

# Citywide Security Personnel Services:

Securitas Security Services USA, Inc.

GENRL-202370872

Advanced Professional Security – Colorado, L.L.C.

GENRL-202472625

Aquila Services Corporation dba Denver Metro Protective Services

GENRL-202472624

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May 21, 2024

# Agenda

1. Overview Of Citywide Security Personnel Contracts, Excluding Denver International Airport
2. Background Of Current Contracts
  - Securitas Security Services USA, Inc.
  - Advanced Professional Security - Colorado, L.L.C.
  - Aquila Services Corporation DbA Denver Metro Protective Services
3. Modifications To Security Solicitations
4. Resolution Request Summary
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# Overview of Citywide Security Personnel Contracts

Contract Capacities have been reached on three Citywide Security Personnel Contracts:

- Securitas Security Services
- Advanced Professional Security
- Aquila Services Corporation dba Denver Metro Protective Services

These contracts provide citywide security services at over 30 city facilities/locations excluding the Denver International Airport. Locations include municipal city buildings and 24/7 shelters, both programmed and emergency.

# Background of Current Contracts

Securitas Security Services USA, Inc. - GENRL-202370872-00 (GENRL-202161226-02)

Term: 1/1/22-12/31/24 plus two 1-year optional year renewals

- Provide Unarmed and Armed Security Personnel 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 and FIREWATCH patrols
- Security Monitoring and Security Operations Center Staffing
- City Employee Escort
- Emergency/Non-Emergency Evacuation Assistance
- Lockdown/Secure Assistance

# Background of Current Contracts

## Securitas Security Services USA, Inc. continued

- Services vary by site and are determined in consultation between the Denver Security Office and the requesting agency
- Guard counts
  - 2022 = ~175 guards
  - 2024 = 250 guards
- Unarmed do not carry firearms, restraints (handcuffs, zip ties), or less than lethal measures (including pepper spray, tasers, batons)
- Armed assignments determined through needs assessment; considerations for lone posts, posts outside the downtown core, location's cash function, critical function without Safety presence
- 24/7 shelter sites are unarmed
- Quarterly Scorecard Review of Securitas performance conducted by the Chief Security Officer and customer agencies; performance plans implemented for scores below performance thresholds
- Minimum required training is 40 hours; includes
  - Respect/Empathy/Implicit Bias/Trauma Informed Care
  - Informed, Compassionate, and Positive Interactions with Persons Experiencing Homelessness
  - Equity, Diversity and Inclusion
  - Challenging and De-Escalation techniques
  - Emergency medical assistance and first aid
- Experience providing service to the city during the COVID-19 pandemic at the Coliseum and multiple hotels activated for respite care
- 14% Goal – 12% achieved to date through subcontractor engagement
- Existing CBA between Securitas and the SEIU Local 105 (term 1/1/22-12/31/24)

## SPEND ANALYSIS BY AGENCY

■ 2022 Spend 
 ■ 2023 Spend 
 ■ 2024 Projections

Agency	2022 Spend	2023 Spend	2024 Projections
<b>Total Spend by Year</b>	9,530,691	13,393,543	18,292,800
General Services -Unhoused		13,252	
General Services - Vehicle Auction	12,913	18,091	17,800
Denver Human Services - Newcomer Operations Center - Eastside		73,439	
Denver Office of the Clerk & Recorder - Elections Support	26,916	7,750	40,000
Denver Economic and Development Opportunity - Denver Workforce Services	2,532	54,979	70,000
Department of Public Safety - A.I.D. Center	9,209	82,292	100,000
Denver Arts & Venue - Denver Coliseum	20,367	163,366	165,000
HOST - Respite Care	210,554	170,010	
General Services - Emergency Operations (warming shelters, newcomer hotels, recreation center activations)	50,211	1,829,648	
Department of Transportation and Infrastructure - Wastewater	661,736	612,794	650,000
Denver Human Services - Newcomer Program	637,568		2,400,000
Department of Housing Stability - Cold Weather Sheltering, 3 All in Mile High Sites	208,139		3,600,000
Denver Arts & Venue - Performing Arts Complex, Parking Garage, Security Operations Center	1,199,302	1,310,970	1,500,000
Denver Human Services - 5 Facilities, Security Operations Center	949,860	1,314,894	2,250,000
General Services - 18 Facilities, Security Operations Center	6,387,089	6,896,351	7,500,000

# Background of Current Contracts

Advanced Professional Security – Colorado, L.L.C. dba Advanced Professional Security  
GENRL-202472625-00 (GENRL-202372025-01)

Expires: 12/31/24

*Request to increase contract maximum amount from \$400,000 to \$3,400,000 (\$3M increase) to build contract capacity to support any unknown exigent security needs that may arise*

- Solicitation was conducted under Local Emergency Declaration pertaining to Unsheltered Residents on July 18, 2023; declaration expired on December 31, 2023
- Solicitation was needed due to the
  - Increased number of warming shelter activations, newcomer 24/7 shelter requests, and mobile patrols services for construction sites in support of House1000 micro-communities not supported by Securitas
  - Short turn around for security placement
  - Number of requests received in a short period
- Contract with Advanced Professional Services is an on-call security personnel contract
- Provided service at 2 hotels utilized for newcomer sheltering sites
- Security personnel are unarmed guards
- Minority/Women Business Enterprise and Small Business Enterprise Certified Firm

A new solicitation for on-call security personnel services' contracts is in process

# Background of Current Contracts

Aquila Services Corporation dba Denver Metro Protective Services

GENRL-202472624-00 (GENRL-202372027-01)

Expires: 12/31/24

*Request to increase contract maximum amount from \$400,000 to \$3,400,000 (\$3M increase) to build contract capacity to support any unknown exigent security needs that may arise*

- Solicitation was conducted under Local Emergency Declaration pertaining to Unsheltered Residents on July 18, 2023; declaration expired on December 31, 2023
- Solicitation was needed due to the
  - Increased number of warming shelter activations, newcomer 24/7 shelter requests, and mobile patrols services for construction sites in support of House1000 micro-communities not supported by Securitas
  - Short turn around for security placement
  - Number of requests received in a short period
- Contract with Denver Metro Protective Services is an on-call security personnel contract
- Provided service at 2 newcomer hotel sites, multiple Denver Coliseum activations, and mobile patrol at micro-community construction sites
- Security personnel are unarmed guards

A new solicitation for on-call security personnel services' contracts is in process



# Background of Current Contracts

## All in Mile High Sites

3/18/2024 Securitas deployed to 4040 Quebec (former DoubleTree)

- 6 Guards Per Shift 24/7
- Shared Securitas Supervisor With 4685 Quebec
- Walk Through Magnetometers
- Bag Checks
- Confiscate, Manage, And Safely Dispose Of Prohibited Items
- 1<sup>st</sup> Floor Screening, Monitor Entrances/Exits, Exterior Patrol

4/15/2024 Securitas deployed to 4685 Quebec (former Best Western)

- 3 Guards Per Shift 24/7
- Shared Securitas Supervisor With 4040 Quebec
- 1<sup>st</sup> Floor Screening, Monitor Entrances/Exits, Exterior Patrol

4/15/2024 Securitas deployed to 7525 Hampden (former Embassy Suites)

- 2 Guards Per Shift 24/7
- Dedicated Securitas Supervisor Based On Proximity To Other City Supervised Sites
- 1<sup>st</sup> Floor Screening, Monitor Entrances/Exits, Exterior Patrol

# Background of Current Contracts

ALL IN MILE HIGH SITES	MARCH SERVICE CALLS WITHIN 600 FT.	APRIL SERVICE CALLS WITHIN 600 FT.
4040 QUEBEC	73	51

# Modifications to Security Solicitations

- Updates to the current Scope of Work is needed due to the changes in security service requests
- Expansion of contractor's performance measurements based on changes to the Scope of Work
- Define accountability measurements and standards
- Expand performance metrics and reporting requirements

# Resolution Request Summary

24-0649 Securitas Security Services USA, Inc. (GENRL-202161226-02):

- Increase contract capacity from \$25M to \$43M

24-0647 Advanced Professional Security – Colorado, LLC (GENRL-202372025-01):

- Increase contract capacity from \$400,000 to \$3.4M

24-0648 Denver Metro Protective Services (GENRL-202372027-01):

- Increase contract capacity from \$400,000 to \$3.4M

# Questions

