

**UNARMED SECURITY GUARD
RFQ #23-3004-RFQ02
BIDDER'S CONFERENCE QUESTIONS
May 5, 2023**

1. Is there any consideration for an extension of bid submissions from the current due date?
Yes. The bid response due date has been extended to Tuesday, May 16, 2023, 5:00 p.m.
2. Who is the incumbent?
Allied Universal.
3. When was the incumbent awarded the contract?
2020.
4. Are there any subcontractors being used for the current contract?
Not regularly, however, when there had been a need for extra security, Allied did sub the work to another company. If you use subcontractors, it will be your responsibility to obtain that subcontractor and notify DCBOH that you have one. At that time, you will be provided with a Sub-Contractor Affidavit form from the Contract Specialist.
5. What was the initial term length of the current contract?
Will issue an Initial first year with 4 renewal year options—A potential 5-year life cycle, then it will be re-bid out.
6. What was the start date of the initial contract?
November 1, 2020.
7. What was the amount spent in the last 12 months?
Approximately \$600,000 which includes special events related to COVID vaccinations.
8. What was the total spent in the last billed month?
\$56,000.
9. Are there any other rates billed separately (such as equipment, vehicles, etc.)?
No.
10. Are there any significant modifications from the previous contract to the new one? For instance, an increase in hours, a change in guard type (e.g., armed vs unarmed), or a need for additional resources?
Due to Covid, we added additional hours at some clinics. That information is represented in the solicitation.
11. What was the amount spent on this contract last year?
\$600,000.00
12. What is the estimated total number of annual hours for this contract?
565 regular hours
13. What is the current bill rate for each position?
\$18.01/hr.

14. You listed the bill wage of \$18.01, Is this the blanket rate for all the guards? Are you willing to provide the current wages for the different positions?
No. \$18.01 is the regular guard rate, there is a different rate for the supervisor and the Rover
15. Are there any additional services that may be needed that are not listed in the RFP? (For instance, the need for additional sites, seasonal required security, etc).
No, everything that we know about has been listed in the solicitation.
16. Beyond the state and federal minimum wage, is there a prevailing wage, living wage ordinance, local mandated wage, or contract-specific wage?
No.
17. Is there a specific way you would like the response to be prepared? For example, bound, unbound, 3-ring binder(s), page limits, paper type, etc.
Electronic response by email is preferred; however, we do accept proposals by mail. If you decide to send it by traditional mail, please make sure it arrives to the office by the bid close date of Tuesday, May 16, 2023. 5:00 p.m.
18. Are there any MWBE/VS/DBE or other goals for this project?
No.
19. Could you please clarify how many originals and copies are requested of the technical and cost proposals?
In 1 email. The technical and cost proposal should remit separately (individual pdfs within the same email response).
20. If there is a liquidation penalty on the contract Ex: If the security officer comes late there will be a penalty on the contract or budget cost? Was there a liquidation penalty on the previous contract?
No, but that is a very good idea for consideration.
21. When do you anticipate the start date of a contract resulting from the award of this solicitation?
July 1, 2023.
22. What is your preferred transition schedule? More specifically, how much time from the award date to the contract start date do you anticipate?
2 weeks from the contract award
23. Is there a budget?
No. We would like you to provide us with your price to do the service as quoted and if you offer additional services, you are welcome to add a separate section to display such.
24. How many 2-way radios do we need to provide?
This is an old method that was not removed. The current vendor uses cell phones. DCBOH does not provide two-way radios. There is a landline at each security desk. Each guard would need a communication device.
25. What equipment is required by the site and in what quantities (e.g., PPE, radios, cell phones, flashlights, etc)? Does the DCBOH have brand requirements?
Only one cell phone per guard, however we are open to suggestions.

26. Is the current contract using vehicles? If yes, how many?
Yes. 1 that is provided by the current vendor.
27. What is the security vehicle used for?
It is used to patrol the locations, or the vendor can pay mileage to their officers or supervisor if they use their vehicle.
28. Is a security vehicle mandatory or required in the contract?
No. It's what the vendor chooses to do. There are no vehicle preferences if you decide to have one.
29. What does the Rover do?
They patrol only the Richardson and T.O. Vinson locations and relieve the officers for breaks and lunch.
30. Is the current supervisor salaried or hourly? Are they on-call? Is the position billable?
Hourly, they are on call but billable overtime hours would have to be approved.
31. What are the supervisors' responsibilities and requirements?
Patrols all of the facilities throughout the day, and helps with scheduling, call-outs, or emergencies.
32. Is the supervisor position a 60-hour or 40 hours spot?
Currently, it is split between a (40-hour person) from 7 am-3 pm and a (20-hour person) from 3 pm-7 pm. That is so overtime is not incurred. Overtime will be approved only during special coverage periods listed in the solicitation.
33. How many miles is the supervisor driving per week?
Approximately 50-75
34. Regarding the Management section on page 12: "Bidder shall perform unannounced security service inspections at each center, no less than one (1) time each week." Would the DCBOH please confirm that this requirement is included in the account supervisory duties?
Yes this is the account supervisor's duty.
35. Do we have any safe room features in any of the buildings?
We have door jammers that would make a safe room, but no measures are being deployed at this time. We need help updating the process.
36. How many camera systems do you have in your buildings?
We view the main lobbies, elevator lobbies, and the outside of the buildings. We are working with our vendor on a more robust system.
37. Who is monitoring or where are the cameras being monitored?
The cameras are not monitored on a 24/7 basis, but you can go back and review the footage.
38. Do you have any scan points for the officers to check in different areas?
No, but we do have badge readers.
39. Is there a panic/lockdown button to alert the first responders/police in an emergency situation?
Yes.

40. Should the security team check the dressings rooms after hours?
That is a nice to have, but not necessary. The staff should ensure all areas are clear before they leave.
41. Is the performance bond mandatory? Is the requirement 100% of the contract value? Will a Performance Bond be required for the winning bidder?
It is not required.
42. Is the vehicle cost billable?
That should be included in your contract costs. Make sure you itemize your cost proposal.
43. How many hours and how often is the Aggressive Behavior Management Training? Will Refresher training be required or offered, if so how often? Is it computer-based training or an in-class setting?
Training is in person and is 8 hours, the refresher each year is 4 hours. It is provided by the DCSB (Community Service Board).
44. If an officer is relieved of duties, how long will a newly assigned officer have to wait to report to training?
TBD based on the training schedule.
45. Is there any active shooter training offered?
No, currently we are in the process of obtaining that service soon.
46. If an alarm goes off who does it notify?
We have an alarm monitoring system that would route to the call center, police, and the Internal Services and Facilities Manager
47. Will you share the security protocol for each location?
That will be discussed with the selected vendor.
48. For the pricing element, are we quoting you for 1 year of service or 5 years?
We ask that you present a 1-year itemized quote and you can propose or list the other years with percentage increases.
49. How are rates for additional option years negotiated?
The contract terms can be reviewed at the term for a potential renewal year. The vendor will submit and justify the increased rate. Once negotiated with both parties an Amendment can be made to the contract.
50. Are the facilities open on holidays? If they are closed, will security still be needed?
DCBOH observes 13 State Holidays where all facilities are closed. The schedule will be provided.
51. What is the fine if an Officer is late? How strict is the fine for an Officer that was on the way but an incident out of their control caused them to be late such as a flat tire, accident, etc.?
No fine, however this should not be a regular occurrence, without penalty.
52. Does each officer need a phone or is one per site sufficient?
Each officer will need a communication device.

53. Just to confirm, in our response to the RFP pricing, do you want a fixed monthly cost for all sites that will be the same amount each month or hourly rates based on the hours worked for each location?

Fixed Cost.

54. On the vehicle and fuel, do you want this cost broken into the hourly rate or do you want this cost separate? Do you want us to include the cost of fuel in the rate or provide receipts that will be billable as a pass-through cost for the fuel?

Please provide an itemized list of all costs. This is not a pass through, but should be a line item in the total cost.

55. How many times per day should the Supervisor with the vehicle visit each site?

Once per week.

56. It was mentioned that the company that is awarded the contract will have two weeks to start. Is it possible to extend this to 30 days? The additional time would help for a very smooth transition.

The transition time will be worked out and can change upon award.

57. If a firm does not have certified financials is that a disqualifier for this RFP?

No.

58. Will DCBOH accept the 3,000,000-aggregate limit with a combination of primary and excess limits?

Yes.

59. E-Verify Affidavit not included in the Invitation to Bid - should the confirmation of E-Verify compliance be provided with the Bid Submission?

You can submit one if you would like however it is not mandatory unless you are awarded the contract.

60. Would the DCBOH provide all designated post-duty instructions for each site?

Once the contract is awarded, suggestions can be made and we will agree upon specific instructions for each site.

61. What extra coverage or special services have subcontractors been used for by the current provider?

For Traffic management at COVID events.

62. How many patrols are being completed at each location on each shift?

Two per day, one in the morning one in the afternoon.

63. During the pre-bid tour, areas were observed temperature-controlled areas containing refrigerated items, mosquitoes, biohazard specimens, and other things of a sensitive nature. Are there any special responsibilities such as temperature checks or other tasks that the vendors should be planning to do?

Yes there is a computer room at North that where the temperature should be checked and reported if abnormal.

64. Please clarify the DCBOH's instructions regarding "hand-to-hand defense" as it is described in the RFP on page 10.

The Board of Health does not expect or desire its guards to engage in hand-to-hand defense. If a guard is placed in a situation where he is faced with physical harm, he is allowed to defend himself. In all other situations, the guard is to immediately call

local law enforcement immediately their address of the situation. After speaking with local law enforcement, the guard is to notify the Internal Services Manager that a call has been made to law enforcement with the details explaining why the call was made.

65. Is the current provider required to submit fingerprint cards to the GBI for all applicants prior to assignment to work at a Board of Health site?

Yes

66. Will the DCBOH please advise what immunizations/vaccinations/screenings are required? When must they be completed? Are they billable?

None required.

67. Does the DCBOH require guards to be trained in First Aid, CPR, and AED?

No, but this is a great addition to have.

68. Would the DCBOH, make the termination clause reciprocal so that the Contractor may also terminate without cause upon thirty (30) days prior written notice to the Contractor, and may terminate immediately with cause upon notice to the Board for violation of contract terms?

The detail provided is for the bidding process. Upon contract award, the Contractor is allowed to make contract request considerations, prior to entering into contract with the DCBOH.

69. What is the DCBOH's typical payment timeframe, from receipt of invoice, for vendor payment?

Net-30 system, Upon acceptance of each invoice, the Board shall pay the Contractor the amount invoiced within thirty (30) days of acceptance.

70. We respectfully request the DCBOH consider and amend the current transition timeframe to a 30-day transition, given the minimum requirements including fingerprinting?

Once the contract is awarded, the vendor of award can make these type requests whereby the DCBOH will negotiate accordingly.

71. Regarding the Insurance section on page 6, item 4: Will the DCBOH accept Umbrella coverage to satisfy the increased policy limits?

Insurance limits will be reviewed for consideration with the vendor receiving the contract. Vendors do not need to provide their COLs for review or consideration with their bid submission.

72. Regarding the Insurance requirement: Umbrella" or "excess" coverage cannot be used to reach limits stated in a) and b)". Which limits is the DCBOH referring to, as there is not an "a" nor "b" in the section?

Insurance limits will be reviewed for consideration with the vendor receiving the contract. Vendors do not need to provide their COLs for review or consideration with their bid submission.

73. Regarding the Insurance requirement: "The contractor, its agents, servants, or employees shall defend, indemnify and hold harmless the Board for any claims, charges or suits that arise due to the Contractor's error, omission, negligence or acts." Can this requirement be satisfied with a "Professional Services" general liability endorsement that covers negligent acts, errors, or omissions arising out of the professional security services?

Insurance requirements will be reviewed for consideration with the vendor receiving the contract. Vendors do not need to provide their COIs for review or consideration with their bid submission

74. Will the DCBOH also permit rate increases as needed from time to time to allow the Contractor to recoup increases in unforeseen costs that are outside of the Contractor's control such as: increases in Federal, state or local taxes, levies, or required withholdings; costs under collective bargaining agreements; minimum, prevailing and living wage rates and other statutory requirements, such as legally mandated sick leave costs; and medical and other benefit costs? If so, please describe the process by which the Contractor will be able to submit a request for a rate adjustment.

In consideration of the life of this contract being 5 years, vendor's can submit their bids with escalators and explanation as maybe deemed appropriate; however, there is also the option that prior to any renewal year, the vendor of contract award, can submit a written request for a cost increase with justification.

75. Does your company have 24-hour emergency services? Please clarify what emergency services you are asking for.

No. There may be occasional on call issues.

76. Upon inspection of the ITB pricing sheet, we noticed that the 60 hours per week currently allocated to supervision were not itemized. Will DCBOH amend the pricing sheet to reflect these additional hours?

No, but you can list your supervisor's cost in your itemized price proposal.

77. Are Fingerprint cards required?

No.

78. Clarification: The total hours listed on the cost breakout page are 600 weekly hours, I do see the need for a Rover which would add an additional 60 weekly hours, what about the Supervisor, would this also be an additional 60 weekly hours making the Grand Total 720 weekly hours.

Yes. The Rover alternates between E.L. Richardson and T.O. Vinson. There is also a Supervisor that rotates in coverage of all of our health centers that is expected to work a 60 hour week as well.