



REPORT TO THE LIBRARY BOARD

MEETING DATE: MARCH 26, 2009

Session:	Public
Subject:	RFP 09-01 Security Services London Public Library
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Presented By:	Margaret Mitchell
Purpose of Report:	For Decision: Consent <input type="checkbox"/> Approval <input checked="" type="checkbox"/>

Recommendation

It is recommended that the Library Board approve the Request for Proposal submitted by COMMISSIONAIRES to provide:

- On-site security services to the London Public Library for a three (3) year term, at an estimated cost of \$125,000 for year one, based on the COMMISSIONAIRES quoted hourly billing rates.

Issue / Opportunity

The current contract providing security services ends on March 31, 2009.

Background & Review

The London Public Library (LPL) has had on-site security services at the Central Library for over thirty years, first at 305 Queens Avenue and now at the current site. From time to time, security services are required at other branch locations to support staff in difficult situations. Meeting space rentals and programs, when they occur or extend outside of regular library operational hours, require additional security to provide for customer and building security.

RFP 09-01, Security Services – London Public Library, was issued on February 25, 2009 with a closing date of March 9, 2009.

The RFP was posted on the Library's website along with addendums as issued during the process.

The London Public Library (LPL) was seeking proposals from firms to provide all of the following security services:

- on-site, quality security services to the London Public Library at its Central Branch, 251 Dundas Street, London, Ontario;
- occasional scheduled security services in any of the Library's 16 branch location, in London;
- alarm response services, 24/7, for the Library's 16 branch locations in London.

The LPL received five responses to the RFP.

Evaluation Criteria and Process

The process included:

- detailed review of the written submissions
- interviews with selected firms
- detailed bid analysis
- references

General evaluation criteria, which were outlined in the evaluation and criteria section of the RFP included:

- ability to meet all the specifications of the RFP
- experience in related work
- cost
- references

The detailed review of the written submissions resulted in two firms being selected to proceed to the interview process.

The interview was used to assess the ability of the firm to assist the Library in achieving its Vision and Mission, related experience, technical aspects of the services provided and cost.

Through this process COMMISSIONAIRES demonstrated:

- a commitment to working with the Library in achieving our Vision/Mission and serving our diverse populations
- competency in all the areas of security services required
- professional levels of training and assessment practices with personnel
- a keen interest in serving the client's needs

A detailed comparative review of Bid Submissions, and Hourly Billing Rates, through Years 1 to 3 of the contract, indicated that COMMISSIONAIRES submitted the lowest bid as well.

Sources of Funding

The successful bid is within the cost estimates for security services in the 2009 LPL Operating Budget.

Next Steps

Following Library Board approval, Administration will finalize the contract with the COMMISSIONAIRES.

In accordance with the RFP, pricing will be made available after approval of the recommendation by the Board. All respondents will be formally notified.