

11

CONTRACT AWARD FOR SECURITY SERVICES

The Finance and Administration Committee recommends the adoption of the recommendations contained in the following report dated November 3, 2011, from the Commissioner of Corporate Services.

1. RECOMMENDATIONS

It is recommended that:

1. Proposal No. P-11-13 for the provision of Security Services at the Administrative Centre, 17250 Yonge Street, Newmarket, South Services Centre, 50 High Tech Road, Richmond Hill, Emergency Medical Services, 80 Bales Drive, East Gwillimbury, Transportation Operations Centre, 90 Bales Drive, East Gwillimbury and the Transit Operations Centre, 8300 Keele Street, Vaughan, be awarded to Paladin Security Group Ltd., for a one (1) year period (one initial year and four (4) optional one-year extensions) beginning December 1, 2011, at a total annual cost of \$1,053,191.60.
2. The Chief Administrative Officer and Commissioner of Corporate Services be delegated the authority to extend the contract up to four (4) optional one-year extensions, subject to satisfactory performance of the company during this period.

2. PURPOSE

This report is to obtain Regional Council's approval to award the contract for Security Services to Paladin Security Group Ltd., for a one (1) year period.

3. BACKGROUND

The security services retained by the Region is designed to protect persons and property, maintain order and generally promote good relationships amongst and between residents, the taxpayers and Regional employees.

Primary locations for security services

York Region invited proposals for Security Services for the Administrative Centre located at 17250 Yonge Street in Newmarket, the South Services Centre located at 50 High Tech Road in Richmond Hill, Emergency Medical Services located at 80 Bales Drive in East Gwillimbury, the Transportation Operations Centre located at 90 Bales

Drive in East Gwillimbury and the Transit Operations Centre located at 8300 Keele Street in Vaughan.

The successful proponent will provide security services, limited building and parking services to all sections of the Administrative Centre.

The South Services Centre is located at 50 High Tech Road in Richmond Hill. The 110,000 square foot facility accommodates 400 employees over five floors with four different departments, including Courts Administration.

The Transportation and Works Operations Centre is located at 90 Bales Drive in East Gwillimbury. This two storey facility accommodates 200 employees over 95,000 square feet and houses both Transportation Services and York Regional Police Services. The facility consists of both office and garage space for staff and fleet vehicles.

The Emergency Medical Services Headquarters is located at 80 Bales Drive in East Gwillimbury. The 95,000 square foot facility is a Regional training and testing centre for Emergency Medical Services personnel. The facility consists of both office and garage space for staff and fleet vehicles.

The Transit Operations and Maintenance facility is located at 8300 Keele Street in Vaughan. A large portion of the 394,000 square feet is garage space to accommodate and maintain York Region's Transit fleet.

Corporate wide security services are expected from the vendor

Security personnel centrally provide a number of corporate-wide services, including data programming of security access cards, specialized photo identification, contracted service provider access control, key control, surveillance, interior and exterior patrols, as well as special event support. In such settings, strict but diplomatic enforcement of security is required by the Security personnel.

Continuity of employment for Security personnel

The Employment Standards Act, 2000 (ESA) and regulations ensures that the Security personnel retain certain rights when the service provider no longer holds the contract at the building where the employee works and the employee is hired to work for the new service provider at the same location.

4. ANALYSIS AND OPTIONS

Request for Proposals issued

The Request for Proposal (RFP) for the provision of Security Services at these five locations was issued and vendors were notified through the placement of advertisements on Merx, Biddingo and via the Region's Bids and Tenders notification system. The bid documents were available for download from the Region's Bids and Tenders system. Twenty-one (21) firms obtained the RFP, and nine (9) submitted bids.

The proposal for Neptune Security Services Inc. was received but rejected for non-compliance with the terms and conditions of the RFP. The Proponent provided a Bid Bond which was not on the Region's form of Bid Bond.

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.

Bidders were evaluated on specific criteria

All candidates were evaluated against a standard list of criteria such as experience, use of technology, staffing plans, training programs and mobile response capabilities.

The proposals were evaluated using a two envelope system where the technical and financial information are received in separate sealed envelopes. Proponents were required to achieve a minimum technical score of 42 points out of a possible 70 points in order to qualify for a site inspection/demonstration. In accordance with Regional policy, proponents must score a minimum of 60% to pass on to the next phase of the evaluation. Five proponents met the minimum technical score (as noted in Table 1 below). The five short-listed proponents were required to score a minimum site inspection/demonstration score of 6 points out of a possible 10 points in order to qualify their financial proposal. Three of the five short-listed proponents met the minimum site inspection/demonstration score (as noted in Table 1 below).

While Primary Response Inc. and G4S Secure Solutions Canada Ltd. met the technical evaluation, they failed to meet the minimum requirements at the site inspection stage.

The evaluation committee is recommending that this project be awarded to the proponent with the highest total weighted score with the lowest total cost per technical point as per By-Law No. 2009-41 (where two or more bidders are within 5 points of the highest overall score, a dollar cost per technical point methodology shall be applied to determine the bidder to whom the contract shall be awarded). The Supplies and Services Branch has confirmed that the proposals were accurate and complied with standard procedures.

Table 1, provides an evaluation summary by Bidder.

Table 1
Evaluation Summary by Bidder

Name of Company	Phase 1 Tech. Score Passing Score 42	Phase 2 Site Inspection Passing Score 6	Phase 3 Pricing Score	Total	Total Price	Dollars Per Point Calculation
Paladin Security Group Ltd.	53.80	8.08	20.00	81.88	\$1,053,191.60	\$17,033.67
ADT/Intercon Security Ltd.	54.50	7.03	17.93	79.46	\$1,175,036.80	\$19,096.97
Commissionaires Great Lake	49.80	7.28	19.55	76.63	\$1,077,204.38	-
Primary Response Inc.	58.50	*4.13	Not Opened	-	-	-
G4S Secure Solutions Canada Ltd.	46.00	*4.05	Not Opened	-	-	-
INKAS Security Corporation	*29.00	-	Not Opened	-	-	-
Garda Canada Security Corporation	*25.50	-	Not Opened	-	-	-
Cannon Security and Patrol Services	*16.50	-	Not Opened	-	-	-
Neptune Security Services Inc.	Rejected	-	-	-	-	-

* Did not exceed pass/fail threshold

Paladin Security Group's extensive experience and comprehensive understanding of the Region's security requirements is clearly demonstrated by the total weighted score.

Link to Key Council-approved Plans

From Vision to Results: 2011 to 2015 Strategic Plan

Priority Area – Strengthen Organizational Capacity

Apply continuous improvement activities to core business systems and processes.

The selection of the vendor was arrived at by competitive process to ensure best price and to ensure the protection of Regional assets as part of the Departments core business.

5. FINANCIAL IMPLICATIONS

The total cost of this contract is \$1,053,191.60 annually and \$5,265,958.00 over five years. The cost for the proposed security services has been included in the proposed 2011 and 2012 Property Services Operating Budget.

6. LOCAL MUNICIPAL IMPACT

There are no local impacts associated with this proposal.

7. CONCLUSION

The proposal submitted by Paladin Security Group Ltd., for the provision of Security Services at the Administrative Centre, the South Services Centre, Emergency Medical Services Centre, Transportation Operations Centre and the Transit Operations Centre was evaluated by the selection team as best meeting all Regional criteria outlined in the RFP.

For more information on this report, please contact Barry Crowe, Director of Property Services at Ext. 1684.

The Senior Management Group has reviewed this report.