

Clause 13 in Report No. 15 of Committee of the Whole was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting held on October 20, 2016.

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Contract Award for Security Guard Services

Committee of the Whole recommends adoption of the following recommendation contained in the report dated August 29, 2016 from the Commissioner of Corporate Services:

1. Council approve the award of P-16-81 Security Guard Services at various York Region Facilities to Primary Response Inc. for a term of one year, from December 1, 2016 to November 30, 2017, at a total cost of \$1,884,032.64, excluding taxes, with an option for the Region to renew the contract for up to four additional terms of one year each.
2. Council authorize the Chief Administrative Officer to execute the agreement and exercise the option to renew the contract on an annual basis, at a total estimated five year cost of \$9,420,163.20 excluding taxes, subject to an increase of 2% or Consumer Price Index adjustments annually, whichever is less, subject to satisfactory performance, budget approval and ongoing business needs.

Report dated August 29, 2016 from the Commissioner of Corporate Services now follows:

1. Recommendations

It is recommended that:

1. Council approve the award of P-16-81 Security Guard Services at various York Region Facilities to Primary Response Inc. for a term of one year, from December 1, 2016 to November 30, 2017, at a total cost of \$1,884,032.64, excluding taxes, with an option for the Region to renew the contract for up to four additional terms of one year each.
2. Council authorize the Chief Administrative Officer to execute the agreement and exercise the option to renew the contract on an annual basis, at a total estimated five year cost of \$9,420,163.20 excluding taxes, subject to an increase of 2% or Consumer Price Index adjustments

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annually, whichever is less, subject to satisfactory performance, budget approval and ongoing business needs.

2. Purpose

The purpose of this report is to seek Council approval to award the security guard services Contract. The Purchasing Bylaw requires Council approval where the award of a contract is to be made to a proponent, whose proposal is the highest scoring, but not the lowest cost and where the total cost of a contract to be awarded under a Request for Proposal (RFP) exceeds \$2 million. Both of these provisions are applicable to the award of this contract.

3. Background

Security Guard Services are needed to protect people and property

The current security guard services contract expires on November 30, 2016.

Requirement for security guard services is determined by the size, client request and complexity of security functions of the facility such as parking management, high volume public service events, large presence of Regional fleet vehicles, and complex shipping/receiving/loading dock areas. Only large and high occupancy facilities require manned security services. This practice is in accordance with the recommendations made by a security management consultant in 2010.

The security services retained by the Region are designed to protect people and property, maintain order and generally promote good relationships between the general public, the community and Regional employees. The presence of security guard services helps to avert situations which could subsequently become matters that will involve the Police.

The security guard services will be provided for nine facilities across the Region (see private attachment 1).

4. Analysis and Implications

A Request for Proposal process was completed for Security Guard Services

RFP P-16-81 for the provision of Security Guard Services at various York Region Facilities was completed on June 30, 2016. Sixteen proponents downloaded the

RFP and six proposals were submitted. The RFP invited proposals for an initial term of one year, with the option for the Region to renew the contract for up to four additional terms of one year each.

The proposals were evaluated using a two envelope system where some of the components included technical and financial information in separate sealed envelopes. Proponents had to achieve a minimum score of 60 percent (36 points) out of the 60 points allocated to the Technical Proposal, in order to proceed to the Presentation/Interview stage.

Proponents had to achieve a minimum score of 60 percent (12 points) out of the 20 points to proceed to the financial evaluation phase. The financial phase was scored out of the remaining 20 points for a total of 100 available points. Of the six proposals, only three met all the mandatory requirements and proceeded to the financial phase.

Primary Response Inc. has the highest grand total weighted score of 87% and the second lowest cost in the amount of \$1,884,032.64, excluding HST (table 1).

**Table 1
Evaluation Summary**

Name of Company	Technical Score (60%)	Demonstration Score (20%)	Financial Score (20%)	Total Score (100%)	Total Price exclusive of HST
Primary Response Inc.	51.88	16.20	19.04	87.12	\$1,884,032.64
Paladin Security	45.88	12.50	18.74	77.13	\$1,903,997.76
Securitas Canada Limited	36.90	14.40	20.00	71.30	\$1,793,386.72

Primary Response's overall proposal provides the highest value to the Region

Primary Response Inc. submitted a comprehensive written proposal, clearly outlining company's experience, details of services offered including the largest fleet of security vehicles and an extensive training program for their staff.

Primary Response Inc. proposal exceeded the other proposals in the areas of experience, credentials, references, stability and reputation, staff training and

development, scheduling of key resources and technological software and programs.

The proposal offered innovative technological solutions that included a live web-based incident reporting system fully accessible by the Region. Their site visit demonstrated a security program model similar to the Region requirements, clearly outlining security processes and procedures.

Submitted references included government organizations that have similar needs to the Region's needs in terms of its security environment. During the site visit Primary Response Inc. fully demonstrated all critical functions that are required by the Region, which included operation and management of intrusion, access control and video surveillance systems, comprehensive security procedures and processes such as emergency procedures and key control.

An environmental protection strategy was outlined in the proposal through exclusive use of electric and hybrid vehicles with traffic control lights, onboard defibrillator, fire extinguisher and a loud speaker system.

Primary Response Inc. will provide personal safety training seminars to Regional staff, not limited to but including non-violent crisis intervention, robbery prevention and awareness and physical security for facilities.

5. Financial Implications

This contract is for one year with options to renew for four additional one-year terms

The first year cost for this contract is \$1,884,032.64 and a total cost of \$9,420,163.20 over five years, subject to an increase of 2% or Consumer Price Index adjustments annually, whichever is less. The funding for the first year is included in the approved 2016 and proposed 2017 Property Services Operating Budgets.

6. Local Municipal Impact

By providing security guard services, the risk of disorderly conduct or damage to property that can affect municipal resources such as fire, bylaws, etc. is reduced.

7. Conclusion

Security guard services continue to address business needs, helps protect Regional assets and provide a safe and secure environment for customers, employees and the general public.

The Request for Proposal procurement process was conducted as per the Regions' Purchasing Policies and Procedures.

Property Services Branch and Corporate Services Department recommends that Contract P-16-81 for the provision of Security Guard Services be awarded to the proponent with the highest total weighted score, Primary Response Inc. in the amount of \$1,884,032.64, excluding HST.

For more information on this report, please contact Michael Shatil, Director, Property Services Branch at ext.71684.

The Senior Management Group has reviewed this report.

August 29, 2016

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Accessible formats or communication supports are available upon request