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
5. Questions

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

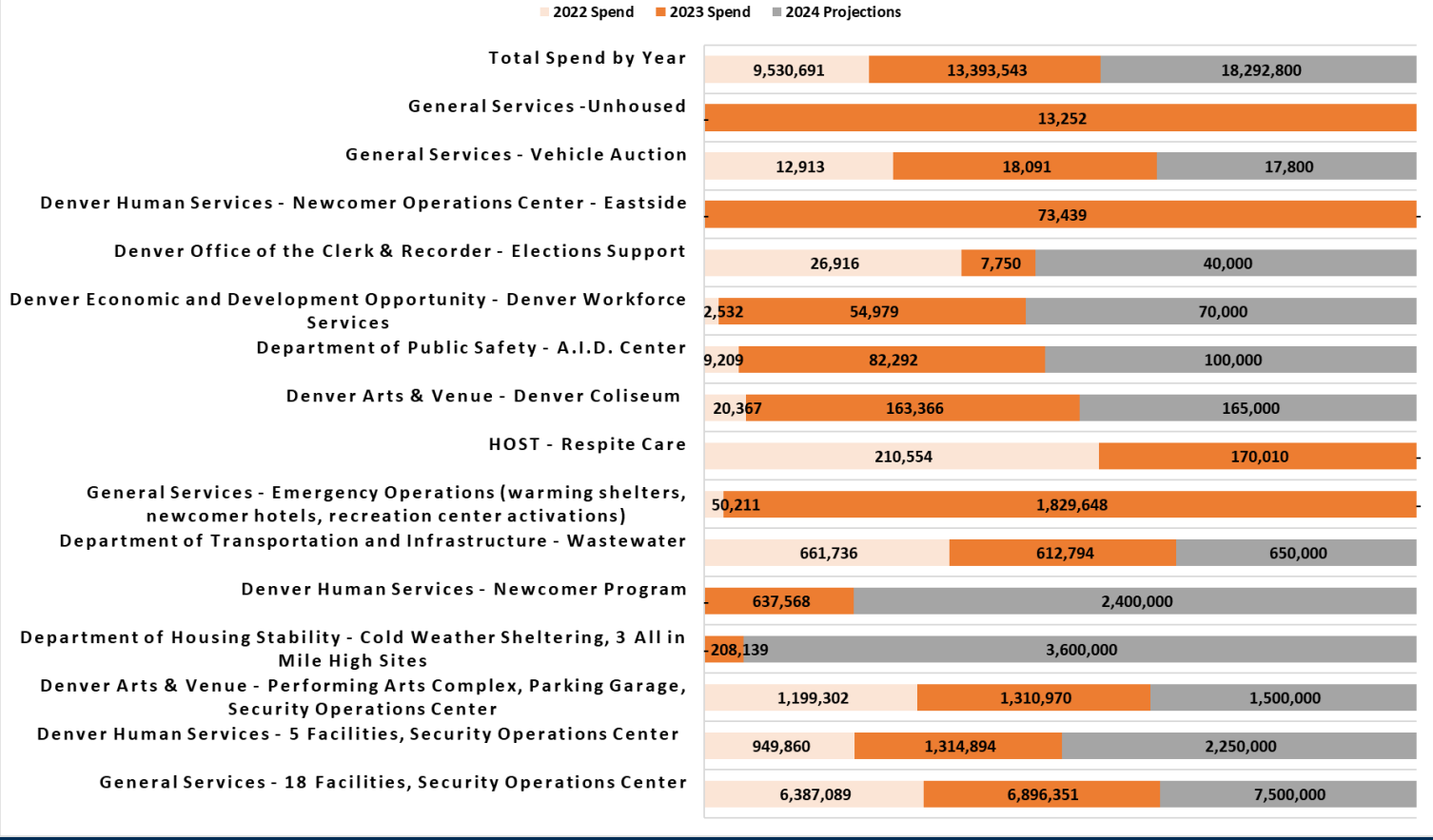
- Provide Unarmed and Armed Security Personnel Services
- Customer Service/Wayfinding
- Screen Individuals at Designated Public Entrances (x-ray, walk-thru magnetometers, wands)
- Interior/Exterior Facility Patrols (report damages/maintenance issues)
- Respond to Alarms & Report Fire Safety Violations 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



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
- 1st 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
- 1st 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
- 1st 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