



To: Public Works and Transportation Committee **Date:** February 12, 2024
From: Martin Younis, B. Eng., M. Eng. **File:** 02-0745-01/2024-Vol 01
Director, Facilities and Project Development
Re: **Award of Contract 8247P – Security Guard Services**

Staff Recommendations

1. That Contract 8247P – Security Guard Services be awarded to The British Columbia Corps of Commissionaires for a three-year term for an estimated value of \$1,351,000.00, excluding taxes, as described in the report titled “Award of Contract 8247P – Security Guard Services,” dated February 12, 2024 from the Director, Facilities and Project Development;
2. That the Chief Administrative Officer and General Manager, Engineering and Public Works be authorized to extend the initial three-year term up to the maximum term of five years, for the additional estimated value of \$971,000.00, excluding taxes;
3. That the Chief Administrative Officer and General Manager, Engineering and Public Works be authorized to execute the contracts and all related documentation with The British Columbia Corps of Commissionaires; and
4. That the Consolidated 5 Year Financial Plan (2024-2028) be amended to increase the Engineering and Public Works operating budget by \$272,234.00 funded by the Rate Stabilization Account as detailed in the report titled “Award of Contract 8247P – Security Guard Services,” dated February 12, 2024, from the Director, Facilities and Project Development.

Martin Younis, B. Eng., M. Eng.
Director, Facilities and Project Development
(604-204-8501)

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Finance Department	<input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS:	APPROVED BY CAO

Staff Report

Origin

The City requires security guard services to provide a 24/7 presence at City Hall and City Hall Annex to ensure the safety of the public, staff and the infrastructure, and to facilitate the customer service experience. Security guard services will also be used at other City locations for events and celebrations as required.

The City's current security guard contract was awarded in 2019 and expires in February 2024. It is necessary to solicit proposals through a public bid process to continue this service. This report summarizes the public tendering process for Contract 8247P and provides a recommendation for the provision of security guard services.

This report supports Council's Strategic Plan 2022-2026 Focus Area #3 A Safe and Prepared Community:

Community safety and preparedness through effective planning, strategic partnerships and proactive programs.

3.3 Ensure the community is collectively prepared for emergencies and potential disasters.

3.4 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.

Analysis

Scope of Work

City Hall and City Hall Annex are the City's main public-facing buildings that facilitate day-to-day Council business. Security guard services are necessary to enable a safe and secure presence during business and non-business hours and to facilitate the City's customer service goals.

Contract 8247P includes the following security guard services at City Hall (interior and exterior patrols) and City Hall Annex (exterior patrols):

- Shift A: 24-hour coverage shifts, 365 days per year
- Shift B*: Additional 5:00 p.m. to 1:00 a.m. shift, Monday to Friday
- Additional security guard services as required for any City location and/or facility

*Bidders were required to provide rates for the evening coverage of Shift B, which is additional when compared to the current contract. Shift A and Shift B will run concurrently and two security / customer service persons may be on site at the same time from 5:00 p.m. to 1:00 a.m. Monday to Friday.

The award of this contract has been evaluated based on this expected level of service, but the award does not obligate the City to that level of service. Service levels will continue to be analyzed on an ongoing basis with recommendations for budgeting brought forward annually for Council consideration.

Procurement Process

Request for Proposals (RFP) 8247P – Security Guard Services was posted to BC Bid on September 12, 2023 and received 14 proposals by the October 10, 2023 closing date. The contract terms are indicated as an initial three-year term, renewable for up to two additional one-year periods to a maximum of five years, upon agreement of both the City and the successful proponent.

Evaluation

The Evaluation Committee was appointed by the City pursuant to the RFP. The Evaluation Committee members each reviewed the proposals received in response to the RFP and met to compare and evaluate the proposals to identify the proposal which the Evaluation Committee judges to be the most advantageous to the City, with reference to the evaluation criteria and weightings set out in the RFP. Proposals were scored and evaluated against pre-determined criteria that included corporate profile, experience and methodology, capacity, resources, team, references and financial proposal. Table 1 provides a summary of the financial proposals received in response to the RFP based on the estimated hours over the maximum five-year contract term and the proposal evaluation score.

Table 1: Financial Summary and Evaluation Scores

Proponent	Estimated total costs for initial Years 1 to 3	Estimated total costs for Years 4 and 5	Estimated total costs over maximum five-year term	Evaluation Score
The British Columbia Corps of Commissionaires	\$1,230,958.00	\$883,458.72	\$2,114,416.72	86.3
Paladin Security Group Ltd.	\$1,158,169.20	\$827,176.08	\$1,985,345.28	81.0
Securiguard Services Ltd.	\$1,059,732.55	\$742,284.08	\$1,802,016.63	77.6
Armour Security and Protection Services Corp.	\$1,110,204.00	\$762,968.00	\$1,873,172.00	75.3
Guardteck Security	\$1,082,518.64	\$767,450.64	\$1,849,969.28	68.1
Garda Canada Security Corporation	\$1,066,596.80	\$755,977.84	\$1,822,574.64	65.2
Fusion Security Inc.	\$1,229,000.96	\$860,823.28	\$2,089,824.24	58.4
Universal Protection Service of Canada Corporation	\$1,015,692.98	\$720,154.99	\$1,735,847.97	56.4
G Force Security Inc.	\$941,949.60	\$676,023.60	\$1,617,973.20	56.3
Logixx Security Inc.	\$971,135.52	\$696,942.32	\$1,668,077.84	51.4
Hilton Security Group Inc.	\$837,214.80	\$592,476.00	\$1,429,690.80	51.4
T.A.B.B. Enterprises Inc.	\$1,109,286.00	\$799,904.00	\$1,909,190.00	39.9
Guardsmark Security	\$1,864,320.00	\$1,402,624.00	\$3,266,944.00	35.3
Ampere Security Ltd.*	n/a	n/a	n/a	Non-compliant

*The proposal received from Ampere Security Ltd. was determined to be incomplete and not evaluated.

Following evaluation of all the proposals, it was identified that The British Columbia Corps of Commissionaires (BC Commissionaires) submitted the most advantageous proposal:

- Recruitment prioritizes employment to former municipal police, firefighters, ambulance attendants and first responders;
- Focused on staff retention resulting in consistent staffing and higher continuity of service delivery;
- More advantageous compared to the other submissions as their proposal included a five-stage transition plan;
- Identified direct client services point of contact and management team for escalated communication needs;
- Hilton Security Group Inc. did have a more favourable estimated price, however their submission was not as strong as BC Commissionaires in every other scored category; and
- BC Commissionaires' work plan showcased a better understanding of the security service requirements beyond people and property in relation to the expected deliverables of the contract.

Award Recommendation

BC Commissionaires are:

- A not-for-profit organization established in 1927 with the original mandate of creating meaningful employment for former military and RCMP members;
- Their training programs are sound and they demonstrated considerable effort towards employee retention, enabled through specific corporate policies; and
- Offering at the minimum, equivalent or greater than the living wage established by the Living Wage for Families Campaign.

They have the skills, capacity, experience and corporate profile required to provide excellent service. The leading security solutions provider is comprised of a well-trained, diverse team of over 1,150 employees servicing 110 communities in BC. There are more than 50 offices across Canada, with their head office located in downtown Vancouver. Their service delivery is facilitated by a 24/7 operations centre and the use of the latest technology for reporting, performance monitoring, GPS locating and several other security-related systems. BC Commissionaires has considerable experience working with similar public sector organizations within the lower mainland.

Hourly rates will be fixed for the initial three-year term of the contract. After the initial term, hourly rates will remain fixed for each one year renewal term.

The total cost for the contract is based on the City's estimated level of service needs for security services for the total term of the contract. A contingency allowance of approximately 10 per cent has been added to their proposal as summarized in Table 2 to allow for unforeseen events.

Table 2: Estimated value of contract

Years 1 to 3	\$1,230,958.00
Contingency	\$120,000.00
Rounded Total – Years 1 to 3	\$1,351,000.00
Years 4 and 5	\$883,458.72
Contingency	\$88,000.00
Rounded Total – Maximum 5-Year Term	\$2,322,000.00

Financial Impact

Should Council approve the award of contract for security guard services, the estimated annual amount for the initial three-year service term is \$450,334.00 per year, including contingency. In order to meet the growing security requirements in light of increased security challenges, the yearly cost is over and above the approved annual operating budget for Contracts Security in the Facility Services department of \$178,100.00.

Additional funding is proposed to come from the Rate Stabilization Account for the 2024 budget year in the amount of \$272,234.00 for this contract including an additional evening shift. If approved, the Consolidated 5 Year Financial Plan (2024-2028) will be amended accordingly. In order to ensure proper expenditure authority is in place, budget will temporarily be borrowed from within the Engineering and Public Works operating budget to ensure overall expenditures are not exceeded. The contract increase will be considered as an additional level request for the subsequent year’s budget process in 2025 and following years, including whether to continue with the additional Shift B evening shift.

Conclusion

Staff recommend that Contract 8247P – Security Guard Services be awarded to The British Columbia Corps of Commissionaires, as they represent best value to the City. The initial contract term would be for a period of three years with the possibility to extend for two additional one-year terms, to a maximum of five years upon mutual agreement and satisfactory performance. This is for an estimated total value of \$2,322,000.00.



Jeff Lee
 Manager, Facility Services
 (604-276-4027)