

To: Toronto Public Library Board – October 24, 2005

From: City Librarian

Subject: **Security Services – Award of Contract**

Purpose:

To seek Toronto Public Library Board approval for the award of the contract to supply security services for Toronto Public Library (TPL) as per the Library's "Request for Proposal for Security Services".

Funding Implications and Impact Statement:

The annual cost of the proposed security services contract is \$1,336,013.01 including GST of \$87,402.72. The total cost of the contract for a two-year term will be \$2,672,026.02 including GST of \$174,805.44. The proposed contract represents an annual increase of \$7,592.69 or .05 percent over our current contract.

The cost of the security services contract has been provided for in the 2005 Operating Budget and the 2006 budget request to the City.

Recommendations:

It is recommended that:

- (1) the Toronto Public Library Board award a two-year contract to Primary Response Inc., to supply required security services for the TPL, at an annual cost of \$1,336,013.01 or \$2,672,026.02 over two years;
- (2) the Toronto Public Library Board approve a one-year renewal option at the same terms and conditions, solely at the discretion of TPL and subject to satisfactory performance;
- (3) staff be authorized to negotiate with Primary Response Inc. to add or delete services resulting from operational needs, subject to budget availability; and
- (4) the appropriate Library staff be authorized and directed to take the necessary action to give effect thereto.

Background:

At present, regular security service is provided on an as-required basis at many of TPL's one hundred and one (101) locations. In addition, procedures are in place to provide Security Patrol Officer service on demand to assist Library staff during operating hours and investigate intrusion alarms during closed hours of operation. The current security services contract expires on November 30, 2005.

Comments:

On September 2, 2005, an advertisement was placed in the Toronto Star inviting contractors to submit a response to a Request For Proposal (RFP) to provide Security Services to TPL for a two-year period, from December 1, 2005 through November 30, 2007.

Five (5) Security Services contractors picked up the RFP documents, and TPL received submissions from the following three (3):

- Initial Security
- Intercon Security
- Primary Response Inc.

The submissions were scored using the evaluation criteria identified in the RFP document, and subsequently, all three companies were scheduled for an interview and presentation. Point scores from the RFP submission and the interview presentation were tabulated for each proponent by the evaluation team.

As part of the RFP process, bidders were asked to quote separately on the cost of additional security services, including hourly rates for additional work and a cost-per-visit for alarm response. These additional security services are being recommended as part of the award of this contract.

Primary Response Inc., with a bid of \$1,336,013.01 for each year of the two-year contract, which includes GST, was the low bid and received the highest score from the evaluation team.

From time-to-time, operational requirements may result in the addition or removal of certain security services. For example, if a branch is closed for renovation, then security services are suspended and there may be cost savings.

Conclusion:

The Fair Wage Office has confirmed that Primary Response is in compliance.

The RFP documentation submitted by Primary Response Inc. has been reviewed by TPL staff, and was found to be in conformance with tender requirements. It is recommended that the supply of security services be awarded to Primary Response and that staff enter into a two-year

contract with Primary Response Inc., with the provision for a one-year extension with the same terms and conditions, solely at the discretion of TPL and subject to satisfactory performance.

Contact:

Larry Hughsam; Director, Finance & Treasurer; Tel: 416-397-5946; Fax: 416-393-7115;

E-mail: lhughsam@torontopubliclibrary.ca

Bruce Barnett, Senior Manager, Facilities; Tel: 416-395-5881; Fax: 416-395-5916;

E-mail: bbarnett@torontopubliclibrary.ca

Josephine Bryant
City Librarian

List of Attachments:

Not applicable.