



Orange County Security Guard Contract

August 28, 2012



Security Service Background

- Security Services in the 80's and 90's were mainly in the Courthouses
- One nighttime security employee
- Significant Issues with performance of contracted security service
 - Low Pay
 - Lack of Training
 - Frequent Staff Turnover



Security Service Background

- **We recognized the need for improvements and in early 2001 we modified the RFP**
 - **Required minimum pay rates for various levels of guards**
 - **Required training at each guard level**
 - **Required training for different tasks**



Security Service Background

- **9-11 Occurred – significantly changing our security posture**
 - **Increased number of locations**
 - **Additional buildings/structures**
 - **Additional patrols**
 - **Added additional equipment**
 - **Added additional staff to contract**



Security Service Background

- **Hired Wackenhut – Now G4S Secure Solutions USA, Inc.**
 - Employee retention improved
 - Good training program
 - Advancement from within
 - Immediate response to issues
- **Held County-wide contract until March 2012**



Security Service Background

- **In 2011 the Board discussed security costs on several occasions**
 - **At the request Commissioner Edwards we were asked to significantly decrease our costs**
- **We issued an IFB for 5 Lots**
 - **Lot # 1** Courthouses, JJC, Admin. Center
 - **Lot # 2** Corrections Complex
 - **Lot # 3** Juvenile Assessment Center
 - **Lot # 4** Utilities Facilities
 - **Lot # 5** **Other County Facilities** (IOC I, Barnett Park, History Center, Medical Clinic, Health Clinic, Health Services Building, Convention Center)



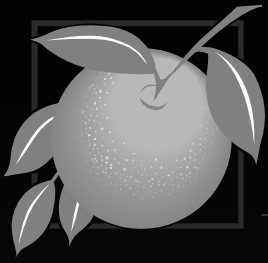
Security Service Background

- We qualified a number of firms
- We chose the low bidder for each lot
 - Lot # 1 Jenkins Security Consultants, Inc.
 - Lot # 2 G4S Secure Solutions USA, Inc
 - Lot # 3 Allied Barton
 - Lot # 4 Excelsior Defense, Inc.
 - Lot # 5 Jenkins Security Consultants, Inc.
- We have no problems on Lots 2,3, & 5
- We have had issues on Lots 1 & 4



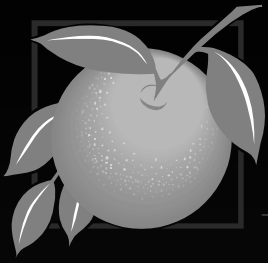
Security Service Background

- Over the last 11 years we have modified our security presence in certain areas
- Two areas that still have the highest security priority
 - Courthouse
 - Water/Wastewater facilities



Courthouse Security

- **Courthouse is our most secure facility**
- **Every visitor is screened**
- **Imperative that security company provide trained guards in sufficient numbers to insure speedy yet secure entry to the Courthouse**



Courthouse Security

- **Jenkins Security Consultants, Inc. had serious deficiencies that compromised the Courthouse**
- **We received complaints from Chief Judge Perry and Sheriff Demings**



Courthouse Security

- **Staff, the Sheriff's Office and Court Administration worked diligently with Jenkins to correct deficiencies to no avail**
 - **Improper Screening**
 - **Insufficient screening lines open**
 - **Insufficient staffing and training**



Courthouse Security

- **Courthouse was removed from Jenkins contract on August 12, 2012**
- **As there were no significant issues with the remainder of Lot 1 they retained those facilities**



Courthouse Security

- **With only 48 hours notice, G4S was activated under the terms of their State Contract to provide security services for the Courthouse**
 - **Staff up**
 - **Train**



Utilities Security

- **Water and Wastewater Facilities
Essential Infrastructure**
- **Heightened security since 9-11**
- **Vulnerability Assessments
required**
- **Security breeches must be
reported to Homeland Security**



Utilities Security

- **Excelsior Defense, Inc. had unsatisfactory performance**
 - Unmanned posts
 - Failure to perform patrol per post orders
 - Unauthorized individuals discovered on water plant by County employees
 - Vehicle not compliant with County contract
 - Security Guards not properly trained
 - Slow response from management in resolving issues



Utilities Security

- **Contract with Excelsior will be terminated for convenience at midnight, August 30, 2012**
- **We had the time to solicit quotations from three firms under contract with the State**
- **Quote from G4S is deemed to be the best for the County**



Summary

- Problems of the 80's and 90's have resurfaced
- Providing the best security service is almost always not the cheapest
- The need for competent, effective, reliable security services at the courthouse and at our water & wastewater facilities is imperative



Action Requested

Approval of Purchase Order M59441, Courthouse Complex Security Guard Services in the estimated amount of \$691,995.50 and approval of Purchase Order M59537, Utility Department Security Guard Services, in the estimated amount of \$523,712.82 to G4S Secure Solutions USA, Inc. under State of Florida Contract 991-380-10-1 for a period of six months



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