

Addendum 3 – RFP Questions and Answers

1. Please confirm the due date of submission. Cover page indicates Monday October 24th at 4:00 pm and cover letter indicates October 25th, 2016.

Answer: Please reference Addendum #1, Proposal Submittal Deadline Extension.

2. Pg. 4, #7, item c. Performance and Payment bonds – can you please provide the form prescribed that will have to be used approved by the Minneapolis City Attorney for this contract.

Answer: The Payment and Performance bonds must be effective at the start of the contract and renewed annually. The total bond amount will depend on the number of sites awarded. Please reference Addendum #2, Performance and Payment Bond Recalculations.

3. Attachment B, page 3, item III Account Manager Description, is this individual a salaried position? Can you please provide current salary. **Answer:** This position will be salaried and current salary is \$45,115.20 at \$21.69 per hour.

4. What percentage of incumbent personnel are wished to be retained?

Answer: Please reference and follow guidelines in attachment A Terms & Cond. #30, Displaced Contract Service Workers.

5. General terms & conditions – page 11, #30 – Minneapolis Code of Ordinances shall retain all employees of the previous service provider for a period of 90 days. This holds true per the SEIU Local 26 union agreement as well – to further extent all employees must be kept with wage, tenure, seniority, sick time accrual, vacation accrual, etc. In order to provide apples to apples comparisons, we will need to at the very least know incumbent wages. Can you please provide current wage for all officers at MCC, WTDS and impound lots?

Answer: Please reference Addendum #3, Employee Wage Breakdown.

6. Is there currently an officer tracking/electronic reporting system in place? If so, can you confirm it is that of City of Minneapolis ownership or current security providers? **Answer:** We use the Guard Tour system at our WTDS site; we do not use any other tracking system at any other City site.

7. Is there a current visitor management system in place? If so, does whom it belong? **Answer:** No

8. Is vacation time direct billed? **Answer:** City wants vacation time to be direct billed for security officers that qualify for vacation and sick time per their current CBA agreement with SEIU Local 26. Security Provider/s must reach out to SEIU Local 26 to obtain years of service for vacation and sick days for incumbent employees at each City site.

9. Are on-site cell phones required for each site? If so, how many? What kind? **Answer:** Cell phones are required for all for the Account Manager, Administrator and Building Lead at the MCC site and Supervisors for WTDS, Impound and the PSC.
10. Attachment B, page 4, Building lead and Event lead supervisor. It is understood that the building lead position is 168 hours per week 365 days a year. For the event lead what is considered FT (32 hours per the union or 40 hours per normal work schedule?) On an annual basis what is the average hours per week to be expected? **Answer:** The FT event lead position will be considered FT at 40 hours per an “event-driven” work schedule. This position is considered non-represented. Here’s the hours breakdown from 2013 to 2016:
- Annual average of 6,544.03 of scheduled and billable hours
 - Weekly average of 125.06 of scheduled and billable hours
 - Full-Time Equivalency (FTE) average of 3.03
 - This position would work Monday to Sunday covering mornings, afternoons, nights, weekends and holidays.
11. Attachment B, page 4 Dock Marshal – what is the total hours per week worked for this position? **Answer:** The FT Dock Marshal position will be considered FT at 32 hours per an “event-driven” work schedule. Here’s the breakdown from 2013 to 2016:
- Annual average of 1967.65 of scheduled and billable hours
 - Weekly average of 37.84 of scheduled and billable hours
 - Full-Time Equivalency (FTE) average of 0.95
12. Attachment B, page 4/5 – off duty PD, how many hours per week is off-duty MPLS PD scheduled for? How many officers per shift can be expected? **Answer:** The number of officers ordered and scheduled for events will vary, and staff levels are generally between one to six officers. We have six to ten events annually that may require more than six officers. Here’s the breakdown from 2013 to 2016:
- Annual average of 1829.13 of scheduled and billable hours
 - Weekly average of 35.18 of scheduled and billable hours
13. Attachment B, page 5 – how many hours per week on average do Ushers’ work? **Answer:** Here’s the breakdown from 2013 to 2016:
- Annual average of 13,473.19 of scheduled and billable hours
 - Weekly average of 259.10 of schedule and billable hours.
14. Attachment B, page 5 – Administrator – is this an on-site permanent position at MCC? How many hours per week does this individual work? Can you please describe in greater detail how this position is not a billable position under this contract? Or is it understood that this position is an in-house position of the selected vendor’s company? **Answer:** This position is an in-house position and employee of the Service Provider, and will work onsite at the MCC, and it’s

preferred this position is scheduled during general business hours Monday to Friday, and adjust the working hours accordingly to service the operational demands of this site.

15. Attachment B, page 9, item X – are site specific supplies and equipment billable to MCC upon needed replacement? If not, can you please provide a breakdown of how many of each item will be needed on an annual basis? **Answer:** Site specific supplies and equipment are not billable to MCC. MCC is not privy on how often the general supplies and equipment will need replacement.
16. Attachment B, page 9, item XI – indicates MCC provides, however all indicates service provider is responsible for all furnishings. Are we to assume responsibility lies in any damage to office space or are we to assume we need to furnish the office space? If we must furnish the office space, what items must the service provider supply? **Answer:** The two cubicle spaces are located in our Guest Services office, and those spaces have existing furnishing, office chairs and cabinet space. Both spaces include a landline phone and dedicated phone numbers. The muster space has “used” furnishing that may need replacement, and if the selected Service Provider wants to update and replace the furnishing in the muster room it’s at their own expense. Service Provider/s may want to consider furnishing both the cubicle and muster space with company computers. In addition, Service Provider/s may want to consider furnishing the muster space with two to three office chairs, two general work space desks and one file cabinet. If Service Provider/s chooses to use company computers that require internet access, Service Provider/s will coordinate data-line installation and monthly service with MCC’s internet service provider Smart City. Service Provider/s can obtain quotes from Smart City General Manager, George Cagle, at GCagle@smartcity.com.
17. Attachment B – how many core annual hours worked can be expected on an annual basis? **Answer:** The security services area encompasses *Sector Patrol, South Gate and Building Lead* positions. Annual hours average for this area is roughly around 45,344.00. The guest services area encompasses *Usher, Security Officer, Dock Marshal, Yard Guard, Police and Event Lead* positions. Annual hours average for this area is roughly around 26,374.00.
18. Attachment C, page 3 – Supervisor position – is this a salaried position? Can you please provide current wage rate. **Answer:** This position is salaried and please reference Addendum #3, Employee Wage Breakdown.
19. Attachment C, page 3 – Security Officers Gate house & vehicle patrol – how many hours per week are these positions? How many officers per shift? **Answer:** Two security officers per shift, totaling 336 hours per week.
20. Attachment C, page 4 – Vehicle patrol – is there specific requirement of vehicle needed? (Sedan vs. 4x4) how many average daily miles are driven and on an annual basis? **Answer:** The vehicle has to be 4 wheel drive due to the guard tours at remote sites. Currently it’s an SUV. It is

typically about 126 miles per day or 46,000 miles per year. Fuel is a direct pass through charge. Meaning receipts are kept, put into an excel spreadsheet and WTDS pays the actual per month. The vehicle by itself is also a separate line item – direct pass through cost per month.

21. Attachment C – how many core annual hours worked can be expected on an annual basis?

Answer: 17,472 annual hours.

22. Attachment D, page 3, Supervisor – is this position a salaried position? What is the current wage for this individual? **Answer:** The Supervisor position is salaried position. Please reference Addendum #4, Employee Wage Breakdown.

23. Attachment D, page 3/4 – security officer coverage, please confirm that the core annual coverage equates to 440 hours per week. Noted the added ramp up coverage for items 2-5.

Answer: These numbers are approximations, but yes, the overall weekly average factoring items 2-5, will average roughly 435-440 hours per week. The Impound Lot needs security services 24/7, 365 days per year at the entrance and exit gates, and van escort service during customer service hours. The Impound is open to customers Monday through Saturday, 8 AM to 10 PM, and on Sundays from 9 AM to 5 PM. These hours do not include City Holidays and additional hours the Impound is open to customers during Snow Emergencies.

24. Attachment D, page 4 – vehicle escort, is there a specific vehicle requirement? How many miles are driven on an annual average?

Answer: The requirement, as stated in the MINNEAPOLIS IMPOUND LOT WORK BREAKDOWN STRUCTURE, is as follows:

Vehicles may display the Company name/logo, but also must prominently display the name/logo of the site to which that vehicle has been assigned. The vehicle must have seating capacity for 6 passengers, plus a driver. This unit shall be no more than three model years old and be in good condition, both mechanically and in appearance. Fuel is a direct pass through charge. Meaning receipts are kept, put into an excel spreadsheet and Impound Lot pays the actual per month. The vehicle by itself is also a separate line item – direct pass through cost per month. Vehicle mileage is approximately 25,000 to 30,000 annually.

25. It appears the bond is a performance bond and will be applied if awarded the contract for the three years, but vague in stating that in the guidelines. Am I correct to assume this is a performance bond only to that is only applied if awarded?

Answer: There is a Payment and Performance bond requirement. The total amount reflects both. Yes it will be applied if awarded the contract.

26. Can you please clarify questions #7 letter "C" .. a payment in the amount of \$500,000.00 in a form prescribed by the Minneapolis City Attorney. When will this payee type be determined?

Answer: The Payment and Performance bonds must be effective at the start of the contract and renewed annually. The total bond amount will depend on the number of sites awarded. Please reference Addendum #2, Performance and Payment Bond Recalculations.

27. Can we get clarification on the differences between Security Officer 1 – Security Officer 5?

Answer: Please reference category employee wage levels per the CBA agreement with SEIU Local 26.

28. What are the allowable Pass Through Costs per each location if any? **Answer:** Health Care, Vehicles, Fuel and Vacation/Sick hours.

29. What are the exact hours of coverage for each level of security officer and supervisor at each location? **Answer:** Core annual hours for MCC, WTDS and Impound Lot are outlined in questions 17, 21 and 23. In addition, the Public Service Center's core annual hours 4160.

30. Is OJT billable to the City of Minneapolis? **Answer:** No

31. How many guard touring rounds are required each day at WTDS? **Answer:** 9

33. At the Impound Lot on average how many miles is the security vehicle driven per year? **Answer:** Approximate 25,000 miles annually.

34. Is there ever a need for multiple security vehicles for escorting during Snow Emergencies or Street Sweeps, if so is this allowed as a pass through cost? **Answer:** Yes

36. Is it the intention to award the contract to one vendor or multiple vendors? **Answer:** RFP Committee will review and evaluate proposals, and determine whether or not single or multiple sites will be awarded based on proposal responses.

37. What are the current bill rates and wage rates for each level of security? **Answer:** Service Provider/s can formally request bill rate information by contacting the City of Minneapolis Procurement Division, 330 Second Avenue South, Suite 552, Minneapolis, MN 55401, Phone (612) 673-2500, Fax (612) 673-2106. Please reference Addendum #3, Employee Wage Breakdown.

38. Would the City of Minneapolis consider having the vacation and sick time for the employees assigned to your accounts billed as a pass through expense? **Answer:** Please reference the answer in question 8.

39. On March 1, 2017 the SEIU Local 26 security officer CBA requires that a wage increase of \$0.40 per hour be given to all security officers working under the CBA. The pricing that we are quoting for this RFP is based on starting service January 1, 2017. To avoid a surprise increase 60 days into the contract how we you like us to outline our service rates effective March 1, 2017 to

accommodate the required pay increase? **Answer:** Service Provider/s must include separate bill rates for services starting January 1, 2017 and second bill rates effective March 1, 2017.

40. I wanted to inquire in order to see if the City of Minneapolis requires its security service contractors to be unionized or if a non-union company would be able to make a bid for service. **Answer:** Service Provider/s that are non-union are not prohibited from submitting a proposal, however, please refer to Attachment A, paragraph #29. Labor Peace.

41. Will the current wages of all assigned staff and categories (levels) at the facilities included in the referenced RFP be posted at the City's website, and when? **Answer:** Please reference Addendum 3, Employee Wage Breakdown and SEIU Local 26 CBA agreement.