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# Citywide Security Personnel Services Contract

October 6, 2020

Finance & Governance Committee Meeting

# New Contract

109 positions

3,944 hours/2-week period

19 locations

98 unarmed positions

11 armed positions

(5xDMVs, Wastewater, Webb, Magistrate, Animal Shelter, Auto Auction)

## *Allied Universal Contract*

- Initial Term: 1/1/21 – 12/31/23 (plus 2 one-year extensions)
- \$25M contract maximum
- 16% MBE/WBE participation, met with American Automation
- XO 136 Non-displacement of Qualified Workers under City Service Contracts applies
- FEMA Grant and Cooperative Agreement Specific Provisions
- Coronavirus Aid, Relief, and Economic Security Acts of 2020 Funds

## *Scope of Safety & Security Services*

- Customer Service/Wayfinding
- Screen Individuals at Designated Public Entrances  
(x-ray, walk-thru magnetometers, wands)
- Interior/Exterior Facility Patrols (report damages/maintenance issues)
- Respond to Alarms & Report Fire Safety Violations
- Security Surveillance
- City Employee Escort
- Emergency/Non-Emergency Evacuation Assistance
- Lockdown/Secure Assistance

# RFP Process

Request for Proposal Posted  
Nov 26, 2019

May 2020  
Final Candidate Interviews &  
Evaluation Committee  
Recommendation Based on Written  
Responses & Virtual Interviews

Request for Proposal Closed  
Jan 26, 2020

- 43 downloaded the initial RFP
- 6 suppliers attended pre-bid conference
- 5 proposals received
- 3 met DSBO criteria

Narrow field based on  
city size & needs

Jul 2020  
Notice to Apparent Successful  
Proposer Issued to Allied Universal

# Evaluation Committee Selection Criteria

## *WRITTEN PROPOSAL*

- Resumes/References
- Guard/Staffing Hiring, Retaining, Uniforms Package
- Training
- Expectations of the City
- Future of the Industry and How it Relates to the City
- Transition Plan
- Customer Services
- Overall Proposal
- Pricing

## *VIRTUAL INTERVIEWS*

### Presentation

- Company Support for Contract
- Vision/Mission
- Response to Questions

(pay rates, benefits, transition plan, sub-contractor oversight/relationship, staffing, accessibility, communication, training, electronic data collection, reporting, performance reviews, etc.)

Follow up Questions from Evaluation Committee

# Evaluation Committee Unanimous Decision

*Decision affirmed by Allied's performance at the congregate/non-congregate sheltering sites*

## Key Themes

- Ability to meet the city's staffing needs and flexibility to expand/constrict as needed
- Transparency – city's access to data systems – ensure contract compliance, monitor performance, assist investigations
- Detailed training approach, platform – customizable for pre-post, on-the-job, post specific, post-incident and continuing education
  - Unconscious Bias Training*
  - Understanding Attribution Bias*
  - Gender Sensitivity*
  - Cultural Diversity*
  - Trauma Informed Response*
  - 1st Amendment: the Right of the People*
  - Command Presence – Dealing with Different Individuals*
  - Ethical Intervention Techniques*
  - Allied's Concern Resolution Process*
- Supervision model to support remote sites plus PostWatch (no-show alerts)
- Technology platforms to provide consistency in training, tracking of personnel movements, training completed and breaches
- Local support and strong Colorado presence - continuity of operations, information sharing
- Comprehensive benefit and wage package including \$500 retention bonus at no cost to the city
- Detailed transition plan ready to go at contract execution
- 10-year relationship with MBE/WBE partner, American Automation

# Allied Universal Proactive Response to Union Station Incident

- This was a reprehensible act
- Immediate Investigation and Evidence Presentation
- Transparency & Full-access Provided to Investigators
- All Employees Connected to Event Terminated
- Immediate Corporate-Provided Retraining
- Created Account-Specific Anonymous Reporting System
- Resulted in Additional Inclusions to Onboarding Curriculum

# City & Allied Universal Community Engagement

*Form a new Community Advisory Group (Safety & Security in City Facilities)*

- Representatives from historically marginalized communities of color, First Nations people and under-resourced communities
- Listening partners from Department of Human Services, Department of Housing Stability, District/County Courts, Mayor's Office of Social Equity and Innovation, City Council, Allied Universal, Department of General Services etc. attend as requested by Advisory Group
- Focus on listening to perspectives, having meaningful dialogue, creating safe conversations about security and interactions in city facilities
- Outcomes? New program, training, partnerships, events, outreach? – The engagement will guide the outcomes

# Thank you