
Citywide Security Personnel Services Contract

November 30, 2021

Finance & Governance Committee Meeting

Agenda

- Background – Current Contract
- Background – New Contract
- Facility Locations
- General Services Successes
- Denver Security Office Commitments to Finance & Governance Committee
- Wage Rates for Covered Workers
- Worker Retention – Schedule of Events
- Request for Proposal Process
- Evaluation Committee Selection Criteria
- Securitas 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 (reduced hours due to COVID-19 pandemic)

19 locations

98 unarmed positions

11 armed positions

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

HSS, Inc. Contract

- Term: 1/1/16 - 12/31/21
- \$36M contract maximum
- 16% MBE/WBE participation, met with JCJ 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, and American Rescue Plan Act of 2021

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 and FIREWATCH patrols
- Security Monitoring and Security Operations Center Staffing After Hours
- City Employee Escort
- Emergency/Non-Emergency Evacuation Assistance
- Lockdown/Secure Assistance

New Contract

112 positions

6,100 hours/2-week period
(resuming service at pre-pandemic capacity)

26 locations

101 unarmed positions

11 armed positions

(5XDMVs, Wastewater, Webb, Animal Shelter, Auto Auction)

Securitas Security Services USA, Inc. Contract

- Initial Term: 1/1/22 – 12/31/24 (plus 2 one-year extensions)
- \$25M contract maximum
- 14% Minority/Women Business Enterprise participation, met with JCJ National Security and C National Security LLC, dba Comp Security
- \$500 Incumbent Hiring Bonus
- D.R.M.C. Section 58, Article III - Wages and Workers Protections applies
- American Rescue Plan Act of 2021
- Includes HOST and AVD locations, Securitas will continue to provide services at select shelter location

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 and FIREWATCH patrols
- Security Monitoring and Security Operations Center Staffing After Hours
- City Employee Escort
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26 City Facility Locations

- Performing Arts Complex
- Denver County Court Parking Magistrate
- Arie P. Taylor Municipal Center
- DHS on the Platte
- Human Services East Side Office Building
- Richard T. Castro Human Services Building
- Solutions Center
- City and County Building
- Denver Animal Shelter
- Denver Crime Lab
- Denver Motor Vehicle
 - Northwest Branch
 - Northeast Branch
 - Southeast Branch
 - Southwest Branch
 - Tremont Branch
- Lindsey-Flanigan Courthouse
- Elections Building
- Minoru Yasui Building
- Police Administration Building
- Roslyn Complex
- Van Cise-Simonet Detention Center
- Wellington E. Webb Municipal Office Building
- General Services Purchasing Auto Auctions
- Wastewater and Central Platte Campus
- Aloft
- Roadway Inn

RFP Process

Request for Proposal Posted
July 15, 2021

Late September 2021
Virtual Reference Interviews, Final
Candidates Interview & Evaluation
Committee Recommendation Based
on Written Responses & Virtual
Interviews

Request for Proposal Closed

August 29, 2021

- 49 RFP downloads
- 11 participants/3 suppliers attended pre-bid conference
- 5 proposals received
- 2 met DSBO criteria
(HSS, Inc. and Securitas Security Services USA, Inc.)

November 2021
Notice to Apparent Successful
Proposer Issued to Securitas
Security Services USA, Inc.

General Services Team Successes with Awardee - Securitas

- **Security Officer retention/non-displacement** - \$500 signing bonus; vendor commitment to bargain with SEIU union; vendor commitment to strictly adhere to D.R.M.C. Section 58, Article III requirements AND:
- **60% increase in security officer education** – city requested
- **Wage levels retained** – We kept two city requested increases since 2020 (increases significant enough to impact peers)
- **Nationally superior medical benefits** – City analyzed vendor health benefits, resulting in health benefits equal to city employee plans. This negotiated success gives health benefits superior to any known similar contract, both in private industry or government
- **Equity & Diversity** - Dedicated vendor provided EDI specialist
- **Brings HOST and AVD under the city wide contract** – pricing advantage for the city and security officer benefits

Worker Retention Schedule of Events

| | |
|--|-------------------|
| Award letter sent to Securitas Security Services | October 7, 2021 |
| Contract negotiations completed | November 10, 2021 |
| Request for list of covered workers | November 17, 2021 |
| Written offers extended to covered workers | December 11, 2021 |

Denver Security Office Commitments to Finance & Governance Committee

Increased 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

New: Informed, Compassionate, and Positive Interactions with Persons Experiencing Homelessness training

New: Electronic timekeeping & controls

New: Monthly breach details and trend analysis

New: Monthly vehicle patrol logs

New: 100% increase in monthly and quarterly education/training for armed security officers

New: Annual deployment analysis

New: Annual comparative analysis

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

New: Financial remedies for performance failures

New: Met with Office of Social Equity and Innovation for recommendations on the evaluation process

Wage Rates for Covered Workers

| PERSONNEL CLASSIFICATION | PERSONNEL PAY PER HOUR* Prime and sub-contractor |
|-----------------------------------|---|
| Armed Guard Level 1 | \$21.23 |
| Armed Guard Level 2 | \$21.74 |
| Armed Guard Level 3 | \$23.02 |
| Armed Guard Supervisor Level 1 | \$23.72 |
| Armed Guard Supervisor Level 2 | \$24.24 |
| Armed Guard Supervisor Level 3 | \$24.78 |
| Unarmed Guard Level 1 | \$18.70 |
| Unarmed Guard Level 2 | \$19.53 |
| Unarmed Guard Level 3 | \$20.00 |
| Unarmed Guard Level 4 | \$20.83 |
| Supervisor Level 1 | \$21.71 |
| Supervisor Level 2 | \$22.18 |
| Supervisor Level 3 | \$22.69 |
| Assistant Supervisor Level 1 | \$21.02 |
| Assistant Supervisor Level 2 | \$21.47 |
| Assistant Supervisor Level 3 | \$21.92 |
| Security Ops Center Guard Level 1 | \$21.02 |
| Security Ops Center Guard Level 2 | \$21.47 |
| Security Ops Center Guard Level 3 | \$21.92 |
| Master Security Officer (MSO) | \$25.00 |
| Shift Supervisor | \$25.76 |

*Two wage increases occurred in 2020.

*Wage rates are not decreasing under the new agreement.

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

EVALUATION COMMITTEE COMPRISED OF THE FOLLOWING AGENCY PARTNERS

- Department of General Services
- Denver Human Services
- Department of Finance, Motor Vehicles
- Department of Transportation and Infrastructure, Wastewater
- Office of Human Resources, Benefits
- Denver Sheriff Department
- Office of Social Equity and Innovation
- Arts and Venues

VIRTUAL INTERVIEWS

Reference checks conducted on final candidates

Presentations from final candidates included:

- 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.

Office of Social Equity and Innovation focused and scored candidates' responses to:


- Employee handbook and required trainings for staff
- MBE/WBE Participation and Administration
- Community Outreach and Social Equity Initiatives

Securitas Security Services USA, Inc.

Introduction & Background

ROCKY MOUNTAIN AREA

Colorado, Wyoming, Montana &
South Dakota

DENVER – RMA Main
Office Area Vice President
Area Human Resources Manager
Area Business Development
Manager
 Area Coordinator

3 BRANCH
OFFICES
Ft. Collins
Denver
Colorado
Springs

COLORADO

10 District Managers
4 Field Operations
Supervisors
3 Human Resource
managers
1 Recruiting Manager
4 Recruiters
Compliance Specialist
Dedicated Trainer
Solutions Engineer
Diversity & Inclusion
Specialist

Global Reach, Local Focus

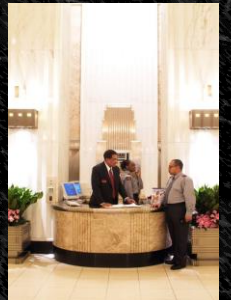
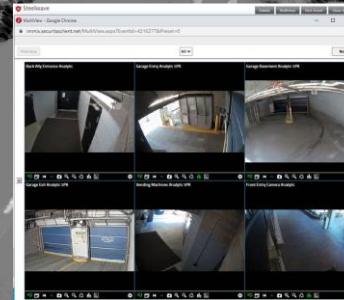
Over 100+
Local
Denver
Metro Area
Clients

Committed
to
Community
Support

Leader in
Guarding
and
Solutions
Services



Salvation Army Clothing Drive



Coliseum H.O.S.T. Shelter Site



Screening

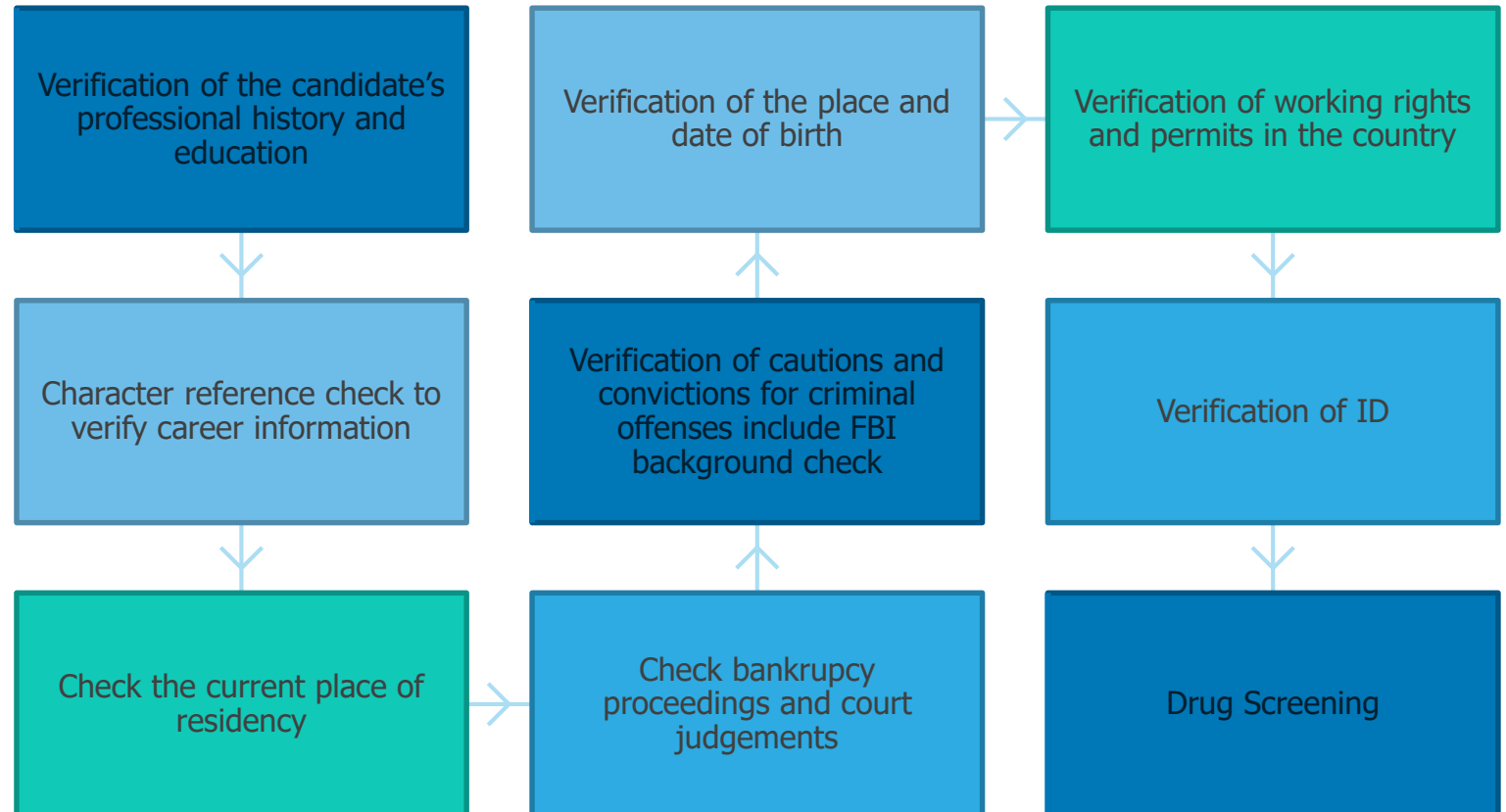


In the screening process our goal is to ensure the honesty and integrity of our employees, so they can provide optimal services

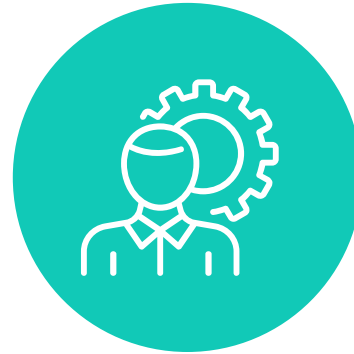
The **general screening process**

aims to verify the information provided by the candidate on the application form and during the interviews.

This process includes third-party background checks and Denver Professional Security Licensing processes.



Employee Onboarding Plan



**On-site
deployment**

Equipment, tools and resources

Security staff receive :

- > An employee handbook
- > A welfare folder
- > Access to the employee portal
- > Workplace is set up
- > Uniforms
- > Appropriate footwear
- > an ID clip/holder

Operational understanding

Security staff is made aware of :

- > HR processes
- > Health & safety procedures
- > Assignment instructions
- > Sign on/off procedures
- > Lone worker procedures
- > Duties

Induction training and site readiness

This includes :

- > Securitas induction training
- > **City and County of Denver** induction training
- > Site health & safety training
- > Site-specific training programs
- > Securitas trainings equality and diversity, anti-bribery and information security

Our training framework includes

Basic Security Guarding fundamentals for access control, alarms, traffic control, radio procedures, interaction with staff, rules of engagement, etc.

Site Specific Training – 24 Hours Minimum per post. Control Room addl. 40 hours, Human Services includes Behavioral Health. Year-round training program for Armed positions.

Customized Training includes Attribution Bias in the Workplace, Cultural and Gender Diversity and Sensitivity, Trauma Informed Care, and Verbal Judo De-escalation.

Responsibilities to potential emergencies, high risk / hazard areas, client operations and staff flow, etc.
Sustainment Training. Building on the above, incorporating any changing threats, risks, or new security routines or systems.

Refresher training for continuous improvement.

Supervisory training and professional development training for all positions

Furthermore, City and County of Denver will be assured that:

- Our training plan is jointly agreed-on and based on your needs and requests
- All existing and new staff active on your premises will be in possession of professional security license and trained in line with statutory standards
- Audits will be performed to continuously ensure full compliance and our Learning Management System provides transparency to clients

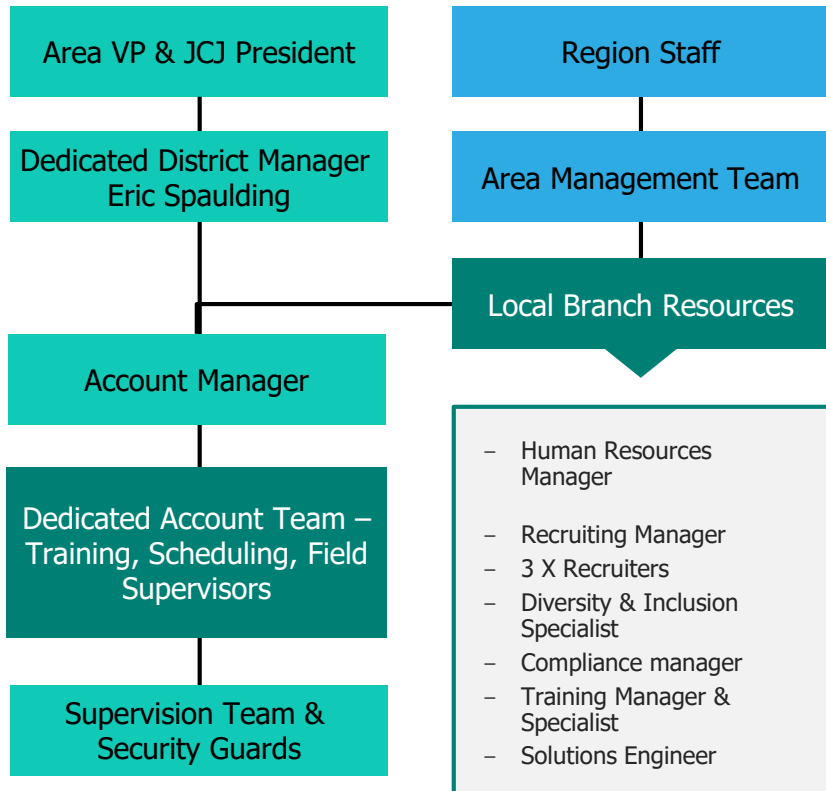


Account Management Model



Local operations management combined with dedicated and customised account team

Organizational chart



Account management: Services are delivered and managed locally. The daily account management is done by the dedicated account manager/team and the District Manager.



Supervision:

- Site Supervisors larger and more complex facilities, including Webb, City & County Bldg., Lindsey-Flanigan, Waste Water, Van Cise-Simonet, Human Services, & Performing Arts.
- Roving Supervisors after hours all Facilities & Act as Shared Supervisor for those smaller staff sizes w/out Dedicated Supervisors, including Roslyn, Purchasing Div. Auto, DMVs.
- Other downtown locations will be assisted by Webb Bldg. Supervisory team & Roving Supervisors, both.



Relationship: JCJ National Security to have a Supervisor along with blended staff. Critical that all Account Managers and Supervisors (as well as Guards) understand the One Team, One Dream shared approach.



Benefits: A strong customized account management team that drives the City & County strategy and ensures the expected outcome of security and safety services are achieved and that all Security Guards receive outstanding support.

■ Dedicated positions
 ■ Region positions
 ■ Branch Office positions




Staff Retention

We take care of our people...

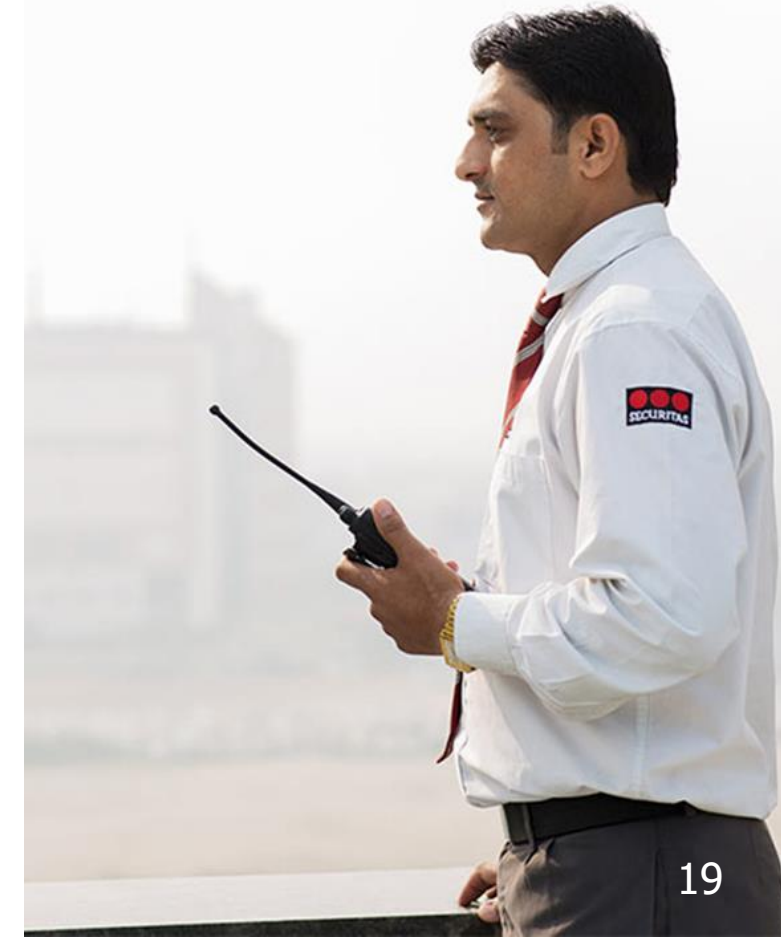
- Fair wages
- A good work environment
- Career development opportunities
- Continuous coaching and training
- Enhanced Benefits



... so you can reap the benefits

-  Improved **retention** of employees
-  Reduced **overtime** and **sickness**
-  Improved **labor conditions**

We aim to be the **employer of choice** in an industry where employee turnover is high and to deliver on our ethos "**You make a difference**"



Benefits

Recognition

BENEFITS

- Electronic Pay
- EcoPass
- 401k Savings Plan
- Employee Assistance Program (EAP)
- Direct Deposit

- Individual Development Programs
- Veterans Service Recognition
- Language Pin Program
- Recognition & Retention Programs

BENEFITS CONT...

- Life & Accident Insurance
- Voluntary Supplemental Life Insurance
- Holiday Pay
- Paid Vacations
- Sons & Daughters Scholarship Program

ENHANCED BENEFITS

- Omada: Science-backed weight loss program
- LIVONGO: Diabetes management program
- SmartDollar : Nationally-renowned financial wellness program
- Engage: Healthcare cost comparison tool
- LifeMatters: Consultation for a wide range of matters
- LEAD: debt-free college education program – the industry's first!

MEDICAL

- Kaiser Permanente - HMO
- Limited Employee Contributions
- Low Charges & Deductibles

Diversity And Inclusion

We are firmly committed to diverse representation and equal opportunities for all

Diverse representation

Securitas partners with local governmental organizations to recruit and improve employment opportunities of minorities, women, and individuals with disabilities. Additionally, quarterly reporting of workforce reviews ensure a pro-active approach to workforce diversity

Equal opportunities

Securitas is strongly committed to recruit, hire, train and promote persons in all job titles without regard to race, color, creed, religion, physical or mental disability, medical condition, national origin, citizenship status, ancestry, sexual orientation, age, gender, marital status, veteran status, status with regard to public assistance or any other status protected under local or national law

Recognition of Commitment

Securitas North America is the only company in its sector to make the Forbes 2021 Top 500 Diverse Companies list – more than 60% of Securitas employees come from diverse populations.

Forbes partnered with market research company Statista to survey 50,000 American companies employing more than 1,000 people. The final list includes the 500 employers that received the most recommendations and have the most diverse boards and executive ranks. The chosen companies also have proactive diversity and inclusion initiatives in place.



Our contribution to the UN SDG's



Including the UN SDGs in both our strategy and daily operations means we actively work to improve labor conditions, promote human rights and protect the environment across our value chain

The UN Sustainable Development Goals...

... and how we contribute



Contributing to **good health and well-being** for us means providing our employees with a healthy and safe working environment and having a platform for feedback to check their well-being



Contributing to **gender equality** for us means providing equal opportunities to all and striving to increase the number of women in management positions



Contributing to **decent work and economic growth** for us means being a stable and responsible employer that offers good working conditions and opportunities to grow to its employees



Contributing to **reduced inequalities** for us means, among others, promoting the employment of people with disabilities or with a foreign nationality



Contributing to **climate action** for us means decreasing our greenhouse gas emissions, for example of the vehicles of our mobile guarding units



Contributing to **peace, justice and strong institutions** for us means providing safety and stability to the general public and to our clients, as well as having a strong stand against corruption and bribery

Questions