



STAFF REPORT ACTION REQUIRED

Security Guard Services – Extension of Contract

Date: February 26, 2024

To: Toronto Public Library Board

From: City Librarian

SUMMARY

The purpose of this report is to seek Toronto Public Library Board approval for a two-month extension of the Toronto Public Library (TPL) security guard services contract with Garda World.

The extension for the period March 1, 2024 to April 30, 2024 is necessary to bridge the end of the current contract with Garda World and the start of a new contract that will be the result of a public Request for Proposal (RFP). Due to a system-wide cyberattack, staff were unable to access required documentation, which extended procurement timelines.

The total commitment value for the two-month extension of security services contract is approximately \$865,000 and as this increase to the contract is above the City Librarian's delegated signing authority, Board approval is required.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. approves a commitment with Garda World for security guard services for a two-month extension, March 1, 2024 to April 30, 2024, with a total value of approximately \$865,000 excluding Harmonized Sales Tax (HST).

FINANCIAL IMPACT

The total commitment value for the two-month extension of the security guard services contract with Garda World is approximately \$865,000 (excluding HST) and increases the total cost and term of the contract as shown in the table below:

Table 1: SECURITY GUARD CONTRACT
(in \$ millions)

Service Period		Revised Contract			
		Base Contract	Ad-Hoc Services	COVID Impact	TOTAL
Year 1	Sep 1, 2018 to Aug 31, 2019	2.454	0.288	-	2.742
Year 2	Sep 1, 2019 to Aug 31, 2020	2.560	0.100	-	2.660
Year 3	Sept 1, 2020 to Aug 31, 2021	2.659	0.100	1.000	3.759
Subtotal - First Three Years		7.673	0.488	1.000	9.161
Option Year 1	Sep 1, 2021 to Aug 31, 2022	4.045	0.100	0.700	4.845
Option Year 2	Sept 1, 2022 to Aug 31, 2023	4.766	0.100		4.866
Subtotal - Optional Years		8.811	0.200	0.700	9.711
Subtotal - Five Years		16.484	0.688	1.700	18.872
6 mos. extension	Sept 1, 2023 to Feb 29, 2024	2.595			2.595
2 mos. extension	Mar 1, 2024 to April 30, 2024	.865			.865
TOTAL		19.944	0.688	1.700	22.332

The 2024 Operating Budget includes funding for the remaining months of this contract, including the extension (March and April), as well as estimates for the new contract starting May 2024.

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

ALIGNMENT WITH STRATEGIC PLAN

TPL can achieve its strategic priority of opening up TPL spaces so that all Torontonians, including those from equity deserving populations, are able to access, use and benefit from TPL's services, programs and technology by providing a safe space for all customers and staff while maintaining a welcoming and inclusive space for all.

EQUITY IMPACT STATEMENT

The security guard services provided by TPL are a component of a comprehensive strategy to safeguard the wellbeing and safety of library customers and employees, guaranteeing fair access to all members of the public, and notably, Toronto's most vulnerable populations and equity deserving groups.

Security personnel help library employees maintain a welcoming, safe and inclusive environment for all library users. Recognizing that the presence of security guards may be a barrier to service for some individuals, TPL employees and guards are trained to reduce the effects of these interactions through a trauma-informed approach.

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 commencing September 1, 2018, with two optional one-year renewals.

Since that time, there have been a number of changes to the service and service levels, resulting in an overall increase to the scope and budget of security services, as summarized in the financial impact section of this report. The most recent Board approval related to this contract occurred at its meeting on June 20, 2022 where the Library Board considered [Security Guard Service – Extension of Contract](#) and approved the second of two optional years, September 1, 2022 to August 31, 2023.

At its meeting on May 24, 2022, the Library Board considered a report on [Alternate Approaches to Safety and Security at Toronto Public Library](#), which summarized the opportunity areas identified by the Discussion Table, and endorsed the short-term actions as identified by the City Librarian.

At its meeting on June 20, 2022, the Library Board considered [Security Guard Service – Extension of Contract](#) and approved the second of two optional years, September 1, 2022 to August 31, 2023, with an increase of \$2.000 million for a revised cost of \$4.866 million.

At its meeting on June 19, 2023, the Library Board considered [Security Guard Service - Extension of Contract](#) and approved the six- month extension, September 1, 2023 to February 29, 2024 with an increase of \$2.595 million for a revised cost of \$7.461 million.

ISSUE BACKGROUND

TPL has used contracted security guard services in branches since the 1970's, and they are an important component of the Board's responsibilities as an employer and as an operator of public spaces with very high public use. Security guards are a visible, proactive, and preventative presence that increases safety for the public, staff and TPL property.

TPL takes a multifaceted approach to managing its security requirements, which includes policies, procedures, staff training, committees, space design and security services. As was determined through the results of the Discussion Table report and within this context, security guards are an important and integral part of TPL's customer service team, which provides customers and staff with a welcoming and supportive environment. Security guards at TPL work with branch staff to oversee branch activity and help to prevent, deescalate and diffuse situations, allowing each member of the team to focus on serving customers and the community in their own ways.

In early 2022, TPL convened a Discussion Table to explore alternate safety and security strategies. The Discussion Table report identified various opportunities and was presented to the Board in May 2022. One of the opportunities identified was to "use security guard services intentionally as part of a broader suite of

resources and tools that support the prevention and resolution of incidents”. In keeping with this recommendation, staff evaluated incident data across TPL branches and working with Garda World, have eliminated guards at certain branches and upgraded from regular to upgraded guards at other branches. Upgraded guards receive additional training in non-violent crisis intervention and de-escalation, use of force theory, and provision of First Aid, CPR and AED.

This contract extension bridges the end of the current contract with Garda World and the start of a new contract that will be the result of a public Request for Proposal (RFP). The contract extension also builds in time for a smooth transition between Garda World and the successful firm from the RFP process.

The value of this contract extension is based on current security coverage.

COMMENTS

TPL’s security guard contract with Garda World ends on February 29, 2024 and the proposal is to extend the contract for two months, March 1, 2024 to April 29, 2024. This additional time period will give staff the opportunity to complete the process for securing a new competitive contract including evaluation of the bids received for the RFP and finalizing the contract with the successful proponent.

The total commitment value for the two-month extension of security services contract is approximately \$865,000 and as this increase to the contract is above the City Librarian’s delegated signing authority, Board approval is required.

TPL is committed to providing welcoming and friendly workplaces for both clients and staff. All members of the community are served by TPL's services, which are delivered in a dynamic and varied environment at public spaces. Security guards are an essential and vital part of TPL's customer care team since they help to create a friendly environment for both clients and staff.

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SIGNATURE

Vickery Bowles
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