



ADMINISTRATIVE REPORT

Report Date: December 5, 2012  
Contact: Bill Aujla  
Contact No.: 604.871.6859  
RTS No.: 9739  
VanRIMS No.: 08-2000-20  
Meeting Date: December 12, 2012

TO: Standing Committee on Planning, Transportation and Environment  
FROM: General Manager, Real Estate and Facilities Management and Chief Purchasing Official  
SUBJECT: Contract Award for Integrated Security Services

**RECOMMENDATION**

- A. THAT Council authorize City staff to negotiate and enter into a non-exclusive contract with SECURIGUARD SERVICES LIMITED to provide integrated security services for a term of five years (subject to possible extension of the term by mutual written agreement for two additional one-year periods and further in respect of specialized security services) with an estimated contract value (based on historical spend) not to exceed \$14,000,000 during the first five years with funding to be provided from the approved departmental annual operating and capital budgets, subject to the conditions set out in Recommendations B and C terms and conditions satisfactory to the General Manager, Real Estate and Facilities Management, the Director of Legal Services and the Chief Purchasing Official.
- B. THAT the Director of Legal Services be authorized to execute and deliver, on behalf of the City, all legal documents required to implement Recommendation A.
- C. THAT no legal rights or obligations will be created by Council's adoption of Recommendations A and B above unless and until such legal documents are executed and delivered by the Director of Legal Services.

**REPORT SUMMARY**

The City's current contract for security services expired on January 31, 2012. Security Services have been continuing on a month-to-month basis with the incumbent supplier. Request for Proposals PS20110718 "Integrated Services for the City of Vancouver" (the

“RFP”) was posted publicly on the City of Vancouver’s website and BC Bid, as well as sent by email to vendors believed to be capable of performing the work on December 19, 2011.

Following the evaluation of proposals submitted in response to the RFP, this report recommends that the City enter into contract with Securiguard Services Limited.

### ***COUNCIL AUTHORITY/PREVIOUS DECISIONS***

The City’s Procurement Policy provides that Council is to award contracts for the purchase of equipment, supplies and services that will provide the highest value to the City, based on quality, service and price. Contracts with a value over \$2 million are referred to Council for approval.

### ***CITY MANAGER’S/GENERAL MANAGER’S COMMENTS***

This recommendation has been reviewed and supported by the City’s Bid Committee.

### ***REPORT***

#### ***Background/Context***

Security services are required by various City business groups and boards, including but not limited to: Vancouver Public Library, Vancouver Fire and Rescue, Community Services Group, Vancouver Parks Board, Engineering Department and Real Estate and Facilities Management. The primary component of the contract will be uniformed guarding which is an on-going service. In addition to uniformed guarding, additional services may be provided through this contract, on an as, when and if needed basis. The nature and volume of the actual services required will inevitably change over the life of the contract. The City has sought to do business with security service providers that possess as detailed an understanding as possible of the challenges implicit in such an undertaking.

The preferred proponent is expected to provide any or all of the following security related services to the City of Vancouver and its Business Groups and Boards:

- Uniformed guarding services
- Mobile patrols
- Alarm response
- Security equipment and systems installation and maintenance
- Investigations
- Threat risk assessments
- Executive protection
- Locksmiths
- Alarm monitoring services

#### ***Strategic Analysis***

The RFP was issued in accordance with the terms and conditions of the City’s Procurement Policy. Seven vendors responded to the RFP and their proposals were

evaluated to ascertain which proposal offered the best overall value to the City. The evaluation team was comprised of staff from Corporate Security, Vancouver Public Library, Carnegie Centre, Information Technology Security and Evans Yard. In determining which proposal offered the best overall value to the City, quantitative and qualitative analyses were performed that took into account factors such as the proponents' ability to deliver the required services, the overall cost of their products and services, their qualifications and experience, their proposed transition plan, risk mitigation concerns, and matters concerning the recruitment and retention of staff, among other factors.

As part of the evaluation process, three proponents were short-listed and invited to present their proposals to City staff.

Based on this evaluation, the evaluation team concluded that the proposal submitted by Securiguard Services Limited provides the best overall value to the City, in addition to offering the most competitive prices.

Securiguard Services Limited is a well-established local company with a strong track record in the industry. Their submission and subsequent presentation was thorough, demonstrated a clear understanding of the City's diverse security needs, and was supported by credible references. This company actively supports the City's Greenest City initiative and incorporates sustainable actions in their business operations.

In concert with the objectives of the VSR Consolidated Facilities Services project, management and oversight of this corporate-wide contract will now be undertaken by the Facilities Operations/Corporate Security group in Real Estate and Facilities Management. This approach will enhance the delivery of operational efficiency, provide appropriate subject matter expertise, and a greater degree of standardization of the use of security products and services across the City.

### ***Financial***

Funding is available from the approved departmental annual operating and capital budgets. Based on Securiguard's proposed rate for the most utilized security service, which is uniformed guarding, it is estimated that the City will realize a savings of approximately \$30,000 per year compared to the current spending for this service.

### ***CONCLUSION***

In summary, the evaluation team recommends that the City enter into a contract with Securiguard Services Limited. It received the highest evaluation score, offering overall best value to the City. The services will be performed by the vendor under a contract to be prepared by the City, satisfactory to the Director of Legal Services.

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