

TO:	CHAIR AND MEMBERS, CORPORATE SERVICES COMMITTEE
	MEETING ON DECEMBER 10, 2013
FROM:	VERONICA MCALEA MAJOR MANAGING DIRECTOR, CORPORATE SERVICES AND CHIEF HUMAN RESOURCES OFFICER
SUBJECT:	SECURITY SERVICES

RECOMMENDATION

That, on the recommendation of the Managing Director, Corporate Services and Chief Human Resources Officer on the advice of the Division Manager, Corporate Security and Emergency Management and advice and concurrence of the Deputy City Treasurer, the following actions **BE TAKEN** with respect to the provision of security services by the Commissionaires:

- a) The proposal submitted by the Commissionaires (Great Lakes) for the provision of security services through a three (3) year contract with an additional two (2) year renewal option **BE ACCEPTED**; it being noted this is a single/sole source procurement;
- b) The attached proposed by-law (Appendix "A") **BE INTRODUCED** at the Municipal Council meeting on December 17, 2013 to approve the Agreement (Schedule "A" to the Bylaw) between the Corporation of The City of London and The Commissionaires (Great Lakes) at an estimated annual expenditure of approximately \$385,500.00 annually and subject to the amendments to be made which are noted herein;
- c) Subject to (b) above, the Mayor and City Clerk **BE AUTHORIZED** to execute the contract with The Commissionaires (Great Lakes) for the applicable services; and
- d) Civic Administration **BE AUTHORIZED** to undertake all administrative acts that are necessary in connection with this Report and the Agreement referenced herein.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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March 4, 2009 Report to Board of Control, regarding "Security Services".

BACKGROUND

Purpose

This Report is submitted to seek Council approval to enter into an Agreement with The Commissionaires (Great Lakes) for the provision of security services as outlined in the attached Agreement for a three (3) year period commencing April 1, 2014 with an additional two (2) year renewal option noting that:

- (i) The procurement of these services will be undertaken consistent with the applicable provisions of the *Purchasing By-law* relative to single/sole source services; and
- (ii) The Agreement under which the services will be delivered will be forwarded to the Mayor and City Clerk for execution as amended to reflect the amendments noted in this Report following the direct negotiation process and approval by the City's Legal Division.

Background

The current contract with The Commissionaires (Great Lakes) for security services expires on March 31, 2014. The Commissionaires (Great Lakes) have submitted a proposal to enter into a new agreement for the provision of similar services for a further three (3) year period with an additional two (2) year renewal option. All services are provided on hourly base rates with appropriate service levels determined by City staff.

Under the *Purchasing By-law and Materials Management Policy*, the procurement of goods and services may be obtained, subject to Council approval, through a non-competitive/direct negotiations process. Application of this process (under Policy) can be undertaken:

- (i) Where the nature of the requirement is such that it would not be in the public interest to solicit bids as in the case of security or confidentiality matters (section 3.7(v));
- (ii) The required goods and services are to be supplied by a particular vendor or supplier having special knowledge skills, expertise or experience (section 3.9(v)).

Discussion

The Commissionaires (Great Lakes) have provided guard services to the City for many years. The company is very familiar with City operational procedures and has provided a very high quality service. The proposed agreement relates to the Commissionaires continued provision of building security services at City Hall, Market Tower and the Provincial Offences Office. They have also been responsible for providing the staff for the Sargent at Arms position for council meetings. They have also provided significant value added services at no cost to the City including facility patrols, a dedicated mobile response unit working out of City Hall and cross training for all staff. The company is ISO 9002 registered. The Commissionaires (Great Lakes) also have been actively involved in the Downtown Camera Surveillance Program since its inception and have extensive experience in the program needs and the requirements under the *Municipal Freedom of Information and Protection of Privacy Act*. The Commissionaires (Great Lakes) have extensive in-house training and pre-employment screening programs for its staff which is provided without cost to the City. The proposal submitted contains hourly rate increases equal to or less than the projected rates of inflation over the life of the Agreement (2% per year). The rates are competitive with industry standards.

In consideration of the above, Civic Administration believes a non-competitive/direct negotiation procedure for a new Agreement is in the best interest of the City. The current contract requires modifications including changes to reflect minor operational adjustments, inclusion of applicable rates and other amendments resulting from the direct negotiation process which will be forwarded to the Mayor and City Clerk for execution when completed and approved by Legal Services.

Financing

The estimated expenditure for this Agreement is \$385,500.00 in 2014, and this amount has been included within the proposed 2014 operating program budget. There is also a 2% increase for year 2015 and 2016.

Conclusion

The Commissionaires (Great Lakes) have provided high quality service at competitive rates and is very familiar with the City’s operational needs. It is recommended that a new service contract be executed through a single/sole source negotiation process as being in the best interest of the City.

PREPARED BY:	REVIEWED AND RECOMMENDED BY:
DAVE O’BRIEN DIVISION MANAGER, CORPORATE SECURITY AND EMERGENCY MANAGEMENT	VERONICA MCALEA MAJOR MANAGING DIRECTOR, CORPORATE SERVICES AND CHIEF HUMAN RESOURCES OFFICER
REVIEWED AND CONCURED BY:	
MIKE TURNER DEPUTY CITY TREASURER	