

RFP 2026-27 Uniformed Unarmed Security Services

Request for Clarification Q & A

Offeror's Conference Held on May 6, 2026, 1:00 p.m. and emails

	Question	Answer
1	Based on the scope of services outlined, can SFWIB confirm the expected staffing model per site (e.g., number of guards per location and whether multiple posts or simultaneous coverage is required)?	One guard per location. A single officer is expected to handle all duties at each site, including access control and patrol.
2	Are multiple posts required within a single location, or is one officer expected to perform all duties (access control, patrol, etc.)?	One officer per location is expected to perform all duties.
3	Is there any expectation for after-hours, weekend, or emergency response coverage beyond standard operating hours?	No
4	Should vendors account for relief coverage during breaks, or are guards expected to remain on-site?	Guards are not required to remain at their post during breaks. Break schedules are outlined in the RFP. The contractor is responsible for ensuring compliance with all applicable labor regulations.
5	Are there defined response time standards or escalation protocols for incidents?	Guards shall follow SFWIB protocols and coordinate with the center director.
6	Does SFWIB require the use of a specific incident reporting format or system, or will the selected contractor be permitted to utilize its own reporting platform, subject to SFWIB approval?	The SFWIB incident report form is to be used.
7	How should security personnel balance customer service responsibilities with enforcement/security duties, particularly during high-traffic events?	Each center and event has individual needs. The officer shall coordinate with the center director as to where their skills are best utilized based on the needs at the time.
8	Are there site-specific risk factors or historical incident trends that should be considered in staffing and pricing?	SFWIB is not aware of specific risk factors. Contractors are encouraged to schedule site visits and use their expertise to evaluate pricing accordingly.
9	Will site visits be coordinated centrally through SFWIB, or should vendors contact individual Center Directors to schedule visits?	Contractors may contact SFWIB Facilities staff or center directors to coordinate site visits.
10	Beyond Level 2 background screening, are there additional required certifications (e.g., CPR, de-escalation training)?	There are no other certification requirements.
11	Does SFWIB require pre-approval of assigned personnel?	Pre-approval is not required; however, SFWIB reserves the right to reject personnel deemed not a suitable fit for center operations.
12	Are there minimum experience requirements for guards or supervisors?	NO

13	What level of supervision is expected (on-site vs. remote)?	On-site supervision is expected on a regular basis to ensure guards are performing in accordance with both SFWIB and contractor standards.
14	What is the expected response time for replacement personnel in the event of an absence?	One hour. Please refer to the RFP for notification requirements.
15	How should overtime be incorporated into pricing, given prior approval requirements?	No overtime will be authorized unless approved in advance by the SFWIB Facilities Administrator.
16	Are there any anticipated budget ranges or funding parameters vendors should consider?	Award will be made to the lowest responsible bidder meeting all evaluation criteria, which may include cost savings and other factors outlined in the RFP.
17	Can SFWIB confirm that the insurance requirements outlined in the RFP represent the full extent of coverage expectations for this solicitation?	YES
18	Should all operational documents be submitted at the proposal stage, or will some be collected post-award?	YES, if additional documents required post selection, vendor will be notified as per RFQ.
19	Are there any site-specific or branding requirements beyond the standard contractor-issued uniform?	NO
20	In addition to smartphones for communication and reporting, are there any additional equipment requirements or restrictions?	No additional requirements
21	Can SFWIB confirm whether all equipment is to be provided by the contractor, or if any site-specific equipment or systems will be provided?	No site-specific equipment will be provided. All equipment is to be supplied by the contractor.
22	Are contractors expected to utilize a specific reporting platform or system, or may the contractor implement their own reporting solution?	Contractors may use their own reporting solution, provided the incident report format complies with the SFWIB incident report form.
23	Will site-specific post orders and operational procedures be provided to the selected contractor?	Yes
24	Will services transition from an incumbent provider, and if so, will transition support be provided?	Yes
25	Will there be presentations or interviews as part of the evaluation process?	No
26	Under what circumstances might SFWIB award to multiple vendors?	Award to multiple vendors may be considered based on SFWIB's selection criteria, including but not limited to cost savings and other evaluation factors outlined in the RFP.
27	Are there any subcontractors being used for the current contract?	No
28	What was the start date of the initial contract?	July 1, 23023

29	What is the estimated total number of annual hours for this contract?	Included in the RFP
30	Are there any other rates billed separately (e.g. equipment, vehicles, etc.)	No
31	Who is the current incumbent?	<p>Please see previously awarded agreement (PSA) for 25-26 which is available on our website.</p> <p>https://www.careersourcesfl.com/board/</p> <p>Compliance SFWIB Contracts, Leases, & MOUs</p>
32	When was the current incumbent awarded the contract?	
33	Could you please provide a copy of the current contract?	
34	What was the amount spent in the last 12 months?	
35	What was the total spent in the last billed month?	
36	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), a need for additional resources?	
37	What was the amount spent on this contract last year?	
38	What is the current bill rate for each position?	
39	Since no pricing form is included in the RFP, does the Agency have a preferred pricing form, format, or layout for submission?	
40	What is the minimum score to be considered?	