



TO: Chair and Members of the Finance & Facilities Committee

FROM: Christopher Mackie, Medical Officer of Health / CEO

DATE: 2018 April 5

AWARD OF SECURITY QUOTE AND SECURITY MEASURES UPDATE

Recommendation

It is recommended that the Finance & Facilities Committee recommend that the Board of Health:

- 1) *Receive Report No. 013-18FFC for information;*
- 2) *Approve permanent extension of the uniformed daytime security guard contract as a part of ongoing security services;*
- 3) *Approve the proposed Security Procurement Parameters outlined in [Appendix A](#); and*
- 4) *Approve award of Quote Q18-01 to Canadian Security Concepts in the amount of \$73,987 for a term of one year with the option to renew for one additional year.*

Key Points

- Documented security incidents involving physical threats to safety or security of Health Unit staff and/or clients and/or property at 50 King Street have decreased—from 29 in 2016, to 5 in 2017—as a result of daytime security enhancements.
- Evening security service-hour reductions will not impact programs and will partially fund daytime security.
- The new service provider, Canadian Security Concepts, submitted the lowest acceptable bid, and is an experienced security organization.

Background

The Health Unit's daytime security guard was discontinued in the 2014 PBMA cycle. Since then, an increase in incidents that diverted staff resources from program service delivery and negatively impacted the client experience at 50 King Street has demonstrated a need to reinstate this resource. At the December 1, 2016 Finance & Facilities Committee meeting, a recommendation to reinstate a uniformed daytime security guard at the 50 King Street office—for 7.5 hours per day, 5 days per week, April–September—was approved. The security guard reinstatement was a one-time approval, pending evaluation of its impact. At the November 2, 2017 FFC meeting, the Health Unit extended the security contract for daytime security.

Evaluation of Daytime Security Enhancement

Daytime security supports several MLHU functions. Security-post duties include but are not limited to interior and exterior patrols, incident de-escalation, preventative interactions, greeting clients, and providing directions.

A high-level overview of MLHU client and staff findings is presented in the following table:

Reporting Period of April 1–January 31 at 50 King Street

2016 Incident Reports	2017 Incident Reports	2017 Documented Security Interactions	2017 Interactions Requiring Escalation to Management
29	5	270	2

A significant decrease in incidents involving physical threats to safety or security of Health Unit staff and/or clients and/or property at 50 King Street is evident. This decrease in incidents corresponds directly to the presence of day-time security to prevent escalation of negative behaviours.

Security Quote and Contract Parameters

On January 29, MLHU issued a Request for Quote Q18-01 to solicit proposals for security services to commence April 2, 2018. On-site tours were completed with three prospective bidders on February 8. Two bids were received by the February 20 quote closure time. Canadian Security Concepts submitted the lowest acceptable bid, at \$73,987 plus applicable taxes. This company is an experienced security provider, which services both private and public entities such as Drewlo Holdings and the Thames Valley District School Board.

Following the closure of the procurement process, staff verified security hours across all programs to ensure that the reduction in evening hours will not impact clients or staff (see [Appendix A](#)).

This report prepared by the Procurement and Operations Team, Healthy Organization Division.



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