



Agenda Action Form Overview

The Board is requested to approve the expenditure of \$83,903.05 to increase the security officer staffing at the Health and Human Services Complex to provide security screening at the main lobby and remaining employee entrances. The increase also covers the cost of \$23,000 for the inclusion of insurance costs and salary and benefits adjustments to address span of contract issues for newly designated sergeants and dispatchers (\$4,453.33). The contracts adjustments total \$111,356.38.

Background/Justification

Contract Amendment Part 1: HHS Security Screening Pilot (\$83,903.05).

In 2014 Security Management Consultants conducted a security vulnerability assessment of the HHS building. The assessment report identifies as a vulnerability the ability for individuals to bring weapons and other prohibited items into the facility unchecked. A subsequent assessment conducted in 2015 and 2016 by the Security Manager reiterated this concern.

In the fall of 2017 the DSS board weighed in on this issue and has formally asked that security screening be implemented at the HHS lobby. Additionally, the Security Manager has received numerous comments from Public Health and DSS staff asking for this security measure to be implemented.

The Department of Social Services routinely handles sensitive cases involving the placement of children. This results in disturbances in DSS lobbies as well as employee areas since clients must be brought back to these areas as no other interview locations are available outside employee areas. This creates a significant risk to employees which would only be substantially increased if someone were to have a weapon. In FY 16-17 security responded to 34 disturbances at the HHS building. Two of these were assaults involving clients. There were six incidents of threats being communicated to staff members. Thus far in FY 17-18 there have been 22 disturbances and 1 incident of threats to an employee.

Process Highlights:

July 2017 – The Security Manager contacted several manufacturers of walk-through screening equipment and determined that the Garrett 5500 would be the best solution for the HHS lobby application. He also consulted with Wake County and the Durham County Sheriff's Office Courthouse Security Supervisor to determine the best staffing levels to meet our requirements.

October 2017 – The Security Advisory Committee was briefed on the proposal as well as the DSS Board request. It was determined to move forward with the proposal. Screening will occur for all individuals entering the building using the Main Street entrance, including employees. The staffing requested was deemed necessary to support this requirement, account for special screening requirements for ADA individuals or those with strollers, ensure that people do not enter the exit only door, be able to adequately address any found prohibited item issues, and address the security vulnerability at the Ramseur Street employee entrance.

The pilot project will occur from April 16, 2018 to October 2018. The fiscal year 2017-18 expense totals \$83,903.05. The annualized costs total \$299,140.94, if implemented beyond the pilot phase. Budget realignments will offset proposed expenses. The security screening pilot will help evaluate the safety issues mitigated due to increased security levels. In addition, it will provide invaluable insight as the County seeks to establish long-term strategies for improved security measures in the HHS Complex and other county building locations.



Contract Amendment Part 2: Span of Control (\$4,453.33): Insurance Costs (\$23,000)

Additional contractual adjustments are proposed to address operational efficiencies needed to improve the ratio of officers to supervisor and cover pass costs associated with health insurance expenses (\$23,000).

The span of control for Nighthawk site leadership is currently at 1:45 officers at 21 post locations throughout the county. The site supervisor (Captain) and Field Supervisor (Lieutenant) work off set shifts to ensure that there is supervisory coverage for the normal 7:00 am to 7:00 pm working hours for most posts. This does not allow adequate supervisory time to visit officers at their posts, ensure that post orders are being complied with effectively, to monitor officer performance, as well as attend to daily administrative requirements such as scheduling and payroll.

Staff recommends decreasing the supervisor to officer ratio to 1:15 from 1:45. The ratio is achieved by realigning two existing security officer positions to become two sergeant positions. Industry recommended security staffing levels range between 1:5 and 1:12 (supervisor/officer) ratios, depending on the complexities of the task, number of locations, and the level of interaction needed with supervision to perform their security role. In addition, the change requests a specialty designation for dispatchers and increase the hourly pay rate from \$18.23 to \$19. This change will result in a slight contract increase of \$4,453, yet will improve operational oversight and increased internal controls. The sergeants would be posted at the HHS building and the roving patrol posts. The proposed change allows for improved management and better aligns with best practices for industry standards with officer to supervisor ratio.

The third issue is related to an insurance plan cost increase. Nighthawk changed insurance plan for their employees generated an additional contract costs. Nighthawk management reviewed several insurance options that would provide healthcare to their employees at a reasonable cost to them and to Nighthawk. This pass-through expense is at cost and does not include administrative overhead.

Type of purchase

- ☐ Goods
- ☒ Services
- ☐ Construction Work
- ☐ A&E Contracts

Did this request for purchase go through a bid process? Yes ☐ No ☒

Goods: Bids required if \geq \$30,000, BOCC approval if \geq \$90,000

Services: Bids required if \geq \$30,000, BOCC approval if $>$ \$40,000

Construction/Repair work: Bids required if \geq \$30,000, BOCC approval if \geq \$500,000

If yes, attach a copy of bid tab and the minority and women business enterprise (MWBE) compliance review form provided by the Purchasing Division.

If no, why?

- ☐ Sole source exemption
- ☐ Cooperative purchasing program exemption
- ☐ State and federal contract exemption
- ☒ Contract is an amendment to an existing contract
- ☐ Other (please explain)



Durham County Government
Agenda Action Form Supplemental Document – Contract Approval

If exempted from bidding, has this request been reviewed and approved by the Purchasing Division in the agenda Legistar system? Yes ___ No ___

If no, why?

**Supplemental Document Agenda Action Form
 (Contract Approval) continued**

Fiscal Impact

The FY 2017-18 budget impact totals \$111,356.38 to cover the proposed contract changes. Budget realignments will offset proposed expenses. The security pilot cost total \$83,903.05. If implemented beyond the pilot phase, the annualized costs total \$299,140.94. The below table shows details for the security officer hours needed to implement HHS Complex screening pilot.

Post	Hours	Hours Wk	Type Officer	Weeks	Hourly Rate	Cost per Week	Cost through 6/30/2018
Screening Overwatch	Mon-Fri 10.5 hrs/day; 7:00AM-5:30PM	52.5	ASO	14	\$24.74	\$1,298.85	\$18,183.90
Screener (F/T)	Mon-Fri 10.5 hrs/day; 7:00AM-5:30PM	52.5	USO	14	\$18.23	\$957.08	\$13,399.05
Screener (F/T)	Mon-Fri 10.5 hrs/day; 7:00AM-5:30PM	52.5	USO	14	\$18.23	\$957.08	\$13,399.05
Exit Door Monitor	Mon-Fri 10.5 hrs/day; 7:00AM-5:30PM	52.5	USO	14	\$18.23	\$957.08	\$13,399.05
Screener (P/T)	Mon-Fri 4 hrs/day; 8:00AM-12:00PM	20	USO	14	\$18.23	\$364.60	\$5,104.40
Screener (P/T)	Mon-Fri 4 hrs/day; 8:00AM-12:00PM	20	USO	14	\$18.23	\$364.60	\$5,104.40
Ramseur Street Entrance	Mon-Fri 12 hrs/day; 7:00AM-7:00PM	60	USO	14	\$18.23	\$1,093.80	\$15,313.20
Total							\$83,903.05

Policy Impact

All work would be in compliance with the NC State Building Code.

Recommendation

The County Manager recommends that the Board approve the contract amendment for \$111,356.38. The funds allow for increased security officers needed to support a pilot security screening project at the HHS Complex (\$83,903.05). In addition, \$23,000 covers the pass-through insurance expense for security employees, with the remaining \$4,453.33, allocated to address span of control issues and to improve operational efficiencies.