



Request for Proposal for Security Services for Emergency Hotel Shelter Site Questions and Answers

1. Question: Please elaborate more on the scope of service expectations
Answer: Security Services would be expected to patrol the Dakota County Wing of the Dakota County Emergency Hotel Shelter site. In addition, security services would be required to respond to and report any significant safety concerns (medical/mental health emergencies, criminal activity and other events that may occur at the shelter site) involving Dakota County Shelter Clients to Law Enforcement, Medics/Fire, Dakota County Crisis Response Unit, and the Dakota County Emergency Hotel Shelter Supervisor.

2. Question: Will the security officer be required to do bag checks or screen people?
Answer: Security services will not be required to perform any bag checks or screen any of the clients in the shelter program.

3. Question: Attachment B – Service Grid shows a contract amount “Not to Exceed \$100,000” and Quantity Purchased as “24/7 Security Staff”. Are we correct in assuming that the RFP is asking for on-site security officer services 24/7? We are assuming that the County will not receive a proposal response for 24/7 on-site security officer services less than or equal to \$100,000. That amount would have an hourly billing rate of \$11.45.
Answer: Submit an accurate budget that would reflect 24/7 staff (for one security officer) for one year.

4. Question: Does the County have a current security services program supporting the Emergency Hotel Shelter Site?
Answer: There aren't any security services at the shelter site at this time.
 - Question: How many hours of service are already provided or are needed?
Answer: Not Applicable as currently there aren't any security services on site.
 - Question: Could the County identify the current vendor provider?
Answer: Not Applicable as currently there aren't any security services on site.
 - Question: Are the guard services for any of your location's union? If so, which Collective Bargaining Agreement does it fall under?
Answer: Not Applicable
 - Question: What training has your current staff completed?
Answer: Not Applicable
 - Question: Who is administering the training?
Answer: Not Applicable

- Question: Is any security guard touring technology currently utilized?
Answer: Not at this time.
5. Question: Is the County requesting only a single security officer present 24/7 or will the County be expecting security officers for multiple postings, such as Access Control at primary entry way, exterior patrol, security officers at other entry/exit points?
Answer: Only a single security officer present 24/7
 6. Question: Is the anticipated clientele for the Emergency Hotel Shelter Site people experiencing houselessness or is the shelter for a migrant population?
Answer: Admission into the Emergency Hotel Shelter Program is based off of meeting HUD Homeless Criteria.
 7. Question: Should bidders include fully-burdened labor rates inclusive of training, equipment, and all benefits (healthcare, sick time, PTO, vacation), or should any items be direct-billed? If so, can you please specify which items should be direct-billed?
Answer: Include fully-burdened labor rates (include categories that capture all of labor rates in the budget table submitted)
 8. Question: What will be the evaluation process for potential vendors?
Answer: We will initially evaluate the proposals based on cover letter submitted, responses to Attachment A: Questions, and following the instructions of the proposal making sure ALL documents requested were submitted. Likely, there will be a follow-up interview to obtain additional, clarifying information.
 9. Question: What are the specific locations for the service?
Answer: The Hotel Shelter Site. (location will be within Dakota County)
 10. Question: Are there any Key Performance Indicators (KPIs) to measure performance of Security Program?
Answer: Documentation in log of rounds at least 3 times per shift, Reports of critical incidents meet timeliness and quality standards, Client-Centered Approach to addressing Crisis/Safety Concerns that will be measured by Surveys (expected Target Rate is 80% survey satisfaction).
 11. Question: Are NET 30 payment terms acceptable?
Answer: Yes, this can be discussed.
 12. Question: Are there any other Special Requirements on Uniforms?
Answer: Attire that indicates that service providers are security personnel such as Badges, Visible ID, Shirts, Jackets, Sweatshirts etc)
 13. Question: Will officers be required to provide and/or utilize any specialized safety equipment?
Answer: Security Officer should have knowledge of First Aid, CPR and the ability to use an AED.
 14. Question: Is there any equipment needed at any sites, Radios? Cellular Telephones? Tour Systems? Specialized Technology Units? How many at each site? Which sites or locations?

Answer: Cell phones are required to communicate with First Responders (Medics, Fire, Law Enforcement), On-Call Shelter Social Worker and Shelter Supervisor to communicate Crisis/Immediate safety concerns.

15. Question: Are there any vehicles required? Patrol Vehicles? Golf Carts? Bikes?

Answer: No vehicles required

16. Question: Do you have any specific preference on make and model?

Answer: Not Applicable

17. Question: Will the shelter have 24/7 Dakota County or public services staffing?

Answer: Currently, the Shelter Site is Staffed M-F 8-4:30 PM. Future State Plan is for the site to be staffed 24/7.

18. Question: Are there any circumstances where a security officer would be asked to detain a person?

Answer: No

19. Question: Are there any circumstances where a security officer would be asked to make physical contact with another person expect for circumstance protecting themselves or others from physical harm?

Answer: It is possible that Security Personnel may have to assist with providing CPR/First Aid Support during times of Medical Crisis situations until First Responders are able to arrive to the Shelter Site.

20. Question: Will there be police representatives immediately accessible to the security officer team?

Answer: The Eagan Police Department is 7 minutes away from the Shelter Site. In addition, Eagan PD patrols the vicinity of where the shelter is located and respond immediately when requested to respond.

21. Question: Will Dakota County require security officers to utilize entry control equipment such as a magnetometer or hand-held wand? Will the County provide any such equipment?

Answer: Entry Control Equipment is not necessary at the Shelter Site.

22. Question: Is the opportunity funded in whole or partially through Federal Grant allocations?

Answer: Likely partially funded by grant. TBD whether that will be federal or state grants.

23. Question: Can the Government outline a post RFP Submission Date timeline for contract award? (C. Terms & Conditions, Section 8: Contract Start on 01 JUN 24)?

a. Question: Will interviews be requested / required?

Answer: Likely required, to gather detailed information for clarification. This will be a group interview (virtual platform).

b. Question: Will the Awarded Contractor be notified prior to 24 MAY 2024?

Answer: This is to be determined. Our goal was to begin Contract by June 1, however, that will likely be pushed back due to preparing staffing etc.

c. Question: What is the basis for an award? (Most Responsible, Technically Acceptable & Lowest Cost, Most Qualified)

Answer: Most qualified and best fit.

24. Question: Can the Government confirm the following scope of work items?
- a. Question: One Security Officer on duty 24 hours a day, 7 days a week.
Answer: Confirmed
 - b. Question: Is the post an Armed or Unarmed Detail?
Answer: Unarmed
 - c. Question: Is there a requirement for less lethal options?
Answer: Will discuss
 - d. Question: Are Holidays factored into productive labor hours? (Will the shelter be closed) If so, what Holidays?
Answer: Will be open on holidays – 365 day/year
 - e. Question: Is the time required for mandatory Government training considered a billable expense?
Answer: Submit this as a budget category
25. Question: Is there an incumbent on this contract or is this a new opportunity?
Answer: New opportunity
26. Question: Are there any preference points in contracting for Veteran Owned Businesses?
Answer: Will review all proposals equally