



SUBJECT: Request for Competitive Sealed Proposals – Citywide Security Officer Services (RFCSP 20-047, RFX # 6100012520)
Scheduled to Open: June 17, 2020; Date of Issue: May 1, 2020

FROM: Jorge Garcia, Procurement Manager

DATE: June 12, 2020

**THIS NOTICE SHALL SERVE AS ADDENDUM NO. II - TO THE ABOVE REFERENCED
REQUEST FOR COMPETITIVE SEALED PROPOSALS**

THE ABOVE MENTIONED REQUEST FOR PROPOSAL IS HEREBY AMENDED AS FOLLOWS:

1. **MODIFY:** The RFCSP submission deadline has been changed from Wednesday, June 17, 2020, 2:00 p.m., Central Time to Wednesday July 1, 2020, 2:00 p.m., Central Time.
2. **MODIFY:** Section 007 Proposal Requirements, *CJIS Security Addendum has been revised to state: *CJIS SECURITY ADDENDUM. Complete and submit the CJIS Security Addendum found in this RFCSP as Attachment J.
3. **DELETE:** Section 012 Acceptance Criteria has been deleted and left intentionally blank.

**QUESTIONS SUBMITTED IN ACCORANCE WITH SECTION 009, SUBMISSION OF PROPOSALS,
RESTRICTIONS ON COMMUNICATIONS**

Question 1: What are the number of years of the contract?

Response: This contract shall begin upon the effective date of the ordinance awarding the contract and continue in full force and effect for a three-year period. At City's option, this contract may be renewed under the same terms and conditions for two (2) additional, one (1) year periods. Renewals shall be in writing and signed by the Director, without additional City Council approval, subject to and contingent upon appropriation of funding therefore.

Question 2: Does the City have a budget for the Total Annual Project?

Response: Yes.

Question 3: What is the transition period for a newly awarded contract?

Response: We expect the implantation plan to go into effect day one of this agreement.

Question 4: Is the City allowed to hire some of the officers from the prior company?

Response: This City does not directly hire contract security officers for security services. It is incumbent of the Contractor to hire their respective personnel.

Question 5: Does the City have an existing organizational chart?

Response: This information may be found at sanantonio.gov. See link below:

<https://www.sanantonio.gov/Manager/Organizational-Chart>.

Question 6: Can the City provide site addresses for the 52 sites?

Response: No, the City has only provided the estimated number of hours, not location sites.

Question 7: Does the City have a breakdown of services? Such as the number of officers, number of sites with Roving Patrol?

Response: Yes, please refer to Section 004 Scope of Services.

Question 8: Does the City want pricing for this installing cameras and monitoring services?

Response:

Question 9: Does the City have a breakdown of how many sites are 1st, 2nd and 3rd shift?

Response: We currently have security officer coverage at approximately 50 City facilities and the shifts will vary accordingly, to need. We currently have the following coverage, but again this will change per departmental need:

1st shift - approximately 31 facilities/sites

2nd shift - approximately 20 facilities/sites

3rd shift - approximately 23 facilities/sites

Question 10: Does the City have an office in one of these 52 sites that can be used as a setup for the awarded contractor base support staff?

Response: The City will not provide office space for the awarded contractor.

Question 11: RFCSP page 12, Section F(d), Per EEOC Enforcement Guidance 915.002 (07/27/00), a physical exam may be conducted on an incumbent employee only when the employer has reason to believe, based on objective evidence, that the officer's ability to perform essential job functions may be impaired due to a medical condition and/or the officer may pose a direct threat due to a medical condition. Will the City replace the cited section with the following to achieve compliance with applicable law?

"Pre-employment medical/physical examination. After commencement of employment a medical/physical examination shall be required whenever the City or the Contractor has reason to believe based on objective evidence that the employee's ability to perform essential job functions may be impaired due to a medical condition and/or the employee may pose a direct threat due to a medical condition."

Response: Any resulting contract will comply with applicable laws, please refer Section 004 Scope of Services, Subsection M. Laws.

Question 12: RFCSP page 31, Will the City delete the retainage requirement since retainage is not a standard practice in the security services industry?

Response: Section 012 Acceptance Criteria has been deleted as retainage does not apply to this solicitation.

Question 13: RFCSP page 91, Is the Federal Bureau of Investigation Criminal Justice Information Services Security Addendum Certification required to be submitted with the proposal? If that form is required to be signed and submitted with the proposal, is it necessary to include the signer's DOB and State/ID or DL at this stage in the process?

Response: Yes, however this information will be redacted should the City receive an Open Records Request.

Question 14: Is this contract an entirely new effort or is there a current incumbent?

Response: There is currently a contract in place.

Question 15: If there is an incumbent where can respondents find historical pricing data such as wage labor scales etc.?

Response: Please refer to Addendum I.

Question 16: How many radios are needed for this contract?

Response: This number will vary, but currently the contractor is providing approximately 10 hand held radios for use at various security assignments.

Question 17: Do the officers that work at SAPD need to have radios connected to SAPD? If so, what is the current brand and model being used?

Response: No.

Question 18: Besides four (4) patrol vehicles and 2-way radios, are any additional equipment required?

Response: This information can be found in the RFCSP on pages 15-16.

Question 19: Can you provide a list of the weekly hours for the different types of officers at each site?
Example:

Response: This information can be found on page 4 of RFCSP.

Question 20: If a company only has a designation of minority-owned business, but not WBE, will the five-points still be awarded? Or does it need to be both Minority and Women-owned for the five points?

Response: If a respondent is SBEDA eligible and is certified as SBE, they will receive fifteen (15) evaluation preference points. Additionally, if a firm is also certified as minority AND/OR women-owned (M/WBE) firm, they will receive an additional five (5) evaluation preference points for a total of twenty (20) points.

Question 21: Per Page 7, Section 8 – When officers go to SAPD for Finger Print and background check is there a cost to the officer/contractor and if so what is the cost and is this only conducted at the start of their employment on the contract?

Response: Currently, there is no cost for CJIS background checks on security officers assigned to COSA account. However, this is subject to change at any time.

Question 22: Per Page 7, Section 8 – Mentions CJIS Level 1 Training, is this training different from what was mentioned on page 13/14? If it is different, what is the training, who provides it, how long does it take and is that time billable at the time of the officer taking it?

Response: CJIS training level 1 is the same on both pages. This training takes approximately 15 minutes and needs to be completed prior to assignment to COSA CJIS facility. The training is online and the link will be provided at the time the accounts are created in CJIS online by COSA contract manager.

Question 23: Is the Account Manager a Billable Position or is that cost meant to be wrapped into the hourly officer bill rate?

Response: This needs to be detailed in your plan being submitted with this RFCSP.

Question 24: Is there a billable/non billable assistant account manager position?

Response: This needs to be detailed in your plan being submitted with this RFCSP.

Question 25: What other billable or non-billable dedicated management team positions are currently supporting the account. Such as an Assistant Account Manager, Administration Assistant, HR Manager, Trainer etc..? and are any of them billable or non-billable?

Response: Any dedicated management team support should be detailed in your plan in response to this RFCSP.

Question 26: Per P12 – Mentions Medical/Physical examinations, what examinations does the city require to be carried out.

Response: City is requiring a health certificate to be issued for each security officer assigned to this account.

Question 27: Per P12 – Mentions Fitness Test – What level of Fitness test is the city looking for and how long do they see it taking per officer?

Response: Please detail in your plan how you will ensure the physical fitness of the assigned security officers in response to this RFCSP.

Question 28: Per P13/14 – On page 13 it says 12 hours of training but on page 14 it says 28 hours of training. Can you please clarify. What level of training and time you are looking for and break down the 28 hours of training into exactly what it contains.

Response: Initial training for newly assigned security officers will be a total of 28 hours. Eight hours are expected to be basic security officer training and the initial four hours of annual training. The additional sixteen hours will be on the job training for a total of twenty-eight hours.

Question 29: Are all Commissioned officers Armed?

Response: A commissioned security officer is an armed security presence by the state of Texas.

Question 30: What Caliber/type of weapon does the city require and what (if any) non-lethal tools does the city want the officers to carry as well? Baton, cuffs, p-spray, taser etc....

Response: The type of weapon needs to be compliant with the Texas Department of Public Safety. The armed security officer must have firearms proficiency certificates on file. The City does not currently require any non-lethal tools as part of security coverage.

Question 31: Are any other positions armed? If so which?

Response: No.

Question 32: Are any of the security officers unionized or a part of a CBA? If so please provide additional details and their records of tenure.

Response: No.

Question 33: What healthcare level does the city require for the officers?

Response: The vendor must be compliant with any State or Federal requirements related to healthcare.

Question 34: Please can you send out the current contract with the current contractor for these services? We have made a records request but they are saying they have delays.

Response: This is considered an open records request and must be requested through the online system at www.sanantonio.gov.

Question 35: What radios does the city want us to use? it says they must be approved.

Response: The tools necessary to complete the assigned duties.

Question 36: How many radios are needed? As we only have hours and no schedules or locations we do not know how many radios we should buy.

Response: The tools necessary to complete the assigned duties.

Question 37: The three vehicles (light trucks) can these be billed as their own line item or must they be wrapped up into the officers hourly bill rate?

Response: This needs to be detailed in your plan being submitted with this RFCSP.

Question 38: How many miles per year does each truck do? This is needed for maintenance and lease agreements.

Response: Currently, approximately 100 miles per day are being used by the vehicles assigned to this account.

Question 39: Is gas billable as a separate line item or must all gas be wrapped up into the officer hourly bill rate?

Response: This needs to be detailed in your plan being submitted with this RFCSP.

Question 40: How many of the current officer force do you see staying with the contract or want to stay with the contract?

Response: There are approximately 150 security officers assigned to this account between the prime and prime's subcontractor.

Question 41: Please provide a list of all locations and include the officer's positions and scheduled hours for each site so we can plan and know exactly what equipment is needed such as how many radios etc..

Response: We have approximately 50 City facilities with contract security officer coverage.

Question 42: What is the current officer turnover historically for the past 12 months (not including any due to COVID19)?

Response: There is approximately a 40% security officers turnover rate a year.

Question 43: Is the city happy with the level of performance of the current security team?

Response: The City has received satisfactory services pertaining to the current contract.

Question 44: Does the city believe that the current officer pay rate is adequate and supporting the recruitment and retention of security officers so that the city has a consistent and dedicated security team?

Response: The City is not aware of feedback regarding officer pay rates.

Question 45: Is the current contract teams experience level and officer skill capability currently up to the level that is required by the city?

Response: The City has received satisfactory services pertaining to the current contract.

Question 46: If the city selects a new contractor will the city want to keep the current account manager on the account?

Response: The respondent shall be responsible for the selection of their account manager and staff, this should be detailed in the Proposed Plan section.

Question 47: Does the city allow for annual increases to the bill rate so that pay increases can be given?

Response: The pricing provided will be the contracted rate should an award be made. Any changes in pricing shall require a change order and is subject to City Council approvals.

Question 48: If this fixed pricing for the term of the contract?

Response: Yes, the pricing provided will be the contracted rate should an award be made. Any changes in pricing shall require a change order and is subject to City Council approvals.

Question 49: Will the city provide weapons clearing chambers or safes at any of the locations where an officer is armed? Is not, can the contractor provide? Or at the officers expected to unload/load their weapons in a specific area?

Response: The City does not provide weapon clearing chambers or safes for armed contract security officers. The security offices are not expected to unload/load their weapons at any City sites they are currently assigned.

Question 50: Will any of the locations require that the officer pay for parking? Of so where and how much is that cost?

Response: The City does not pay for parking. I would recommend using below website to get an idea of costs related to parking at City owned parking lots.

<https://www.sanantonio.gov/CCDO/parking/parkingmap#10819380-1-houston-street-garage-111-college-st>

Question 51: What (if any) Guard Tour Management System is currently provided? And do all officers use it?

Response: Detail in your plan on how this type of tool would be used in your RFSCP.

Question 52: Who is the current contractor?

Response: Universal Protection Service LP dba Allied Universal Security.

Question 53: What are the current officer pay rates? (not the City's bill rate which we have already been given)

Response: The City does not currently have this information.

Question 54: What additional services does the current contractor provide?

Response: Please refer to scope of service on page 3 of RFCSP.

Question 55: Do the current armed officers have mandated monthly, quarterly or other periodical Shooting Range time so that they can be confident with their weapon?

Response: As required by state law.

Question 56: How many individual sites are there? How many radios are needed at each site?

Response: There are approximately 50 sites. Detail in your plan how you would use radios in this RFCSP.

Question 57: Should all officers have a cell phone that they use on their shift that is supplied by the contractor?

Response: This is a business decision by the Contract company.



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JG/km