

PROCUREMENT SUMMARY

ON-CALL PRE- EMPLOYMENT BACKGROUND INVESTIGATIONS
SERVICES BENCH/PS135956000 THROUGH PS135956005

1.	Contract Numbers: PS135956000 through PS135956005	
2.	Recommended Vendors: Arroyo Background Investigations, Kentech Consulting, Inc., Maerly LLC, National Testing Network, Inc., North American Security and Investigations, Inc., and Palicon Group	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: 10/02/2025	
	B. Advertised/Publicized: 10/02/2025	
	C. Pre-Proposal Conference: 10/09/2025	
	D. Proposals Due: 11/04/2025	
	E. Pre-Qualification Completed: 01/06/2026	
	F. Ethics Declaration Forms submitted to Ethics: 11/04/2025	
	G. Protest Period End Date: 02/24/2026	
5.	Solicitations Downloaded: 25	Proposals Received: 6
6.	Contract Administrator: Britney Shedrick	Telephone Number: 213-418-3313
7.	Project Manager: Cathryn Banuelos	Telephone Number: 213-922-7650

A. Procurement Background

This Board Action is to approve task order based on-call bench Contract Nos. PS135956000, PS135956001, PS135956002, PS135956003, PS135956004, and PS135956005 to support Metro's Department of Public Safety (DPS) with as-needed pre-employment background investigations services for sworn personnel, public safety dispatchers, and security personnel. Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

On October 2, 2025, Request for Proposals (RFP) No. PS135956 was issued as a competitive procurement in accordance with Metro's Acquisition Policy, and the contract type is task order based, firm fixed unit rate. The Diversity & Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE) and Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to the lack of subcontracting opportunities.

Work under each contract will be authorized through the issuance of separate firm fixed price task orders. Each future task order will contain a specific scope of services. Task orders will be issued based on factors such as the firm's availability, capacity, past performance, and geographic proximity.

One amendment was issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on October 23, 2025, clarified the requirements of the Scope of Services.

A total of 25 downloads were included in the planholders' list. A virtual pre-proposal conference was held on October 9, 2025, and was attended by five participants representing five firms. There were 16 questions received, and responses were provided prior to the proposal due date.

A total of six proposals were received by the proposal due date of November 4, 2025, and are listed below in alphabetical order:

1. Arroyo Background Investigations
2. Kentech Consulting, Inc.
3. Maerly LLC
4. National Testing Network, Inc.
5. North American Security and Investigations, Inc.
6. Palicon Group

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from Metro's Department of Public Safety, Risk, Corporate Safety & Asset Management Department, and Operations was convened and conducted a comprehensive technical evaluation of the proposals received.

From November 14, 2025, through December 16, 2025, the PET independently evaluated the proposals based on the following evaluation criteria:

Phase I – Minimum Qualification Requirements (Pass/Fail): Proposers must meet the following minimum qualification requirements at the time of proposal submittal:

- Proposer and/or each member of the Proposer's team, including all proposed staff and subcontractors conducting background investigations, must be licensed as required by law.
- Proposer and/or each member of the Proposer's team, including all proposed staff and subcontractors conducting background investigations, must have a minimum of five years of experience conducting pre-employment background investigations for law enforcement agencies.
- Proposer and/or each member of the Proposer's team, including all proposed staff and subcontractors conducting background investigations, must have completed the Peace Officer Standards and Training (POST) background investigation course.

The PET deemed all six proposals met the minimum qualification requirements and continued with the weighted evaluation based on the following Phase II - Weighted Evaluation Criteria:

- Experience and Qualifications of the Proposer 20%
- Experience, Qualifications of Key Personnel and Availability 20%
- Management Plan and Approach to the Work 40%
- Price 20%

Several factors were considered when developing these weights, giving the greatest importance to the Management Plan and Approach to the Work.

At the conclusion of the evaluation process, the PET determined that all six proposals were within the competitive range and were technically qualified to provide the requested services.

C. Price Analysis

Each proposer submitted fully burdened rates to perform specific background investigation services. The negotiated rates have been determined to be fair and reasonable based on price analysis, technical analysis, fact-finding, and negotiations.

Work will be assigned through the issuance of separate task orders in accordance with the negotiated rates.

D. Background on Recommended Contractors

Arroyo Background Investigations

Arroyo Background Investigations (ABI), located in Riverside, CA, has been in business since 2003. It provides professional investigative services, including POST compliant background checks, surveillance, and fraud investigations.

ABI's California public safety clients in California include the Riverside County Sheriff's Department and the Burbank, Menifee, San Fernando, and Exposition Park Police Departments.

Kentech Consulting, Inc.

Kentech Consulting, Inc. (Kentech), founded in 2006, is a Chicago-based background investigation and screening company with a satellite office in Santa Monica, CA. It provides investigative background check technology and POST compliance investigations for law enforcement, employers, non-profit organizations, colleges, and housing authorities.

Kentech's law enforcement agency and transit clients include the Chicago and New York Police Departments, and the New York Metropolitan Transit Authority.

Maerly LLC

Maerly LLC (Maerly), headquartered in Westlake Village, CA, has been in business since 2018. It provides comprehensive investigative services, including POST compliant pre-employment background investigations for law enforcement, public safety, and civilian positions.

Public agency clients include the San Francisco Police Department, San Francisco Chief Medical Examiner's Office, San Francisco Juvenile Probation Department, Contra Costa County Fire Protection District, County of El Dorado, and City of Santa Paula.

National Testing Network, Inc.

National Testing Network, Inc. (NTN), based in Lynwood, Washington, has been in business since 2006. It provides recruitment, testing, and background investigation services, including POST compliance pre-employment investigations.

NTN has partnered with a wide range of municipal and regional agencies, including the City of Milwaukee, Tualatin Valley Fire and Rescue, City of Akron, and the Santa Ana Police Department.

North American Security and Investigations, Inc.

North American Security and Investigations, Inc. (NASI), headquartered in Carson, CA, has been in business since 2004. It has provided pre-employment screening services, including POST compliant background investigations. Public safety agencies include the Riverside County Sheriff's, Sacramento, Upland, and San Bernardino Police Departments, and Glendale and Visalia Fire Departments.

Palicon Group

Palicon Group (Palicon), located in Riverside, CA, has been in business since 2020. It provides personnel investigations, pre-employment screening, threat assessment, civil and criminal defense litigation support, and general investigation services, including POST compliant background investigation services for law enforcement, fire service, and other public safety agencies.

Public safety agencies for which Palicon has provided public safety pre-employment background investigation services include the California Highway Patrol, the Long Beach, Hemet, Burbank Airport, Gardena, Murrieta, and Tustin Police Departments, the Fresno and Redlands Fire Departments, and the Anaheim City Manager's Office.