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# Citywide Security Personnel Services: HSS, Inc. Contract Amendment #2

Department of General Services  
Kami Johle, Director of Administration Division  
George Hunt, Chief Security Officer, Denver Security Office  
December 3, 2019

# Contract Extension Request Details

## Original Agreement

Jan 1, 2016 – Dec 31, 2018; \$19M max

## Amendment 1

Jan 1, 2019 – Dec 31, 2019; \$22.3M max

## Request for Amendment 2

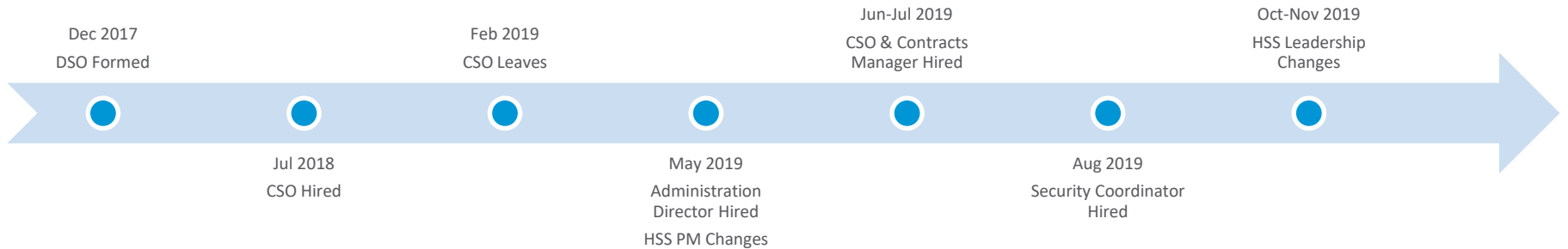
Jan 1, 2020 – Dec 31, 2020; Increase to \$29M max

- 148 positions including 11 armed at 19 locations
- *Payment of City Minimum Wage:* Current rates in the contract are above the minimum wage. Language is being added and will be finalized before the bill is filed for action.
- RFP posted – intent to be under a new contract before Dec 2020
- Allows time for a thorough bid process and a 3 month transition period

## Major Scope Changes based on Lessons Learned

- Increase minimum required training from 24 hours to 40 hours
- NEW: 24 hours of specialized weapons training for armed guards
- NEW: 40 hours of specialized training and DSO approval of guards posted to the Security Operations Center
- NEW: Specific training outlined for DHS post
- NEW: Quarterly Scorecard (contractor performance)
- NEW: Electronic timekeeping
- NEW: Monthly breach details and trend analysis
- NEW: Monthly vehicle patrol logs
- NEW: Annual deployment analysis
- NEW: Annual comparative analysis
- NEW: Financial remedies for performance failures

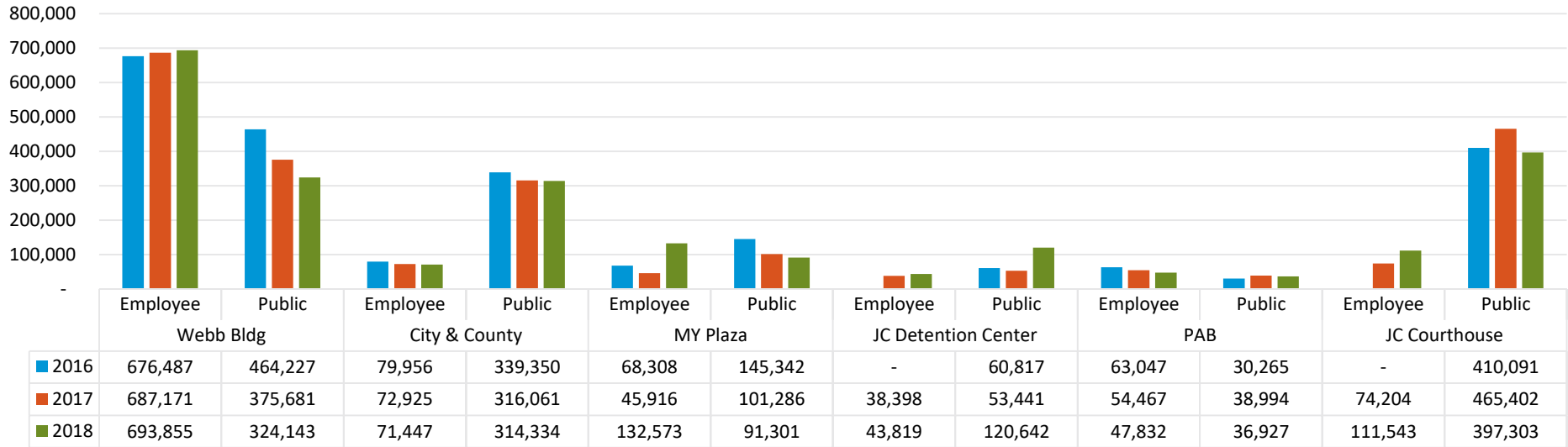
# Denver Security Office & HSS Staffing Timelines



\*DSO – Denver Security Office  
\*CSO – Chief Security Officer  
\*PM – Program Manager

# Annual Traffic by Building

■ 2016 ■ 2017 ■ 2018



# HSS Improvements & Accountability

## LEADERSHIP

Proactive – Responsive - Committed to Change – Supportive – Communication – Consistency

## TRAINING

- Judicial Orders on conduct & video recording in court facilities (19-1, 19-2)
  - CAO Training Guide – included in post orders
  - All guards trained on Aug 29
  - Post-incident specific training
  - Training video in development
- Respect/Empathy – all guards undergoing training to ensure a baseline for dealing respectfully with the public and staff
- Post Orders – revising for ease of use/understanding & retraining all guards
- Cross Training for posts to ensure guards have a base knowledge for multiple locations
- Security Operations Center – DSO scrutiny for guards assigned to post

# Next Steps

- Focus on Recruitment & Training
- Further Improve City-HSS Relationships & Communication
- Assess Deployment Schedules/Posts
- Manage “Security Personnel for City & County of Denver” RFP
- Ensure a seamless and successful transition to a new contract in 2020