

Security Services RFP Questions and Answers

Question	Answer
The RFP is not marked with a number. Is the KHS Company Security Guard Services RFP number still DM8807_73_19 or some other number?	KHS did not assign a number to this RFP
Besides Section III.A.3.2 two-page limit for resumes, are there any other page limits for this proposal either by section or in total?	No
The RFP contains Attachment B Pricing Schedule of Fees; however, the Section II Instructions do not specify completion. For the avoidance of any doubt, will KHS confirm that bidders must complete Attachment B Pricing Schedule of Fees as a part of their proposal submission?	The bidder must complete attachment B with their rates.
The RFP contains Attachment D Proposal Signature Verification; however, the Section II Instructions do not specify completion. For the avoidance of any doubt, will KHS confirm that bidders must complete Attachment D Proposal Signature Verification as a part of their proposal submission?	Yes, the bidder must complete Attachment D Proposal Signature Verification.
The RFP does not appear to specify the number of files required for electronic proposal submission. Does KHS prefer to receive all proposal contents in one consolidated file or shall offerors segregate the submittal in some way (e.g. technical vs. price)?	One consolidated file, envelop, etc. would be ideal.
More information is requested. It is unclear whether 2900 Buck Owens Blvd, Bakersfield, CA 93308 is the location and/or the only location where security guard services are provided. Will KHS please clarify the place or places of performance for this contract?	2900 Buck Owens Blvd is the only location security guard services are needed.
In order to sufficiently address Section III Staffing and Organization items A.3.3 and A.3.7 more information is requested. Currently, how many posts are there and what are the days and hours for each post?	Only one post/one guard with a 30-minute overlap. Attachment A (Scope of Services) lists the days, shifts, and times.
In order to sufficiently address Section III Staffing and Organization items A.3.3 and A.3.7 more information is requested. Will KHS please provide maps of the facilities depicting the guard posts and patrol areas?	We don't feel a map is needed. The guards will staff our lobby, make rounds to check exterior building doors are locked, and monitor the vehicles in the parking by making rounds or using CCTV.
In order to sufficiently address Section III Staffing and Organization items A.3.3 and A.3.7 more information is requested. Currently, how many guards are on shift at each post at a time?	Only one post/one guard with a 30-minute overlap. However, there may be a rare occasion to supply a guard for the shifts starting M-F, 6:00 AM and 8:00 AM if one of the KHS guard is on PTO and the other calls out.
In order to sufficiently address Section III Staffing and Organization items A.3.3 and A.3.7 more information is requested. In addition to guard post requirements, will KHS please outline the location(s) and hours for patrol requirements?	The guards will staff our lobby, make hourly rounds to check exterior building doors are locked, and monitor the vehicles in the parking by making rounds or using CCTV.
In order to sufficiently address Section III Staffing and Organization items A.3.3 and A.3.7 more information is requested. Is there a requirement for continuous manning at every post, or may guards at certain posts leave to conduct periodic patrols?	The guard will be required to leave the lobby to make hourly rounds to check the building's external doors and the parking lot. The guard may take lunch and breaks as required without a relief.
Are workers represented by a union, and if so, will KHS please provide the collective bargaining agreement?	KHS staff is not represented by a Union.
Attachment A.8 lists the contractor required equipment. Does KHS furnish any equipment or any other property for the contractor's use on this contract?	KHS will provide a hand-held radio and a cell phone to be handed down from shift to shift. The cell phone will not have any contractor related apps such as time keeping. The guards will be shown basic operation of the CCTV system.

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Attachment B Pricing Schedule of Fees requires entries for "per hour" and "per guard per shift" rates. While we understand that requirements can change during pre-award and during the contract, how many of each Attachment B item does KHS anticipate ordering during a one-year period of time?	KHS expects one schedule of fees during the contract period unless there is agreement on an annual percentage or some other increase if necessary. An updated schedule of fees must be provided before any annual increase goes into effect.
Attachment B Pricing Schedule of Fees requires entries for "per hour" rates. It is unclear if the rates are for per hour for one guard or per hour for all guards. Since the RFP does not specify the level of effort for this contract, will KHS confirm that "per hour" rates indicate the bidder's price for each guard per hour?	Per guard per hour. Normally one guard per shift with a 30-minute overlap for passdown.
Attachment D requires an entry for Grand Total of "Attachment B"; however, Attachment B only requires unit rates per hour or per guard. Will KHS please verify that the "Grand Total of Attachment B" entry is not required?	Base your grand total on a normal 128-hours week (80 hours M-F and 48 hours Sa and Su). 128 hours is without covering any of KHS' PTO or call outs.
Verify that there is no work shift between 06:30am and 02:00 pm Monday through Friday	Correct, that period is covered by KHS guards under normal coverage; however, you may be required to cover KHS' PTO and call outs for the 6:00 AM to 2:30 PM and/or the 8:00 AM to 5:00 PM shifts, M-F.
Regarding Holiday and Absence Coverage when regular KHS STAFF are out due to PTO sick leave, or other reasons. what kind of work security guard will do to replace your staff daily activity.	They may be required to assist with managing reserved parking for meeting or other minor assigned tasks; otherwise, they will perform the usual duties of covering the lobby, conducting hourly rounds, and monitoring the parking lot.
Are golf cart provided by KHS or Security Guard Company needs to provided it.	We do have a golf cart that is used by the guards; however, we do not have a certification program.
The RFP states that the "provider must be registered with the California Department of Industrial Relations (DIR)" (if applicable). Will bidders for Security Services be required to register with the DIR and acquire a DIR number?	The contract can only be awarded to a provider that is registered with the CA DIR. We are a public entity that requires DIR registration.
Is the "key personnel proposed to perform the work on specified tasks" referencing project staff or the security guards that will be assigned to the project if we are awarded the contract?	Disregard Section 3.4. That section is related to subcontracting out part of the work such as what might happen in a tennant improvement project.
How many years of financial statements must be submitted?	Last 2 years of audited financial statements.
Will the required identification badges be provided by KHS?	No, the provider is required to supply their guards' uniform items including badges.
Under "Equipment and Uniforms," the RFP states that security personnel must be provided with "communication devices." Does KHS have any specificity in the type of communication device provided?	KHS will provide a hand-held radio and a cell phone to be handed down from shift to shift. The cell phone will not have any contractor related apps such as time keeping. The guards will be shown basic operation of the CCTV system.
How often is the use of a patrol vehicle/golf cart requested?	No patrol vehicle is required. KHS does have a golf cart that the guards often use; however, we do not have a certification program.
Will the required off-duty meal breaks be unpaid or paid considering guards must remain on property?	The meal period is unpaid and the breaks are paid. We have a breakroom with refrigerators and microwave that the guard may use. They may also coordiante delivery if they desire. The guards must remain on the property but are relieved of all duties during their meal and breaks; however, no relief will be provided.
Will overtime be approved?	Overtime will only be approved for the agreed upon duration provided there is a short notice call out. We expect the provider to provide us with a reasonable level of service to arrange coverage for short notice call outs.

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Is there a prevailing wage requirement?	Yes.
The RFP asks bidders to "include a schedule for completing the tasks in terms of elapsed weeks from the commencement date." How many weeks is KHS requiring in the work plan? Will bidders need to create a schedule/work plan for the entire proposed 3-year contract term?	Disregard Section 3.7. That section is mainly related to tenant improvement projects.
Is KHS requiring a work plan solely for the security guards that will be on-site, or is KHS requesting a corporate work plan well? Or will the project organization chart required in 3.5 serve as the work plan for project staff?	Disregard Section 3.7. That section is mainly related to tenant improvement projects.
There is no patrol services stated within the RFP, however, you are asking for a bill rate for a patrol vehicle. Can you please advise if patrol services will need to be included in the RFP?	Please disregard any reference to a patrol vehicle. They will not be required.
We are currently running 143 HPW for your site and we noticed that the scope of work is showing 128 HPW. Can you please advise the discrepancy?	Your normally scheduled work hours are for 128 HPW. This includes two 8-hours shift M-F, 2:00 PM to 10:30 PM and 10:00 PM to 6:30 AM for a weekly total of 80 hours and 48 hours of weekend, Sa and Su. Making a total of 128 paid scheduled hours.