

**ADDENDUM**  
**covering**  
**CLARIFICATIONS AND/OR CHANGES**

Date Issued: March 22, 2011

Addendum No.: 1


RFP Number: 11-24-057-00 (Security Guard Services)

Procurement Administrator: Matt Wallace

INTENT

1. This addendum is issued to provide for clarifications and/or changes to RFP No. 11-24-057-00. Acknowledgment of this addendum shall be made in the Proposal Letter (see RFP Appendix E) required as a part of each proposer's submittal.
2. The meeting minutes/summary for the scheduled non-mandatory pre-proposal conference held on March 10, 2011 in support of RFP No. 11-24-057-00 are included herein as Attachment "A".
3. The Commission's responses to questions and requests for clarifications received from proposers are included herein as Attachment "B".
4. The proposal deadline remains Monday, April 4, 2011 at 2:00 p.m.
5. All other terms and conditions of the RFP will remain the same.

Issued by:

  
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Matt Wallace  
Procurement and Assets Administrator

## ATTACHMENT "A"

### PRE PROPOSAL MEETING MINUTES/SUMMARY REQUEST FOR PROPOSAL (RFP) NO 11-24-057-00 FOR SECURITY GUARD SERVICES

Under this Attachment 'A,' the Commission does hereby provide a summary of the various issues discussed at the subject pre-proposal meeting. This information is a summary of that meeting and is provided for your information and convenience. In some instances, and for purposes of clarification, the Commission reserves the right to include additional information regarding the project that may not have been covered at the pre-proposal meeting.

#### Welcome/Introductions (Matt Wallace)

The purpose of this meeting is to describe RCTC's requirements, to introduce you to the project team, and to field any questions you might have in regards to the solicitation process.

#### Project Team:

Henry Nickel	Staff Analyst - RCTC
George Salas	Facilities Manager – Bechtel/RCTC
Rosemarie Stevens	Project Administrator – Bechtel/RCTC
Matt Wallace	Procurement and Assets Administrator - RCTC

#### PROCUREMENT PARTICULARS (Matt Wallace)

##### Requests for Clarifications (Section 4.7, page 3)

All requests for clarifications, changes, exceptions or deviations to the Statement of Work must be submitted in writing to Matt Wallace via fax at (951)787-7906, via email at mwallace@rctc.org, or via regular mail to the address indicated in the RFP. The cutoff date/time for all questions is 4:00 p.m. on Thursday, March 17, 2011. Answers to questions received by the Commission prior to the request for clarification deadline will be posted on the RCTC website (www.rctc.org).

A sample contract is included in the RFP. The Commission plans to use the sample contract as the contract resulting from this RFP. Therefore, all proposers are encouraged to familiarize themselves with the sample contract form. Again, any questions or concerns you may have regarding the sample contract will also be due by 4:00 p.m. on Thursday, March 17, 2011.

##### Addenda (Section 4.6, page 3)

Any changes made to the RFP will be issued in the form of an Addendum, which will be posted on the RCTC website. Firms must acknowledge the receipt of Addenda in their Proposal Letters (Appendix E). Failure to acknowledge receipt of all Addenda may render that proposal non-responsive.

##### Prohibited Communications (Section 4.14, page 6)

All communications shall run through Matt Wallace. Do not contact any RCTC staff members or any of the security guards at the stations. A violation may result in disqualification from the competitive process.

### Insurance Requirements (Section 5.0, page 7)

Insurance requirements are listed in the sample contract attached to the RFP Package. They consist of general liability limit of \$2 million, automobile liability limit of \$1 million, and worker's compensation limit of \$1 million.

### Minimum Qualifications (Section 8.2, page 11)

Contractor must be a responsible firm that has been in continuous existence and has provided continuous services for the relevant requirements contained in the RFP for at least five (5) years.

### Evaluation Criteria (Section 8.3, page 11)

The evaluation criteria consist of the following:

- Qualifications of Firms 25 points
- Qualifications of Personnel 20 points
- Approach and Understanding 15 points
- Cost 40 points

### Submittal Requirements (Section 7.0, page 8)

The Submittal Requirements listed in paragraph 7.0 (beginning on page 8) of the RFP provide a useful summary and checklist of the proposal preparation and submission requirements. Please reference this section when assembling your respective proposals. All items that have a check box need to be included in your proposal under the appropriate tab. Section 7.1.4 indicates how your proposals are to be organized.

### Evaluation of Proposals (Section 8.0, page 10)

An Evaluation Committee will be appointed to review all proposals received. The Evaluation Committee members will read and score the proposals separately then convene to receive input on reference checks, cost, and to discuss and score the written proposals. The Evaluation Committee will then make a decision whether additional input through formal interviews is necessary and whether to create a shortlist. If so, the Commission will invite the shortlisted firms to an interview and provide additional direction as to its conduct and content. Following the interviews, the Evaluation Committee will further discuss and score the presentations and responses to questions using the same set of scoring criteria as used for the proposals. The scoring of the proposals will be combined with the scoring of the interviews.

### Proposal Pricing Form (Appendix H)

The Proposal Pricing Form shows the work schedule breakdown for each of our stations.

The rate sheets are located on page 47-51 of the RFP. Proposers are to enter their hourly rates under the billing rate column and then project that information across each row. Each proposer is required to complete the rate sheets for years 1-5.

### Period of Performance (Section 4.3, page 2)

The period of performance for this contract shall be a three-year base period with two single-year options to extend the agreement for a total period of up to five years.

## **STATEMENT OF WORK (Henry Nickel)**

Our agency currently owns and operates five Metrolink Rail Stations in Riverside County. RCTC strongly suggest that each proposer visit at least one of our stations to familiarize yourselves with our operations, it will certainly help you with your proposals. RCTC is a rather unique agency and the operations that it oversees are likewise fairly unique. RCTC does request that the security guards not only provide safety and security, but also provide customer service. They are essentially the face of RCTC on a daily basis to the passengers that utilize its stations. In addition to all of the requisite safety and security training, understanding of procedures and protocol, RCTC expects the guards to understand its operations, train schedules, how to purchase tickets and how to deal effectively with RCTC customers. So, there is a bit more to this than just safety and security.

In the Statement of Work, there is a reference to the Verint system. It is the current system that RCTC is utilizing primarily for its closed circuit television (CCTV) system. RCTC is requiring that the successful proposer see to it that the CCTV monitoring staff receives the appropriate training for the system within six months after the award of contract.

RCTC also has a Deggy guard tour system. We have an RFID system set up out in the field where guards have wands. That feeds into a database that we maintain as an agency and guards are currently responsible for utilizing that system and checking in on a regular basis. We do understand that there are alternative systems out there and certainly if your company has an alternative system, we are looking for an equivalent. So if you wish to recommend an alternative system to what we have, you can certainly do that but the preference would be to utilize the system we currently have in place.

Currently RCTC requires written reports on a regular basis and no less than once a week. RCTC requests the reports be transmitted to its office for permanent record. As it stands now, reports are submitted in paper form. RCTC is currently working on an electronic system, a database, which will allow the guard supervisor to electronically enter in most, if not all, of the information that is currently submitted in the form of written reports. RCTC expects the successful proposer to transition to the electronic system, once it comes online.

Training is very important. RCTC conducts guard training to familiarize new guards with RCTC operations. Training will take place at least twice per year at a RCTC facility. Guards are required to participate in the RCTC training.

RCTC is an independent agency and it has a fairly unique mandate. RCTC strongly recommends each proposer to visit its website in order to understand how it operates. RCTC owns, operates and maintains the stations. However, RCTC essentially contracts out most services in regards to the rail stations and the rail program. RCTC will be relying upon a qualified security services firm to provide the expertise, equipment and any resources that are required to maintain a safe and secure station environment.

**End of Attachment 'A'**

**ATTACHMENT "B"**  
**ANSWERS TO PROPOSERS' QUESTIONS: SET No. 1**  
**REQUEST FOR PROPOSAL (RFP) NO 11-24-057-00**  
**FOR**  
**SECURITY GUARD SERVICES**

**QUESTIONS AND ANSWERS**

Question No. 1:

Section 7.1.3, states that an original, four (4) copies, and a CD of all materials are to be submitted. Do you need the same number of copies for the cost proposal?

**Answer No. 1:**

**Yes, the cost proposal may be included as part of the CD, but the hard copies must be submitted in a separate, sealed envelope.**

Question No. 2:

In regards to the Deggy system, is there one wand per station at this time? Are we required to provide six wands?

**Answer No. 2:**

**There is one wand per station except for the Downtown Riverside (DT) and the North Main Corona (NMC) stations which have two wands. The system is set up so that the wand checkpoints at DT and NMC are on different schedules.**

**RCTC will provide the wands. We have all the hardware that is needed and it is owned by RCTC. If you are proposing to use an alternative system, you are required to provide and maintain the hardware at your cost. The Deggy system that we are currently using is owned by RCTC and we maintain both the hardware and the software in that system.**

Question No. 3:

Are the current daily activity/incident reports being done manually, i.e., written out by hand?

**Answer No. 3:**

**Yes, the guards are currently submitting the daily activity/incident reports in paper form. RCTC anticipates that the new electronic database system will be in operation at the time this contract is awarded. The Statement of Work requires that the supervisors submit reports electronically via the new database application.**

Question No. 4:

If the supervisors are required to input or submit reports via this database, is there going to be a supplied computer someplace in a central security booth or do we have to supply our own?

**Answer No. 4:**

**Yes, RCTC will provide a computer and a workstation in the Downtown Riverside guard tower for report submittals.**

Question No. 5:

Does the supervisor or assistant supervisor stay at one of the jobsites or do they have the responsibility of supervising all of the jobsites?

**Answer No. 5:**

**The supervisor and assistant supervisor are responsible for visiting all the stations during each shift and for providing an appropriate level of field supervision.**

Question No. 6:

Is RCTC requiring any vehicles for this contract or is it strictly foot patrol? Will RCTC provide a vehicle for the supervisor or the assistant supervisor?

**Answer No 6:**

**RCTC has one golf cart at the Downtown Riverside, La Sierra, and North Main Corona stations. Guards will be able to use the golf carts after they have received appropriate training.**

**RCTC will not be providing any other vehicles. The awarded proposer will be responsible for providing vehicles required for its supervisors to carry out their duties.**

Question No. 7:

Who is the incumbent?

**Answer No. 7:**

**Western Area Security Services.**

Question No. 8:

Is this a prevailing wage rate contract?

**Answer No. 8:**

**No.**

Question No. 9:

What are the rates that RCTC is currently paying the incumbent?

**Answer No. 9:**

**Current billing rates range from \$16.98 to \$24.13 per hour for various labor classifications.**

Question No. 10:

There isn't anything in the RFP regarding the escalation of cost. What is the RCTC philosophy and how will you take that into consideration?

**Answer No. 10:**

**Proposers may include escalation in its proposed annual billing rates. The proposed rates, however, are fixed for the term of the agreement.**

Question No. 11:

What is RCTC's position on the retention of incumbent staff?

**Answer No. 11:**

**RCTC does not have a preference or position regarding this issue.**

Question No. 12:

How long has Western Area Security Services been providing security guard services for RCTC?

**Answer No. 12:**

**10 years.**

Question No. 13:

How many meal breaks? Are the breaks billable time?

**Answer No. 13:**

**We are a 24-7 operation. It is the proposers responsibility to figure out how to schedule any and all breaks in order to have the station covered at all times.**

Question No. 14:

Will RCTC provide communication equipment between the guards?

**Answer No. 14:**

**No. Proposers are to assume that they will be providing everything other than the specific systems/items that RCTC has mentioned in the statement of work (i.e., the Deggy system, the CCTV system, the computer and database, and the golf carts). Proposers will be responsible for all other equipment.**

Question No. 15:

Does the current contract list pay rates and existing bill rates for each guard?

**Answer No. 15:**

**Only bill rates for each labor classification are included in the current contract.**

Question No. 16:

Is the RFP available in Word format? This will assist in providing a better product for the completion of the forms provided.

**Answer No. 16:**

**No.**

Question No. 17:

Do you have the billing rates for each position?

**Answer No. 17:**

**Supervisor - \$24.13/hour**

**Assistant Supervisor - \$20.65/hour**

**Pepper Spray Guard - \$18.66/hour**

**CCTV Operator - \$17.58/hour**

**Guard - \$16.98/hour**

Question No. 18:

Can Appendix soft copies be provided, or will handwritten responses on these forms be suitable?

**Answer No. 18:**

**Handwritten responses are acceptable.**

Question No. 19:

When are the proposals due? The RCTC website lists the proposal deadline as April 1, 2011 and the RFP lists the deadline as April 4, 2011 at 2:00 p.m.

**Answer No. 19:**

**Proposals must be received on or before 2:00 p.m. Monday, April 4, 2011.**

Question No. 20:

How many radios/cell communications are currently used for this contract?

**Answer No. 20:**

**Ten.**

Question No. 21:

Does Appendix E page 40 need to be notarized?

**Answer No. 21:**

**Yes.**

Question No. 22:

Is there any SBE bid preference?

Answer No. 22:

No.

Question No. 23:

Does the Commission pay a holiday premium rate?

Answer No. 23:

No.

**End of Attachment 'B'**