

**Request for Proposals for
Security Guard Services
RFP 0721-4
Questions and Answers
August 16, 2021**

Note: The Library has issued Addendum 4, which has modified the RFP and also changes answers to questions previously posted.

Q1. Who is the incumbent Security Company?

A1. Allied Universal.

Q2. Will you be keeping any incumbent personnel?

A2. As per Addendum 4, the Scope of Work has been modified now read:

To promote stability during the transition period, the Successful Proposer will consider making offers of employment to all qualified incumbent security guards performing work at the locations covered by the RFP, consistent with business needs of the Library.

Q3. Is this Union/32BJ? Prevailing Wage?

A3. It is the Library's understanding that the incumbent provider is provides services in accordance with 32BJ. The contract is not subject to prevailing wage. Please see Addendum 4 and the revised RFP that detailed the RFP's Minimum Security Guard Wages and Benefits.

Q4. Does this fall under DCAS or OGS contracts?

A4. No.

Q5. 27 hours per week are listed in the table for Contract security for Hunters Point - 2 part time, however the number of hours are not reflected in the total. Would you please confirm whether those hours should in fact be added to the total (799 as opposed to 772 hours per week)?

A5. The total number of hours should be 799. Please see Addendum 1 which formally makes this correction.

Q6. Would you please provide the names of other companies responding to this proposal as well?

A6. This question seeks information that is not required to submit a responsive proposal.

- Q7. Please specify any required minimum wage rates and benefits for security guards for each of the next 5 years.
- A7. See Addendum 4.
- Q8. Are security guards required to work on Holidays?
- A8. If the Library building is open on a holiday a guard will be scheduled at the holiday hourly rate.
- Q9. Are security guards required 24/7?
- A9. Yes, please see section V SCOPE OF WORK. The Library requires regularly scheduled guards as well as security response to all of its locations for intrusion, fire alarms and Security Guard 24 X 7 Response Unit System Wide as needed.
- Q10. Are any supervisors required? There are no requested rates for this position.
- A10. No. The Library has not requested rates.
- Q11. In section V Scope of Work of the RFP, the first sentence on page 5 states that “The Library requires approximately 298 hours per week of uniform contract security guard service staff” but the details in the bullets add up to more than 298 hours. Please clarify.
- A11. The first sentence in page 5 was corrected in a revised RFP document, which changes 298 to 799 to match the estimated hours listed in the subsequent narrative of the scope of work.
- Q12. Due to the current question submission date of July 29, please provide an extension for the contractor to incorporate the responses to questions.
- A12. At this time the Library has not identified a need to extend the question period.
- Q13. What is the prior contract award amount, name of incumbent and period of performance?
- A13. This question seeks information that is not required to submit a responsive proposal.
- Q14. What is the library’s estimated budget for security services provided under this solicitation?
- A14. This question seeks information that is not required to submit a responsive proposal.
- Q15. Is the current contract adequately staffed? How many guards are currently on the contract?
- A15. This question seeks information that is not required to submit a responsive proposal.

Q16. Is there a Collective Bargaining Agreement (CBA) in place? If so, can the CBA and seniority list be provided?

A16. Review Addendum 4 and see answers to questions two and three.

Q17. Are there any locations that require any screening of individuals or checking of bags?

A17. No.

Q18. Are any of the posts considered self-relieving or will they require a relief officer to provide breaks?

A18. As per RFP section Scope of Work, Technical Specifications, 18:

The Successful Proposer agrees that it is not the Library's responsibility to provide the Successful Proposer's security personnel meal reliefs. The Successful Proposer must provide meal relief for any of its employees working for the Library five (5) or more consecutive hours to be in compliance with Section 162 of the New York State Department of Labor Law. The Library does not pay for the time the Successful Proposer's employee is relieved from his or her post for meal relief with the exception of the second floor 24x7 security console.

Q19. The proposer would like to confirm that security professionals servicing Queens Public Library are part of the SEIU Local 32BJ union. If so, will the Library please provide a copy of the CBA and seniority list for all proposers?

A19. See answer to question 16.

Q20. We note that Form #1 must be signed by a Partner or Corporate Officer. In lieu of a corporate officer, is it acceptable to have Form #1 signed by another company representative, provided a company resolution signed by the company secretary which confirms that person's signing authority is also submitted with the proposal?

A20. Proposer should detail the deviation in its proposal subject to the Library's review and consideration.

Q21. Under the current contract, the incumbent provides three weeks of non-billed OJT Training. Will this be a requirement for the new contract and if so will that training time be billable?

A21. As stated throughout the RFP, all training is at the expense of the Successful Proposer.

Q22. Will the Library please provide the required training (by hours), certifications, experience, licenses for the Intrusion Alarm and Fire Response positions?

A22. As stated in the RFP section Scope of Work, Technical Specifications, Dispatching Guard Responses for Emergency Calls, the Successful Proposer is to maintain its, "RESPONSE UNIT."

Proposers RESPONSE UNIT must be able to perform all aspects of the Scope of Work.

Q23. In the Queens Public Library's responses to proposals on 7.26.21, the Library clarified that the correct hours per week are 799 hours per week of service. Currently this contract requires 1900 HPW of service including more than 50 "cold starts". Will the Library please clarify this discrepancy between the current service hours and those stated in the RFP?

A23. The 799 hour is the Library's Estimated Level of Effort for the term listed in the RFP. As stated in the RFP Scope of Work:

Estimated Level of Effort

The estimated level of effort as detailed below is subject to change at the Library's sole discretion. At the Library's sole discretion, locations may be added or deleted, and service hours may be increased or decreased at a given location at any time during the term of the contract. Response frequency will be determined by actual events and as determined and required by the Library.

Q24. What are the Library's standard payment terms?

A24. Payment will be made by the Library only upon completion of the required work or if the Library agrees to progress billing upon presentation of correctly itemized invoices within thirty (30) days of invoice approval.

Q25. We note that Attachment 2 Section 7.02.A.6 on page 11 requires the Consultant's Commercial General Liability Insurance to include Medical Expense coverage. Can that requirement be deleted?

A25. RFP Section VIII, Proposal Requirements, states:

A. Other (No page limit)

1. Firms must either provide a statement accepting the terms and conditions in the Library's General Terms and Conditions, Attachment 2, or must alternately identify any exceptions taken to the terms and conditions. Any supplemental contract language that a proposer requires is considered by the Library as an exception and must be included in a proposer's proposal. If exceptions are taken, the firm 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 firm to the Library's terms and conditions will be a factor considered in evaluating submissions. Firms that demonstrate a willingness to accept the Library's terms and conditions will be given more favorable consideration by the Library.

Proposer should detail its exception in its proposal.

Q26. We note that the pricing submission charts on pages 20-21 of the RFP permit the proposer to proposed adjusted pricing for each year of the maximum 5-year term. Will the Consultant also be permitted to further adjust rates when and as needed to recoup increases in the following costs that are outside of the Consultant's control: Federal, state or local taxes, levies, or required withholdings; costs under collective bargaining agreements; minimum, prevailing and living wage rates and other statutory requirements, such a legally mandated sick leave costs; and medical and other benefit costs?

A26. See Addendum 4 and the Revised RFP.

Q27. Please kindly send us the RFP package for the security guard services.

A27. The RFP and all of its Addendums are posted on the Library's Procurement Opportunities web page. The web link is: <https://www.queenslibrary.org/about-us/procurement-opportunities>

Q28. Clarification of hours of service. In the Scope of Services, you mention 298 hours per week (HPW) and in the details below this line you identify 772HPW.

A28. See all posted Addendums.

Q29. Who is the current security company providing service?

A29. See answer to question one.

Q30. Are the current security officers Union affiliated?

A30. See answer to question 3.

Q31. If not, is this a Prevailing Wage contract?

A31. See answer to question 3.

Q32. Are the existing officers expected to continue working at Library hired by new vendor?

A32. See Addendum 4. And the answer to question 2.

Q33. In regards to the 24 Hr response officer. Will this officer require an additional license such as a S-95 or FSD designation to reset Fire Alarms?

A33. See answer to question twenty-two.

Q34. One set of Master Keys is provided. Is this for the Response Officer or will regular officer need to carry these as well?

A34. As stated in the RFP the Library will provide the one set of the master key to the Successful Proposer. The Successful Proposer to determine sufficient ways and means.