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# City Council Request

## Contract: Citywide Security Personnel Services

Securitas Security Services USA, Inc.

- GENRL-202475863

Securitas Security Services USA, Inc.

- GENRL-202476184

Aquila Services Corporation dba Denver Metro Protective Services

- GENRL-202476185

### **Department of General Services**

Al Gardner, Executive Director

Adrina Gibson, Deputy Executive Director

Kami Johle, Director of Administration

Nicol Suddreth, Citywide Contracts Manager

**Oct. 29, 2024**

# Agenda

Overview of **Citywide Security Personnel Contracts**

Background of **Current Contracts**

**All In Mile High Sites**

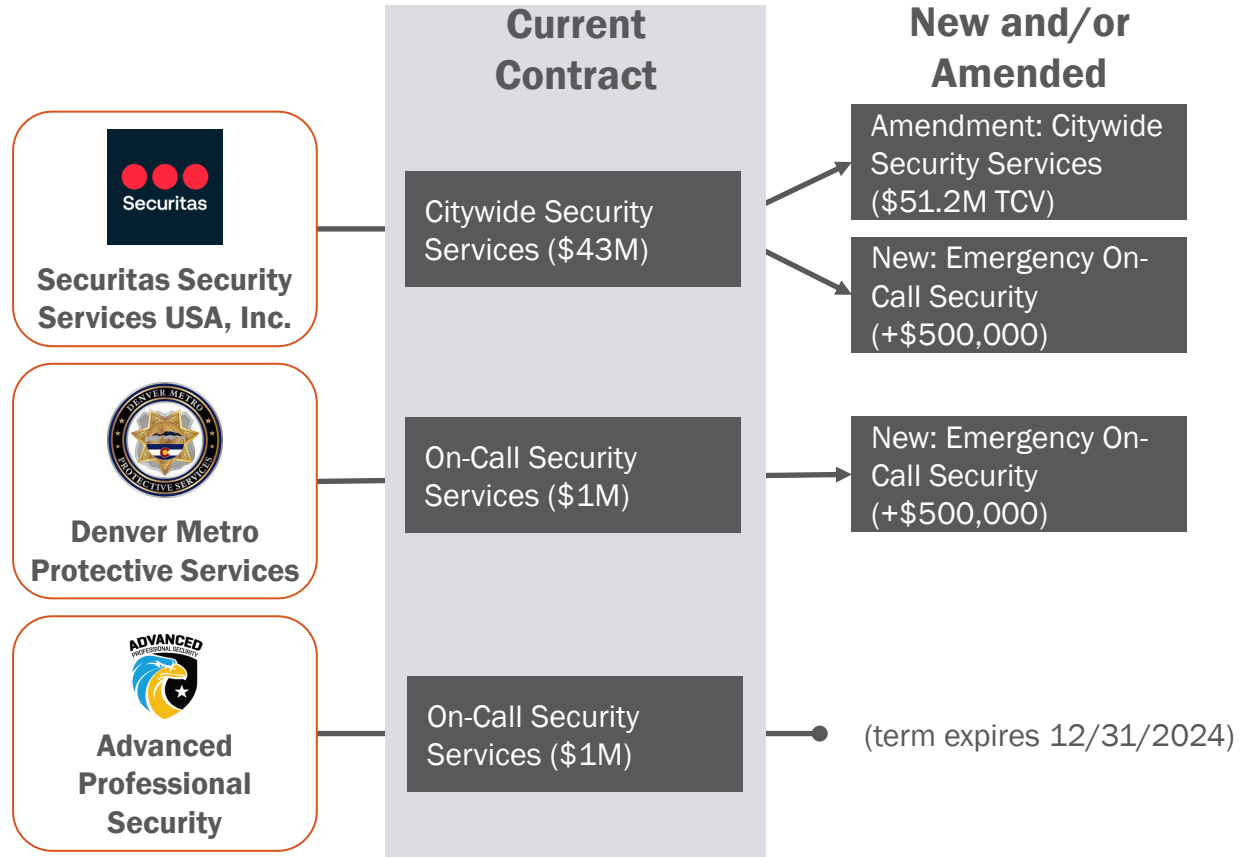
Background of **New Emergency On-Call Contracts**

Strategic Enhancements for **Future Security Solicitations**

Resolution Request **Summary**

Questions

# Overview of Current Contracts



*\*TCV= Total Contract Value (Original Contract Value +/- Amended Value Equals Total Contract Value*

# Overview of Current Contracts

- General Services currently manages three citywide security personnel contracts, excluding Denver International Airport.
- All contract terms are set to expire on Dec. 31, 2024.

## Current Contracts



### Securitas Security Services USA, Inc.

- \$43M capacity (Current Contract Value)
- Citywide security services
- Covers programmed services (24/7 shelters)
- Contract includes two one-year optional year renewals



### Denver Metro Protective Services

- \$1M capacity (Current Contract Value)
- On-call security services
- No term extensions

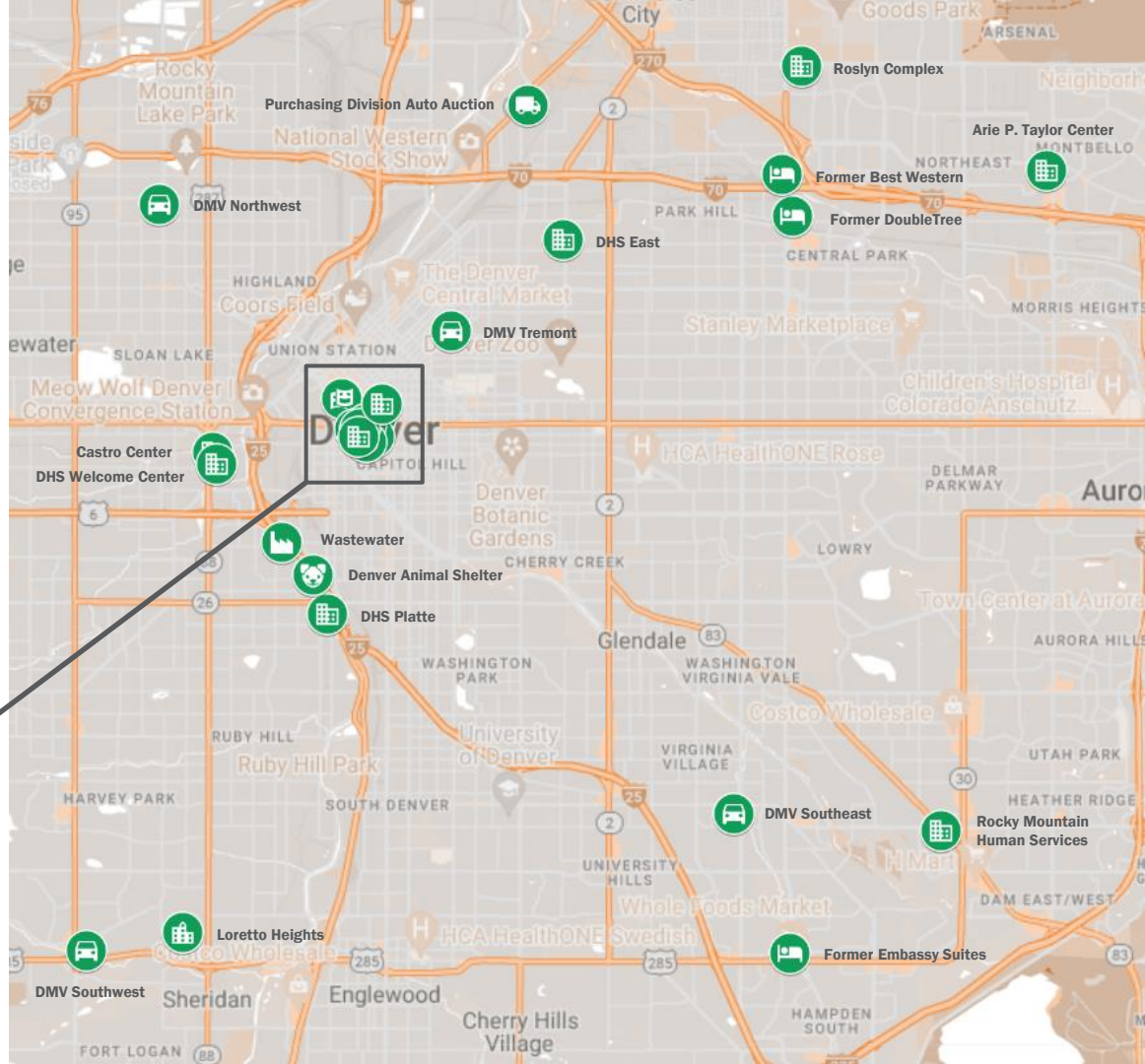
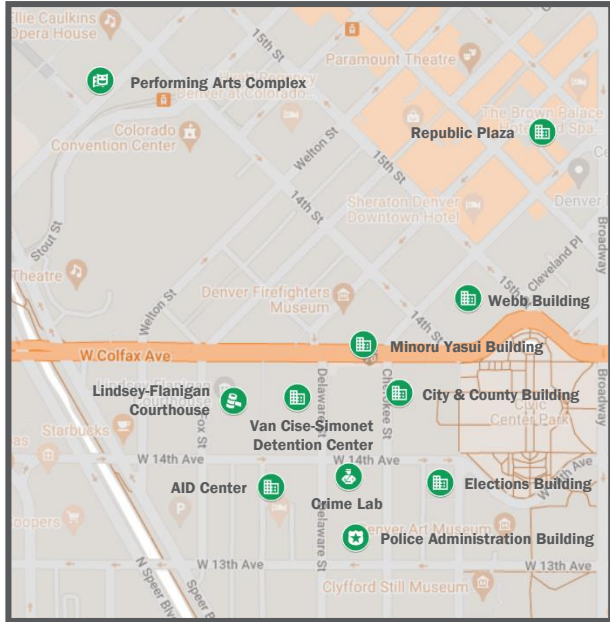


### Advanced Professional Security Services

- \$1M capacity (Current Contract Value)
- On-call security services
- No term extensions

These contracts provide citywide security services at 30-plus city facilities/locations excluding Denver International Airport.

Locations include municipal buildings and 24/7 shelters, both programmed and emergency.





# Current Contract

## Securitas Security Services USA, Inc.

- GENRL-202475863-00 (GENRL-202161226-03)
- Term: 1/1/22-12/31/24 plus two one-year optional renewals

## What is provided?

Unarmed (24/7 shelters) and armed security (municipal facilities) personnel services

Customer service/wayfinding

Screening at public entrances (X-ray, magnetometers, wands)

Interior/exterior facility patrols (report damages, maintenance issues)

Respond to alarms and report fire safety violations, FIREWATCH patrols

Security monitoring and Security Operations Center staffing

City employee escorts

Emergency/non-emergency evacuation assistance

Lockdown/secure assistance



# Current Contract

## Securitas Security Services USA, Inc.

- GENRL-202475863-03 (GENRL-202161226-03)
- Term: 1/1/22-12/31/24 plus two one-year optional renewals

- **Dedicated account positions:**

- District manager
- Two account managers
- Field supervisor
- Trainer
- Firearms instructor
- EDI specialist
- Scheduler
- Payroll

- **Unarmed** do not carry firearms or restraints (handcuffs, zip ties). Unarmed do not carry less-than-lethal measures (including pepper spray, tasers, batons) through observe and report action.

- **Armed** assignments are determined through needs assessment. At this time, armed guards are only assigned to citywide municipal facilities.

- **Quarterly evaluation** of Securitas performance is conducted by the chief security officer and customer agencies.

- **Coordination and engagement meetings** between City, Securitas and The Salvation Army's leadership.

- **Minimum required training** is 40 hours prior to post assignment, 16 hours of orientation training and 24 hours of instruction-specific (e.g. EDI, De-escalation, implicit bias, medical assistance).

# Current Advancements In Progress



## All In Mile High Sites

### Salvation Army and Securitas operational meetings

- Manager/supervisor regularly communicate above mission, collaboration, standard operations, critical incidents, team accountability, information sharing, process improvement

### Shift change meetings

- Staff-to-staff handoff to relay key information from shift to shift (active situations, concerns, work done to address items, proposed work to continue efforts, situational awareness and coordination with Salvation Army)

### Critical incident reporting and communication tree

- Structured, consistent communication pathway for city, provider, and contractor leadership to share information during a critical incident



# New Emergency On-Call Contracts

## What is provided?

Emergency on-call security services 24/7/365

Emergency service requests outside normal programmed services

Limited duration service engagements (e.g., cold weather sheltering, newcomer surge)

Three-tiered response time:

- Reporting on-site within 24 or less hours notification
- Reporting on-site within at least 72 hours notification
- Reporting on-site with more than 72 hours notification

## New Contracts



### Securitas Security Services USA, Inc.

- \$500,000 maximum
- Initial term 1/1/2025-12/31/2025
- Includes two one-year optional year renewals



### Denver Metro Protective Services

- \$500,000 maximum
- Initial term 1/1/2025-12/31/2025
- Includes two one-year optional year renewals

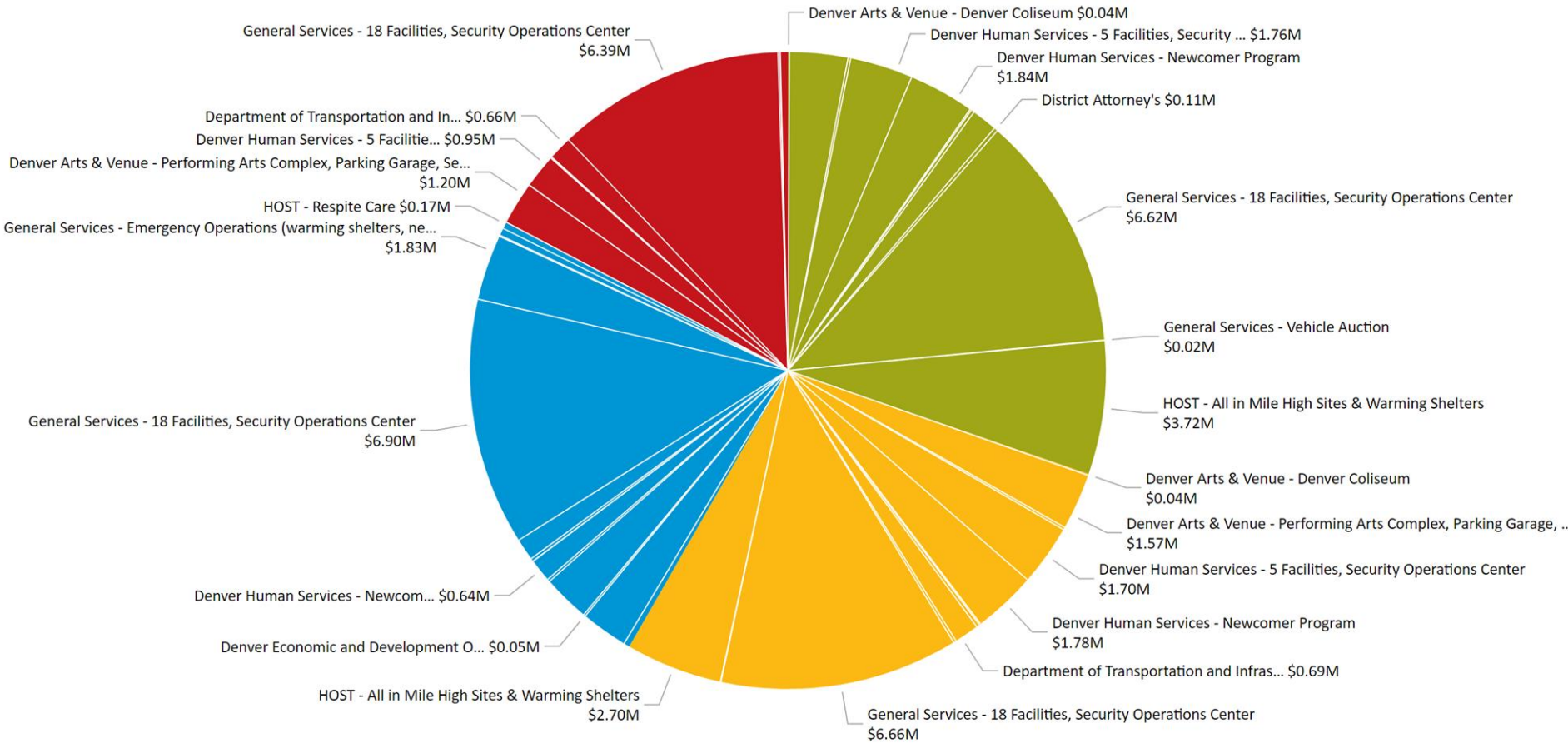
# Spend by Agency and Year

2022 Citywide Spend  
**\$9.53M**

2023 Citywide Spend  
**\$13.39M**

2024 Citywide Projection  
**\$15.43M**

2025 Citywide Projection  
**\$16.65M**



# Strategic Enhancements for Future Security Solicitations

- **Restructure RFP** to improve clarity, accountability, performance data-driven outcomes, and transparency (reporting, training, administrative requirements, site supervision needs, etc.).
- **Revisit training requirements** and cadence with agency partners to ensure relevancy.
- **Investigate master security officer (MSO) positions.** Provide increased/elevated knowledge, mentorship, guidance, and support.
- **Encourage subcontracts** with diverse (MWBES) and specialized security service providers to address city's varied needs (municipal, housing, sheltering).
- **Increase dedicated trainers** on city account: one general, one firearm instructor, and one *new* specialized trainer for trauma-informed care with mental health focus.
- **Encourage retention, reward, and recognition programs and benefits.**

# Resolution Request Summary



24-1485

**Securitas Security Services USA, Inc.**

GENRL-202161226-03

- Increase contract capacity from \$43M to \$51.2M
- Extend contract term to Dec. 31, 2025



24-1486

**Securitas Security Services USA, Inc.**

GENRL-202476184-00

- Approve initial contract term 1/1/2025-12/31/2025 in the amount of \$500,000



24-1487

**Denver Metro Protective Services**

GENRL-202476185-00

- Approve initial contract term 1/1/2025-12/31/2025 in the amount of \$500,000

# Timeline: Council Process

1-1 Council Briefings: October 14-18, 2024

FinGov Committee: October 29, 2024

Mayor Council: November 5, 2024

1st Reading: November 12, 2024

# Questions





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# Appendix

# Additional Notes on Current Securitas Contact

## GENRL-202475863-00 (GENRL-202161226-03)

- 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, including 18 armed
- Armed assignments are determined through a 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.
- 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 1/1/2022-12/31/2024).



# Citywide Security Sites: Municipal and Shelters

<b>Locations</b>	<b>Address</b>
Performing Arts Complex	1345 Champa St., Denver, CO 80204
Loretto Heights	3400 S Lowell Blvd, Denver, CO 80236
Denver County Court Parking Magistrate	201 W. Colfax Ave., Denver, CO 80202
Arie P. Taylor Municipal Center	4685 Peoria St., Denver, CO 80239
DHS on the Platte	405 S. Platte St., Denver, CO 80223
Human Services East Side Office Building	3815 Steele St., Denver, CO 80205
Richard T. Castro Human Services Building	1200 Federal Blvd., Denver, CO 80204
Solutions Center	2929 W. 10th Ave., Denver, CO 80204
Rocky Mountain Human Service	9900 E Iliff Ave, Denver, CO 80231
City and County Building	1460 Cherokee St., Denver, CO 80202
Denver Animal Shelter	1241 W. Bayaud Ave., Denver, CO 80223
Denver Crime Lab	1371 Cherokee, Denver, CO 80202
DMV Northeast Branch	4685 Peoria St., Denver, CO 80239
DMV Northwest Branch	3698 W. 44th Ave., Denver, CO 80211
DMV Southeast Branch	2243 S. Monaco Pkwy, Denver, CO 80222
DMV Southwest Branch	3100 S. Sheridan Blvd., Denver, CO 80227
DMV Tremont Branch	2855 Tremont Place, Denver, CO 80205
Elections Building	200 W. 14th Ave., Denver, CO 80204
Lindsey-Flanigan Courthouse	520 W. Colfax Ave., Denver, CO 80204
Minoru Yasui Building	303 W. Colfax Ave., Denver, CO 80204
Police Administration Building	1331 Cherokee, Denver, CO 80202
Roslyn Complex	5440 Roslyn St., Denver, CO 80216
Van Cise-Simonet Detention Center	490 W. Colfax Ave., Denver, CO 80204
Wellington E. Webb Municipal Office Building	201 W. Colfax, Denver, CO 80202
Purchasing Division Auto Auction	5226 Brighton Blvd. Denver, CO 80216
Wastewater	2000 West 3rd Ave., Denver, CO 80223
AID Center	1370 Elati St, Denver, CO 80204
Republic Plaza	370 17th St., Denver, CO 80202
Double Tree	4040 Quebec St., Denver, CO 80216
Best Western	4595 Quebec St., Denver, CO 80216
Embassy Suites	7525 E Hampden Ave., Denver, CO 80231

# Additional Notes on All In Mile High Sites

## Former DoubleTree 4040 Quebec

Securitas deployed 3/18/2024

- Seven guards per shift, 24/7
- Shared Securitas supervisor with 4590 Quebec
- Walk-through magnetometers
- Bag checks
- Confiscate, manage, and safely dispose of prohibited items
- First floor screening, monitor entrances/exits, exterior patrol

## Former Best Western 4590 Quebec

Securitas deployed 4/15/2024

- Three guards per shift, 24/7
- Shared Securitas supervisor with 4040 Quebec
- First floor monitor entrances/exits, exterior patrol

## Former Embassy Suites/Tamarac 7525 Hampden

Securitas deployed 4/15/2024

- Two guards per shift, 24/7
- Dedicated Securitas supervisor based on no proximity to other city supervised sites
- First floor monitor entrances/exits, exterior patrol