



STAFF REPORT ACTION REQUIRED

Security Guard Services – Award of Contract

Date: March 25, 2024
To: Toronto Public Library Board
From: City Librarian

SUMMARY

The purpose of this report is to seek Toronto Public Library Board approval for an award of contract for security guard services to Cancom Security, who achieved the highest total score in the evaluation process as per Toronto Public Library's (TPL's) Request for Proposal (RFP).

Cancom Security is a leading comprehensive security service company and a First Nations-owned business dedicated to providing high quality security guard services. With a frontline security guard staff of over 700 in the Greater Toronto Area (GTA), Cancom Security deploys an electric vehicle patrol fleet equipped with AED & Advanced First Aid Kits, GeoTab Tracking, and mobile guards supported by a 24-hour operations centre. Cancom's recruitment and guard training program applies a trauma informed approach, focusing on mental health first aid, de-escalation techniques, and appropriate use of force.

There is a heightened awareness of security requirements across Toronto, based on many violent incidents that have occurred in the city this year. Many of these incidents continue to occur in close proximity to library branches. While TPL branches provide a safe and welcoming environment for the public and staff, it is vital that TPL secure a robust and flexible security guard service that is well trained and able to respond appropriately to the wide range of incidents that occur in the branches.

The award is for a three-year period, May 1 2024 to April 31, 2027, with the option for two one-year renewals, subject to satisfactory performance and at the sole discretion of the City Librarian for a total potential commitment value of approximately \$34.139 million, excluding Harmonized Sales Tax (HST).

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. approves an award of contact for security guard services to Cancom Security, being the highest scoring proponent meeting the requirements of the Request for Proposal (RFP), for an estimated value of \$34.139 million, excluding Harmonized Sales Tax (HST) – based on the terms and conditions set out in the RFP - comprised of:
 - a. a three-year period for a total value of approximately \$19.969 million, comprised of:
 - i. \$6.405 million for the period May 1, 2024 to April 30, 2025;
 - ii. \$6.693 million for the period May 1, 2025 to April 30, 2026;
 - iii. \$6.871 million for the period May 1, 2026 to April 30, 2027; and
 - b. two one-year renewals with Cancom Security, subject to satisfactory performance and at the sole discretion of the City Librarian under the same terms and conditions, with approximate pricing as follows:
 - i. \$7.015 million for the period May 1, 2027 to April 30, 2028;
 - ii. \$7.155 million for the period May 1, 2028 to April 30, 2029.

FINANCIAL IMPACT

The award of this contract to Cancom Security is for a three-year period, with the option for two one-year renewals, for a total estimated value of up to \$34.139 million as summarized below.

Service Period		Security Guard Contract (\$ millions)
Year 1	May 1, 2024 to April 30, 2025	6.405
Year 2	May 1, 2025 to April 30, 2026	6.693
Year 3	May 1, 2026 to April 30, 2027	6.871
Subtotal - First Three Years		19.969
Option Year 1	May 1, 2027 to April 30, 2028	7.015
Option Year 2	May 1, 2028 to April 30, 2029	7.155
Subtotal - Optional Years		14.170
Total Award		34.139

The approved 2024 Operating Budget includes funding for the 2024 portion of the first year of the contract. The yearly increases in the contract are due to inflationary estimates, and the increased branch open hours being implemented over the next three years as approved in the 2024 Operating Budget. The yearly contract increases will be included in future operating budget submissions.

The first year of this award is an increase of nearly \$1.2 million or 23% over the current service guard contract. Reasons for this include expanded mobile guard service at a higher hourly rate, greater number of hours of stationed security guard coverage, and increased hourly costs.

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

ALIGNMENT WITH STRATEGIC PLAN

By providing a safe space for all customers and staff, while maintaining a welcoming and inclusive space for all, 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.

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.

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 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 a cost of \$2.595 million.

At its meeting on February 26, 2024, the Library Board considered [Security Guard Service – Extension of Contract](#) and approved a 2-month extension, March 1, 2024 to April 30, 2024, with a cost of \$0.865 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.

There is a heightened awareness of security requirements across Toronto based on many violent incidents that have occurred in the city this year. Many of these incidents continue to occur in close proximity to library branches. While TPL branches provide a safe and welcoming environment for the public and staff, it is vital that TPL secure a robust and flexible security guard service that is well trained and able to respond appropriately to the wide range of incidents that occur in the branches.

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 determined upgrading the quality of guard service was required.

COMMENTS

On December 03, 2023, the Library issued a public RFP for security services. The 24 compliant proposals received by the closing date of January 12, 2024 were evaluated and scored by an evaluation committee on the basis of the rated criteria as outlined in the RFP; including technical requirements, experience and pricing. The three highest scoring proponents were shortlisted to move to the interview stage of the evaluation process. Cancom Security achieved the highest overall score in the evaluation process.

Cancom Security is a leading comprehensive security service company and a First Nations-owned business dedicated to providing high quality security guard services. With a frontline security guard staff of over 700 in the Greater Toronto Area (GTA), Cancom Security deploys an electric vehicle patrol fleet equipped with AED & Advanced First Aid Kits, GeoTab Tracking, and mobile guards, all supported by a 24-hour operations centre with real-time vehicle tracking. Cancom's recruitment and guard training program applies a trauma informed approach, focusing on mental health first aid, de-escalation techniques, and appropriate use of force.

This contract continues with the current practice of assigning stationary guards to high incident branches. Mobile guard units will increase from four (4) to eight (8) which changes the ratio of guards to (mobile) supervisors from approximately 8:1 to 6:1, which is well within industry standards and enables real time guard performance management and training. Eight mobile units will improve response time to immediately needed branch support and guard back-up situations.

TPL is committed to providing welcoming and friendly workplaces for both customers 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

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