

Security Guard Service – Increase to the Value of the Contract and Purchase Order

Date:	June 22, 2021
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The purpose of this report is to request Toronto Public Library Board approval for an increase to the value of the purchase order for the current third year of the Garda World security guard contract, and to award the first of two optional contract years with an increased value.

The additional cost for security services for the balance of 2021 is due to having greater coverage of guards as in-branch services are reintroduced, all branches are reopened and Sunday service resumes, to ensure customers are able to safely access branch facilities and services, and to ensure Toronto Public Health protocols are followed during the COVID-19 pandemic.

The current annual contract, which runs September 1, 2020 – August 31, 2021, will be increased by \$0.860 million for a revised Purchase Order value of \$4.619 million. The first optional renewal year of the contract, which runs September 1, 2021 – August 31, 2022, will be increased by \$0.700 million, for a revised value of \$3.512 million.

As the total increases to the contract is above the City Librarian's delegated signing authority, Board approval is required.

The required level of guard coverage in response to the pandemic will continue to be monitored and further adjustments may be required to the value of the first and second optional years of the security guard contract.

RECOMMENDATION

The City Librarian recommends that the Toronto Public Library Board:

1. approves an increase to the purchase order commitment for security guard services with Garda World for the third year, September 1, 2020 to August 31, 2021, for an amount of \$0.860 million, for a revised value of \$4.619 million, excluding Harmonized Sales Tax (HST); and
2. extends the contract for security guard services with Garda World for the first of two optional years, September 1, 2021 to August 21, 2022, with an increase of \$0.700 million, for a revised cost of \$3.512 million, excluding HST.

FINANCIAL IMPACT

The approved potential commitment value of the contract with Garda World is \$14.839 million, comprised of the three-year award totalling \$9.161 million and two optional renewal years with a total value of \$5.678 million. The proposal is to increase the current third year of the contract, which runs September 1, 2020 – August 31, 2021, by \$0.860 million for a revised Purchase Order value of \$4.619 million, resulting in a total value of the purchase order for the three-year contract of \$10.021 million.

The recommended award of the first optional renewal year of the contract, which runs September 1, 2021 – August 31, 2022, will be increased by \$0.700 million, for a revised value of \$3.512 million. The total value over five years is now \$16.399 million.

A summary of the five-year commitment, including these increases, is shown in the following table.

	Service Period	Current Contract (\$M)				Increase Contract	Revised Contract (\$M)			
		Base Contract	Casual Services	COVID Impact	TOTAL		COVID Impact	Base Contract	Casual Services	COVID Impact
Year 1	Sep. 1, 2018 - Aug. 31, 2019	2.454	0.288	-	2.742	-	2.454	0.288	-	2.742
Year 2	Sep. 1, 2019 - Aug. 31, 2020	2.560	0.100	-	2.660	-	2.560	0.100	-	2.660
Year 3	Sep. 1, 2020 - Aug. 31, 2021	2.659	0.100	1.000	3.759	0.860	2.659	0.100	1.860	4.619
Subtotal - First Three Years		7.673	0.488	1.000	9.161	0.860	7.673	0.488	1.860	10.021
Option Year 1	Sep. 1, 2021 - Aug. 31, 2022	2.712	0.100	-	2.812	0.700	2.712	0.100	0.700	3.512
Option Year 2	Sep. 1, 2022 - Aug. 31, 2023	2.766	0.100	-	2.866	-	2.766	0.100	-	2.866
Subtotal - Optional Years		5.478	0.200	-	5.678	0.700	5.478	0.200	0.700	6.378
TOTAL		13.151	0.688	1.000	14.839	1.560	13.151	0.688	2.560	16.399

The increase to the security guard contract totals \$1.560 million, comprised of the

\$0.860 million increase for the third year of the contract of which \$0.600 million relates to the spending above budget in fiscal year 2020 (Sep-Dec) and \$0.260 million relates to fiscal year 2021 (Jan-Aug) and the \$0.700 million increase to the first optional renewal year.

This results in an approximate \$0.960 million budget pressure in 2021 which will be managed by offsetting savings in the 2021 operating budget expenditures as described in another report, *Operating Budget Monitoring Report – April 30, 2021*.

The required level of guard coverage in response to the pandemic will continue to be monitored and further adjustments may be required to the value of the first and second optional years of the security guard contract.

The Director, Finance & Treasurer has reviewed this financial impact statement and agrees with it.

DECISION HISTORY

At its meeting on August 16, 2018, the Library Board considered [Security Guard Service – Award of Contract](#) and approved the award of contract to Garda World for a three-year contract with two optional one-year renewals for an estimated value of \$11.609 million comprised of a three-year period commencing September 1, 2018, for a total value of approximately \$6.772 million and two one-year renewals under the same terms and conditions, with a value of approximately \$4,836 million.

At its meeting on September 23, 2019, the Library Board considered [Security Guard Service – Increase to the Value of the Contract and Purchase Order](#) and approved an increase to the purchase order commitment for security guard services to Garda World for an amount of \$2.231 million over the five-year term for a total revised value of \$13.839 million.

At its meeting on February 22, 2021, the Toronto Public Library Board considered [Security Guard Services-Increase to the value of the Contract and Purchase Order](#) and approved a \$1.000 million increase to the purchase order for the third year with Garda World for a revised total value of \$14.839 million over the five-year term.

BACKGROUND

Toronto Public Library's (TPL's) strategies to address issues and incidents are three-pronged: proactive, preventative and reactive. The proactive approach focuses on staff training, community partnerships, onsite security and various policies and procedures to manage and address issues as they occur. The preventative measures include addressing environmental conditions and making facility improvements and design improvements to prevent incidents. The reactive approach is addressing incidents as

they occur by applying additional security guard coverage on a planned and ad hoc basis.

Prior to the COVID-19 pandemic, regular security guards were stationed at 32 of the branches with an additional four mobile guards providing support as necessary. In March 2020, TPL closed branches due to COVID-19 and suspended in-branch security services. Mobile guards continued to monitor the security of library buildings.

As library service and branch access resumed in various stages throughout 2020 and 2021, guards were stationed at branches to support curbside pickup, food bank operations, and in-branch use of computers, printers and washrooms. In addition to providing security services, guards stationed in branches help manage line-ups, physical distancing, monitor and maintain branch capacity, and are instrumental in ensuring Public Health protocols, including mandatory use of masks, are followed by all customers and staff.

COMMENTS

In April 2021, Ontario issued a province wide stay at home order and guards were stationed at TPL branches to help assist in curbside pick- ups, lineups and to monitor social distancing practices. In May 2021, TPL was asked to provide access to washroom facilities at several branches and guards were added to help provide support by ensuring health and safety measures are being followed. Also in May, TPL partnered with Ontario Health (Toronto) and community health agencies to host pop-up vaccination clinics in a number of branches which required additional guards.

A branch-by-branch analysis was completed to assess and estimate the appropriate level of stationed and mobile security coverage with varying levels of library service and customer access expected throughout 2021. The additional cost for security services for the balance of 2021 is due to having greater coverage of guards as in-branch services are reintroduced, all branches are reopened and Sunday service resumes, to ensure customers are able to safely access branch facilities and services, and to ensure Toronto Public Health protocols are followed during the COVID-19 pandemic. Guards are fully trained, engaged, and have various techniques and tactics to quickly deescalate situations with calm and ease. Their support to staff is called upon often and is highly valued.

TPL will continue to regularly evaluate the security needs and adjust security coverage across the branches to respond to Toronto Public Health protocols and support customers and staff safety. Further adjustments may be required to the value of the first and second optional years of the security guard contract.

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SIGNATURE

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