

QUESTIONS AND ANSWERS (set 1)

Security Guard Services

Project No. 12-16

1. Will a vehicle(s) be needed? No some positions may be required to operate the HCC golf carts.
2. What equipment, if any, does the contractor need to provide? Beyond uniforms and standard Security Officer gear i.e. flashlights and the other specific items noted in the document none.
3. Do you want holidays in the bill rate or direct billed? Holidays should be listed separately to include the proposed holiday rate by position.
4. Do you want medical benefits in the bill rate or direct billed? Medical benefits should be listed separately; additionally you must provide a copy of the benefits provided to the staff.
5. Please specify what on-site management/supervision is required by the contractor. One coordinator supervisor will be required during normal business hours one lead person for each shift.
6. Please clearly define business hours. 0800 to 1700 Monday through Friday
7. In PARAGRAPH 5.2.3 the “relief” position will be required to provide coverage to the other positions for scheduled breaks, etc., as necessary. Is this relief shift to be scheduled for an eight hour tour Monday through Friday, or seven days a week? Security guards are expected to eat lunch, have scheduled breaks, the coverage of these absences from the post are considered “relief” hours.
8. Are there repeater towers at all campuses for radio communication transmissions by security officers? No – HCC-PD is part of the Harris County Radio system, repeaters are located throughout the county.
9. How many vehicles will the Contractor are required to provide for this contract? Initially none 3100 3200 complex can be walked. Supervisor vehicle(s) for post tours will be needed when other campuses come on line.

10. What make and model of vehicles does the Contractor have to provide for this contract?
No specific make or model. Vehicles must be neat clean free from damage and professional in appearance and performance.
11. Will supervisors be traveling from campus to campus? Yes if/when additional locations are activated in the contract.
12. Will the Contractor provide its own forms, i.e., Incident Reports, Daily Activity Reports, etc., or will HCCS provide its own security forms for this contract? The contractor will use HCC-PD documents
13. Will HCCS be providing visitor identification cards for use with the visitor management system? The visitor management system provided by the contractor shall print a custom paper stick on badge at the workstation.
14. Is a supervisor required for all shifts at all campuses? No
15. Will HCCS be providing office space to Contractor at a campus to use for dispatching and guard monitoring requirements? The account manager will be provided cubical space at the police department. Call dispatching will be done by HCC-PD dispatchers. Contractor time and attendance dispatching will be done by the contractor elsewhere.
16. Does HCCS provide the detailed curriculum for required security officer training or does the Contractor provided its own? The contractor should provide their training program. HCC-PD will add any specific curricula required i.e. use of HCC records management system, radio protocols, report writing standards etc.
17. Will Contractor have access to facilities and equipment at HCCS campuses to conduct the required training? HCC will not provide class room space for training. HCC sites may be used for practical training and OJT.
18. What areas of security does HCCS see as room for improvement? We are changing the scope and operation of the security function. Access management is new and will require the greatest attention.
19. What is HCCS looking for in a security partner? Quality, customer (HCC community) focused integrity and professionalism.

20. What changes does HCCS see in the future that will impact security? Our community continues to grow at 3 to 6% annually. Our student's faculty and staff depend more and more on the police/security operation for leadership guidance and education regarding emergency management and security on campus.
21. What is the timeline for deployment of this contract? 3100-3200 complex March/April other locations are not scheduled at this time.
22. How many additional security guards should be trained for temporary coverage? (see page 11, item 3.2). Vendor is responsible for having sufficient guards necessary to meet replacement standards that will be agreed to in the contract.
23. Please define "appropriate supervision". (page 16, item 6.1.2). That amount of supervision required to ensure acceptable performance by every contract employee deployed.
24. Which locations will require staffing on the following holidays: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving, and Christmas Day. 3100/3200 complex.
25. Please provide specific examples of acceptable drug and alcohol screen examinations. (page 18 Item 8.1.2) Contractors will submit to the same standard HCC Police employees are tested to.
26. Please detail the requirements of the physical. (page 19, item 8.2.1). Must be able to lift and move 25 lbs. without assistance. Must be able to run 100 yards without stopping and be functional upon completion.
27. Please provide an outline of the onsite training. (page 21, item 10.1.11). HCC needs to see your training and we'll fill the gaps. All the HCC Police paper work will need to be taught to your staff along with emergency plans and radio protocols.
28. Please outline the requirement for Evacuation Training in High Rise Buildings and hotels. (page 21, item 10.1.12). This training will be required.
29. Please detail Periodic Training. How often should the training be conducted? (page 21, item 10.2). Per code requirement.
30. Per item 7.7 of the Scope (page 18), must the awarded contractor have the fully staffed 24 hour, 365 day dispatch in Houston or would providing this type service from the Dallas area suffice? If this is intended for time and attendance dispatching not calls for service

dispatching, for time and attendance dispatching purposes it does not matter as long as the calls are toll free.

31. Will there be any parking fees for security guards? No
32. Section 4.1.8 indicates that an officer will need to direct traffic; will this be on college property or city streets or both? College property
33. Who is the incumbent contractor? This is a new service, there is no incumbent.
34. What are the current bill rates? As a new service there is no current bill rate.
35. In reference to the hours given per tier, are they in addition to the previous tier or including the previous tier? (I.e. Tier 7, is 100,000 hours the sum of all the tiers or additional hours to tiers 1-6)? Including the previous tier.
36. Are all the officers needed unarmed? Yes, HCC is looking for unarmed security guards.
37. Will armed officers be needed for the contract? No.
38. Total hours to bid on. Want to make sure that Section 4.1. The Price Proposal asks for pricing in tiers in order to leverage a lower cost on more hours that are used.
39. If we do not plan on subcontracting any part of this contract, do we need to fill out and submit attachment 8 and 9? Yes, all forms need to be completed. After reading the form if you believe it is not applicable, state the reasons why on the form, sign and/or notarize as necessary and submit with your proposal.
40. Please further describe each tier on the pricing sheet by providing estimated start dates, how many buildings will need coverage, and what are the roles and responsibilities for each tier level. The tiers are intended to provide volume discounts to be used during the projected contract term; no dates have been established for when we will reach any given tier.
41. On page 22, number 12, service locations- you stated that security guard services shall be rendered at the following HCC locations. You identified 16 locations that will require rendering. The definition of rendering is "a representation of a building, interior, etc., executed in perspective and usually done for purposes of presentation." We need clarification to the interpretation of this requirement. Initially, services will be provided at 3100 Main Street, the locations noted in the IFB are other HCC locations where services may be initiated at a later date. As noted in the Instruction to Bidders, Section 23 – this solicitation has been assigned a Best Effort for small business participation.

42. Currently, under the classification of the Small Business Administration, Executive Security is classified as a small business. Will we be required to sub to another small business to meet this goal? Please refer to the instructions noted in the IFB with regards to small business participation.
43. On Page 22, SECTION 12, SERVICE LOCATIONS, there are seven (7) listed locations where service is requested. Please define the total hours at each location and the shift times assigned Officers are scheduled. The locations noted are HCC locations where services may be rendered in the future. Upon a successful contract award, services will only be initiated at the 3100 Main Street Administration Building.
44. On Page 27 & 28, SECTION 4.0 PRICE PROPOSAL has seven Tiers listed with increasing hours. Please clarify if the vendor is to set the time frame to advance from Tier to Tier in the submitted Transition Plan or if the College sets the time frame to advance between the Tiers. The time frame to advance tiers is not yet determined.
45. Do the increases in the Tier hours correspond to the service locations on Page 22 whereas locations are added within a certain time frame? No.
46. Your price page looks like you are in need of 3 officers per shift per day on tier one. Is that correct? Attachment No. 1 – Section 5 describes the services required for the initial phase of services.
47. Section 23. Small Business Development Program (SBDP): If a Contractor has exceeded the Small Business Administration's size standard as specified in 13 CFR Part 121, is the Contractor still eligible to submit a proposal for this bid? Yes
48. Does Tiers 1 through 6 refer to each contract year, and total estimated number of billable hours per year? No
49. How does HCCS see their contract security company supporting them in the future with each tier level? The intention of the IFB is to secure best possible pricing for the potential increase in service offering.
50. Who will make up the decision making committee? The solicitation responses will be evaluated by HCC.
51. Has the Houston Community College established or mandated wage to be paid to the security guards? If so, what is the mandated wage for this procurement? No
52. What is the hourly overtime rate for the HCC Project Manager or his designee? (page 20, item 9.1.2). This rate is to be determined.
53. Please confirm there are 16 separate locations for this project (per item #12 on page 22). Yes, subject to the addition or deletion of locations during.

54. When does the college anticipate awarding the contract? Our goal is to have vendor performance begin in March or April 2012.
55. After initial phase, will winning contractor team be the only company that services all HCC colleges, Central, Coleman, Northeast, Northwest, Southeast, Southwest, and Systems, or will new bid be released for each campus during the three year term? Provided performance is acceptable, it is intended that HCC will simply add more security guard assignments under the resulting non-exclusive agreement.
56. Section 3.2 references temporary guard service, is this something that should be proposed at the same billing rate as standard service or is it considered a separate billable rate? Any temporary guard must meet the same requirements and credentials and can bill at the same rate.
57. How many hours of initial training are required for security officers? 40 hours
58. How many hours of quarterly in-service training are required for each security officer? 10 hours
59. Page 6, section 11: To meet the internship requirements, can the contractor hire students directly? Yes, provided they meet all requirements noted in the solicitation.
60. On Page 15 Section 5, SECONDARY SECURITY ASSIGNMENTS, PARAGRAPH NUMBER 5.2.2., it states the four posts will be manned “during business hours”. What will be the scheduled working hours at 3100 Main Street location for security posts at the lobby, the 4th floor, the 11th floor and 12th floor? 0800 to 1700 Monday through Friday. The Bridge position will require 24 x 7 coverage 365 days per year.
61. What type of radio communication equipment is recommended for use and compatibility with HCCS radio communication systems? The contract patrol staff will use HCC-PD radio equipment on our frequency. The static posts will have access to telephone communications. If the contractor elects to provide contractor owned radios they may.
62. Will HCCS be providing the computer hardware and visitor management system for this contract? The computer hardware is in place and will be provided by HCC. The visitor management system shall be provided by the contractor and shall include the option to buy.
63. Is there a height to weight ratio for the security guards? The security officers must be able to meet or exceed the HCC security officer requirements and the requirements noted in the scope of services in performing their duties.

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