

**Security Guard RFP
Questions and Answers
April 21, 2016**

Q1. Who is the current Vendor and total costs?

A1. This question seeks information that is not necessary to submit a responsive proposal. However, the incumbent provider of services is FJC Security Services. Requests for this information can be submitted to the Library's Records Access Officer. Please see the Library's Freedom of Information Law webpage <http://www.queenslibrary.org/foil> .

Q2. What is the Guard hourly rate and total costs?

A2. This question seeks information that is not necessary to submit a responsive proposal. Requests for this information can be submitted to the Library's Records Access Officer. Please see the Library's Freedom of Information Law webpage <http://www.queenslibrary.org/foil> .

Q3. Is this contract Prevailing Wage or minimum hourly rate?

A3. This contract is not subject to Prevailing Wage.

Q4. How are meal relief handled today?

A4. This question seeks information that is not necessary to submit a responsive proposal.

Q5. Is the contract subject to prevailing wage? Union contract?

A5. This RFP does not specify union. The successful proposer is responsible for its labor relations. Please see the answer to question 3.

Q6. What are the payment terms?

A6. Please see Attachment 3- Standard Terms, B. Payment, 1. which states:

The Contractor shall submit a detailed and itemized invoice for services rendered on a monthly basis to the Library for the Library's review and, if satisfactory, its acceptance. If accepted, the Library shall then remit payment to the Contractor within thirty (30) days of accepting the Contractor detailed and itemized invoice.

Q7. Item #21 of the Technical Specifications on page 9 of the RFP: Are there any Prevailing Wages required under this RFP?

A7. Please see the answers to questions 3 and 5.

Q8. Should completed Forms 1-3 of Attachment 1 be included in the Management and Qualifications tab after General Information, or in tab C – Other, or in a separate Appendix? Do Forms 1-3 of Attachment 1 count towards the page limit?

A8. These forms do not count towards the page limit and they can be included as an appendix to the proposal.

Q9. Do the financial statements required by item 14 of General Information on page 16 of the RFP count towards the page limit? Can they be included in tab C – Other or in a separate Appendix?

A9. Financial statements do not count towards the page limit and may be included as an appendix.

Q10. Item 4 on page 15 of the RFP and item 12 on page 16 of the RFP appear to cover the same topic. Is it acceptable to combine both into one response?

A10. Although these questions are similar, please respond to each of these questions separately.

Q11. Is this contract base on City prevailing wage or State prevailing wage, please specify?

A11. Please see the answer to question 3.

Q12. As of now, who is the current firm that supply security guard services at this location?

A12. Please see the answer to question 1.

Q13. Are they using prevailing wage and how much are they paying for supplemental benefits?

A13. This question seeks information that is not necessary to submit a responsive proposal. Request for this information can be submitted to the Library's Records Access Officer. Please see the Library's Freedom of Information Law webpage <http://www.queenslibrary.org/foil> .

Q14. How many security guards do you expect us to use on this contract, and how many location are we covering.

A14. RFP Section V, Scope of Services details the locations, the number of hours per week, hours by year and the estimated hours per year for special events. In addition, Attachment 4 of the RFP is the Schedule for Security Guards. In addition, the Scope of Services details other requirements that all proposers should familiarize themselves with.

Q15. I have attached a copy of our standard NDA which will be needed to release financial information about our organization.

A15. The Library will not be entering a non-disclosure agreement in connection to this RFP. As per RFP section VI Proposal Requirements:

Proposers shall indicate in their proposals what information, if any, is proprietary and confidential. Proposers are hereby advised that the Library is subject to the New York State Freedom of Information Law (“FOIL”). Material marked “Confidential and Proprietary” will be treated as such to the extent consistent with the obligations under FOIL, other applicable law, regulation or legal process.

Q16. How many locations and where will the alarm and book drop responses be?

A16. As stated in RFP section IV Background, the Queens Library consists of a Central Library and sixty-five (65) library facilities located throughout the County of Queens. All of these facilities have an alarm and presently fifty-five facilities have exterior book drops.

Q17. Do you need a marked patrol vehicle for these responses?

A17. This RFP does not specify marked patrol vehicle. The successful proposer may use marked or unmarked vehicles.

Q18. What's the replacement cost of the ID card if lost?

A18. The current replacement cost of the ID card is \$5.00.

Q19. Please confirm that training will be the agency's responsibility and each guard will always need 56 hours for the morning shift, 32 hours for the afternoon shift, 16 hours for the midnight shift and additional 8 hours for the security supervisor?

A19. As per RFP section V Scope of Services all aspects of training are at the expense and are the responsibility of the successful proposer.

Q20. Will the security supervisor be assigned to the morning shift Monday to Friday 8am-4pm?

A20. This RFP does not require or specify a security supervisor. All aspects of supervision shall be the responsibility of the successful proposer. The Library's Logistics and Security Management Department shall notify the successful proposer of any performance concerns that they may have.

Q21. Will the security console be allowed to eat at the desk or must be relieved by the security agency?

A21. They are permitted to eat at the desk.

Q22. Will the break/relief office needs to have the same training? and if so, how many hours?

A22. As per RFP section V Scope of Services, all of the successful proposer's personnel are to be trained as per the training requirements provided in the RFP.

Q23. What areas will the short term/emergency service requests will be?

A23. As stated in RFP section IV Background, the Queens Library consists of a Central Library and sixty-five (65) library facilities located throughout the County of Queens. Actual response locations shall be determined by where the emergency occurs. Please see the Library's current listing facilities located on its website: http://www.queenslibrary.org/ql_findabbranch .

Q24. Do we need to provide the COI with the RFP naming QPL as an additional insured?

A24. No. RFP section VI Proposal Requirement, C. Other, 3 states:

If your firm is awarded a contract in connection with this RFP, can your firm meet the insurance obligations that are required throughout the term of the contract as provided in Attachment 4?

Q25. Any specific requirements on the guard's uniforms?

A25. Please see Addendum 1. for the minimum requirements for the uniforms for the Security Guard RFP.

Q26. Regarding Item # 18 of the Technical Specifications on page 9 of the RFP, is it a requirement that Proposer pay the security guards for the time they are relieved for meals? It is common practice not to pay security guards for time taken for meals.

A26. The RFP has not established a requirement for a paid meal period. Proposers have the responsibility of any Federal, State or local requirements related to meal periods.

Q27. Will newly announced New York minimum wage increases be taken into consideration in this proposal?

A27. As per RFP section VI Proposal Requirements, B. Cost states:

Using the table formats provided below, state the rates at which the services would be provided to the Library by your firm and your firm's sub-contractors. NOTE: Failure to provide your cost proposal as requested below will be grounds for determining a proposal to be non-responsive.

Proposers are required to provide hourly rates and response rates for all of the services that the Library requires. In providing such hourly rates and response rates, proposers have the responsibility of being in conformance will all Federal, State and local laws and requirements.

Q28. What is the average shift length, or range of hours, for emergency response and patrol service?

A28. The response event will dictate the length of time required to perform the required service as determined by the VP of Logistics & Security Management or the VP's designee. Section V, Scope of Services, Overtime Requirement states:

If in the event there is a need by the Library for the Security Guard 24 X 7 Response Unit System Wide to stand post beyond the initial 1 hour response, the Successful Proposer shall invoice the Library 1.5 times the Bill Rate of the Uniform Unarmed Security Guard that is in effect.

Q29. EXCESS/UMBRELLA LIABILITY – 5M*. According with the contract this amount could be lower or waive. Please, What amount will be required or will be waived?

A29. The Library will be evaluating proposals in accordance to the stated evaluation criteria including but not limited to the proposers' degree of acceptance of the Library's terms and conditions of the Library's standard consulting agreement which is inclusive of the insurance requirements. Proposers that demonstrate a willingness to accept the Library's terms and conditions and are able to meet the insurance requirements will be given more favorable consideration by the Library.

RFP section VI., Proposal Requirements, C Other 1. states:

Proposers must either provide a statement accepting the terms and conditions in the Library's Standard Terms, Attachment 3, or must alternately identify any exceptions taken to the terms and conditions. If exceptions are taken, the Proposer must clearly identify the language that is being taken exception to and provide the suggested alternate language for each such exception. The nature and extent of exceptions, if any, taken by the Proposer to the Library's terms and conditions will be a factor considered in evaluating proposals. Proposers that demonstrate a willingness to accept the Library's terms and conditions will be given more favorable consideration by the Library.

Item 3 of this section states:

If your firm is awarded a contract in connection with this RFP, can your firm meet the insurance obligations that are required throughout the term of the contract as provided in Attachment 4?

Q30. Is it the Queens Borough Public Library's intention to retain incumbent personnel? If yes, can you please provide their current benefits, a list of holidays, vacations, and sick time?

A30. As communicated throughout RFP section V Scope of Services, the personnel performing services are the employees of the successful proposer. Any retention efforts of security guards would be the decision of the successful proposer.

Q31. Our firm has less than five in business. Can we submit a proposal for this project?

A31. RFP section V Scope of Services, Technical Specifications, item two states in part:

The Successful Proposer must have a minimum of five (5) years of experience in business and currently operating under the New York State security guard and patrol license.

While there is no prohibition of firms submitting proposals that do not meet the minimum of five (5) years, the Library does intend to award to a firm that meets the minimum five (5) year standard.