



**City of Tacoma  
Citywide**

**Uniformed Security  
RFP Specification No. CT22-0358F**

**QUESTIONS and ANSWERS**

All interested parties had the opportunity to submit questions in writing by email to Tad Carlson by 3:00 pm on December 5, 2022. The answers to the received questions are provided below and posted to the City's website at [www.TacomaPurchasing.org](http://www.TacomaPurchasing.org): Navigate to *Current Contracting Opportunities / Services*, and then click *Questions and Answers* for this Specification. This information IS NOT considered an addendum. Respondents should consider this information when submitting their proposals.

**Question 1:**            **Is the workforce covered by a collective bargaining agreement with their employer? If so, will a copy of the CBA be provided since vendors may be legally bound to honor economic aspects of that CBA?**

*Answer 1:*            *No, there is no CBA for contracted security officers with the City of Tacoma.*

**Question 2:**            **Are there any Critical Infrastructure facilities, if so, is there specific training for these sites?**

*Answer 2:*            *TPU - Yes, this contract includes multiple sites with critical infrastructure that require specific access, monitoring, and incident response protocols. Training is required per Section 4.2.6 of the RFP and will include site-specific instruction.*

**Question 3:**            **Is there any site-specific training or certification requirements for the PUD and Facilities?**

*Answer 3:*            *TPU - Yes, this contract includes multiple Tacoma Power sites with critical infrastructure that require specific access, monitoring, and incident response protocols that meet FERC and/or NERC requirements. Training is required per Section 4.2.6 of the RFP and will include site-specific instruction and annual training requirements to maintain the ability to perform security officer duties. There are no certifications required. However, officers are required to have a Personnel Risk Assessment completed upon assignment to Tacoma Power facilities and periodically thereafter per Section 4.2.2 of the RFP. Additionally, officers are required to sign a non-disclosure agreement per Section 4.2.4 of the RFP.*

*TMC - Tacoma Municipal Complex has site specific training, procedures and post orders. There are no specific certification requirements*

*TVE - Both the Tacoma Dome and the GTCC do have unique facilities training to be provided by TVE*

**Question 4: What are the insurance requirements for security services?**

*Answer 4: The insurance requirements are included in Appendix C of the specifications.*

**Question 5: Are the provided Wages categories base on the current Wages or will current staff undergo wage adjustments with any new Contractor?**

*Answer 5: Upon execution of a contract resulting from this RFP, guards will be compensated and billed in alignment with the successful bidder's submittal.*

**Question 6: What equipment requirements are there?**  
i) **Is the contractor responsible to provide PPE for the guards?**  
ii) **Are Executive style Uniformed Security Professionals expected/required to wear Body Armor?**

*Answer 6: Uniform requirements and items that are required to be supplied by the employee are laid out by location in the Scope of Work section.*

**Question 7: Are there MWBE/VS/DBE or other goals for these services?**

*Answer 7: See Answer 30 below.*

**Question 8: Will services be provided unarmed or armed?**

*Answer 8: See the Scope of Work for specific information. There are both armed and unarmed services required but the predominance will be unarmed.*

**Question 9: Is there a Bid or Performance Bond requirement?**

*Answer 9: No.*

**Question 10: Are the radios and other equipment provided by the Client to be maintained by the Contractor?**

*Answer 10: No maintenance required by the Contractor beyond proper care for all departments.*

**Question 11:** Is there a Health & Welfare Ordinance in place?

*Answer 11:* No

**Question 12:** What is the client's standard payment terms?

*Answer 12:* See the Standard Terms and Conditions link in Section 2.

**Question 13:** Is the client exempt from payment of state and local sales and use taxes?

*Answer 13:* No.

**Question 14:** What challenges are the City of Tacoma experiencing at the various sites?

*Answer 14:* General challenges that include trespassers entering property, fences being cut, and thefts, homeless encampments, and aggressive behaviors from members of the public, as well as refuse & trailer fires.

**Question 15:** What is the reason for going out to bid for security services?

*Answer 15:* The existing contract is approaching the end of available extension options.

**Question 16:** The Security Personnel will be using a company issued cell phone that will be used to maintain regular communication with designated staff when necessary. This device will also include an application that allows the Security Professional to log daily reports, complete detailed incident reports and captures details of rounds made during a shift. Is there a storage locker or equivalent available to lock up the device at the end of their shift?

*Answer 16:* TPU – All security incident reports, daily logs, and round details will be entered using a database internal to TPU. TPU's Security Monitoring Center is a secure location to store any needed items.

*SWM - A suit case is used to store equipment, instructions, etc.; one could be provided with a lock if needed.*

*TMC - Tacoma Municipal Complex has a security office where the cell phone can be secured at the end of shift.*

*TVE - This device will be used by all shifts and passed on to the relieving watch stander.*

**Question 17:**           **How are security officers relieved when taking required Rest and Meal Breaks?**

*Answer 17:*            *TPU – A combination of other positions assisting with relieving breaks and not relived is used depending on the site.*

*SWM the officers are not relieved when taking their rest break*

*TMC - Tacoma Municipal complex has 2 desk officers and 2 Rovers per shift. Rovers relieve the desk officers for break and vice versa.*

*TVE - 24hr security positions are not relieved*

**Question 18:**           **Is there a 1-hour unpaid lunch break?**

*TPU – Officers are given a 30 minute paid lunch break with the understanding they might be interrupted to assist with an incident.*

*SWM – No*

*TMC - – No. See section 4.4.6.A.4 and Addendum 1*

*TVE - No*

**Question 19:**           **Is employee parking available to the contractor's employees? If so, is there a fee associated with parking?**

*Answer 19:*            *TPU - there is parking and there is no fee*  
*SWM - there is parking and there is no fee*  
*TMC - Contractor is responsible for own parking fees. Parking lots are available within proximity to Tacoma Municipal Complex.*  
*TVE - there is parking and there is no fee*

**Question 20:**           **Does the (client) have a preference to retain incumbent employees that are in good standing and meet the hiring criteria of the Proposer?**

*Answer 20:*            *Yes. Please see the Scope of Work for specific employees that the successful bidder will be required to retain.*

**Question 21:**           **Does the City intend to award to multiple contractors or is a single contractor preferred?**

*Answer 21:*            *Respondents need not bid on all facilities to be considered for award and currently there is more than one contract in place. See the specifications for more information.*

**Question 22:**           **Are there restroom facilities in close proximity to all of the posts?**

*Answer 22: Yes, at all locations.*

**Question 23: For inclement weather, is there shelter available for the security professionals?**

*Answer 23: Yes, at all locations.*

**Question 24: What Holidays are observed by the (client) and are they billable?**

*Answer 24: Please see the Scope of Work for location specific information on City recognized holidays as well as whether staffing is required on those days.*

**Question 25: Is training billable to (client)? If so, which training is billable to (client)?**

*The required 48 hours a year (4 hours a month) is billable; however is expected to be a combination of on the job training (not billable) and classroom training (billable).*

**Question 26: For the Supplemental services, how much notice will be provided by the Client?**

- i) How many Security Guards will be needed upon request?**
- ii) How long will the Security Guards be needed when requested?**

*Answer 26: This is situational at all locations amount of and length of assignment are determined by the situation.*

**Question 27: Section 11.10 on page 35 of the RFP states the procedure for submission of Exceptions. Do Exceptions count against the 20-page submittal limit specified in Section 11 on page 33 of the RFP?**

*Answer 27: Yes.*

**Question 28: Section 19.1 on page 36 of the RFP states that the submitted pricing is expected to remain firm throughout the initial three (3)-year contract term. Will the City nonetheless permit rate increases to allow the Contractor to recoup increases in unforeseen costs that are outside of the Contractor's control such as: increases in 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 as legally mandated sick leave costs; and medical and other benefit costs? If so, please describe the process by which the Contractor will be able to submit a request for a rate adjustment.**

*Answer 28: Any amendments will require mutual agreement. Contractor can make a request for review when determined necessary.*

**Question 29:** Is the Contract term subject to any extensions after expiration of the initial three (3)- year term? If so, are extensions up to the sole discretion of the City, or are they subject to the mutual agreement of both parties?

*Answer 29: Extensions, and any other amendment, will require mutual agreement.*

**Question 30:** We note that certified Minority and Women's Business Enterprises are encouraged to participate in this contracting opportunity. See Section 26 on page 38 of the RFP. Are bidders that are not certified as a Minority or Women's Business Enterprise required to subcontract a portion of any contract award to Minority and/or Women's Business Enterprises

*Answer 30: There is no specific Equity in Contracting goal set so there is no requirement to either be, or subcontract with, a Minority or Women's Business Enterprise (OMWBE) firm in order to respond. The points in the Evaluation Criteria will only be awarded to firms that are, or are partnered with, an OMWBE firm.*

**Question 31:** With regards to wage rates and advancement of these wages will the City provide the time in-service for the current security staff? As well, will regards to Accruals listed on the pricing sheets will the City provide current accruals for security staff?

*Answer 31: Time in service will be provide for all current Officer.*

**Question 32:** In the RFB for CT22-0358F I noticed on page 32 of evaluation criteria that the total amount comes out to 125 points total possible for max points, but it is stated that the points add out to be 100. Is this in error, and if so, what is the correct scoring criteria?

*Answer 32: See Addendum 1.*

**Question 33:** In the RFB there is mention of the Nisqually location on page 6 of the Background section, but in the scope of work there is no breakdown of what services are needed at the location besides that it requires a vehicle patrol. Can you confirm that this is an additional location and how many hours are required at the site?

*Answer 33: See Addendum 1 for additional scope of work and updated proposal form.*

**Question 34:** On page 23 under scope of work it states the following:  
"Roving Security Officer(s) – Monday through Friday Service Roving Security Officers will be assigned to staff the Municipal Complex, from 6:00 a.m. through 10:00 p.m. One of the two roving security officers will be designated as the "Lead Security Officer" for the Muni Complex."

**Are these (2) two officers in addition to the TMB 6am to 10pm coverage and the Lobby coverage? Also, does the site require (2) two roving officers per day and swing shift? Or (1) one during the day and (1) one during the swing shift?**

*Answer 34: Tacoma Municipal Complex requires 2 desks officers from 7am – 7pm. 2 Rovers from 6am – 2pm and 2 Rovers from 2pm – 10pm.*

**Question 35: The RFP states (on page 33) that “Any pages beyond 20 will not be reviewed”. Does this only apply to the written technical proposal, or does the page limit include the forms as well?**

*Answer 35: Required forms will not count against the page total. Attached brochures or other sales materials will not be reviewed.*

**Question 36: I would also like to request clarification concerning Section 11.9, Credit Card Acceptance, and Section 12, Payment Method – specifically, I would like understand what the City is referring to by “reporting capabilities (Levels I, II, and III)”, and, what would be the cost of ePayables (Payment Plus)?**

*Answer 36: These items really shouldn't affect a response as details of payment methods and final choice of payment method will be addressed in contract negotiations following award of the contract. That said, the reporting levels have to do with how much detail is returned by your institution for PCard purchases and if ePayables is selected, there is a fee that is typically offset by the rapid payment that ePayables makes possible. These are not scored items and you are not committing to any payment method by submitting a response to this RFP.*