

Security Services – Award of Contract

Date:	June 22, 2015
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

This report requests that the Toronto Public Library Board approve the recommendation to award the security services contract as per the Toronto Public Library's Request for Proposal (RFP) for security services.

It is recommended that the contract for security services for the Toronto Public Library be awarded to Primary Response as a result of achieving the highest total score in the evaluation process. The award is for a three-year period, August 1, 2015 to July 31, 2018, with the option for two one-year renewals, subject to satisfactory performance, under the same terms, conditions and pricing as year three of the agreement.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. awards the security services contract to Primary Response for a three-year period as follows:
 - a. August 1, 2015 to July 31, 2016 at a cost of \$1,492,631.08 [excluding Harmonized Sales Tax (HST)];
 - b. August 1, 2016 to July 31, 2017 at a cost of \$1,492,631.08;
 - c. August 1, 2017 to July 31, 2018 at a cost of \$1,522,483.70;
2. authorizes two one-year renewals, subject to satisfactory performance, under the same terms, conditions and pricing as year three of the agreement, \$1,522,483.70 for each year; and
3. authorizes and directs the appropriate Library staff to take the necessary action to give effect thereto.

Implementation Points

As a new service provider is recommended, the successful proponent will be required to comply with any successor legislation as it applies to existing security staff.

FINANCIAL IMPACT

The award of this contract to Primary Response will cost \$1,492,631.08 in 2016. In addition, based on previous experience, additional ad hoc security services will be required for operational reasons over the course of the year estimated at \$90,000. The estimated total cost for security services in 2016 is \$1,582,631.08, which represents an increase of \$69,631 over the 2015 budget of \$1,513,000 and this cost pressure will be included as part of the 2016 budget submission.

The final year cost of the current contract for security services is \$1,575,318. A review of security service requirements was conducted in early 2014, and resulted in a reduction of \$150,000, which brings the current contract to \$1,425,318, excluding any ad hoc services.

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

ISSUE BACKGROUND

Security guard service provides a visible, proactive and preventative presence that helps to maintain a safe and welcoming environment, and is an important component of the Board's responsibilities as an employer and as an operator of public spaces.

The Library currently provides security guard services at many of its branches on a regularly-scheduled basis. In addition, a dedicated security patrol car can be dispatched to library locations on an as-needed basis. Additional security services can also be scheduled at any of the Library's 102 facilities, if required.

The Library regularly reviews requirements for security services and will make adjustments to the service, if required.

COMMENTS

On May 8, 2015, the Library issued a public RFP for security services. Seven compliant proposals were submitted. The proposals were evaluated according to the criteria listed in the RFP: credibility, capability, quality and cost. Three shorted-listed proponents were interviewed, and based on the proposals and the interview, Primary Response achieved the highest score in the evaluation process.

The proposed agreement maintains existing security guard service levels. Requirements for security services are monitored on an ongoing basis and adjustments to the service levels can be made as required.

The award is for a three-year period: August 1, 2015 to July 31, 2016, at a cost of \$1,492,631.08; August 1, 2016 to July 31, 2017, at a cost of \$1,492,631.08; August 1, 2017 to July 31, 2018 at a cost of \$1,522,483.70. There is an option of two one-year renewals,

subject to satisfactory performance under the same terms, conditions and pricing as year three of the agreement, \$1,522,483.70 (all costs excluding HST).

CONTACT

Paul Triumphour; Acting Director, Information Technology & Facilities; Tel: 416-393-7104;
E-mail: ptrumphour@torontopubliclibrary.ca

Gail Rankin; Senior Manager, Facilities; Tel: 416-395-5881;
E-mail grankin@torontopubliclibrary.ca

SIGNATURE

Vickery Bowles
City Librarian