

RFP 2023-24 SFWIB Uniformed Unarmed Security RFP

Request for Clarification Q & A

Offeror's Conference Held on July 12, 2023, 12:00 p.m.

	Question	Answer
1	What is the current wage for existing officers?	Current contract is available on CSSF website via "Board", "SFWIB Contracts" links.
2	What is the existing bill rate/contract?	Current contract is available on CSSF website via "Board", "SFWIB Contracts" links.
3	Does the officer have a front desk where they sit and does the officer perform perimeter checks?	NO, the officer shall greet patrons at the front door of the career center where they control and monitor the patrons coming in and they do a patrol within the center.
4	Would you like to have a situation where they have checkpoints such as specific doors or stations in the more critical locations and leave an electronic record of the tour?	They do a patrol and monitoring during the day however, checkpoints are not registered electronically.
5	Are bilingual personnel a plus but not a requirement, and would it be helpful?	Yes, this would be an added value to the service.
6	In the last five years has there been any frequency of actual violence by either patrons or people that are not getting the answers they want? Or people that show up with certain mental illness or that has led to either violence or physical altercations where the guard has to get engaged with that?	<p>Yes, to a part of your question, because they are the Security Guard and they are monitoring the patrons coming in. We have people coming into the center that may be going through a rough time and are upset because:</p> <ul style="list-style-type: none"> • They have just lost their jobs • They are referred by Department of Children and Families (DCF) • They have been sanctioned by DCF, or • Their unemployment has not been processed. <p>We work quickly with the Center Director and the Security to make sure we neutralize that situation before it gets out of hand. That is why it is very important that the Security person be up front so that they can spot these situations.</p> <p>It is important that the Security personnel aim to neutralize the situation and not go another route.</p>
7	Has CSSF considered an armed officer?	No, we do not allow guns in our Career Centers.
8	The schedule provides for three breaks, AM, PM and Lunch. Is the officer required to stay on premises during these breaks?	<p>As long as the breaks are scheduled with the Center Director, and he or she knows the officer is going on lunch or break.</p> <p>This way the staff is more situationally aware in case something happens during that time.</p>
9	What is the budget for the new program year?	Will be based upon the submission but the budget for the program year is \$200,000.00
10	Has the duration of the contract changed?	No, it remains a one (1) year contract with the option to renew for two (2) additional one (1) year periods. For a total of three (3) years before we must do a new RFP process.
11	Is there an opportunity for the second and third years to negotiate the bill rates? This is in reference to the gradual rise in minimum wage.	When it is up for renewal, there is no obligation to sign or agree to the renewal. Contractor should provide their pricing for the full three (3) years.