



RFP #24-15-DSS SECURITY OFFICER SERVICES

Addendum I

Questions/Answers

(County responses and changes are in red)

Questions/Answers

1. Would like to confirm if there is a Pre-Bid Meeting of any type?
No.
2. Regarding Attachment C: Proposal Cost, who is the current company providing your armed security services and what is the contracted billing rate for the Armed Guard Supervisor, Armed Guard at Ramsey Street (2 guards) and the Armed Guard and Laketree Blvd.? What are the wages currently being paid to the Armed Guard Supervisor and regular Armed Guards?
North State Security Group LLC
Armed Security Officer Supervisor guard wage is \$19.43/hr., and the Bill Rate is \$29.20/hr.
Armed Security Guard wage at Ramsey St. is \$15.91/hr., and the Bill Rate is \$24.02/hr.
Armed Security Guard wage at Laketree Blvd. is \$15.91/hr., and the Bill Rate is \$22.62/hr.
3. What type of vehicle are you currently being provided and what is the bill rate for that vehicle?
2021 Ford Eco Sport
The current bill rate for the vehicle is \$1,100.00 monthly including lease, fuel, maintenance, and insurance.
4. What is your current bill rate for Security Wands?
We currently do not have security wands on premises.
5. What is your current Proposed Monthly Bill and Annual Bill?
The current proposed monthly bill is \$18,651.73 and the proposed annual bill is \$223,820.76.
6. On the proposal sheet for costs, the paperwork requests an hourly rate for Holiday Bill Rates. Does this job stay open on any Holidays? If so, how many should be considered and which specific Holidays? It would be difficult to provide an accurate bill rate for monthly and yearly totals without knowing which Holidays are being charged.
Holidays are observed in accordance with the Cumberland County Holiday Schedule.
<https://www.cumberlandcountync.gov/departments/non-departmental-group/holiday-schedule>
7. Under Guard Wages, do you wish to have only the hourly wages paid to the guard, or would you like this number to include the benefits and insurance options that employees can elect to

receive as part of their employment? This increases this number when included as part of their benefits packages and expenses to provide the security coverage.

The Bill rate is to include any benefits package/expenses.

8. Is there a specific type of security wand that is required to be provided?

You need to select a model that will locate all metal objects that you may encounter.

9. What is your current pay rate?

Armed Security Officer Supervisor guard wage is \$19.43/hr.

Armed Security Guard wage at Ramsey St. is \$15.91/hr.

Armed Security Guard wage at Laketree Blvd. is \$15.91/hr.

10. What is your current bill rate?

Armed Security Officer Supervisor guard Bill Rate is \$29.20/hr.

Armed Security Guard wage at Ramsey St. Bill Rate is \$24.02/hr.

Armed Security Guard wage at Laketree Blvd. Bill Rate is \$22.62/hr.

11. Who is your current security provider?

North State Security Group LLC

12. Can you specify if a tour tracking system needs to be in place?

No tour tracking system is required currently.

13. Would the proposed number of hours at DSS Main Location be 135 hpw and 45 hpw at the Spring Lake Location? Totaling 180 hours per week between the 2 sites?

The proposed number of hours at DSS Main Location would be 120 hpw and 40 hpw at the Spring Lake Location. Totaling 160 hours per week between the 2 sites. The guards are allotted a 1-hour lunch break.

14. When is the proposed start date?

July 1, 2024 – June 30, 2025

15. The schedule for each site covers 9 hours per day. Do you anticipate that the officer will be released for one hour each day for lunch or do we need to have the officer there for the entire time and thereby run into an overtime expense.

The officers will be released for one hour lunch each day.

16. You asked that we provide a vehicle for the Ramsey Street location you require that the costs be all inclusive. How many miles do you anticipate this vehicle operating per year?

Unable to predict the number of miles. Vehicle will only be circling the parking lot area of DSS.

17. Do you currently utilize the services requested in the RFP?

Majority of the services are being utilized currently. The wands and metal detectors are being added.

18. Who is the current vendor?

North State Security Group LLC

19. Are the services currently armed?

Yes

20. What if any issues have you had over the last year, assuming you currently have these services? I am not referring to issues with the vendor, I am referring to serious incidents or problems that the officers have had to deal with.

Occasionally vocal customers and verbal altercations between citizens.

21. The RFP states Sedan for vehicle. Our company currently utilizes compact SUVs (Honda CRVs and Toyota Rav4s). Would this be acceptable? I have attached an information packet that gives photos of our vehicles and uniform for your review.

Yes

22. Who is your current provider for these services?

North State Security Group LLC

23. Can you please provide us with the current proposed budget for these services?

The current proposed monthly bill is \$18,651.73 and the proposed annual bill is \$223,820.76.

24. The scheduled shift times for the locations show to be 9 hours shifts. Is it the expectation of the County that the officers take a 1-hour unpaid lunch and/or break?

The 9-hour shifts include a one-hour lunch.

25. Is there an anticipated effective date to begin services?

July 1, 2024 – June 30, 2025, with the option to renew up to a 3 year term.

26. Would it be appropriate to add an amendment to address the adjustment for proposed additional officer(s), or do you prefer that we initially add that into the rate provided?

An amendment to address the adjustment will be appropriate.

27. Regarding Equipment, will Cumberland Co provide radios, for communication purposes, or will the Security Company need to provide them? In the event that we would need to provide, is there a specific brand and/or type?

Radios will be provided by DSS.

28. On the RFP all shifts are listed as nine-hour shifts. Are Officers given one hour lunch breaks, which have been added into the shift schedule.

The 9-hour shifts include a one-hour lunch.

29. What is the current invoiced rate or annual rate paid by Cumberland County for this current service?

The current proposed monthly bill is \$18,651.73 and the proposed annual bill is \$223,820.76.

30. What is the current number of Security Officers utilized by the current company?

3 Security Officers at the DSS main location and 1 security Officer in the Spring Lake location.

31. Would the onboarding Security Company have the option to retain current officers with the agreement of the County?

Yes, they have the option to submit a bid new bid through the RFP process.

32. What are the limits of liability for the contract under section 5.11? The section does not list the requirements.

In the past, coverage shall be written subject to limits of not less than \$1,000,000 per loss and must meet the requirements of North Carolina laws.

33. Page 7, Article D, DSS Main Location, hours, of service.

On the Spring Lake Location, it says M-F Only, are the days of operations the same for the DSS main Location or are Saturday and Sunday included?

Yes, the same Monday through Friday.

34. Page 7, Article D, DSS Main Location.

The hours for the guards are listed as 10-hour shifts, does this include one hour for lunch or is these ten working hours shift?

Lunch is included in the 9-hour shifts.

35. Page 7, Article D, Holidays are observed in accordance with the Cumberland County Holiday Schedule. What is the number of holiday's observed by Cumberland County?

There are 9 holidays observed in accordance with the Cumberland County Holiday Schedule.

<https://www.cumberlandcountync.gov/departments/non-departmental-group/holiday-schedule>

36. Page 11 continuation of Article 5.17, in part, states the contractor shall provide all equipment supplies, etc. required to perform the contract.

Will the County require a computer and if so, what software will be required?

Computers will be provided by DSS if DSS deems them necessary.