

NO: R052

COUNCIL DATE: March 28, 2022

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## REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **March 23, 2022**

FROM: **General Manager, Corporate Services**

FILE: **1345-01**

SUBJECT: **Award of Contract No. 1220-040-2021-060 A, B, C, D & E for Licensed Security Personnel and Related Services - Various Civic Facilities and Sites**

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## RECOMMENDATION

The Corporate Services Department recommends that Council:

1. Award Contract No. 1220-040-2021-060 A, B & E to Securiguard Services Ltd. for an initial one-year term for Monitoring of Alarm Systems, Parks Washroom and Gate Keeping Services, Call Centre, Mobile Patrol, and Alarm Response Services at an annual cost of \$725,738, including GST;
2. Award Contract No. 1220-040-2021-060 C to Genesis Security Group for an initial one-year term for Special Events at an annual cost of \$163,041, including GST;
3. Award Contract No. 1220-040-2021-060 D to Guardteck Security Corp. for an initial one-year term for Uniform Security Personnel Services at an annual cost of \$1,696,868, including GST;
4. Set the annual expenditure authorization limit for Contract No. 1220-040-2021-060 A, B & E at \$798,500 including GST and contingency;
5. Set the annual expenditure authorization limit for Contract No. 1220-040-2021-060 C at \$179,500 including GST and contingency;
6. Set the annual expenditure authorization limit for Contract No. 1220-040-2021-060 D at \$1,867,000 including GST and contingency;
7. Approve the option to extend Contract No. 1220-040-2021-060 A, B, C, D and E for up to four additional one-year terms, including Vancouver Consumer Price Index ("CPI") rate increases, as the City's sole discretion; and
8. Authorize the General Manager, Corporate Services Department to execute Contract No. 1220-040-2021-060 A, B, C, D and E and approve and execute all contract renewals related to Contract No. 1220-040-2021-060 A, B, C, D and E within the approved annual expenditure authorization limits per year including GST, contingency, and CPI rate increases.

## **INTENT**

The purpose of this report is to obtain Council's approval to award Contract No. 1220-040-2021-060 A, B, C, D and E for Licensed Security Personnel and Related Services at Various Civic Facilities and Sites to Guardteck Security Corp., Securiguard Services Ltd., and Genesis Security Group as outlined in this report.

## **BACKGROUND**

The City of Surrey engages private security services to protect City employees, City facilities and properties as well as the general public that visit the City's facilities. To this end, the City's security requirements are comprised of five distinct service areas which include:

1. Alarm Monitoring Services - Monitoring of city systems related to fire, intrusion, and ammonia;
2. Parks Washroom and Gate Keeping Services - Coordinated opening and closing of city park gates, and parks washrooms;
3. Special Events Management - Providing event security for the city's four signature events (Fusion Festival, Canada Day Celebrations, Tree Lighting, and Party for the Planet);
4. Uniform Guard Services - Provide security guard services for city facilities including City Hall; and
5. Call Center, Mobile Patrol and Alarm Response Services - Coordinating alarm response and mobile security patrol of city facilities.

The City currently engages six separate vendors to perform these services. Service delivery across these security areas is presently not aligned for efficiencies, opportunities for economies of scale or for achieving best value. Accordingly, staff has collaborated across departments to identify opportunities to consolidate security service providers with the intent to improve service outcomes and achieve better value.

## **DISCUSSION**

### **Procurement Process**

A cross-departmental team ("the team") was implemented comprised of staff members from IT, Parks, Recreation & Culture, and Purchasing. The team developed a two-stage procurement process, starting with an initial Request for Expressions of Interest/Statement of Qualifications ("RFEOI/SOQ"), followed by a Request for Quotations ("RFQ"). Both procurement processes targeted vendor proposals for all five security service areas.

#### Stage 1: Request for Expressions of Interest/Statement of Qualifications

For the first stage of the procurement process, the City initiated RFEOI/SOQ 1220-050-2021-009 on April 6, 2021, to invite interested parties to provide information with respect to Prequalification for Security Guard, Mobile Patrols and Related Services. A total of sixteen submissions were received.

Stage 2: Request for Quotations

The information and knowledge gathered from the submissions of the sixteen vendors in the RFEI/SOQ process was used to subsequently develop Request for Quotations (“RFQ”) 1220-040-2021-060 for Licensed Security Personnel and Related Services - Various Civic Facilities and Sites.

The RFQ required vendors with experience to deliver service in at least three of the five following service areas:

1. Package A – Alarm Monitoring Services;
2. Package B – Parks Washroom and Gate Keeping Services;
3. Package C – Special Events Management;
4. Package D – Uniform Guard Services; and
5. Package E – Call Centre, Mobile Patrol and Alarm Response Services.

Based on the above, on October 1, 2021, the City issued RFQ 1220-040-2021-060 and invited seven of the pre-qualified vendors to participate in the RFQ process.

**RFQ RESULTS**

RFQ 1220-040-2021-060 for Licensed Security Personnel and Related Services - Various Civic Facilities and Sites closed on October 21, 2021. A total of six (6) vendor responses to the RFQ were received and deemed to be fully compliant with the requirements of the RFQ. A summary of each package annual pricing submissions (including GST) from the six proponents is reflected in Table 1 below:

Table 1: Proponent Prices Per Service Area

Proponent	Service Areas – all prices include GST				
	Package A Monitoring of Alarm Systems	Package B Parks Washroom and Gate Keeping Services	Package C Special Events Management	Package D Uniform Security Personnel Services	Package E Call Centre, Mobile Patrol and Alarm Response Services
GardaWorld Canada Security Corporation	\$57,739*	\$506,374	\$177,333	\$1,698,898	\$73,502
Genesis Security Group	\$53,534	\$596,085	\$163,041	\$1,886,837	\$84,137
Guardteck Security Corp	N/A	N/A	\$165,143	\$1,696,868	\$85,478
Paladin Security Group	N/A	\$1,341,191	\$231,022	\$2,006,864	\$99,887
Securiguard Services Ltd.	\$51,281	\$596,085	\$164,893	\$1,796,016	\$78,372
The British Columbia Corps of Commissionaire	N/A	N/A	N/A	\$2,151,848	N/A

\*Average annual pricing

## EVALUATION

The submissions were reviewed by an evaluation team comprised of staff from the Corporate Services Department, Parks Recreation & Culture Department, Planning & Development Department and Surrey Libraries. The following evaluation criteria were considered for each proponent:

1. Management (experience, reputation, management program, quality control);
2. Technical (overall capability and capacity, approach, methodology, requirements understanding);
3. Statement of Departures; and
4. Financial.

The submission provided from GardaWorld included departures that were deemed to be unacceptable by the evaluation team and was therefore not further considered.

For Packages A, C, D, and E, the proponents reflected in Table 2 below offered the lowest price for each of the noted service areas.

With respect to Package B, both Securiguard Services and Genesis Security Group provided the same price. Securiguard Services is the incumbent contractor for Parks Washrooms and Gate Keeping Services and is providing excellent services. Accordingly, the evaluation team determined that continuing these services with Securiguard would be most advantageous given that Securiguard is experienced in delivering this service to the City and that there would be no interruption to service delivery.

**Table 2: Lowest Price Offer Per Service Area**

<b>Service Area</b>	<b>Proponent</b>	<b>Price (incl. GST)</b>
Package A - Monitoring of Alarm Systems	Securiguard Services Ltd.	\$51,281
Package B - Parks Washroom and Gate Keeping Services	Securiguard Services Ltd.	\$596,085
Package C - Special Events Management	Genesis Security Group	\$163,041
Package D - Uniform Security Personnel Services	Guardteck Security Corp.	\$1,696,868
Package E - Call Centre, Mobile Patrol and Alarm Response Services	Securiguard Services Ltd.	\$78,372

The evaluation team determined that the submissions by Securiguard Services Ltd., Genesis Security Group and Guardteck Security Corp under the service areas provided in Table 2 above can best meet the City's requirements and provide the best value to the City.

Based on the above, the evaluation team recommends that Contract No. 1220-040-2021-060, for Licensed Security Personnel and Related Services - Various Civic Facilities and Sites be awarded to:

- Securiguard Services Ltd. for Package A, B & E -Monitoring of Alarm Systems, Parks Washroom and Gate Keeping Services as well as Call Centre, Mobile Patrol and Alarm Response Services for a total of \$725,738;
- Genesis Security Group for Package C - Special Events for a total of \$163,041; and
- Guardteck Security Corp. for Package D - Uniform Security Personnel Services for a total of \$1,696,868.

Each of these entities possesses extensive experience providing security services to local government organizations.

The recommendation meets the City's contractor consolidation objective by moving from the current six separate service providers to three service providers resulting in an overall reduction in costs to the City by approximately \$365,000 per year, improved administrative efficiencies, and economies of scale.

## **SUSTAINABILITY CONSIDERATIONS**

The award of contract for licensed security personnel and related services at various civic facilities and sites supports objectives of the City's Sustainability Charter 2.0. In particular, the award of contract relates the Sustainability Charter 2.0 theme of Public Safety. Specifically, the award of contract supports the following Desired Outcome ("DO"):

- Community Safety and Emergency Services DO1: Residents are safe and have a strong sense of security in all neighbourhoods and throughout the city.

## **FUNDING**

Funding for the contracts is available in the Corporate Services Department, Engineering Department, Parks Recreation & Culture Department, and Surrey Libraries Operating Budgets.

Rob Costanzo  
General Manager, Corporate Services