

CONTRACT AWARD FOR SECURITY SERVICES

1. RECOMMENDATIONS

It is recommended that:

1. Proposal No. P-03-52 for the provision of Security Services at the Administrative Centre and the South Services Centre be awarded to Intercon Security Limited for a consecutive two year period beginning December 1, 2003 at an estimated total cost of \$921,395.67, with the option to extend for a further one year period, subject to the terms outlined herein.
2. The Chief Administrative Officer be authorized to award the contract for the initial two year period and the additional option year, subject to successful negotiation.
3. The Director of Supplies and Services be authorized to issue the purchase order.

2. PURPOSE

The purpose of this report is to obtain Regional Council's approval to award the contract for security services to Intercon Security Limited for a two year period.

3. BACKGROUND

The security service is designed to protect persons and property, maintain order and generally promote good relationships amongst and between residents, the taxpayers and employees. Much emphasis shall be placed on the deterrent principle and the service will be considered to be an appendage of management for protection of persons and property.

The Regional Municipality of York invited proposals for Security Services for the York Region Administrative Centre located at 17250 Yonge Street in Newmarket and 50 High Tech Road in Richmond Hill.

The Regional Headquarters is designed to accommodate and encourage open and accessible government, promote every day and incidental public use and support assemblies, receptions, public action and civic ceremonies. It will include a number of public functions which are neither legislative or administrative and which will also encourage public access into, and use of the building. It is the responsibility of the successful proponent to provide security and limited building services to all sections of the building. The firm is also responsible for the outdoor parking and grounds area at the Regional Headquarters.

The South Services Centre is located at 50 High Tech Road (Yonge Street and Highway 7 area) in Richmond Hill. The facility referred to as "York Region South Services Centre"

is a five storey office building, with approximately 110,000 square feet and accommodating five different departments.

The South Services Centre is a public building fully utilized by both the public and Regional staff. The facility accommodates approximately 300 to 400 staff. Regional staff from other sites attend the building on a regular basis for training in the Corporate Training rooms. Courts Administration and other Regional departments also attract a significant number of public visitors to the building.

In addition, security personnel centrally provide access to Regional sites with card access systems. In such settings, strict but diplomatic enforcement of security is required by the Security Personnel.

4. ANALYSIS AND OPTIONS

The Request for Proposal (RFP) issued for the provision of security services at the Administrative Centre and the South Services Centre was carried out to investigate options and identify best practices. The existing service provider, Intercon Security Limited is presently providing security services on an interim basis after the dismissal of the previous security firm.

Vendors were notified of the proposal call by the placement of advertisements in papers and via the Electronic Tendering Network. Ten (10) proponents obtained the RFP, and five (5) submitted bids.

The following two (2) proposals were received, but rejected for non-compliance with the terms and conditions of the RFP:

- Securitas Canada Limited
- Garda Security Group

The proposals were evaluated by a review team utilizing the standard proposal evaluation form, modified to suit specific requirements. The team was comprised of staff from the Supplies and Services Branch and the Property Services Branch. The criteria used in the evaluation was divided 80/20 between qualifications and price respectively.

The evaluation focused on the demonstrated qualifications of each proponent in the following areas:

- Related service experience and business references.
- Qualifications of Primary personnel, accreditations and licenses.
- Responsiveness and completeness of response, demonstrating understanding of the Region of York's security requirements.
- Use of technology in the delivery of services.
- Fully functioning security guard training and development programs.

- Integrity of infrastructure supporting the Region of York's requirement for 24 hour, 7 day a week guard coverage inclusive of management and call centre support.
- Personnel resources adequate to meet the terms of the contract.
- Added value services which provide for the training of Regional staff in various security related matters.
- On-site inspection of the main Operations Centre for each proponent.

Table 1, shown below, provides an evaluation summary by Bidder and Table 2 reflects the proposal summary by Bidder. Funds to cover the cost for this proposal have been allocated in the 2004 Property Services budget proposal.

Table 1
Evaluation of Summary by Bidder

Company Name	Technical Score	Pricing Score	Total Weighted Score
Intercon Security Limited	72%	18%	90 %
Initial Canada Limited	43%	20%	63%
Intertec Security Services	33%	19%	52%

Table 2
Proposal Summary by Bidder

Company Name	Annual Cost	Total 2 Year Cost
Intercon Security Limited	\$460,697.84	\$921,395.67
Initial Canada Limited	\$424,329.73	\$848,659.46
Intertec Security Services	\$442,752.18	\$885,504.36

Intercon's extensive experience and comprehensive understanding of the Region's Security requirements is clearly demonstrated by the Total Weighted score. Although the pricing is marginally higher, the quality of services being provided by Intercon is far superior to that of the other proponents.

Based upon the above, Intercon Security Limited is recommended as the preferred supplier. Provincial successor rights legislation requires that all guards employed by the current supplier, Intercon Security Limited will be offered the opportunity to continue to be employed at both locations. While Intercon was the highest bidder, their overall score was well in excess of the other two (2) bidders.

5. FINANCIAL IMPLICATIONS

The cost for the proposed security services has been allocated to departmental budgets for consideration in the 2004 budget submission.

6. LOCAL MUNICIPAL IMPACT

There are no local impacts associated with this proposal.

7. CONCLUSION

The proposal submitted by Intercon Security Limited for the provision of security services at the Administrative Centre and the South Services Centre was evaluated by the selection team as best meeting all Regional criteria outlined in the RFP.

Although this Report recommends that the contract for security services be awarded to a new service provider, Provincial successor rights legislation requires that all guards currently employed will be offered the opportunity to continue to be employed by the new service provider at both locations.

The Senior Management Group has reviewed this report.