

**ADDENDUM NO. 1**  
**to**  
**COUNTY OF VENTURA REQUEST FOR PROPOSAL #5732**  
**FOR Unarmed Security Guard Services**

January 09, 2015

Prospective Offerors are hereby notified of the following:

1. Questions and Answers attached.

SUPPLIERS signed addendum is due on or before due date & time.



\_\_\_\_\_  
Dan Thrower Sr., Senior Buyer

**SUPPLIERS ACKNOWLEDGMENT:**

I hereby acknowledge this Addendum No. 1

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title

RFP 5732 Unarmed Security Guard Services  
Pre-Proposal Conference  
Questions and Answers

**Questions**

1. Who is the incumbent for this contract?

**Answer: US Security Associates**

**Questions**

2. What is the incumbent hourly billing rate?

**Answer: Hourly bill rate varies by position**

**Questions**

3. What is the incumbent yearly billing rate?

**Answer: See paragraph 1.2 Background**

**Questions**

4. How many hours of training is required for each security officer?

**Answer: See paragraphs 3.38 through 3.45.**

**Questions**

5. Does the contractor's PPO license have to be submitted with the proposal?

**Answer: Yes see paragraph 3.70 Permits and Licenses**

**Questions**

6. How many Post Commander does this contract require?

**Answer: 2 See Attachments "A-1" & "B-1"(new position) Proposal Form**

**Questions**

7. Will the county provide a location to keep or park contractor's vehicle?

**Answer: Yes**

**Questions**

8. On page 3 of 63 states the last day for questions is January 05, 2015 and in the action dates the last date is February 05, 2015, could you verify the correct last date for questions?

**Answer: Paragraph 1.3 page 3 states last day for Pre-proposal Conference questions. And paragraph 1.4 states last day for questions prior to due date of the Proposals.**

**Questions**

9. Section 3.4 – Billing. Trans-West has a robust sustainability program, which includes our advanced scheduling – payroll - invoicing program. We currently only use paperless system of which invoices are submitted either daily, bi-weekly or monthly, depending upon the request of the client. We can provide the expenditure info per site, as listed and within the time frame, but I just wanted to confirm this format is acceptable?

**Answer: See questions to 3.4 and respond accordingly.**

**Questions**

10. Section 3.8 – Please just clarify or confirm that the County is requiring a dedicated admin support clerk for this account and for this position to be FT in Ventura? We will provide multiple layers of additional support from HR, training, safety supervisors, mentors, billing, etc. Is this support required FT position?

**Answer: Yes**

**Questions**

11. Section 3.14 – Visitor Logs.

1. How many locations will the officer's register visitors and maintain the access control described in this section?

**Answer: 8-10 locations. See Section 3.23**

**Questions**

2. If the security company has an electronic system that meets all the required information gathering for this access control, will this be acceptable to use or is paper sign-in a requirement?

**Answer: Currently paper sign-in is required.**

**Questions**

Section 3.15 – Please clarify whether a Lieutenant or above must be physically on site 24/7 or just available 24/7?

**Answer: Yes physically onsite.**

**Questions**

12. Section 3.18-

1. KPI's are generally determined by the individual customers. Can we get clarification and what KPI's are required and tracked?

**Answer: Per 3.18 It is the vendor's responsibility to provide KPI's that will have quantifiable metrics based on this RFP that clearly link to the strategic objectives of the County regarding Security and therefore help monitor the execution of the County's business strategy which should reflect how well the security guard services is achieving its stated goals and objectives in performance of the resulting contract.**

**This will reveal to the County of Ventura your understanding of the KPI's, our strategic objectives, your values, and ability to execute quality control.**

**Questions**

2. Is there a cost associated with use or access to the Crystal Xcelsius software and/or does the data/information just need to be compatible to feeding into this application?

**Answer: There is no cost. Must be compatible with Crystal Xcelsius software.**

**Questions**

13. Section 3.23 – Guard Service Locations. Please provide clarification on the hours, is the contractor able to bill OT for shifts over 8 hours as, indicated on the guard services locations table on page 24-26?

**Answer: See Section 3.26 Daily Objectives paragraph Hours Worked: for clarification.**

#### **Questions**

Also, I cannot identify a section to list vehicle pricing, is this separate or to be included within the guard costs?

**Answer: No this is not separate and included in bill rate. See Section 3.1 Scope of Work.**

#### **Questions**

14. Section 3.27 – Please clarify the difference between the initial background investigation and the six-month investigations?

**Answer: See 3.27 Background Check for description of differences between the initial background and the six month background check. The residential and other constant parameters will not be required as part of the six month background check. The County is interested in the activity that has occurred within the period of the previous investigation. Information regarding errors and omissions from prior investigations should be reported immediately.**

#### **Questions**

15. Section 3.29 – Personnel/Security/Clearance. If the contractor awarded is a different company than the current service provider and staff who are currently working at this account are hired by the new contractor, could or would this cost be able to be waived from this process until such time all data can be confirmed and or gathered?

**Answer: No. See section 3.57 Transition/Phase-in.**

#### **Questions**

16. Section 3.39- Please clarify the sentence that the Post Commander should meet all ASIS training requirements for the CPP certification? (Is there a time period that should be met or is it a subjective requirement depending upon who the post commander is and/or whether it's at the discretion of the County)

**Answer: He should meet the qualifications and be eligible to take the exam. This could be a KPI goal that is measurable.**

#### **Questions**

17. Section 3.46 – Uniforms: Listed in the uniform requirements are blazers to be issued to all personnel. Does every position require this piece of uniform and/or could this be waived and only issued to applicable positions/personnel?

**Answer: In section 3.46 paragraph A list the minimum required uniforms.**

#### **Questions**

18. Section 3.48 – Security Tour Verification System: If the contractor has a system that meets and exceeds all the requirements for functionality and reporting capabilities that are listed in detail within this RFP, can a new system be incorporated or is it the desire for the County to maintain the current system being used? If so, can you provide more clarification on the name of the software and costs associated with this?

**Answer: Yes a new system is required. All requirements are listed in 3.48.**

#### **Questions**

19. Page 20, Section 3.11, paragraph starting with “Contractor will furnish to the County individual emergency.....”. Could the County please clarify if the intent is to provide just

the officers with these communication devices or if there is an additional requirement to provide County employees with communication devices? If it is necessary to provide additional devices to the County, could the County please specify how many and what type?

**Answer: The goal is to provide the County emergency responders a way to communicate directly within the vendor's emergency network. At least one unit is required for this purpose.**

### **Questions**

20. Page 29, Section 3.26, Service Building Guard: Could the County expand on the requirement to "handle the sale of County badge supplies and accessories" ? Will the officer be handling cash transactions and approximately how much cash is the officer overseeing?

**Answer: Yes. Revenues typically do not exceed \$200 per week.**

### **Questions**

21. Page 29, Section 3.26, Temporary Post: The County has agreed to pay time and ½ for notice less than 24 hours. Could the County please confirm whether the pay rate is time and ½ "standard bill rate" or "officer wage rate"?

**Answer: Standard bill rate.**

### **Questions**

22. Page 44, Section 3.39, 1<sup>st</sup> paragraph, red highlighted Note: Could the County please clarify what is meant by "receive 5% of the minimum hourly guard pay"?

**Answer: The guard pay rate.**

### **Questions**

23. Page 44, Section 3.40: Would the County please provide the criteria necessary for a training instructor to be "certified by GSA"?

**Answer: Same as State requirements.**

### **Questions**

24. Page 62, Section 3.70. Yellow highlighted section states that "it is the contractor's responsibility to get their license notarized by a notary and make it part of their proposal package". The last sentence of the same section states that "Contractor must provide a notarized copy of the private patrol operator's license ten days after award selection". Is it the County's intention to have a notarized copy of license for proposal submittal? Or would the County accept a non-notarized copy for proposal purposes, and a notarized copy upon award?

**Answer: Notarized.**

### **Questions**

25. Attachment "A", Section 1, paragraph starting with: "\*\* These positions will be paid.....". Would the County please clarify which positions they are referring to here? Are they referring to specific posts or ALL shifts worked swing and grave?

**Answer: All posts and all shifts swing and graveyard.**

### **Questions**

26. Attachment "A", Section 1, paragraph starting with: "\*\* These positions will be paid.....". Since the County is mandating that certain, or all, swing and grave shifts

receive an “additional \$/hour shift differential”, could the County please provide the incumbent differential \$’s for these shifts?

**Answer: The County is not mandating shift differential.**

### **Questions**

27. Attachment “A”, Section 1, paragraph starting with: \*\* These positions will be paid...”. If there is a mandated shift differential to be paid, it will be necessary to get a complete staffing plan from the County which includes all shift hours worked per post in order to accurately address the requirement to provide shift differential pay for officers working swing and grave, otherwise there is no way to provide the County an accurate number which includes Contractor’s proposed shift differential.

**Answer: See question 29. All positions are listed in Attachment A-1 which includes days, hours and continuous post (24hrs) thereby providing you with all shifts by location. See section 3.23.**

### **Questions**

28. Attachment “A”, Section 2, Holidays: Could the County please confirm what the “overtime rate” is? Is it time and ½ bill rate?

**Answer: The overtime rate refers to the bill rate.**

### **Questions**

29. Would it be possible to obtain the incumbent wage and bill rates?

**Answer: The pay rate and bill rate can be found on table below.**

| <b>Position</b>             | <b>Pay Rate</b> | <b>Bill Rate</b> |
|-----------------------------|-----------------|------------------|
| Probation Security Officer* | \$11.50         | \$20.65          |
| Security Officer**          | \$12.00         | \$20.65          |
| Sergeant**                  | \$12.50         | \$21.50          |
| Staff Sergeant**            | \$14.00         | \$22.84          |
| Control Room Sergeant       | \$13.50         | \$21.50          |
| Watch Commander**           | \$15.00         | \$24.19          |
| Senior Watch Commander      | \$17.00         | \$26.88          |
| FES Manager (Admin LT)      | \$15.00         | \$28.23          |
| Admin Lieutenant            | \$18.00         | \$28.33          |
| Post Commander              | \$28.00         | \$41.70          |