to best meet the evaluation criteria shown below.

1. Understanding the scope of work and ability to fully meet the expectations of same.
2. Recent and relevant experience with similar transit and/or public security.
3. Experience, capabilities, availability and quantity of individuals assigned to the contract, including supervisory staff and support.
4. Cost of security service by manhour. Note in your response if there is a cost variant for standard security or off-duty officers.
5. Cost of special-request security support services per manhour. Note in your response if there is a cost variant for standard security or off-duty officers.
6. Proposed activities and/or options that exceed the minimum requirements of this RFP that might identify or address potential issues or concerns related to the scope of work.

## **V. Selection Procedure**

The LTC's Board of Directors will select a vendor to provide armed on-board security support services after considering the evaluation criteria shown in Section IV above.

This request does not commit the LTC to award a contract, to pay any costs incurred in preparation of a response to this invitation, or to procure or contract for services or supplies. The LTC reserves the right to accept or reject any or all responses received as a result of this request, or to cancel this request in part or in its entirety if it is in the best interest of the LTC to do so. Respondents shall not offer any gratuities, favors or anything of monetary value to any officer, employee, agent or director of LTC for the purpose of influencing favorable disposition toward either their proposal or any other proposal submitted as a result of the Request for Proposal.

All proposals submitted hereunder become the exclusive property of the LTC.

## **VI. Other Information**

Inquiries about this request should be directed to Kevin Barbeau at the following address and/or phone number: [kbarbeau@looptrolleycompany.org](mailto:kbarbeau@looptrolleycompany.org) or 314.725.5000 x7007. Additional information or clarification will be provided by email as needed.