

QUESTIONS AND ANSWERS (set 2)

Security Guard Services

Project No. 12-16

Question #1:

Will the completion (checked No) and submission of Attachment 7 satisfy the small business requirement for this procurement?

HCC Answer:

All forms need to be completed and signed as directed.

Question #2:

Yesterday it was mentioned that HCC will consider the submission/proposal that provided "best value to the college system". Please define "best value".

HCC Answer:

Evaluation of bids will be made based on the published evaluation criteria; reference Instructions To Bidders, Section 5.

Question #3:

Can you provide the proposed schedule by site?

HCC Answer:

At this time only the 3100/3200 complex will be implemented as noted in the IFB.

Question #4:

Should we provide pricing for all five (5) years?

HCC Answer:

Yes, reference Attachment No. 3, Bidder Questionnaire Section 4.2, Price Adjustments (Renewal Term)

Question #5:

You mentioned if we had any suggested language changes to the terms and conditions that we forward it to you for feedback.

HCC Answer:

As noted in Instructions to Bidders, Section 22 – Terms and Conditions, Bidders may offer alternates to the noted terms and conditions as part of their bid response.

Question #6:

Page 6 – 6.1.1 Supervision necessary 24/7 to respond to situations. Do you require this supervision to be dedicated to HCC exclusively or can this manager/supervisor be shared with another account?

HCC Answer:

We require a supervisor or lead person at the facility during normal business hours. Supervisory visits after normal business hours is acceptable initially

Question #7:

Page 18 – 8.1.2 While all security companies perform drug screens prior to hiring potential officers, alcohol is not one of the items that is called for in the testing. Will HCC require alcohol testing upfront before hiring security individuals?

HCC Answer:

The contract firm is expected to meet or exceed the screening done by HCC for internal security officers.

Question #8:

Page 18, Item 8.1.2 Please detail the type and kind of drug & alcohol test that is acceptable to HCC.

HCC Answer:

Answer Pending

Question #9:

Page 19 – 8.2.1 Is HCC requiring every potential officer to have a physical exam before working for HCC or can the security company develop their own specific physical exam tailored to HCC?

- i. Example: Test to see if the potential employee can
- Stand for 8 straight hours
 - Walk up a flight of stairs in a certain amount of time
 - Walk a certain distance in a certain amount of time
 - Run a certain distance in a certain amount of time
 - Read an eye chart
 - Willing to do patrols in all weather conditions
 - Etc. etc. etc.

HCC Answer:

Answer Pending

Question #10:

Page 27 – 4.1 Exactly how many hours (per week) is this contract?

HCC Answer:

For Phase 1 we estimate 664 hours without relief or supervision.

Question #11:

Will the Officer posted at the 2nd fl. Crosswalk be able to relieve themselves for restroom, breaks after hours or will a relief officer need to be scheduled during those hours as well.

HCC Answer:

The post will need to be covered; however, one of the 2 patrol officers can do that for periods not to exceed 30 minutes.

Question #12:

Page 16, Item 6.1.2 Please detail HCC's expectations in the area of on-site supervision. Is HCC requiring a separate billed supervisor? Should the supervision be included in the bill rate?

HCC Answer:

For Phase 1-please reflect supervision as a separate line in the price proposal included in the total cost of the service. You should reflect this position in the same context as the other staff. (paid to employee, benefits, mark up, total cost of asset).

Question #13:

What is the proposed holiday schedule by site?

HCC Answer:

Please see HCC website for Holiday Schedule at www.hccs.edu.

Question #14:

Q&A #13 – This visitor management system that prints out custom paper stick on badges that we the contractor is to provide, can you tell us where to purchase these stick on badges and how much to do cost?

HCC Answer:

Bidders are required to propose the visitor management system of their choice, provided it contains like features to the Raptor product referenced in the IFB.

Question #15:

In section 1.3, it states everything that should be furnished at no additional cost to HCC including vehicles. In the Q & A it states there are no vehicles required. Would you please clarify if you would like the cost of a vehicle(s) built into the bill rate and if so how many. And if not, will we be able to charge for a vehicle if needed in the future?

HCC Answer:

Currently, the assignment will not require a vehicle. Please quote the cost of a vehicle as a line item for future consideration. If there are discounts associated with multiple vehicles note where (how many units) result in a price break. Assume a stand 4 door passenger vehicle/light truck.

Question #16:

In the Q & A under question 5 it states one coordinating supervisor will be required during business hours. And number 15 of the Q & A (set 1) it states a cubicle will be provided for the Account Manager. Is this an additional 40 hour position to the coverage listed under section 5.2? Will this position be required during Phase I? Is this position billable or should it be included in the bill rate?

HCC Answer:

You will need to establish how to provide supervision and relief for the positions required in the RFI. Managing staff efficiencies may result in better value. A cube location will be provided for the supervision to use as a touch down location.

Question #17:

In clarifying the business hours of coverage from 0800 to 1700 Monday through Friday, will the officer work a 9 hour day and get 5 hours of OT per week. Or will they work an 8 hour day with a one hour, non-working, unpaid lunch?

HCC Answer:

Your understanding of the work assignment hours is accurate. How you elect to staff the job is your decision; however we do expect that officers **will not** eat at their post.

Question #18:

In section 5.2.3, how do you envision the security provider covering for relief breaks? Unless there's a floating officer not assigned to any particular post, providing relief breaks outside of the core on-site team will be challenging and ultimately costly to HCC.

HCC Answer:

We expect that the contractor will provide reasonable meal periods and breaks for the staff. Relief will need to be provided as part of the bid offerer.

Question #19:

To confirm the information provided in Q & A number 57 and 58 (set 1), you would like 40-hours of on-the-job training and 10 hours of per quarter of in-service training built into the bill rate? In section 10.1.11 it states 8-hours of on-the-job training. Please clarify.

HCC Answer:

We expect that you will provide a trained security officer to HCC and those training hours are the contractor's responsibility. After being assigned to HCC the officer will need to learn post orders, how to use the tools available to him/her, how to use Raptor or the selected alternative and understand how to provide useful customer service to our community. HCC estimates 40 hours to achieve this goal. If you can be more efficient please explain.

Question #20:

Please clarify if HCC would like one visitor management system to cover all entrance points or a visitor management system for each entrance point, so you can determine where visitors are entering your facilities.

HCC Answer:

The System referenced (Raptor) is a data capturing, background checking networked system that also prints badges and records visitors for future searching. Raptor is a system. Will there need to be a protocol at each fixed post? Yes. Will you need to print badges at each floor? Yes

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