



TRANSBAY JOINT POWERS AUTHORITY

REQUEST FOR PROPOSALS No. 17-08 UNARMED SECURITY GUARD SERVICES

QUESTIONS & ANSWERS

The following questions were received either at the pre-proposal conference or submitted by the deadline:

1. *Q: What level of security will coordinate with adjacent towers?*

A: Coordination will occur primarily at the TJPA Chief Security Officer (CSO)/Deputy CSO (DCSO) level, but TJPA expects contract security staff, including guards, to interact with the security guards at adjacent properties as part of their standard duties.

2. *Q: Force multipliers – some transit agencies also have security – will they be used at the transit center?*

A: TJPA envisions force multipliers – response from outside of TJPA property – to come from throughout San Francisco Police Department (SFPD, with SFPD Southern Station first on-scene); San Francisco Fire Department; federal agencies (such as FBI); San Francisco Department of Emergency Management’s Emergency Operations Center (EOC); other City departments; and adjacent towers. These ‘force multipliers’ are in addition to the TJPA team members.

3. *Q: Who will hire law enforcement?*

A: TJPA.

4. *Q: Staffing levels required to cover break times – new 2017 requirement?*

A: TJPA expects each proposer to describe how they determined the appropriate amount of relief staff, and how they will meet the new state law - to include any necessary documentation of 10-minute breaks and lunch breaks.

5. *Q: What portion of the transit center will be added to the Park Code?*

A: Park Code will apply to the park on the roof (Salesforce Park) only. Rules and regulations for the transit center are being developed separately and do not relate to the Park Code.

6. Q: Will the selected security guard contractor be required to write procedures?

A: TJPA anticipates that the contractor will create and maintain post orders. Policies and procedures will be provided by TJPA, and/or coordinated jointly with appropriate TJPA Security Team components prior to opening.

7. Q: How will the mailroom function? Is it a sorting facility? How will mail be handled?

A: Mailroom Policies and Procedures are not yet finalized.

8. Q: Will law enforcement have a substation at the transit center?

A: No.

9. Q: When does '30 days' start?

A: TJPA anticipates that the 30-day period prior to full opening of the transit center will commence near the beginning of March 2018.

10. Q: Which technologies were selected for the SOC?

A:

- Converged Network and Wireless: Fiber with CISCO appliances and gear
- Access Control System: Lenel - Model OnGuard PRO w/ ACMS software system
- Video Management System: NICE - Model NiceVision Suite
- Intercom System (VOIP): Stenefon
- Fire Alarm System: Edwards - Model EST3
- Public Address System: Vocia and Duran Speakers
- BMCS: Johnson Controls
- Lighting Controls: varies
- Digital Displays and Media Players: varies
- PSIM: CNL; ECS/MNS: Alertus and Everbridge
- Elevators: Otis
- Escalators: Schindler

11. Q: Will officers have lockdown responsibilities?

A: Yes.

12. Q: Will officers be able to use Segways, or another mode of transportation, to efficiently get from one end of the building to the other?

A: Proposers are asked to provide information about how they would use a Segway, bicycle or other mode of transportation to navigate the building, while taking into account the number of people anticipated in the transit center and TJPA's planned prohibition of wheeled conveyances inside the transit center. Also discuss how management would ensure security officers conducted effective patrols while using these forms of transport.

13. Q: Will TJPA provide radios for the security officers?

A: Please see section 5.3, subsection e in the RFP: "Provide all management, labor, tools, materials, uniforms, equipment, transportation, and supervision necessary to provide the Services and manage all security and safety activities, including emergency responses

and special requests. Hand-held radios, mobile devices (such as smart phones), chargers, batteries, and earpieces are to be provided by the Contractor”.

14. Q: Can you send us Attachment 6, Contract Pricing Proposal as an Excel file?

A: TJPA only has Attachment 6 in word and .pdf formats. Each proposer can convert into an Excel file if your company would prefer to work in that format.

15. Q: This RFP does not have an SBE utilization goal yet the RFP requires proposing companies to submit a Good Faith Effort. We have participated in Good Faith Efforts in the past and this effort requires us to provide the RFP to potential SBE/DBE security companies so the DBE company can ascertain if they can meet the RFP requirements. While we can provide an NDA for signature, I am not sure it is responsible to have the Sensitive Security Information you have provided in the RFP available to many different companies. Can we get the Good Faith Effort waived?

A: Apologies for any confusion in the RFP language. As noted, there is no SBE goal for this contract. The Good Faith Efforts Form states that it must be submitted, “if...the SBE goal has not been met”. As there is no SBE goal, no form is required. However, as noted in the RFP, TJPA may give special consideration to proposals that offer opportunities to small businesses providing administrative support or ancillary services to the selected security firm. Any such efforts should be described in the proposal in order to be considered.

16. Q: Who will be the contractor’s sole point of contact for daily security operations?

A: The DCSO will provide daily operational oversight of the transit center security force and the Security Operations Center (SOC).

17. Q: Would TJPA be amenable to allowing supervisors billable time to receive advance management training where it is determined to be in the best interest of all parties?

A: It is TJPA’s expectation that the need for this training is very low and that the contractor will provide well-trained supervisory staff. TJPA may consider this type of request on a case-by-case basis.

18. Q: What process will TJPA and contractor have to review annual cost increases (e.g., FICA, FUI, SUI or State mandated increases; wages/benefits of future collective bargaining agreement) to adjust bill rates? Will TJPA be amenable to an annual review for this purpose?

A: See Attachment 9, section O, Applicability of City Contracting Provisions. TJPA will base any annual cost increase negotiations with the contractor on City and County of San Francisco ordinances applicable to contracts and, although not party to it, on the San Francisco Bay Area Master Collective Bargaining Agreement.

19. Q: The RFP requires relief for all posts. How will TJPA be able to ascertain that each offeror has factored the appropriate amount of relief staff / hours into the bill rate?

A: TJPA expects each proposer to describe how they have determined the appropriate amount of relief staff, and how those costs are identified and billed.

20. Q: *Should the contractor be required to maintain a level of additional staff for relief and request for additional security, e.g., two additional guards during business hours, one additional guard during non-business hours?*

A: TJPA anticipates that each proposer will use their experience in similar contracts to determine the appropriate level of additional staffing required. Since the transit center is opening in 2018 and does not have a history of special events, TJPA anticipates working closely with the contractor on security planning for special events, and providing maximum notice of proposed special events. This does not relieve the proposer of planning for how they will provide additional security officers for special events, but rather recognizes that security planning for special events, like the events themselves, will evolve over time for this new facility. There is limited space in the transit center and Salesforce Park, so TJPA anticipates that the majority of special events will be modest in size.

21. Q: *The RFP requires additional supervisory inspections for quality assurance. How will TJPA be able to ascertain that each offeror has factored the appropriate amount of supervisory inspections into the bill rate?*

A: TJPA anticipates the proposers will provide a recommended quality assurance program with duration and frequency of inspections, as well as processes and procedures to be evaluated, in order to ensure the outcomes described in the RFP Scope of Work, are met. TJPA anticipates the proposers will be able to base their estimates on effort expended at other facilities with similarities to the transit center. Accordingly, respondents should provide adequate details of their Quality Assurance program to assist the TJPA in their evaluation of the comparative capabilities of responding contractors.

22. Q: *What uniform styles are you seeking on this contract? Do uniform requirements vary by positions? Are special shoes required?*

A: Please see section 5.3, subsection aa in the RFP: "Security staff uniforms shall otherwise generally consist of the Contractor's standard security officer uniform or...". The choice of shoes is up to the contractor; TJPA does not have any special requirements in regard to footwear.

23. Q: *In "Unarmed Security Guard Services" pricing sheet, please confirm what costs are to be included in mobilization costs.*

A: It's the TJPA's expectation that there will be no additional costs associated with the commencement of the security guard contract. If the respondent feels that they require compensation for mobilization, identify costs and provide justification for why the TJPA should pay for them.

24. Q: *Would TJPA provide pricing sheet in Excel?*

A: See response to question 14 above.

25. Q: Please provide additional information on training requirements and hours. How many hours of training is required for the following?

- *Pre-assignment*
- *On-the-Job Training*
- *Annual Refresher*
- *Site Specific training*

A: TJPA is looking to the proposers to provide recommendations on types and amounts of training required to meet the requirements in RFP Sections 5.0, 5.1 and 5.3.

26. Q: Can bidder present multiple pricing option plans?

A: Yes.

27. Q: Are there any other duties, such as Key Control and Lost and Found that are required of the contract but not specified in the scope of services?

A: TJPA plans to minimize use of keys. The SOC will be tasked with Key Control. Lost and Found will be managed by the Asset Manager staff. There may be other duties required, which are not specified in the scope of services, but TJPA expects to limit those duties to what is industry standard for security providers and their staff.

28. Q: What are the payment terms, e.g., net 30 days?

A: Payment processing times vary by the funding source. Funding sources for operations are multiple and varied. TJPA will make best efforts to pay within 30 days. In no event shall TJPA be responsible for interest or late charges on payments.

29. Q: Is TJPA exempt from payment of State and local sales and use tax?

A: No

30. Q: What are TJPA's standard payment terms?

A: See response to question 28 above.

31. Q: Does the schedule account for relief or does the contractor need to include an allocation for relief and breaks?

A: Please see RFP Section 5.2, Table 2. The contractor is responsible for providing security officers to continuously fill these positions. Please also see response to question 4 above.

32. Q: Are radios provided by TJPA or is this the responsibility of the vendor?

A: See response to question 13 above.

33. Q: What equipment is provided by TJPA?

A: See response to question 13 above.

34. Q: Who manages the lost and found program the vendor or TJPA staff?

A: The Asset Manager staff will manage the Lost and Found program.

35. Q: Is there a specific breakdown of training requirements and curriculum by post/position?

A: No. Proposers should be prepared to demonstrate how they will meet the requirements listed in the RFP, with particular emphasis on Section 5.0; Section 5.3, subsections i, p, and r; and Section 6.2.1.

36. Q: What is the estimated cost of key replacement if lost?

A: TJPA does not have an estimate on the cost of key replacement. TJPA plans to minimize use of keys, relying on contactless smart cards (proximity cards) wherever possible.

37. Q: What exactly is required in the QA program, is this a separate billable position?

A: TJPA anticipates the proposers will provide a recommended quality assurance program in order to ensure the outcomes described in the RFP Scope of Work are met. TJPA anticipates the proposers will base their estimates on similar quality assurance efforts expended at other facilities with similarities to the transit center. The proposer has latitude to present a quality assurance program using a variety of staff positions, including but not limited to on-site staff, management staff from a local office, and/or specialist staff.

38. Q: Will TJPA please provide a specific list of all equipment the vendor needs to provide, i.e.: Specific breakdown by officer as required equipment, AND per post/position.

A: TJPA is looking to the proposers to provide equipment and technology recommendations for their security officers, based on information provided in the RFP (in particular, in Sections 3.1 and 5.0 and the Appendices) and during the site visit.

39. Q: What are the minimum staffing levels for each of the below? Also, is this expectation on Day 1 of the Officers deployment to the site or is there a grace period?

- **EMT Trained Guard**
- **FEMA ICS Level IS-700 and ICS-100 Trained Guard**

A: TJPA has not established minimum staffing levels for security officers with additional training, and is looking to the proposers to provide recommendations based on information provided in the RFP (in particular, in Sections 3.1 and 5.0 and the Appendices) and during the site visit. The successful proposer is encouraged to meet the requirements on Day 1.

40. Q: Will there be phones that connect directly to the SOC?

A: The public will have access to “call for assistance” stations in the Park level. TJPA anticipates the Security Team will use their radios or cell phones to contact the SOC.

41. Q: Will all guards be required to have an EMT certificate?

A: TJPA has not established minimum staffing levels for security officers with additional training, such as an EMT certificate, and is looking to the proposers to provide pricing and recommendations based on information in the RFP (in particular, in sections 3.1 and 5.0 and the Appendices), provided during the site visit, and through their

expertise. The intent of the RFP is for respondents to identify any additional hourly rate costs associated with the respondent's provision of officers with an EMT certificate. The TJPA and the awarded contractor will determine post bid award on the quantity of officers required to be EMT certified.

42. Q: Security guards will start 30 days prior to opening of the transit center, does TJPA expect that the staffing will be fully billed at that time?

A: Payments for security officer presence in the 30 days prior to opening will be based upon the extent of security officer staffing provided during the 30-day period in advance of opening. The commensurate size of the security officer staff will be determined and negotiated with the awarded contract.