

RFP 10-14  
Questions & Answers #1  
July 14, 2014

1. Please confirm vendors must submit “fixed and firm” pricing over the initial two year term of the contract, no escalations?

Yes. However, Part C.13 which states that “hourly rates will remain constant during the initial term” further states that “escalation of the hourly rates will be considered” if written notice is offered of one of three different circumstances.

2. Officers’ pay-scale on page 23 of the RFP, understanding the successful vendor can pay a higher wage at the vendor’s discretion and expense, is HCSO asking for the vendor’s minimum wage paid for unarmed and armed security personnel, supervisors and the account manager?

We are looking to compare what the contractor charges us compared to what the contractor pays their employees. Please note this information is also requested on the Proposal Response Form Section F – Pricing on page 27.

3. It is critical to HCSO and continuity of service to contract a vendor that can illustrate the ability to attract, recruit and retain qualified security personnel over the long term. That said, on page 23 of the RFP, HCSO requires vendors to submit pay scales by each job position. However, we could not find anything that addresses the vendor’s benefit package offerings. Would HCSO consider having all vendors provide a comprehensive description of their employee benefit package that applies to the performance this contract to include Affordable Healthcare Act compliance?

We would welcome the information on your benefit package to accompany your wage information as total compensation. If other proposers choose not to include benefit information it may be an oversight on their part or your decision to include it may be favorable.

4. Turnover page 23 of the RFP... Turnover in the security industry is often reported in many different ways by security companies. It may not be a “Apples to Apples” comparison. Some don’t report the first 90-days of employment (where turnover is the highest in our industry), some don’t report what they consider good turnover, etc. That said, is HCSO asking for all employee turnover, no matter what the cause from day one of employment or would HCSO like to see different reporting data?

We are looking for the full turnover rate from day one. We want to know that your company is studying and addressing the causes for turnover...even those in the initial 90 days may point to something in your procedure or operation that could be improved to increase the number of those who stick to their new job. We are interested in the ideas presented in this article. <http://www.securitymagazine.com/articles/turn-away-turnover-1>

5. Pricing... would HCSO like vendors to submit turn-key annual budgets to include all labor and equipment over the first two years of the contract, based on the coverage requirements in the RFP?

No budget information was requested in the RFP. But yes, your pricing should include labor, equipment, overhead etc. See also answer to question one.

6. Are the total number of hours from previous years for the RFP 10-14? Because the information I received was 1,716 hours. The RFP shows 2,140 hours.

The 1,716 hours applies to the Tampa Court Complex facilities only. Adding the County Center, Plant City Courthouse and the FRJ Visitation center brings the total coverage hours up to 2,140. **However, we will clarify that billable hours do not include lunch breaks.** Twelve hour shifts at night receive a 30 minute lunch break which is covered and is therefore billable for 11.5 hours only. Day shifts receive a one (1) hour lunch break so an 0730-1630 nine hour shift is billable for eight (8) etc.

10. Is there a particular time of year when the Edgecomb Courthouse is busier?

From July 2013 through June 2014, the average number of people screened through all points of entry at the Edgecomb building was 91,196 per month. The three highest months were August – 97,952, October – 99,154 and April – 98,161. The two lowest months were November – 77,298 and December – 79,010. Otherwise, the numbers were no more than 4,400 above or below the monthly average.

11. How long does the background check/clearance process performed by the HCSO on Contractor personnel take?

The contractor provides the background checks and licensing information. The HCSO reviews, accepts/rejects and authorizes security identification through our personnel office which takes approximately two weeks.