

# Executive Summary

Board of Governors Meeting, July 13, 2022

## Security Services Contract Amendment (STC 92121500-20-1)

### Topic

This Consent Item requests approval for a contract amendment in Citizens’ continuing use of the DMS State Term Contract for Security Services for the Jacksonville office. If approved, the contract amendment will increase the hourly rates paid to Allied Universal Security Services, LLC for the officers who provide security services at Citizens leased office space at the TIAA Bank Center located in Jacksonville.

In accordance with Citizens Corporate Policy, Purchasing #501, Board of Governor’s approval is sought as this amends a current contract on terms that are extended or increased. (Policy Number 501 II(A)(8)).

### Recommended Contract Amendment

The Division of State Purchasing within the Florida Department of Management Services procures state contracts and agreements for commodities and services which are frequently used by multiple state agencies and eligible users. Citizens is an eligible user entitled to purchase from these agreements to have the benefit of the savings these contracts achieve. The proposed rates are still below the contracted hourly rates for Security Services within the DMS State Term Contract (STC 921121500-20-1). The rates can be compared as follows:

Term	Level 2		Level 3	
	Current	Proposed	Current	Proposed
December 1, 2020 - November 30, 2021	\$14.98	N/A	\$19.83	N/A
December 1, 2021 - November 30, 2022*	\$15.43	\$20.72	\$20.42	\$23.68
December 1, 2022 - November 30, 2023	\$15.89	\$21.46	\$21.04	\$24.42
December 1, 2023 - November 30, 2024	\$16.37	\$22.20	\$21.67	\$25.16
December 1, 2024 - March 8, 2025	\$16.86	\$22.94	\$22.32	\$25.84

### Changes:

#### Coverage Types and Times

Type of Service	Level 2 – Hours per Week		Level 3 – Hours per Week	
	Previous	Now	Previous	Now
Lobby Security Officer 24 x7	168	168	-	
Roaming Security Officer 7am-3pm	40	0		
Exterior Armed Security Officer	-	-	80	40

We are recommending changes to the current contract structure to increase the hourly rates paid to Allied Universal Security Services, LLC. for the Jacksonville office. Although the hourly rates will be increased, no increase in the previously approved contract funding is requested as our current hybrid work model has resulted in a decreasing need for coverage.

# Executive Summary

Board of Governors Meeting, July 13, 2022

Security Services will still include primary on-site lobby coverage 24 x 7, incorporating monitoring security cameras, making patrol tours throughout the floors, visitor control, and assisting staff as needed. Outside patrol for escorting and monitoring of staff traversing to and from the parking garages during early am and lunch hours will also remain in place, with a reduction in coverage hours. This contract will continue to allow for the activation of contingency Services resulting from emergencies and other potential unexpected events.

The requested increases are a result of the vendor's inability to maintain staffing levels due to turnover and other industry positions paying increasingly more per hour. The security services labor market cost continues to increase because of escalating minimum wages, increased insurance costs, less competition in the overall industry, and a continuing higher demand for security services. This rate increase will enable the vendor to address recruiting and turnover issues that are impacting service levels.

An increase in the contracted hourly rates is needed to attract and maintain quality personnel. Existing service coverage levels have been modified in response to our hybrid work model and these changes will offset the increase cost. No increase in contract funding is requested.

## Recommendation

Citizens' Staff proposes that the Board of Governors:

- a) Authorize the continued use of the Facilities Management contract with Allied Universal Security Services, LLC for the remaining term of the contract beginning August 1, 2022, for increased hourly rates not to exceed the rates published within STC 921121500-20-1, with existing contract funding approval remaining at \$1,107,047, as set forth in this Consent Item; and
- b) Authorize staff to take any appropriate or necessary action consistent with this Consent Item.

## Security Services Contract Amendment

**ACTION ITEM**

**New Contract**

**Contract Amendment**

**Other** \_\_\_\_\_

**CONSENT ITEM**

**Contract Amendment**

**Existing Contract Extension**

**Existing Contract Additional Spend**

**Previous Board Approval: June 24, 2020**

**Other** \_\_\_\_\_

**Action Items:** Items requiring detailed explanation to the Board. When a requested action item is a day-to-day operational item or unanimously passed through committee it may be moved forward to the board on the Consent Index.

**Move forward as Consent:** This Action item is a day-to-day operational item, unanimously passed through committee or qualifies to be moved forward on the Consent Index.

**Consent Items:** Items not requiring detailed explanation to the Board of Governors. Consent items are contract extensions, amendments or additional spending authorities for items previously approved by the Board.

**Purpose/Scope**

**Purpose:** This Consent Item seeks Board approval for proposed hourly rate increases within our existing contract for security services for Jacksonville office operations, procured through the Florida State Term Contract – 92121500-20-1, which expires on 3/8/25. There will be no impact to the contract amount or other terms, previously approved at the June 24, 2020 BOG meeting. The proposed increased rates are still below the contracted hourly rates for Security Services within the DMS State Term Contract (STC 921121500-20-1).

**Scope:** We are recommending changes to the current contract structure to increase the hourly rates paid to Allied Universal Security Services, LLC. for the Jacksonville office. Although the hourly rates will be increased, no increase in the previously approved contract funding is requested as our current hybrid work model has resulted in a decreasing need for coverage. Security Services will still include primary on-site lobby coverage 24 x 7, incorporating monitoring security cameras, making patrol tours throughout the floors, visitor control, and assisting staff as needed. Outside patrol for escorting and monitoring of staff traversing to and from the parking garages during early am and lunch hours will also remain in place, with a reduction in coverage hours. This contract will continue to allow for the activation of contingency Services resulting from emergencies and other potential unexpected events.

An increase in the contracted hourly rates is needed to attract and maintain quality personnel. Existing service coverage levels have been modified in response to our hybrid work model and these changes will offset the increase cost. No increase in contract funding is requested.

**Contract ID**

Allied Universal  
STC – 92121500-20-1

Board of Governors Meeting, July 13, 2022

## Security Services Contract Amendment

<input type="checkbox"/> <b>ACTION ITEM</b> <input type="checkbox"/> <b>New Contract</b> <input type="checkbox"/> <b>Contract Amendment</b> <input type="checkbox"/> <b>Other</b> _____	<input checked="" type="checkbox"/> <b>CONSENT ITEM</b> <input checked="" type="checkbox"/> <b>Contract Amendment</b> <input type="checkbox"/> <b>Existing Contract Extension</b> <input type="checkbox"/> <b>Existing Contract Additional Spend</b> <input checked="" type="checkbox"/> <b>Previous Board Approval: June 24, 2020</b> <input type="checkbox"/> <b>Other</b> _____
<b>Budgeted Item</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Procurement Method</b>	Florida State Term Contract - 92121500-20-1
<b>Contract Amount</b>	Jacksonville – Allied Universal Security Services, LLC \$1,097,047 Daily Services \$ 10,000 Contingency Services Total: \$1,107,047 (NO CHANGE TO AMOUNT PREVIOUSLY APPROVED ON JUNE 24, 2020)
<b>Contract Terms</b>	Term – December 1, 2020, to March 8, 2025. New hourly rates would be effective August 1, 2022.
<b>Item Qualifies for Consent Index</b>	This Consent Item is a day-to-day operational item, has unanimously passed through the <b>N/A</b> Committee or otherwise qualifies to be moved forward on the Consent Index.
<b>Board Recommendation</b> (DOES NOT go through Committee)	Citizens' Staff proposes that the Board of Governors: <ol style="list-style-type: none"> <li>a) Authorize the continued use of the Facilities Management contract with Allied Universal Security Services, LLC for the remaining term of the contract beginning August 1, 2022, for increased hourly rates not to exceed the rates published within STC 921121500-20-1, with existing contract funding approval remaining at \$1,107,047, as set forth in this Consent Item; and</li> <li>b) Authorize staff to take any appropriate or necessary action consistent with this Consent Item.</li> </ol>
<b>CONTACTS</b>	Violet Bloom, Chief Human Resources Officer Cherri Linn, Director of Facilities Management and Real Estate