

File No.: 04-1000-20-2021-188

August 10, 2021

s.22(1)

Dear s.22(1)

Re: **Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am responding to your request of March 31, 2021 for:

Securiguard contract or (if expired or not renewed) contract of new company. Date range: April 1, 2020 to March 31, 2021.

All responsive records are attached. Some information in the records has been severed, (blacked out), under s.15(1)(l) and s.17(1) of the Act. You can read or download these sections here: http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2021-188); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

[Signature on file]

Barbara J. Van Fraassen, BA
Director, Access to Information & Privacy

Barbara.vanfraassen@vancouver.ca
453 W. 12th Avenue Vancouver BC V5Y 1V4

*If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. Or you can call the FOI Case Manager at 604.871.6584.

Encl.

:ag

From: ["Goundouvas, Dino" <dino.goundouvas@vancouver.ca>](mailto:dino.goundouvas@vancouver.ca)
To: Darcy@securiguard.com
Date: 3/8/2018 3:21:20 PM
Subject: City of Vancouver/Securiguard - Signed contract Amendment
Attachments: PS20110718 - SECURITY SERVICES AGREEMENT AMENDMENT (fully executed).pdf

Hi Darcy,

On behalf of the City of Vancouver please find the attached and fully executed copy of the Amending Agreement /Contract Extension between the City of Vancouver for Securiguard's records.

If you have any questions please feel free to contact me.

Daniel. Copying you for your records.

Regards,
Dino Goundouvas
Contracting Specialist
City of Vancouver
Supply Chain Management
604.871.6812



PS20110718 - SECURITY SERVICES AGREEMENT - AMENDMENT No.1

THIS AGREEMENT is made as of March 01, 2018 (the "Amendment Effective Date")

BETWEEN:

CITY OF VANCOUVER
453 West 12th Avenue
Vancouver, British Columbia
V5Y 1V4

(the "City")

OF THE FIRST PART

AND:

THE VANCOUVER PUBLIC LIBRARY BOARD
350 West Georgia Street
Vancouver, British Columbia
V6B 6B1

(the "Library")

OF THE SECOND PART

AND:

SECURIGUARD SERVICES LTD.
4th Floor - 1445 West Georgia
Vancouver, British Columbia
V6G 2T3

(the "Contractor")

OF THE THIRD PART

(The City and the Contractor are hereinafter sometimes referred to individually as "Party" and collectively as "Parties")

BACKGROUND:

- A. The City and the Contractor entered into the Original Agreement described herein.
- B. The Parties have agreed to amend the Original Agreement in accordance with the terms and conditions of this Agreement.

NOW THEREFORE, in consideration of the mutual covenants and promises made by the Parties and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties hereby agree as follows:

1.0 INTERPRETATION

- 1.1 In this Agreement, including the recitals, schedules and appendices to this Agreement, all words and terms have the same meaning as they are given in the Original Agreement, except that the following words and terms, unless the context otherwise requires, shall have the meanings set out below:
 - (a) **"Agreement"** means this Amendment No. 1 to the *"PS20110718 - Security Services Agreement"* inclusive of all schedules, appendices, exhibits or other documents attached hereto or incorporated herein by reference, as amended from time to time;
 - (b) **"Amended Agreement"** means the Original Agreement as supplemented and amended by this Agreement;
 - (c) **"Amendment Effective Date"** means March 1, 2018;
 - (d) **"Original Agreement"** means the *"PS20110718 - Security Services Agreement"* dated February 15, 2013 inclusive of all schedules, appendices, exhibits or other documents attached thereto or incorporated therein by reference;
 - (e) **"Services"** has the meaning set out in Section 3.1 of the Original Agreement;
 - (f) **"Sub-Contractor"** has the meaning set out in Schedule "E" of the Original Agreement;
 - (g) **"Term"** means the term of the Original Agreement as specified in Section 6.1 of the Original Agreement.

2.0 THE AMENDED SECURITY SERVICES AGREEMENT

- 2.1 The Original Agreement is now amended as follows:

- (a) Section 6.2 is amended by deleting "15th day of February 2018" and replacing it with "1st day of March 2019 at 11:59pm (As per Agreement Amendment No.1)"; and,
- (b) Section 22.11 is added and shall state "Job descriptions for all services and positions will be drafted by the City with input from the Contractor for implementation.";and,
- (c) Section 24.2 is amended by adding "The Contract Manager will be assigned, dedicated solely full-time to the position and responsibilities thereof as provided for in the Agreement Amendment No. 1 and will be positioned at the City Hall Campus – Corporate Protective Services office."; and,
- (d) Section 24.5 is added and shall state "The Contract Manager shall be equipped with business cards, a cellphone and a laptop and have all the necessary access to the Contractor Network.";and,

- (e) Section 25.1 is amended by deleting "The person acting as the Contract Coordinator will be assigned and dedicated solely and full-time to the position and responsibilities thereof as provided for herein" and replacing it with "The Contract Coordinator and the Contract Field Manager will be assigned, dedicated solely full-time to the position and responsibilities thereof as provided for in the Agreement Amendment No. 1 and will be positioned at the City Hall Campus - Corporate Protective Services office."; and,
- (f) Section 25.4 is added and shall state "The Contract Field Manager and Coordinator shall be equipped with business cards, cellphones and laptops and have all the necessary access to the Contractor Network."; and,
- (g) Schedule "B" - Contractor Billing Rates is amended by adding a "2018-2019 - Year 6" column to table B1 to account for application of Living Wage Policy and increases in the labor rates; See Appendix 1 to this Agreement; and,
- (h) Schedule "B" - Contractor Billing Rates is amended by adding annual billing rates and payable wages for the Contractor Manager, Coordinator and Field Manager positions; See Appendix 1 to this Agreement; and,
- (i) Schedule "B" - Contractor Billing Rates is amended by adding annual billing rates for dedicated service vehicles; See Appendix 1 to this Agreement; and,
- (j) Schedule "B" - Contractor Billing Rates is amended by deleting billing rates for Bilingual Guard, Shift Supervisor, Private Investigator, Private Investigator (under supervision) and Loss Prevention Officer Services; and,
- (k) Schedule "B" - Section 6.2 Table 3 is amended by adding "Failure to respond to an Alarm within minutes" under the Service Failure column and every 5 minutes past required response time" under the Proposed Pricing Adjustment; See Appendix 2 to this Agreement; and,
- (l) A Dedicated Mobile Patrol and Alarm Response Service will be implemented for the City. The base service model will consist of dedicated vehicles and hours of service per day. The Dedicated Mobile Patrol and Alarm Response service shift patterns will be established by the City and are subject to change based on City operational requirements. All dedicated vehicles will be based at the City Hall Campus and additional vehicles may be added to the service based on operational requirements of the City. Parking stalls for the dedicated vehicles will be provided by the City. The City in conjunction with Contractor input will monitor service levels and make any necessary service volume adjustments. In cases where the dedicated mobile vehicles for the City are already engaged on a service call, the City will require adhoc emergency and mobile response from the Securiguard Services Ltd fleet; See Appendix 1 to this Agreement for billing rates; and,
- (m) The City Agrees that the Contractor is not required to pay Living Wage for temporary Mobile Patrol services. Temporary Mobile Patrol Services are adhoc services not included in the established base service model. The length of the adhoc service shall not exceed (14) consecutive days of service; and,
- (n) The City will directly negotiate resource models, billing rates and consumable costs and maintain operation and strategic working relationship with the Locksmith and Security Systems Sub-Contractors; and,
- (o) A mark-up of service fee for the Locksmith and Security Systems services will be provided to the Contractor. The service fee is designed to support the Contractor Head

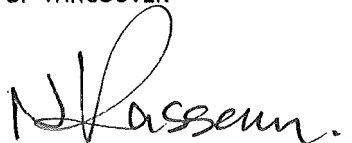
Office for the delivery of invoicing and financial management. Existing processes related to service receipt, dispatch and work verification remain unchanged; and,

- (p) A Security Guard Base Service Model has been established as of the Amendment Effective Date. The City and the Library may each at any time, upon notice to the Contractor, increase, reduce or otherwise modify the scope of the Base Service Model; See appendix 3 to this Agreement; and,
- (q) The Contractor is required to maintain accurate records and report to the city on an annual basis, specific information relating to the Living Wage Policy; See appendix 4 to this Agreement; and,
- (r) A "Technical Specifications Guidelines" will form part of this Agreement and act as a guideline for service delivery standards; See appendix 5 to this Agreement; and,

3.0 Confirmation of Original and Amended Agreement

- 3.1 The parties now ratify, confirm, and affirm the Original Agreement as amended by this Agreement. As evidence of their agreement to be bound by the above amending terms, the City and the Contractor each have executed this Agreement as of the date first above written.

CITY OF VANCOUVER


Signature

Nick Kassam
Director & CPO
Supply Chain Management


Signature

David Aarons,
Category Manager
Supply Chain Management


Signature

Bill Aujla
General Manager
Real Estate & Facilities Management


Signature

Greg Conlan
Manager, Corporate Protective Services
Real Estate & Facilities Management

AND:

THE VANCOUVER PUBLIC LIBRARY BOARD


Signature

Eric Smith
Director, Corporate Services & Facilities
Vancouver Public Library Board

SECURIGUARD SERVICES LTD.


Signature

Darcy Kernaghan
President & CEO
Securiguard Services Limited
Print Name and Title

APPENDIX 1
SCHEDULE B - AGREED BILLING RATES

YEAR	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
Hourly Rates	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
Security Guard	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)
Site Supervisor	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)
OFA Level 1	N/A	N/A	N/A	N/A	N/A	s.17(1)
OFA Level 2	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)
Locksmith	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)
Systems Technicians	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)
Canine Patrol	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)
Security Consultants	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)

Notes:

1. 2018-2019 (Year 6) Rates are effective as of March 1, 2018.
2. A Security Guard classification includes all guard types beyond that of which are listed above (i.e Mobile Driver, Event Guard...etc.).
3. Statutory overtime is billed at 1.4 times the base rates listed above.
4. A surcharge fee s.17(1) per day (24hrs) will apply if a vehicle is required as shelter at a static site.
5. For any living wage increases, the billing rates will be adjusted accordingly to account for the increases in statutory costs.
6. Any requested change to the Agreement will require full justification on behalf of the Contractor and the proposed changes will be considered by the City on a case-by-case basis. The City recognizes that anticipated Provincial Payroll Tax may be considered under this provision if so advanced during the term of this Agreement.

ANNUAL MANAGEMENT BILLING RATES

Dedicated Onsite Management	Annual Pay Rates	Annual Billing Rates
Contract Manager	s.17(1)	s.17(1)
Contract Field Manager	s.17(1)	s.17(1)
Contract Coordinator	s.17(1)	s.17(1)

ANNUAL DEDICATED SERVICE VEHICLE BILLING RATES

Vehicle	Annual Bill Rate
Mobile vehicle	s.17(1)
Hydrogen Vehicle	s.17(1)

EMERGENCY MOBILE PATROL AND ALARM RESPONSE BILLING RATES

Service	Billing Rates
Mobile Patrol - Up to 20 minutes	s.17(1)
Mobile Patrols - each five (5) minutes after	s.17(1)
Alarm Response - First thirty (30) minutes	s.17(1)
Alarm Response - each five (5) minutes after	s.17(1)

APPENDIX 2

SERVICE GUARANTEES

Service Failure	Proposed Pricing Adjustment
Failure to provide a scheduled mobile patrol	Three (3) times the agreed billing rate
Failure to provide non-scheduled staff within four s.15(1)(l) notice	s.17(1) per hour per member of staff. This price adjustment will be 'capped' at s.17(1) being the equivalent of s.15(1)(l) guards on any one occasion
Failure to cover a scheduled shift	s.17(1) per hour that the shift remains unfilled
Failure to respond to an Alarm within s.15(1)(l) minutes	s.15(1)(l) every 5 minutes past required response time

Notes:

1. "Response Time" means the time of Contractor notification by the City to the time of Contractor arrival to the site.

APPENDIX 3

Security Guard Base Service Model

Site	Position	Sun	Mon	Tues	Wed	Thu	Fri	Sat	Weekly Hours
s.15(1)(l)	Security Guard	s.15(1)(l)							
s.15(1)(l)	Security Guard								
s.15(1)(l)	Security Guard								
s.15(1)(l)	Security Guard								
s.15(1)(l)	OFA Level 1								
s.15(1)(l)	OFA Level 1								
s.15(1)(l)	Site Supervisor								
s.15(1)(l)	OFA Level 2								
s.15(1)(l)	Security Guard								
s.15(1)(l)	Security Guard								
s.15(1)(l)	Security Guard								
Vancouver Public Library									
s.15(1)(l)	Site Supervisor	s.15(1)(l)							
s.15(1)(l)	Security Guard								
s.15(1)(l)	Security Guard								
s.15(1)(l)	Security Guard								
s.15(1)(l)	OFA Level 2								
s.15(1)(l)	Security Guard								
s.15(1)(l)	Security Guard								

APPENDIX 4
LIVING WAGE POLICY ANNUAL REPORTING

Securiguard Services Ltd is required to maintain accurate records and report to the City on an annual basis, specific information relating to the Living Wage, this includes but is not limited to:

- Number of employees, including that of the third party service providers who were paid a living wage
- Number of individuals benefitted
- Incremental costs incurred, including any amounts paid to third party service providers in order to meet the City Living Wage requirements

APPENDIX 5
TECHNICAL SPECIFICATION GUIDELINES
[ATTACHED]

General Requirements		
Reference Section, if applicable	Description of Service-Minimum Requirements	KPI
	Background: The City of Vancouver ("The City") require the security service provider to deliver comprehensive security related services in accordance with the City's security/protection program.	
	The vendor is to confirm it is responsible for the delivery of all goods and services outlined in this schedule to the satisfaction of the City including, but not limited to, all costs associated with supplies, equipment, training, labor, managerial/administrative support and documentation, unless otherwise noted.	
	The vendor is to confirm acknowledgement that the delivery of goods and services outlined in this schedule is subject to change.	
	A minimum of 2 full time management team personnel shall be dedicated to day-to-day operations and contract management.	
	Provide Security Coordinator position as described in the RFP documents.	95% of all Security Coordinator shifts to be at City Hall, Monday-Friday (0900-1700).
	Provide 24 hour/365 day management on call representatives to manage and support contract personnel in all areas and facilities serviced by the contract; respond to incidents as required.	95% of significant incidents to be reported to City representative within 30 minutes of event.
	Attend and participate in site based or other meetings as required including, but not limited to: Occupational Health and Safety, site development/project meetings, Law Enforcement liaison meetings, construction meetings, related management meetings. Meetings may take place at City sites or off site locations within geographical City boundaries.	100% of meetings Attended annually.
	Establish dedicated resources in order to provide a rapid response, including dedicated response vehicle(s), in order to manage issues and events.	99% of responses to be as soon as possible but not to exceed s.15(1)(l).
	Vendors are required to describe a disaster recovery / business continuity plan designed to illustrate how you intend to maintain servicing a contract of this size and scope in the event of a natural disaster or service disruption. Provide a copy of your plan with your submission.	Initially approved by the City. Updated and/or reviewed annually by vendor and approved by the City prior to revision implementation.
	Provide post orders, policies and procedures as required to clearly communicate expectations and operational sequences.	Initially approved by the City. Updated and/or reviewed annually by vendor and approved by the City prior to revision implementation.
	Provide on call management representative(s) as required to service all areas of the contract, including respond to incidents as required, including overseeing investigations, threat management issues, significant/sentinel events.	
	Training and practice scenarios to take place with City and other staff to ensure an organized response to emergency situations.	100% of all security staff to complete all required training and orientation prior to being deployed for work.
	Security Officer uniforms and equipment to be of quality acceptable to the City.	100% of all security staff to be equipped with required uniform and equipment.
	Alternate delivery models will be considered for the delivery of the services listed in this schedule provided minimum requirements are met. Approval is at the discretion of the City. Please include any alternate proposed delivery model(s) with your submission to this proposal outlining, in detail, how the proposed alternate service delivery model will meet or exceed the listed minimum requirements.	

Specification For Site Security Services		
Reference Section, if applicable	Description of Service-Minimum Requirements	KPI
	Background: The vendor should expect to perform any or all of these services at sites where permanent security coverage exists, as identified in the attached appendices. Any or all of these services may be required at these sites at any time during the contract duration. Due to the length of the contract, and the complex nature of delivering services in a dynamic City environment, the vendor can expect these services to be adjusted, modified or changed to meet the service demands required to support the delivery of security services at the designated locations, including facility/campus expansion.	
	The vendor is to confirm it is responsible for the delivery of all goods and services outlined in this schedule to the satisfaction of the City including, but not limited to, all costs associated with supplies, equipment, training, labor, managerial/administrative support and documentation, unless otherwise noted.	
	The vendor is to confirm acknowledgement that the delivery of goods and services outlined in this schedule is subject to change, may be required at any or all City or related locations as required by the specific site.	
	The vendor shall provide sufficient service to ensure an acceptable, effective and immediate response to emergencies such as fire, aggression, bomb threats, hostage taking, evacuation; panic/duress alarm activation, intrusion alarm activation and other emergencies specific to individual sites.	99% of responses to be as soon as possible but not to exceed s.15(1)(l)
	The immediate response shall include scene assessment and information gathering, an intervention plan, implementing minimum interventions necessary to ensure facility and occupant safety, scene security, internal / external notifications, reporting / documentation processes, and other services as required.	95% of significant incidents to be reported to City representative within s.15(1)(l) of event.
	Provide an immediate response to emergencies while working on prevention and deterrence for the protection of assets and facility safety.	99% of responses to be as soon as possible but not to exceed s.15(1)(l)
	The service shall immediately identify areas where a change in service necessitates a review of service staffing and make written recommendations to the City's designated representative regarding security staffing levels and service delivery models.	100% of all staffing and Service level changes reviewed and approved by the City prior to implementation.
	Provide way finding assistance to the public, visitors, staff and others, as requested.	
	Conduct premise patrols, which are electronically recorded to agreed upon standards.	s.15(1)(l) all mobile patrols completed monthly.
	Design and provide foot patrols of all accessible interior and exterior areas including designated facility vital points as required (site dependent).	100% of all foot patrols completed monthly.
	The Vendor will lock and unlock facilities as identified which includes electronic/computerized recording to agreed upon standards. This schedule is expected to be continuously reviewed and modified.	s.15(1)(l) all lock/unlocks to be completed monthly.
	Monitor and respond to and document all requests for access to external and internal areas at each site.	100% of all requests documented.

Specification For Site Security Services		
Reference Section, if applicable	Description of Service-Minimum Requirements	KPI
	Ensure that only authorized persons are able to access and/or occupy external and internal site areas; Develop and maintain a specific restricted access process for sensitive/high risk or other areas.	Zero (0) Unauthorized access allowed.
	Where required, develop, maintain and administer an restricted access program designed to strictly manage access to high risk, sensitive or other areas.	Initially approved by the City. Updated and/or reviewed annually by vendor and approved by the City prior to revision implementation.
	Identify, document and/or rectify (where possible) fire, safety, or security hazards and deficiencies during each patrol and take remedial action to eliminate or mitigate risks or hazards where there is a threat to facility or occupant safety.	95% of significant incidents to be reported to City representative within s.15(1)(l) of event.
	Monitor and/or enforce compliance related to security and safety within City sites and correct any deviations.	95% of significant incidents to be reported to City representative within s.15(1)(l) of event.
	Security officers may be required to reset systems, silence alerts/alarms, cancel auto evacuation, or perform other functions related to fire alarm system operation.	99% of responses to be as soon as possible but not to exceed s.15(1)(l)
	Fire watch patrol service may be required where site fire safety is compromised.	100% of all security shifts and hours to be filled monthly.
	Fire watch patrol service to include detailed patrols of affected areas eve 30 minutes, or as determined by the local Fire Department, to investigate potential smoke, fire, safety concerns and provide appropriate response as required.	100% of patrols to be conducted on a timely manner s.15(1)(l)
	Fire watch patrol service to be documented in accordance with other schedules and or appendices and/or may require specific fire watch documentation as required by the City.	100% of all patrols to be documented.
	Where required, accept delivery and provide signature of acceptance for delivery of goods.	100% of all delivery acceptance documented.
	Where required, support City staff and safe custody of valuables (i.e. lost and found, visitor items, city property). This service may include the vendor safely storing these items at some locations. Manage the lost and found program at designated locations.	
	Where required, administer a key control program including authorizing, issuing, storing and documenting all aspects of the key control program as required by the City.	Control Program Initially approved by the City. Updated and/or reviewed annually by vendor and approved by the City prior to revision implementation.
	Where required, administer an access card control program including the verification of authorization, issuance, storage and delivery of access control cards and photo identification cards. This includes the maintenance of a temporarily loaned access cards to authorized individuals.	
	Monitor and/or enforce City policies, procedures, and standards of practice as required. This includes, but is not limited to: workplace violence, respectful workplace, confidentiality, various emergency response protocols, smoking policies, parking and any other applicable safe work procedures, etc.	95% of significant incidents to be reported to City representative within s.15(1)(l) of event.
	Effectively communicate verbally and/or in writing to staff, the public and others in English.	100% of all official communication to be in English.

Specification For Site Security Services		
Reference Section, if applicable	Description of Service-Minimum Requirements	KPI
	A significant incident notification report containing information relating to incidents, events or activities deemed urgent, significant or of a "sentinel" nature are to be reported immediately as issues arise to Protection Services. The definition of a significant incident will be determined by Protection Services.	95% of significant incidents to be reported to City representative within s. 15(1)(l) of event.
	Assist City staff and/or lead interventions in the management of aggressive behavior including: Standing by potentially aggressive persons to ensure safety of persons and property and Safely managing aggressive assaultive behavior.	The vendor shall provide the total number of man-hours spent involved in managing challenging/aggressive behaviors. This information shall be provided on at least a monthly basis.
	Provide security and protection services for specified staff/Stakeholders/clients.	100% of all security shifts and hours to be filled.
	Where required, develop, install, monitor, and maintain systems such as mobile two way radio's, telephone interconnects, pagers, CCTV, intrusion/panic alarms and respond to incidents related to each monitoring function.	
	Where required, monitor site security systems, including CCTV(DVR/NVR) camera systems, intrusion and duress/panic alarms for continuous operation and conduct and document regular testing of these systems as required by the City.	
	The City or designated representative shall be advised in a timely manner of all incidents that may impact facility operations or occupant safety or the organization's reputation.	95% of significant incidents to be reported to City representative within s. 15(1)(l) of event.
	Assess, document and make recommendations regarding incidents/activities involving threats to an individuals' or group's safety in a timely manner.	
	Provide requested documentation, including CCTV video recordings or other electronic security system records, to authorities having jurisdiction upon approval by the City.	
	As required, develop and distribute "security alerts" and other bulletins in a format acceptable to the City.	
	Document, in a form acceptable to the City, incidents related to security and other safety issues.	100% of all incidents documented.
	Develop Site Security plans; operational plans (including event planning and other related plans) as required by the City.	Plans Initially approved by the City. Where applicable, updated and/or reviewed annually by vendor and approved by the City prior to revision implementation.
	Respond to incidents, activities, complaints and other matters as required.	95% of service complaints to be responded to within 24 hours by service provider.
	Provide a comprehensive complaint resolution mechanism to effectively document and address service complaints and concerns. The vendor shall provide regular reports to the City as required.	95% of service complaints to be responded to within 24 hours by service provider. Compliant reported to the City representative within 12 hours.
	Provide on call management representative(s) as required to service all areas, including respond to incidents as required.	99% of responses to be as soon as possible but not to exceed s. 15(1)(l) .
	Notify management representatives, on a 24-hour basis, of high level incidents warranting their attention, as agreed upon.	95% of significant incidents to be reported to City representative within s. 15(1)(l) .

Specification For Site Security Services		
Reference Section, if applicable	Description of Service-Minimum Requirements	KPI
	Notify designated City's contact persons of all unusual or critical incidents on a 24 hour/7 day week basis. Incidents include but are not restricted to any situation that immediately or potentially impact occupant / facility safety, impacts service delivery in any City site, or involves the intervention or notification of external agencies, as agreed upon.	95% of significant incidents to be reported to City representative within s.15(1)(l) of event.
	Attend all reports of theft, vandalism, and other unusual occurrences.	100% of all reports attended to.
	If required, provide physical set up of Emergency Operations Centre in advance of EOC staff arrival, as per instructions provided by the City.	100% of all physical EOC setup requests to be completed within s.15(1)(l).
	Provide senior staff as required to manage significant and/or sentinel events required by the City.	99% of responses to be as soon as possible but not to exceed s.15(1)(l)
	Provide comprehensive site post orders and procedures; to be continually refreshed; reviewed, amended and approved by senior staff (minimum once annually); provide documentation of completion to the City.	Initially approved by the City. Updated and/or reviewed annually by vendor and approved by the City prior to revision implementation.
	Provide senior staff as required to attend required business/security related meetings including, but not limited to: Site management meeting, Joint Occupational and Safety or other related meetings, Police liaison meetings. Meetings may occur at City locations or other buildings within the geographical boundaries of the Region.	100% of meetings Attended annually.
	Provide support to staff working alone in isolated areas including safety checks; increased security patrols, escorts.	100% of all security shifts and hours to be filled.
	Provide alternate method to contact site security staff in the event of centralized call center dispatch failure. Alternate method may be required during period of transition between contract service providers at contract startup. (For example: site based pagers).	Initially approved by the City. Updated and/or reviewed annually by vendor and approved by the City prior to revision implementation.
	Alternate delivery models will be considered for the delivery of the services listed in this schedule provided minimum requirements are met. Approval is at the discretion of the City. Please include any alternate proposed delivery model(s) with your submission to this proposal outlining, in detail, how the proposed alternate service delivery model will meet or exceed the listed minimum requirements.	

Specification For Occupational First Aid Level II Services		
Reference Section, if applicable	Description of Service-Minimum Requirements	KPI
	Background: At designated locations within respective City sites, Occupational First Aid Level 2 service is required in order to meet Worksafe BC regulations.	
	The vendor is to confirm it is responsible for the delivery of all goods and services outlined in this schedule to the satisfaction of the City including, but not limited to, all costs associated with supplies, equipment, training, labor, managerial/administrative support and documentation, unless otherwise noted.	
	The vendor is to confirm acknowledgement that the delivery of goods and services outlined in this schedule is subject to change, may be required at any or all City sites or related locations as required by the City.	
	Security Officers are required to provide immediate Occupational First Aid level 2 responses and treatment to affected workers.	100% of all security staff to complete all required training and orientation prior to being deployed for work.
	Occupational First Aid, Level 2, services are required at designated sites within the City.	100% of all security staff to complete all required training and orientation prior to being deployed for work.
	Provide security officers who are fully licensed and qualified to perform Occupational First Aid, Level 2. The vendor shall ensure supporting documentation proving certification is posted at each site where these services are provided and/or upon request.	100% of all security staff to complete all required training and orientation prior to being deployed for work.
	Provide the comprehensive delivery of all first aid services including treatment, follow up, required documentation, reports and log books as required by Worksafe B.C. and all other authorities having jurisdiction.	99% of responses to be as soon as possible but not to exceed s.15(1)(l)
	Document all incidents and activities events as outlined in other associated schedules.	100% of all incidents documented.
	Alternate delivery models will be considered for the delivery of the services listed in this schedule provided minimum requirements are met. Approval is at the discretion of the City. Please include any alternate proposed delivery model(s) with your submission to this proposal outlining, in detail, how the proposed alternate service delivery model will meet or exceed the listed minimum requirements.	

Specification For Mobile Security Services		
Reference Section, if applicable	Description of Service-Minimum Requirements	KPI
	Background: Mobile services are used at sites across the city which do not have sufficient activity or risk to warrant an on site security officer, but require limited security support and/or presence. Mobile patrols are used for a number of reasons at various facilities including, but not limited to, asset protection and people safety. Mobile services can be requested for a static time, or on a random basis. This service may be used regularly at some facilities and it may be requested on a temporary basis to address a potential risk at a given location.	
	The vendor is to confirm it is responsible for the delivery of all goods and services outlined in this schedule to the satisfaction of the City including, but not limited to, all costs associated with supplies, equipment, training, labor, managerial/administrative support and documentation, unless otherwise noted.	
	The vendor is to confirm acknowledgement that the delivery of goods and services outlined in this schedule is subject to change, may be required at any or all City's or related locations as required by the specific Stakeholder.	
	Security mobile patrols are security guards assigned to mobile units for the protection of people and assets. Mobile patrol sites are varied and may be remote and include; the facility in question, parking areas and grounds. The physical security of the facility, interior and exterior, may be required to be patrolled and checked. Staff escorts may be required.	s.15(1) of all mobile patrols completed.
	Security mobile patrols service is required at designated sites within the City. Designated sites are identified in the applicable appendices.	s.15(1) of all mobile patrols completed.
	Security mobile patrols service may be required at additional designated sites within the City to meet security and safety needs as situations are identified.	s.15(1) of all mobile patrols completed.
	Security mobile patrols service may be required as an individual service at a given location, or to supplement existing site security coverage.	s.15(1) of all mobile patrols completed.
	Mobile security service to include scene assessment, investigation, threat assessments and related services are required.	s.15(1) of significant incidents to be reported to City representative within s.15(1)(f) of event.
	Develop and maintain an active contact list database containing required contact, including site staff, information required for the management of this service.	
	Sites may require regular pre-scheduled time specific mobile patrols, random patrols and mobile patrols response with little or no notice.	95% of all mobile responses to alarms to arrive within s.15(1)(f) of received alarm.
	The provider will ensure an emergency contact number is provided for each facility where mobile security services are provided and emergency mobile response may be requested by facility occupants.	95% of all mobile responses to alarms to arrive within s.15(1)(f) of received alarm.
	Emergency response to be immediate and not exceed 20 minutes.	95% of all mobile responses to alarms to arrive within s.15(1)(f) of received alarm.
	The vendor shall develop specific site policies and procedures for each mobile site where services are provided that are deemed acceptable by the City.	Initially approved by the City. Updated and/or reviewed annually by vendor and approved by the City prior to revision implementation.
	Provide mobile security services to facilities where risk presented by an incident or other circumstances requires the short-term presence of personnel until the risk is addressed.	
	The vendor will not charge any additional fees associated with modifying the scheduled times for this service unless it is identified in your rate structure submitted with this RFP.	
	Document all incidents and activity events as outlined in Site Security Services Tab.	100% of all incidents documented.
	Provide 24 hour/365 day management on call representatives to manage and support contract personnel in all areas and facilities serviced by the contract; respond to incidents as required.	
	Security Mobile Escort Service is required for all geographic areas of the City.	95% of all mobile responses to alarms to arrive within s.15(1)(f) of received alarm.
	Security mobile escort staff to be trained, at a minimum, to the same level as site based security staff including Provincial Violence Curriculum, threat management, and working alone support; conduct associated work.	100% of all security staff to complete all required training and orientation prior to being deployed for work.
	Alternate delivery models will be considered for the delivery of the services listed in this schedule provided minimum requirements are met. Approval is at the discretion of the City. Please include any alternate proposed delivery model(s) with your submission to this proposal outlining, in detail, how the proposed alternate service delivery model will meet or exceed the listed minimum requirements.	

Specification For C3 Control Centre		
Reference Section, if applicable	Description of Service-Minimum Requirements	KPI
	Background: In order to provide a consistent and uniform service to the sites being served, user requests for security services and alarm monitoring are required to be provided through a centralized control center specifically designed to receive calls for service, monitor alarms and dispatch security staff.	
	The vendor is to confirm it is responsible for the delivery of all goods and services outlined in this schedule to the satisfaction of the City including, but not limited to, all costs associated with supplies, equipment, training, labor, managerial/administrative support and documentation, unless otherwise noted.	
	The vendor is to confirm acknowledgement that the delivery of goods and services outlined in this schedule is subject to change, may be required at any or all health authority or related locations as required by the City.	
	Emergency calls are to be answered by a live operator within 1 ring, but not to exceed 2 rings.	
	Non emergency calls are to be answered within 2 rings, can be queued in priority sequence, and are to be answered by a live operator withins.15(1)(l) .	
	Calls are to be electronically indexed, recorded and archived for a minimum of s.15(1)(l) .	
	Phone call recordings to be available upon request by designated City representative for immediate investigation/follow up. Recordings to be archived for minimum s.15(1)(l)).	
	Provide employee check in service. Document as required and take remedial action, including response if necessary, for those not checking in as required	
	Control Centre to be able to distinguish specifically which site is calling answer appropriately for each site, as requested by the City.	
	Any long distance, data or other related charges are the responsibility of the vendor.	
	Separate direct dial phone numbers are to be available for requests for service from non site telephones, such as cell phones.	
	Centralized Dispatch to provide direct two way verbal communication from centralized dispatch to responding security officers.	
	Centralized Dispatch to provide redundancy for direct two way verbal communication from centralized dispatch to sites in the event of system failure, such as pagers or cell phones.	
	Control Centre to be able to maintain direct two way verbal communication from control center to individual site security officers, at all sites, and to all areas of the campus. Dead spots are not acceptable and the vendor will take necessary steps to correct.	
	Control Centre to monitor intrusion and other security; life safety alarms and equipment.	
	Dispatch Centers to perform a support function of incident management to include but no limited to, Significant Incident reporting, situational analysis and updates, critical upflow information during significant incident and general information	
	Provide alternate method to contact site security staff in the event of centralized call center dispatch failure. Alternate method may be required during period of transition between contract service providers at contract startup. (For example: Site based pagers).	
	Alternate delivery models will be considered for the delivery of the services listed in this schedule provided minimum requirements are met. Approval is at the discretion of the City. Please include any alternate proposed delivery model(s) with your submission to this proposal outlining, in detail, how the proposed alternate service delivery model will meet or exceed the listed minimum requirements.	

Specification For CCTV System and Related Services		
Reference Section, if applicable	Description of Service-Minimum Requirements	KPI
	CCTV System Service and Preventive Maintenance	
	Background A properly functioning CCTV camera system is an important element of an overall site security system. A comprehensive CCTV repair/replacement system is required in order to maintain site safety and security. Vendors are encouraged to supply pricing/proposals to maintain site CCTV systems in addition to providing site security services. The following are minimum requirements to providing this service. Please include any additional information with your proposal. Vendors may, at the City discretion, be awarded the CCTV service contract as part of the Security Services RFP award (as part of comprehensive overall service delivery package). Vendors without service divisions capable of providing such services in-house, are encouraged to partner with capable vendors to supply this service.	
	The vendor is to confirm it is responsible for the delivery of all goods and services outlined in this schedule to the satisfaction of the City including, but not limited to; all costs associated with supplies, equipment, training, labor, managerial/administrative support and documentation, unless otherwise noted.	
	The vendor is to confirm acknowledgement that the delivery of goods and services outlined in this schedule is subject to change, may be required at any or all City or related locations as required by City.	
	Maintain in good working order, as outlined by the manufacturer specifications, site CCTV systems and devices as described in this and other sections, including Site Data Sheets.	
	CCTV systems include all hardware and software to make a complete functioning system including, but not limited to cameras, recording devices, connectors, encoders, switches, monitors, keyboards, compact disc/videos burning/copying devices, power supplies, CPU's or PC's, infrared illuminators, peripheral devices, uninterrupted power supplies, other supporting devices to make the system functional.	
	CCTV devices will be repaired or replaced, as required, by the vendor as part of this agreement.	
	CCTV calibration, including lenses focus, recording rates, and other applicable settings to be maintained in proper functioning order to meet the functional requirements required by the system and Integrated Protection Services.	
	Cameras may be digital, analogue, internet protocol, or other.	
	Damage to devices and cabling caused by others is not included within the scope of this agreement. In such cases, repair may be completed on a time and basis at quoted rates. Examples include cabling damaged by construction; cameras damaged by patients. Provide a complete rate structure with your submission.	
	Base building AC power and telephone to be provided by others.	
	Systems designated as low risk shall be attended to withins.15(1)(i) by a qualified technician to conduct an initial evaluation and to determine scope and extent of required repairs.	
	Systems designated as low risk shall be required/made functional withins.15(1)(i) subsequent to initial evaluation by the qualified technician.	
	Systems designated as high risk shall be attended to withins.15(1)(i) by a qualified technician to conduct an initial evaluation and to determine scope and extent of required repairs.	
	Systems designated as high risk shall be required/made functional withins.15(1)(i) subsequent to initial evaluation by the qualified technician.	
	Systems to be examined once per day by site security personnel, minimum, to ensure proper operation. Incident report/activity record is required for confirmation.	
	Troubleshooting remote connectivity to be included as part of this agreement.	
	Systems are to remain the property of the applicable City and systems are not to be locked out. All passwords to be provided to the City.	
	Provide preventative maintenance to CCTV system components, associated computers and uninterrupted power supplies once annually by a qualified TQ Technician. Please provide a description of this service with your proposal.	
	Provide details of your proposed delivery of this service with your proposal.	
	Alternate delivery models will be considered for the delivery of the services listed in this schedule provided minimum requirements are met. Approval is at the discretion of the City. Please include any alternate proposed delivery model(s) with your submission to this proposal outlining, in detail, how the proposed alternate service delivery model will meet or exceed the listed minimum requirements.	
	Access Control, Intrusion Detection, Panic duress and other related services	
	Provide pricing and proposals for consideration related to your company ability to also service access control, intrusion detection, panic duress and other security related systems. Provide product lines you are factory authorized to install and/or service. Include proposed pricing including product discounted pricing, installation/labor rates, etc., for consideration.	

Specification For CCTV System and Related Services		
Reference Section, if applicable	Description of Service-Minimum Requirements	KPI
	CCTV System Service and Preventive Maintenance	
	Background: The Locksmith Technician delivers locksmith services, state of the art card access support, and provides technical advice related to the acquisition, maintenance and restoration of systems and hardware to meet the needs of the City, and conducts performance and security evaluation tests on security equipment. Under the general direction of the City, the Locksmith Technicians manage the projects, fabricate and modify precision test and auxiliary equipment, research and provide hardware specifications and interact on joint projects and initiatives related to security systems design. Vendors without service divisions capable of providing such services in-house, are encouraged to partner with capable vendors to supply this service.	
	The vendor is to confirm it is responsible for the delivery of all goods and services outlined in this schedule to the satisfaction of the City including, but not limited to; all costs associated with supplies, equipment, training, labor, managerial/administrative support and documentation, unless otherwise noted.	
	The vendor is to confirm acknowledgement that the delivery of goods and services outlined in this schedule is subject to change, may be required at any or all City or related locations as required by City.	
	Receive, plan and prioritize client requests for locksmith services, determines client requirements, verify the client s signing authority and subsequently action the request in order to ensure that clients security requirements as they relate to access control are continuously met in a timely manner, that requests adhere to City standards.	
	Control and maintain a high security classified mechanical standalone key system, as well as a high security classified electronic standalone key system for the City and VPL.	
	Provide classified audit information upon requests from the City.	
	Evaluate the condition and conservation value of heritage hardware within City facilities. Recommend solutions to problems that exist due to worn heritage parts that can no longer be purchased and that must be fabricated by the Locksmith Technician. Researched and create tools to perform a variety of tasks.	
	Prepare and manage the implementation of operational plans, including the design of high security key systems and re-keying of high security cylinders.	
	Perform complete hardware installations and maintain and repair locksmith equipment and tools.	
	modify precision test equipment for the test and evaluation of all mechanical and electronic security hardware. Calibrate test equipment against industry standards set by the B-15(1)(f) Institute to assure accuracy of data obtained. Analyze results of tests and recommend to the City modifications to the component product or security system under test to meet security requirements. Test complete hardware assemblies under actual conditions to determine if they satisfy the functional requirements of the City.	
	Solve access problems by performing diagnostic procedures, implementing the repair of electromechanical locks and associated equipment and ensuring functionality.	
	Participate on inter-organizational project teams as subject matter expert in the planning and implementation of various projects such as renovations, construction and moves including Long term vision projects.	
	Interpret blueprints and drawings while on-site to advise on access issues during the construction phase of projects. Provide input on hardware specification. Plan and perform product testing and make recommendations to the City in the establishment of locksmith access control standards that include electronic technology for facilities used by Stakeholders and staff.	
	Control, repair and change the combinations and, when necessary, exercises bypass techniques to unlock safes that cannot be opened by combination. Maintain a detailed account of all combinations and safes issued to Stakeholders, staff to ensure security of safes and that no combination is duplicated.	
	Purchase equipment and materials, complete appropriate paperwork, approve and reconcile monthly acquisition card statements.	

Specification for Required Training and Education		
Reference Section, if applicable	Description of Service-Minimum Requirements	KPI
	Background: The comprehensive and on-going training of personnel assigned to provide services within the City environment is a critical component in the provision of quality services and an effective refresher training program is essential in establishing a consistent and sustainable level of service quality. Each City site may require different levels of training as outlined.	
	The vendor is to confirm it is responsible for the delivery of all goods and services outlined in this schedule to the satisfaction of the City including, but not limited to, all costs associated with supplies, equipment, training, labor, managerial/administrative support and documentation, unless otherwise noted.	
	The vendor is to confirm acknowledgement that the delivery of goods and services outlined in this schedule is subject to change, may be required at any or all City or related locations as required.	
	The vendor shall develop and maintain comprehensive training and orientation programs that meets or exceeds the Canadian General Standards Board Security and Safety (CGSB) security officer training standards, individual City Site requirements or other relevant/applicable standards. The service provider shall be required to provide training curriculums and other supporting documentation for review and acceptance by the City where services are being provided.	100% of all security staff to complete all required training and orientation prior to being deployed for work.
	Ongoing Education and Training Program that meet or exceed the Canadian General Standards Board Security and Safety (CGSB) security officer training standards, individual City Site requirements or other relevant/applicable standards.	100% of all security staff to complete all required training and orientation prior to being deployed for work.
	All training shall be conducted in a manner that provides a functional understanding of the subject matter in question and shall incorporate demonstrative methods of measuring its effectiveness (i.e. employee tests/quizzes and audit results).	100% of all security staff to complete all required training and orientation prior to being deployed for work.
	The provision of initial training, site orientation and on-going refresher training shall be the exclusive responsibility of the service provider and shall incur no additional expense to the City	100% of all security staff to complete all required training and orientation prior to being deployed for work.
	The service provider shall maintain a comprehensive record of all site orientation, training/education, and refresher training provided to each security officer including knowledge retention tests and audit results. These records shall be made available to City representatives upon request.	Each security officer assigned to duties at a City site shall be the subject of at s.15(1)(l) .
	The vendor shall be responsible for monitoring the on-going performance of their personnel and shall conduct supplementary or remedial training as necessary to ensure quality services are maintained.	The vendor will ensure a minimum s.15(1) Security Officer Quality Assurance Audit (QAA) is conducted at each site across the City sites. Each audit shall focus on a different security officer each month.
	The vendor shall maintain training and orientation records that provide the following minimum information: name of trainee and training officer, date training provided, trainee's acknowledgement of comprehension of training for each subject, indication of initial or refresher training, specific subject heading with key sub headings that provide a comprehensive overview of the overall subject.	
	The following sections indicate the minimum subject areas for which the service provider shall provide training. The City shall provide final approval of the specific content of each subject knowledge area and reserves the right to amend subject matter to meet their desired service quality levels or operational requirements.	
	Fire Safety - Fire represents one of the most significant threats facing City facilities, and security plays a key role in the prevention of and response to fire situations. Training and education shall include comprehensive information concerning; Effective response to fire emergencies (Code Red); Effective knowledge of R A.C.E protocol; Building Fire System operation and function; Fire Panel operation; Fire Extinguisher use and inspection (P.A.S.S); Routine fire safety inspections and mitigation strategies; Fire Department liaison; and understanding responsibilities and the Authority Having Jurisdiction (AHJ) and emergency evacuation concepts and techniques.	
	Customer Service - Good customer service forms the foundation for quality security services. Security officers assigned to provide services within City facilities will be required to have received formal customer service training.	
	Confidentiality - Detailed explanation of what is considered confidential information and the importance of maintaining confidentiality that conform to the City's internal policies.	
	General Documentation - Outlines the minimum quality standards for the various documentation requirements (notebooks, logs, daily shift reports, etc.).	
	Occurrence/Incident Report Writing - Identifies minimum standards for the completion of comprehensive narrative descriptions of the various occurrences and incidents.	

	Basic Investigations - Provides guidelines for conducting basic initial investigations into a variety of issues such as: theft, suspicious persons, safety hazards, reports of threatening or concerning behavior, vandalism, break and enter, alarm activations, etc.	
	Effective Facility Patrols - Describes minimum performance standards for conducting and documenting effective facility patrols.	
	Managing Challenging & Aggressive Behavior - Including Non Violent Crisis Intervention (NVCi) techniques; Use of force; Powers of arrest. With established practice within the Health Authority where services are being provided.	
	Security Sensitive Areas - Describes minimum security protocols/considerations for areas within a facility that due to the nature of services provided, sensitivity or value of information or property or an inherent risk associated with the function or contents of an area require heightened or unique security considerations. Educate staff on required restricted access protocols for sensitive areas, up to and including a full lock down where access and egress is restricted or denied.	
	Access Control - Minimum standards for providing access control services to provide and protect a safe and secure environment.	
	External Agency Liaison - Clarification of the roles of external agencies commonly encountered (i.e. police agencies, fire departments, etc.) while providing security services and understanding of security's roles in relation to the external agency.	
	Security Systems - Details the basic function, operation, testing and restrictions of various applicable security systems including, but not limited to: CCTV, access control, duress and intrusion alarms and information databases. Information must be specific to the system make and models present.	
	Active Shooter Response - Education as to what an active shooter incident is and initial response guidelines should such a situation occur that consider the specific facility in question.	
	Hostage Taking Response - Education as to the potential for hostage taking situations and guidelines for the initial response and appropriate notifications.	
	Basic Threat Identification & Response - Provide education to security staff regarding the recognition of potential risk situations relating to the potential for targeted violence, domestic violence, stalking and or harassing behavior and how provide an initial response and appropriate notifications.	
	Should include Crime Scene Management, Evidence collection and Statement taking, and report writing.	
	Alternate delivery models will be considered for the delivery of the services listed in this schedule provided minimum requirements are met. Approval is at the discretion of the City. Please include any alternate proposed delivery model(s) with your submission to this proposal outlining, in detail, how the proposed alternate service delivery model will meet or exceed the listed minimum requirements.	

From: "Namdari, Daniel" <Daniel.Namdari@vancouver.ca>
To: "Brian Phillip-Stewart" <Brian@securiguard.com>
"Richard Kim" <RichardK@securiguard.com>
"Fraser, Andrew \(\Securiguard\)\" <Andrew@securiguard.com>
Date: 8/29/2018 2:51:51 PM
Subject: RE: TTC Admin rate amendment

Good Afternoon All,

Please see the fully signed and executed copy of Amendment #2.

Thank you all for your help,

Daniel Namdari | [Manager, Policy & Performance](#)
CITY OF VANCOUVER | Real Estate & Facilities Management
453 W 12th Avenue | Vancouver, BC V5Y 1V4
Cell: 604.345.8162 | Office: 604.871.6856 | Daniel.Namdari@vancouver.ca



[Report incidents through the City Wire, Security E-Reporting Web Page](#)

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From: Brian Phillip-Stewart [mailto:Brian@securiguard.com]
Sent: Tuesday, August 28, 2018 4:17 PM
To: Conlan, Greg; Namdari, Daniel
Cc: Richard Kim; Andrew Fraser
Subject: TTC Admin rate amendment

Good Afternoon,

Please find attached, the signed Tactical Training Centre bill rate amendment for execution. Please counter-sign and return, or if you prefer, I will have a hard copy delivered. The rate increase for the position with retro-active remuneration will activate immediately upon execution.

Thank you,

Brian Phillip-Stewart Branch Manager, Vancouver

T 604-685-6011 | C 604-354-4695 | F 604-685-0013
1445 West Georgia Street, 4th Floor Vancouver, BC V6G 2T3

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[www](#)



PS20110718 - SECURITY SERVICES AGREEMENT - AMENDMENT No.2

THIS AGREEMENT is made as of July 20, 2018 (the "Amendment Effective Date").

BETWEEN:

CITY OF VANCOUVER
453 West 12th Avenue
Vancouver, British Columbia
V5Y 1V4

(the "City")

OF THE FIRST PART

AND:

SECURIGUARD SERVICES LTD.
4th Floor - 1445 West Georgia
Vancouver, British Columbia
V6G 2T3

(the "Contractor")

OF THE SECOND PART

(The City and the Contractor are hereinafter sometimes referred to individually as "Party" and collectively as "Parties")

A handwritten signature in black ink, enclosed within a hand-drawn circle.

BACKGROUND:

- A. The City and the Contractor entered into the Original Agreement described herein.
- B. The Parties have agreed to amend the Original Agreement in accordance with the terms and conditions of this Agreement.

NOW THEREFORE, in consideration of the mutual covenants and promises made by the Parties and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties hereby agree as follows:

1.0 INTERPRETATION

- 1.1 In this Agreement, including the recitals, schedules and appendices to this Amendment, all words and terms have the same meaning as they are given in the Original Agreement and Amendment No.1, except that the following words and terms, unless the context otherwise requires, shall have the meanings set out below:
 - (a) "Agreement" means this Amendment No. 2 to the "*PS20110718 - Security Services Agreement Amendment No. 1*" inclusive of all schedules, appendices, exhibits or other documents attached hereto or incorporated herein by reference, as amended from time to time;

2.0 THE AMENDED SECURITY SERVICES AGREEMENT

- 2.1 The Security Services Agreement - Amendment No. 1 is now amended as follows:
 - (a) Schedule "B" - Contractor Billing Rates is amended by adding the annual billing rate for the TTC Admin position; See Appendix 1 to this Agreement.

3.0 Confirmation of Original and Amended Agreement

- 3.1 The parties now ratify, confirm, and affirm the Original Agreement as amended by this Agreement. As evidence of their agreement to be bound by the above amending terms, the City and the Contractor each have executed this Agreement as of the date first above written.

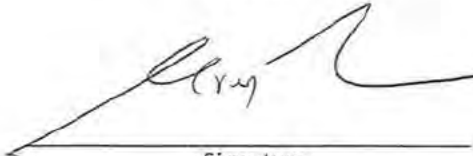


CITY OF VANCOUVER



Signature

Susan Jing Su
Category Manager
Supply Chain Management



Signature

Greg Conlan
Manager, Corporate Protective Services
Real Estate & Facilities Management

AND:

SECURIGUARD SERVICES LTD.



Signature

Darcy Kernaghan
President & CEO
Securiguard Services Limited



APPENDIX 1

SCHEDULE B - AGREED BILLING RATES

YEAR	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
Hourly Rates	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
Security Guard	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)
Site Supervisor	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)
OFA Level 1	N/A	N/A	N/A	N/A	N/A	s.17(1)
OFA Level 2	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)
TTC Admin						s.17(1)
Locksmith	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)
Systems Technicians	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)
Canine Patrol	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)
Security Consultants	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)	s.17(1)

Notes:

1. The TTC Admin 2018-2019 rate is effective as of May 1, 2018.
2. All other 2018-2019 Rates are effective as of March 1, 2018.

From: ["Su, Susan Jing" <Susanjing.Su@vancouver.ca>](mailto:Susanjing.Su@vancouver.ca)

To: ["Goundouvas, Dino" <dino.goundouvas@vancouver.ca>](mailto:dino.goundouvas@vancouver.ca)

["Conlan, Greg" <Greg.Conlan@vancouver.ca>](mailto:Greg.Conlan@vancouver.ca)

Date: 1/8/2019 2:19:13 PM

Subject: Security Service Amendment No. 3

Attachments: PS20110718 - SECURITY SERVICES AGREEMENT No. 3_fully executed_Jan 8 19.pdf

Hi Greg and Dino,

Attached please see the fully executed Security Service Amendment No. 3 for your record.

Thanks and best regards

Susan



PS20110718 - SECURITY SERVICES AGREEMENT - AMENDMENT No.3

THIS AGREEMENT is made as of November 1, 2018 (the "Amendment Effective Date")

BETWEEN:

CITY OF VANCOUVER
453 West 12th Avenue
Vancouver, British Columbia
V5Y 1V4

(the "City")

OF THE FIRST PART

AND:

THE VANCOUVER PUBLIC LIBRARY BOARD
350 West Georgia Street
Vancouver, British Columbia
V6B 6B1

(the "Library")

OF THE SECOND PART

AND:

SECURIGUARD SERVICES LTD.
4th Floor - 1445 West Georgia
Vancouver, British Columbia
V6G 2T3

(the "Contractor")

OF THE THIRD PART

(The City and the Contractor are hereinafter sometimes referred to individually as "Party" and collectively as "Parties")

G-CONLAN

PS20110718 - SECURITY SERVICES AGREEMENT - AMENDMENT NO. 3

BACKGROUND:

- A. The City and the Contractor entered into the Original Agreement described herein.
- B. The Parties have agreed to amend the Original Agreement in accordance with the terms and conditions of this Agreement.

NOW THEREFORE, in consideration of the mutual covenants and promises made by the Parties and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties hereby agree as follows:

1.0 INTERPRETATION

- 1.1 In this Agreement, including the recitals, schedules and appendices to this Amendment, all words and terms have the same meaning as they are given in the Original Agreement and Amendment No.1, except that the following words and terms, unless the context otherwise requires, shall have the meanings set out below:
 - (a) "Agreement" means this Amendment No. 3 to the "*PS20110718 - Security Services Agreement*" inclusive of all schedules, appendices, exhibits or other documents attached hereto or incorporated herein by reference, as amended from time to time;
 - (b) "Amended Agreement" means the Original Agreement as supplemented and amended by this Agreement;
 - (c) "Amendment Effective Date" means November 1, 2018;
 - (d) "Original Agreement" means the "*PS20110718 - Security Services Agreement*" dated February 15, 2013 inclusive of all schedules, appendices, exhibits or other documents attached thereto or incorporated therein by reference;
 - (e) "Services" has the meaning set out in Section 3.1 of the Original Agreement;
 - (f) "Sub-Contractor" has the meaning set out in Schedule "E" of the Original Agreement;
 - (g) "Term" means the term of the Original Agreement as specified in Section 6.1 of the Original Agreement.

2.0 THE AMENDED SECURITY SERVICES AGREEMENT

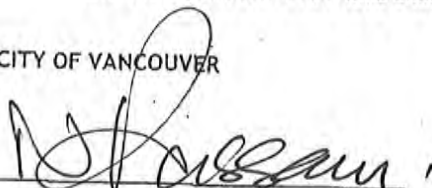
- 2.1 The Security Services Agreement including Amendments No. 1 and 2 is now amended as follows:
 - (a) Schedule "B" - Contractor Billing Rates is amended by updating the annual billing rates in accordance with Living Wage for Families Campaign; See Appendix 1 to this Agreement.
 - (b) Section 6.2 of the Original Agreement and Amendment No. 1 - Section 2.0; Sub-section 2.1 (a) is amended to 1st day of March 2020 at 11:59pm by deleting "1st day of March 2019 at 11:59pm".

PS20110718 - SECURITY SERVICES AGREEMENT - AMENDMENT NO. 3

3.0 Confirmation of Original and Amended Agreement

3.1 The parties now ratify, confirm, and affirm the Original Agreement as amended by this Agreement. As evidence of their agreement to be bound by the above amending terms, the City and the Contractor each have executed this Agreement as of the date first above written.

CITY OF VANCOUVER


Signature

Nick Kassam
Director & CPO
Supply Chain Management


Signature Nov. 8, 2018

Lisa Prescott
General Manager (Acting)
Real Estate & Facilities Management


Signature

Francie Connell
Director, Legal Services
Legal Service - Legal Department

AND:

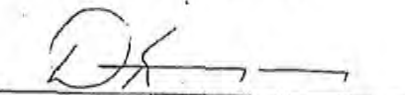
THE VANCOUVER PUBLIC LIBRARY BOARD


Signature

Julia Morrison
Director (Acting), Corporate Services & Facilities
Vancouver Public Library Board

AND:

SECURIGUARD SERVICES LTD.


Signature

Darcy Kernaghan
President & CEO
Securiguard Services Limited

APPENDIX 1
SCHEDULE B - AGREED BILLING RATES

Hourly Billing Rates Effective Date	Existing	New	
	Mar 1, 2018	Nov 1, 2018	Feb. 28, 2019
Security Guard	\$ 17(1)	\$ 17(1)	\$ 17(1)
Site Supervisor	\$ 17(1)	\$ 17(1)	\$ 17(1)
OFA Level 1	\$ 17(1)	\$ 17(1)	\$ 17(1)
OFA Level 2	\$ 17(1)	\$ 17(1)	\$ 17(1)
TTC Admin	\$ 17(1)	\$ 17(1)	\$ 17(1)
Locksmith	\$ 17(1)	\$ 17(1)	\$ 17(1)
System Technicians	\$ 17(1)	\$ 17(1)	\$ 17(1)
Canine Patrol	\$ 17(1)	\$ 17(1)	\$ 17(1)
Security Consultants	\$ 17(1)	\$ 17(1)	\$ 17(1)

Notes:

1. The TTC Admin 2018-2019 rate was effective as of May 1, 2018.
2. All other 2018-2019 Rates are effective as of November 1, 2018.



AMENDING AGREEMENT

PS20110718 - SECURITY SERVICES AGREEMENT - AMENDMENT No.4

THIS AGREEMENT (this "Amending Agreement") is made as of March 01, 2020.

BETWEEN:

SECURIGUARD SERVICES LTD.
4th Floor - 1445 West Georgia
Vancouver, British Columbia
V6G 2T3

(hereinafter referred to as the "Contractor")

AND:

CITY OF VANCOUVER, a municipal corporation continued under the *Vancouver Charter* (British Columbia) and having an office at 453 West 12th Avenue, Vancouver, British Columbia, V5Y 1V4

(hereinafter referred to as the "City")

AND:

THE VANCOUVER PUBLIC LIBRARY BOARD
350 West Georgia Street
Vancouver, British Columbia
V6B 6B1

(hereinafter referred to as the "Library")

WHEREAS the Contractor and the City have entered into that certain Services Agreement relating to "PS20110718 - SECURITY SERVICES AGREEMENT" dated February 15, 2013, as amended by Amendment No. 1 dated March 1, 2018, Amendment No. 2 dated July 20, 2018 and Amendment No. 3 dated November 1, 2018 (collectively, the "**Base Agreement**");

AND WHEREAS the Contractor and the City wish to record their agreement concerning certain amendments to the Base Agreement,

NOW THEREFORE, in consideration of the premises and the covenants herein contained, the Parties agree as set forth herein.

1. AMENDMENTS TO BASE AGREEMENT

- (a) Section 6.1 of the Base Agreement is amended by deleting "1st day of March 2020 at 11:59pm" and replacing it with "1st day of March 2021 at 11:59pm";
- (b) Section 6.1 of the Base Agreement is amended by deleting "The City and the Library may, at their sole discretion, jointly opt to extend the Term, on a year by year basis, for up to a further two years, to a total maximum of a seven-year Term to the 15th day of February 2020" and replacing it with "The City and the Library may, at their sole discretion, jointly opt to extend the Term for a maximum of six months ending on September 1, 2021 at 11:59pm";
- (c) Section 25.1 of the Base Agreement is amended by deleting "and will be positioned at the City Hall Campus - Corporate Protective Services office";
- (d) Schedule B "Contractor Billing Rates" of the Base Agreement is amended by updating all "2020-2021 - Year 7" billing rates with the billing rates for that year set out in tables B1 through B4 of Appendix 1 to this Amending Agreement No. 4 to account for application of the Employer Health Tax and other agreed-upon increases in labour rates;
- (e) The City and the Library agree to pay the Contractor a one-time payment to account for all Employer Health Tax costs incurred by the Contractor between January 1, 2019 and February 28, 2020 in connection with the Security Services;
- (f) The City and the Library will use commercially reasonable efforts to request shifts in multiplications of four (4) hours. All requested shifts will be billed for a minimum of four (4) hours;
- (g) The following definition is added to Section 1.0 of the Base Agreement:

"Short Notice" is defined as any shifts requested by the City and/or the Library which begins in less than four (4) hours of the request time;
- (h) The parties agree that the following conditions will apply to the billing rates set out in Schedule B to the Base Agreement:
 - (i) If any shift exceeds eight (8) hours and the remainder hours are not in multiplications of four (4), those hours can be billed at the overtime rate of 1.4 times the hourly wage, rounding down to the nearest 4-hour block. For example, notwithstanding Short Notice requests:
 - (A) If a shift package is 4, 8, 12, 16 or 24 hours, the overtime rate does not apply.
 - (B) If a shift is requested for 11 hours, then 8 hours will be billed at regular rate and 3 will be billed at the overtime rate.

- (C) If a shift is requested for 13 hours, then 12 hours will be billed at regular rate and 1 will be billed at the overtime rate.
- (ii) The City and the Library agree to increase the billing rates for training requirements as set out in Schedule B to the Base Agreement to the billing rates set out in Schedule B2 of Appendix 1 to this Amending Agreement No. 4, conditional upon the Contractor successfully meeting the key performance indicators set out in Appendix 2 hereto (the "Key Performance Indicators"). If the Contractor does not meet the Key Performance Indicators, the billing rates in Schedule B1 of Appendix 1 to this Amending Agreement No. 4 will apply. The City and the Library will review the Key Performance Indicators with the Contractor once per month prior to the invoicing period to determine the correct billing rate for that month.

2. FURTHER PROVISIONS OF THIS AMENDING AGREEMENT

- (a) This Amending Agreement shall be effective during the term of the Base Agreement (as amended hereby, if applicable) and shall terminate at the end of such term.
- (b) Unless otherwise defined in this Amending Agreement, capitalized terms used herein shall have the meanings ascribed thereto in the Base Agreement.

3. RATIFICATION OF TERMS

The parties hereby ratify the terms and conditions of the Base Agreement, except as varied hereby, and agree that except as amended by this Amending Agreement, the Base Agreement will continue in full force and effect.

4. COUNTERPARTS

This Amending Agreement may be executed in any number of counterparts. All counterparts, taken together, constitute one instrument. A party may execute this Amending Agreement by signing any counterpart.

5. ELECTRONIC EXECUTION

Delivery of an executed signature page to this Amending Agreement by either party by electronic transmission shall be as effective as delivery of a manually executed copy of this Amending Agreement by such party.

[REMAINDER OF PAGE LEFT INTENTIONALLY BLANK]

IN WITNESS WHEREOF this Amending Agreement has been executed as of the day and year first above written by and on behalf of the parties by their duly authorized signatories:

SECURIGUARD SERVICES LTD.

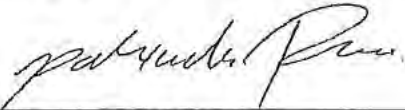


Darcy Kernaghan,
President & CEO

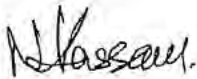
CITY OF VANCOUVER



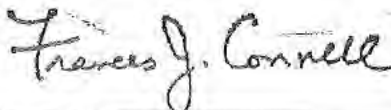
Susan Jing Su,
Category Manager, Supply Chain Management



Alexander Ralph,
Chief Procurement Officer, Supply Chain Management



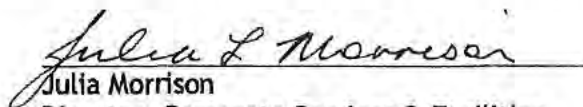
Nick Kassam,
General Manager, Real Estate & Facilities Management



Francie Connell,
Director, Legal Services

AND:

THE VANCOUVER PUBLIC LIBRARY BOARD



Julia Morrison
Director, Corporate Services & Facilities

APPENDIX 1

SCHEDULE B1 - BASE BILLING RATES

YEAR	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2020-2021
Hourly Rates	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
Security Guard	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)
Site Supervisor	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)
OFA Level 1	N/A					\$ 17(1)	\$ 17(1)
OFA Level 2	\$ 17(1)	+1.25	+1.25	+1.25	\$ 17(1)	\$ 17(1)	\$ 17(1)
TTC Admin	N/A					\$ 17(1)	\$ 17(1)
Canine Patrol	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)
Consultants	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)

Notes:

1. Training Key Performance Indicators will not apply to the first six (6) months of this amending agreement.
2. Should Training Key Performance Indicators be delivered on target each month (Section (h)), these rates will be increased by \$ 17(1) in all applicable job classifications for that month (See Schedule B2).
3. A Security Guard classification includes all guard types beyond that of which are listed above (i.e. Mobile Driver, Event Guard...etc.).
4. A surcharge fee of \$ 17(1) per day (24hrs) will apply if a vehicle is required as shelter at a static site.
5. For any living wage increases / decreased, the billing rates will be adjusted accordingly to account for the increases or decreases in statutory costs.
6. Any requested change to the Agreement will require full justification on behalf of the Contractor and the proposed changes will be considered by the City on a case-by-case basis.

SCHEDULE B2 - KPI DEPENDANT BILLING RATES

YEAR	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2020-2021
Hourly Rates	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
Security Guard	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)
Site Supervisor	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)
OFA Level 1	N/A					\$ 17(1)	\$ 17(1)
OFA Level 2	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)
TTC Admin	N/A					\$ 17(1)	\$ 17(1)
Canine Patrol	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)
Consultants	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)	\$ 17(1)

SCHEDULE B3 - ANNUAL MANAGEMENT BILLING RATES

Dedicated Onsite Management	2020-2021 Year 7
Contract Manager	s.17(1)
Contract Field Manager	s.17(1)
Contract Coordinator	s.17(1)

SCHEDULE B4 - SUBCONTRACTOR BILLING RATES

Service Provider	2020-2021 Year 7 Hourly Billing Rate	5% Markup	Total Payable to Securiguard
Pop-a-Lock	s.17(1)	s.17(1)	s.17(1)
Rose Security			

APPENDIX 2

SCHEDULE 1 - TRAINING PROGRAM KEY PERFORMANCE INDICATORS

#	Measurement	Scope	Target	Notes
1	All employees have the required basic training & qualifications for their deployment.	Applies to all sites & all Operational Employees.	99% of time	BST/OFA1/OFA2 Training.
2	All employees have successfully completed all required site specific training prior to becoming operational.	Applies to sites requiring site training and employees that were operational in reporting period.	98% of shifts worked	Designed and Delivered by the Contractor - approved by the City.
3	All employees have successfully completed the Reach Online training prior to being operational.	Applies to all sites and employees that were operational in reporting period.	95% of time	Designed and Delivered by the Contractor - reviewed by the City.
4	Each employee receives an In-Field Assessment within s.15(1)(i) of training completion.	Applies to all sites and employees that were operational in reporting period.	95% of time	Designed and Delivered by the Contractor - available for City review.
5	Each employee receives a minimum of 1 In-Field Assessment per s.15(1)(i) period.	Applies to all sites and employees that were operational in reporting period.	95% of time	Designed and Delivered by the Contractor - available for City review.
6	Employees with an In-Field Assessment score of s.15(1)(i) receive follow-up training aligned to deficiency within s.15(1)(i) , or earliest operational availability.	Applies to all sites and employees that were operational and assessed in reporting period.	95% of time	Escalation and development plans created by Contractor - approved by the City.
7	Employees with an In-Field Assessment score s.15(1)(i) - receive follow-up training aligned to deficiency within s.15(1)(i) or earliest operational availability.	Applies to all sites and employees who did not receive follow-up training within s.15(1)(i) (KPI #6).	100% of time	Escalation and development plans created by Contractor - approved by the City.
8	All Training Modules and materials are all up-to-date and approved within a s.15(1)(i) period prior to the delivery.	Applies to sites requiring post orders and employees that were operational in reporting period.	95% of time	Materials include REACH modules, reference material, post orders, etc.
9	Access to the training portal is available and system uptime is maintained.	Access to REACH modules, testing and reporting mechanisms and reference material.	98% uptime	Maintained by the Contractor - Monitored by the City on a weekly basis.

Notes:

1. An "Operational Employee" is defined as any employee who has been scheduled to work at a City site within the reporting period.
2. A full list of all sites which require post orders and site training is included in Appendix 2 - Schedule 2.
3. All nine (9) Key Performance Indicator targets must be met each month in order for billing rates in Appendix 1 - Schedule B2 to be utilized for that month.

APPENDIX 2

SCHEDULE 2 - SITES REQUIRING POST ORDERS AND SITE TRAINING

s.15(1)(I)

Notes:

1. All of the above sites require established site post orders, developed by the Contractor and approved by the City.
2. Additional sites may be added to this list as operationally required. Adequate time will be provided to the Contractor to develop all required site orders for new sites.