
Citywide Security Personnel Services Contract

September 29, 2020

Finance & Governance Committee Meeting

Agenda

- Background – Current Contract
- Background – New Contract
- Denver Security Office Commitments to Finance & Governance Committee
- Request for Proposal Process
- Evaluation Committee Selection Criteria
- Allied Universal Introduction & Background
- Enlightened Focus on Today's Security Issues
- Hiring & Supervision
- Focusing on the City's Security Professionals
- Questions

Current 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)

HSS, Inc. Contract

- Term: 1/1/16 - 12/31/20
- \$29M contract maximum
- 16% MBE/WBE participation, met with JCY National Security
- 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 Monitoring
- City Employee Escort
- Emergency/Non-Emergency Evacuation Assistance
- Lockdown/Secure Assistance

New Contract

No change to position, staff counts, locations, etc.

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 – No Changes

- 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

Denver Security Office Commitments to Finance & Governance Committee

Training

Increase minimum required training from 24 hours to 40 hours; includes

- First Amendment & Post Orders
- Respect/Empathy/Implicit Bias/Trauma Informed Care

New: 24 hours of specialized weapons training for armed security professionals

New: 40 hours of specialized training and Denver Security Office approval of security professionals posted to the Security Operations Center

New: Specific training outlined for Denver Human Services' posts

Reporting/Analysis

New: Electronic timekeeping & controls

New: Monthly breach details and trend analysis

New: Monthly vehicle patrol logs

New: Annual deployment analysis

New: Annual comparative analysis

Performance Monitoring

New: Quarterly Scorecard (formal review of contractor's performance)

New: Financial remedies for performance failures

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

- 115 RFP downloads
- 9 participants/4 suppliers attended pre-bid conference
- 5 proposals received
- 3 met DSBO criteria

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

Allied Universal Introduction & Background

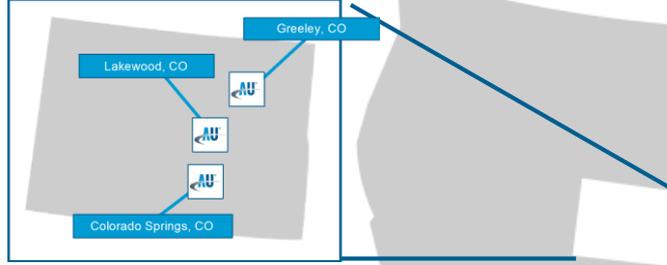


Allied Universal Introduction & Background

COLORADO SUPPORT

Support Structure *Built to Serve*

Regional Vice-President
General Manager
Dir. Of Operations
4 Client Managers
5 Operations Managers
2 HR Coordinators
2 Trainers
Director of Recruiting
3 Recruiters



**3 Branch
Offices
Serving
the State**

**Largest
security
services
company in
Colorado**

**Over
2,300
employees**

**COMMITMENT TO OUR MBE
PARTNER**

The block contains three logos in a row: the AU logo, a stylized blue handshake icon, and the American Automation Inc. logo which features an eye and the text 'AMERICAN AUTOMATION INC.' around it.

Allied Universal Introduction & Background

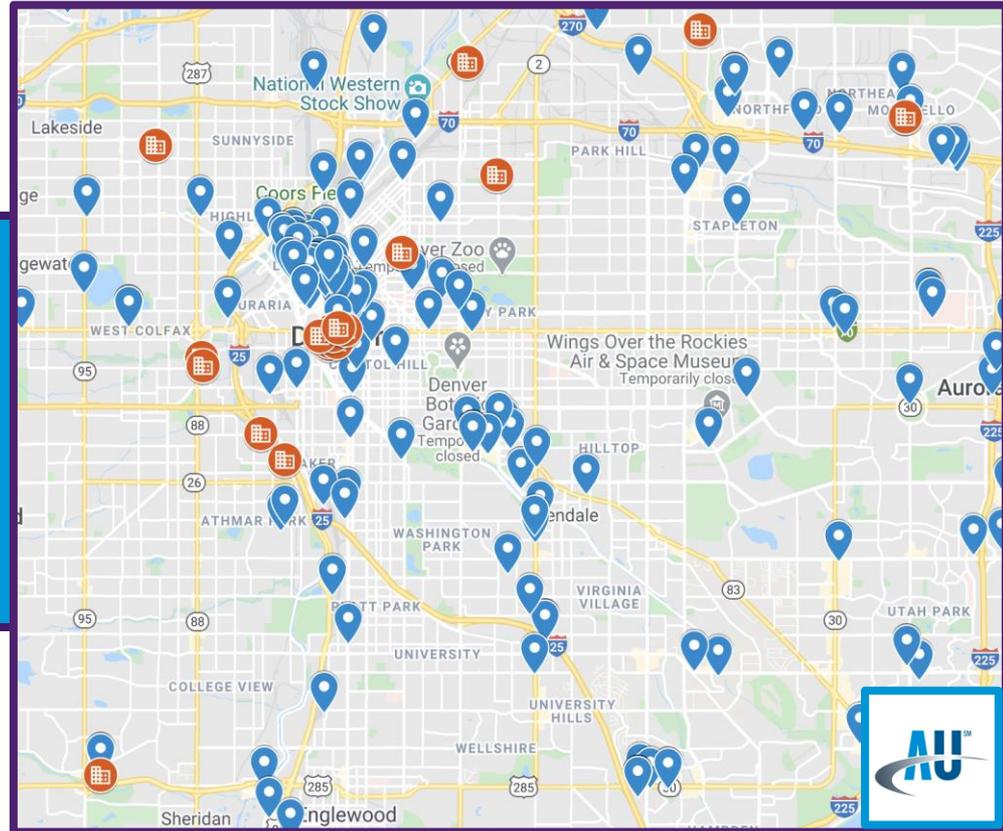
LOCAL PRESENCE *AU & City Locations*

Allied Universal's alignment of client locations with the City & County of Denver's sites provides density in labor and support resources.

**60+ LOCATIONS
SERVED IN THE
IMMEDIATE AREA...**

**PROVIDING OVER 800
LICENSED SECURITY
PROFESSIONALS IN
THE CITY OF DENVER**

There for you...



Allied Universal Introduction & Background

PROVEN LOCAL
EXPERIENCE



Children's Hospital Colorado



Downtown
Denver
Business
Improvement
District



COMCAST



Enlightened Focus on Today's Security Issues

AMBASSADORS

- of our -

CITY & COUNTY

**Post-Specific
Uniforms**



Enlightened Focus on Today's Security Issues



Allied Universal's Pre-Assignment Training Curriculum

(Exceeds City and County of Denver Licensing Standards.

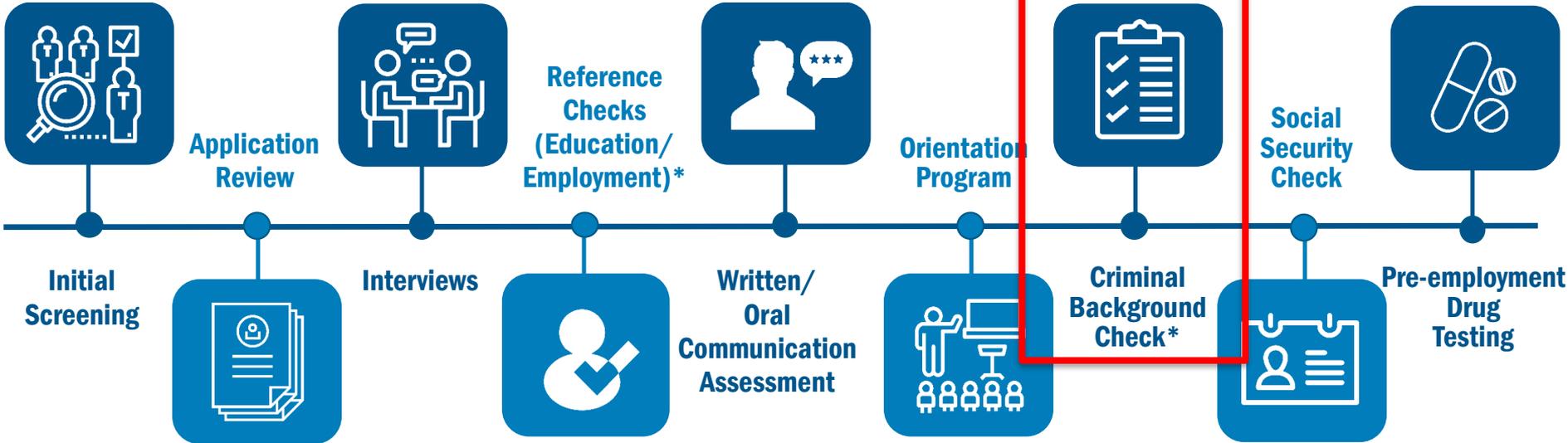
Final exam must be passed with a score of 80% or higher)

Intro to Security	Intro to Safety	Post Orders
Safety and Emergency Management	Legal Aspects of Contract Security	Workplace Violence Awareness
Legal Powers and Limitations	Patrol and Observation	Importance of Documentation
Appearance & Wellness	Liability and Loss Prevention	Note Taking & Report Writing
Use of Force Policy	Personal Safety	Use of Force Scenarios (2)
Use of Force Continuum	Hazard Communication	Dealing with Difficult People & Situations
Exceptional Customer Care	CPR, First Aid, AED Certification	

Customized Training

- 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
- AU's Concern resolution Process
- ...and many more!

Hiring and Supervision: *Ensuring the City's Standards are Met*



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DEDICATED PROGRAM OVERSIGHT

Program Manager – Overseeing all operations for our contract. Will also be primary relationship holder for MBE relationship for contract.

2ND LEVEL LEADERSHIP / QC TRAINER

Dedicated “2nd in command” to assist with administration of program. Dedicated QC/Trainer included to ensure service delivery expectations are met.

24/7 SITE & ROVING SUPERVISION

24/7 Supervision – providing true (and meaningful) performance evaluations, post inspections and performing other supervisory needs for our officers.

FRONT-LINE SECURITY PROFESSIONALS

Allied Universal’s “Ambassadors to the City and County of Denver”- performing the site-required security needs of all the City and County’s locations

SITE SUPERVISION BY POSITION



SITE SUPERVISORS: assigned day shifts at sites over 300HPW.

24/7 ROVING SUPERVISORS: Cover all locations and shifts not supervised by a dedicated site supervisor. Supports locations with hours outside of supervisor assignment.

SITE SUPERVISION BY SHIFT ASSIGNMENT

LOCATION SIZE

OVER 300 HOURS PER WEEK

UNDER 300 HOURS PER WEEK

DAY
SHIFT



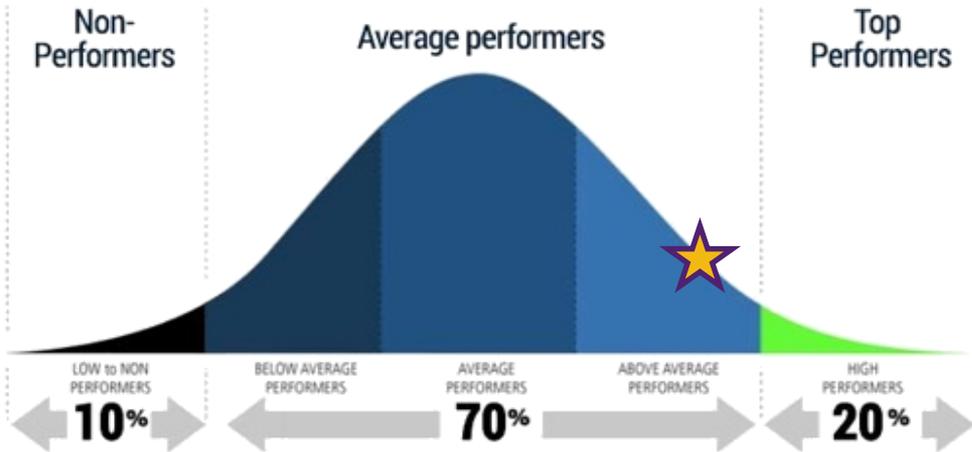
SWING
SHIFT



NIGHT
SHIFT



Focusing on the City's Security Professionals



- ✓ Wage levels built for Incumbent Retention
- ✓ Industry-Leading Benefits (to include WorkPerks program)
- ✓ \$500 Retention Bonus for all Incumbent team members
- ✓ Level 1 wages built at 75th percentile
- ✓ Growth within positions & portfolio

Questions

Appendix

Amendment for current Allied Universal contract:

For security services at the Coliseum, 48th Street Shelter and Aloft Hotel

- Extend term per Department of Housing Stability request
- Increase contract maximum to cover extension
- Add Coronavirus Aid, Relief and Economic Security language