

NO: R148

COUNCIL DATE: July 22, 2019

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## REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **July 17, 2019**

FROM: **General Manager, Corporate Services**

FILE: **0740-01**

SUBJECT: **Award of Contract No. 1220-030-2019-006 for Licensed Security Guard Services and Related Services – Various City Facilities**

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## RECOMMENDATION

The Corporate Services Department recommends that Council:

1. Award Contract No. 1220-030-2019-006 to Neptune Security Services Inc. for a one-year term, from August 1, 2019 to July 31, 2020, in the amount of \$1,292,098.08 (including GST), for licensed security guard services and related services at various City facilities;
2. Approve the option to extend Contract No. 1220-030-2019-006 for up to four one-year extensions in favour of the City to provide licensed security guard services;
3. Set the expenditure authorization limit for the initial one-year term of Contract No. 1220-030-2019-006 at \$1,550,517.70, including GST and contingency; and
4. Authorize the General Manager, Corporate Services to execute and approve all optional extensions and change orders related to Contract No. 1220-030-2019-006 within the expenditure authorization limit of \$1,550,517.70 per year.

## INTENT

The purpose of this report is to obtain Council's approval to award Contract No. 1220-030-2019-006 (the "Contract") to Neptune Security Services Inc. ("Neptune Security") for licensed security guard services and related services at various City facilities for a one-year contract with the option for up to four one-year extensions.

## BACKGROUND

In April 2019, the City issued Request for Proposal 1220-030-2019-006 (the "RFP") to provide unarmed uniformed licensed security guard services, including emergency mobile alarm response and supervisor support at various civic facilities including the following:

1. Surrey City Hall
2. City Centre Library
3. Surrey Operations Centre (Surrey Works Yard)
4. Newton Arena
5. Guildford Library
6. Newton Library
7. Former City of Surrey Civic Centre Complex and North Annex and the associated perimeters and grounds of City Buildings
8. Semiahmoo Library
9. Newton Recreation Centre
10. Newton Senior Centre
11. Strawberry Hill Library
12. Guildford Recreation Centre
13. North Surrey Recreation Centre (services to be modified for the phased closure of this facility between September and December 2019)

The provision of security guard services at these facilities will ensure that they continue to operate in a safe and secure manner. The successful proponent will be required to cover the front desk duties (in certain facilities), security operations centre, facility patrols, access card and identification management and provide oversight for public offices.

There are multiple entrances and a high flow of traffic at each civic facility. Access control and customer service are the primary duties of the security guard during publicly accessible hours as indicated for each civic facility. The security guards are also responsible for maintaining security databases, monitoring surveillance cameras at various facilities (as necessary) and ensuring the ongoing protection of personnel and building assets through frequent patrols (interior and exterior) as well as following prescribed escalation procedures.

## DISCUSSION

### RFP Results

The RFP was publicly advertised on the City of Surrey and BC Bid websites. The RFP closed on May 10, 2019 and a total of ten proposals were received as follows:

| <b>Supplier</b>                               | <b>Proposed Price, including GST</b> |
|---|--------------------------------------|
| Neptune Security Services Inc.                | \$1,292,098.08                       |
| Armour Security and Protection Services Corp. | \$1,618,409.09                       |
| Guardteck Security Corp.                      | \$1,776,749.34                       |
| Genesis Security BC Group                     | \$1,797,913.25                       |
| G4S Secure Solutions (Canada) Ltd.            | \$1,801,157.74                       |
| Garda Canada Security Corporation             | \$1,831,362.16                       |
| The British Columbia Corp. of Commissionaires | \$1,891,991.02                       |
| Fusion Security Inc.                          | \$1,895,467.08                       |
| Paladin Security Group Ltd.                   | \$1,896,694.07                       |
| Securiguard Services Ltd.                     | \$1,933,550.07                       |

## **Evaluation**

An evaluation team comprised of staff from the Corporate Services Department and Finance Department determined that all proponents fully met the requirements of the RFP. Accordingly, all proposals proceeded through the evaluation process.

Based on the evaluation team's assessment it was determined that the proposal provided by Neptune Security provided the best value to the City based on the following:

- Relevant security experience working with other local municipal governments;
- Satisfactory feedback from references;
- Thorough transition plan to ensure a seamless transition with minimal business disruption; and
- Lowest cost proposal.

Based on the above, staff recommend that the Contract be awarded to Neptune Security for licensed security guard services and related services commencing August 1, 2019. The term of the contract is for one-year with provisions to extend the Contract on an annual basis for up to four additional years at the City's sole discretion.

The Contract allows for the inclusion of additional existing or future City facilities during the term, at the option of the City, as may be required and at the same hourly rates, terms and conditions. Accordingly, staff is also recommending that a 20% contingency be applied to the expenditure authorization limit.

## **Legal Services Review**

The Legal Services Division has reviewed this report and has no concerns.

## **FUNDING**

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

## **SUSTAINABILITY CONSIDERATIONS**

The award of contract for licensed security guard services and related services at various Civic Centre 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.

## CONCLUSION

It is recommended that Council award Contract No. 1220-030-2019-006 to Neptune Security Services Inc. for a one-year term (August 1, 2019 – July 31, 2020) in the amount of \$1,292,098.08 (including GST) for licensed security guard services and related services at various Civic Centre sites.

Rob Costanzo  
General Manger, Corporate Services

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