



REPORT TO THE LIBRARY BOARD

MEETING DATE: APRIL 26, 2012

Session:	Public Session
Subject:	RFP 2012-01 Security Services London Public Library
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Presented By:	Margaret Mitchell
Purpose of Report:	For Approval <input checked="" type="checkbox"/>

RECOMMENDATION:

It is recommended that the Library Board enter into a contract with G4S Secure Solutions (Canada) Ltd. (G4S) to provide on-site security services to the London Public Library for a three (3) year term, June 1, 2012 to May 31, 2015 for an estimated cost of \$140,000 for year one, based on the G4S quoted hourly billing rates, subject to final contract negotiations.

ISSUE/OPPORTUNITY

The current contract providing security services ends on May 31, 2012.

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. On-site security services continue to be a key component of the Library's ability to provide an inclusive, safe and welcoming space at the Central Library. 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.

The RFP 2012 -01, Security Services London Public Library, was issued on February 9, 2012 with a closing date of February 27, 2012. 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 locations, in London; and
- alarm response services, 24/7, for the Library's 16 branch locations, in London.

The LPL received three 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 servicing related work environments
- pricing
- references.

The three firms were interviewed.

Through this process G4S demonstrated:

- a commitment to working with the Library in achieving our Vision/Mission in serving our diverse populations in the downtown core;
- utilization of state-of-the-art technological solutions to support surveillance and communications;
- a responsive administrative infrastructure to oversee the guard service;
- well-trained and supported guard staff; and
- a very competitive bid (based on hourly rates) for all aspects of the work.

Sources of Funding

The successful bid is within the cost estimates for security services in the 2012 LPL Operating Budget.

NEXT STEPS

Following Library Board approval, Administration will finalize the contract with the G4S Secure Solutions (Canada) Ltd.

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