

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

Date:	February 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 total value of the Garda World security contract that was awarded in August 2018 and increased in September 2019, and to also increase the value of the purchase order (PO) for the security guard service provided by Garda. The current contract was awarded for a three-year period commencing on September 1, 2018, with the option for two additional one-year renewals, subject to satisfactory performance and at the sole discretion of the City Librarian.

The additional cost for security services in 2021 is due to having greater coverage of guards stationed in library branches 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 anticipated increase in security cost in 2021 is \$1.000 million which is included as a COVID-19 budget pressure in the approved 2021 Operating Budget. Over the full five-year term, the total PO commitment value is being increased by \$1.000 million, from \$13.839 million to \$14.839 million.

It is anticipated there will be an ongoing need for greater security coverage for the remainder of the contract in response to the pandemic and this will be continuously monitored.

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

RECOMMENDATION

The City Librarian recommends that the Toronto Public Library Board:

1. approves an increase to the purchase order commitment for 2021 security guard services to Garda World for an amount of \$1.000 million, excluding Harmonized Sales Tax (HST), which increases the value of the purchase order from \$2.759 million to \$3.759 million for the period September 1, 2020 to August 31, 2021.

FINANCIAL IMPACT

The total 2021 budget for security guard services is \$3.777 million which includes the additional \$1.000 million of COVID-19 budget pressure included in the approved 2021 Operating Budget being adopted at this Board meeting. A summary of the five-year commitment, including this increase, is shown in the following table:

Service Period	Current Contract				Increase Contract				Revised Contract			
	Contract	Ad-Hoc Services	COVID Impact	Total	Contract	Ad-Hoc Services	COVID Impact	Total	Contract	Ad-Hoc Services	COVID Impact	Total
Sep 1, 2018 to Aug 31, 2019	2.454	0.288	-	2.742	-	-	-	-	2.454	0.288	-	2.742
Sep 1, 2019 to Aug 31, 2020	2.560	0.100	-	2.660	-	-	-	-	2.560	0.100	-	2.660
Sept 1, 2020 to Aug 31, 2021	2.659	0.100	-	2.759	-	-	1.000	1.000	2.659	0.100	1.000	3.759
Subtotal - First Three Years	7.673	0.488	-	8.161	-	-	1.000	1.000	7.673	0.488	1.000	9.161
Sep 1, 2021 to Aug 31, 2022	2.712	0.100	-	2.812	-	-	-	-	2.712	0.100	-	2.812
Sept 1, 2022 to Aug 31, 2023	2.766	0.100	-	2.866	-	-	-	-	2.766	0.100	-	2.866
Subtotal - Optional Years	5.478	0.200	-	5.678	-	-	-	-	5.478	0.200	-	5.678
TOTAL	13.151	0.688	-	13.839	-	-	1.000	1.000	13.151	0.688	1.000	14.839

In response to the changing and challenging pandemic situation, there is a need for greater security coverage for the remainder of the contract and this will be continuously monitored.

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

DECISION HISTORY

At its meeting on August 16, 2018, the 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 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, which included \$1.543 million for the contract for stationed guards and mobile coverage and \$0.688 million for ad-hoc security coverage, for a total revised value of \$13.839 million.

ALIGNMENT WITH STRATEGIC PLAN

The provision of security guard service aligns most closely with Strategic Plan priority #6 *Transforming for 21st Century Service Excellence*.

BACKGROUND

Toronto Public Library'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 an 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 our buildings.

As library service and branch access resumed in various stages throughout 2020, guards were stationed at branches to support curb-side 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. Guards are fully trained, engaged, and have various techniques and tactics to quickly de-escalate situations with calm and ease. Their support to staff is called upon often and is highly valued.

COMMENTS

In October 2020, a branch-by-branch analysis was completed to assess and estimate the appropriate level of stationed and mobile security coverage for 2021. This planning assumes that the COVID-19 pandemic will continue into 2021 with varying levels of library service and customer access expected. Public health protocols are expected to be followed and enforced throughout 2021.

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, and report to the Board as appropriate.

CONCLUSION

The rapidly evolving COVID-19 pandemic is expected to continue into 2021 and the security guard service provided by Garda supports TPL's commitment to providing customers and staff with a welcoming and supportive environment, especially during this challenging time.

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SIGNATURE

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