



DATE: December 17, 2018
SUBJECT: Letter of Clarification 2
RE: Security Services RFP
TO: All Prospective Proposers

Houston First Corporation (“HFC”) issues this Letter of Clarification 2 regarding the referenced Security Services RFP to answer questions timely received in the manner set forth below:

Question 1: Should we submit a copy of our security patrol license with our proposal?

Answer: Proposers may, but are not required to, submit any relevant license/certification information with their proposal speaking to their experience or management strategy.

Question 2: Does HFC require or prefer a specific color of security uniform?

Answer: Uniform color has not been specified in the RFP, although HFC would expect a reasonable prior consultation with the contractor selected before new uniforms are issued.

Question 3: Can the contractor uniform include its company name?

Answer: Yes.

Question 4: Why do you require Commercial General Liability Insurance of \$1,000,000 per occurrence/\$2,000,000 aggregate, and an Employer's Liability Insurance policy of \$1,000,000 per employee?

Answer: In our experience, these minimum insurance policy amounts are required commonly. HFC cannot accept lesser amounts of coverage than stated in the RFP.

Question 5: Will you provide a schedule by location and a breakdown of positions and hours by location?

Answer: No.

Question 6: Will the contractor be required to comply with City of Houston Executive Orders on healthcare plans and premiums for personnel?

Answer: No. HFC is not part of the City of Houston Pay or Play Program.

Question 7: Are all bidders required to be on the Central Master Bidder List?

Answer: No. HFC does not maintain or use such a list.

Question 8: Is pricing to be submitted for all five years?

Answer: Yes.

Question 9: Do you require proposals to be submitted in binders?

Answer: No.

Question 10: Will HFC accept and consider a redline copy of the Security Services Agreement noting exceptions to the terms?

Answer: No.

Question 11: Does this RFP specify any fringe benefits policy in addition to wages?

Answer: No.

Question 12: How many holidays do you recognize?

Answer: For its employees, HFC recognizes New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, the Friday after Thanksgiving Day, Christmas Eve, and Christmas Day.

Question 13: What is the holiday pay rate?

Answer: There is no holiday pay rate specified in this RFP.

Question 14: What equipment is used at dispatch, and are the communication devices compatible with all 2-way radios?

Answer: Such specific information is not available at this time, but will be shared with the contractor selected.

Question 15: How many contractor personnel staff the dispatch center and what are their specific shifts?

Answer: Such specific information is not available at this time, but will be shared with the contractor selected.

Question 16: Is there a service map of each facility available?

Answer: No, although some area maps, as well floorplans and seating charts are available at <https://www.houstonfirst.com/venues/>.

Question 17: How many officers are needed per event?

Answer: Event security is the responsibility of third-party licensees, not the contractor selected to provide security services in response to this RFP.

Question 18: Do the facilities provided to Contractor have sufficient space for a small training area?

Answer: HFC may be able to provide, but cannot guarantee, space suitable for training purposes a reasonable number of times per year in addition to the premises licensed to the security contractor under the services agreement.

Question 19: On average, how many events are held per year at each facility?

Answer: Each major HFC facility hosts hundreds of events each year. No statistical averages are available at this time.

Question 20: How much notice will the contractor have to staff events at the convention center?

Answer: Event security is the responsibility of third-party licensees, not the contractor selected to provide security services in response to this RFP. Major events impacting the schedule of facility security services are usually known months in advance.

Question 21: Would a Proposer not currently doing business in Texas be disqualified automatically?

Answer: No.

Question 22: Will HUB-certified entities proposed as a subcontractor satisfy the diversity requirement?

Answer: Yes, provided they also have a Significant Local Presence (please refer to the [Diversity Program](#) requirements).

Question 23: Are diversity subcontractors required to be registered and certified in Texas?

Answer: Diversity subcontractors must have a significant local presence (please refer to the [Diversity Program](#)).

Question 24: Is a HUB plan required to be submitted?

Answer: HFC requires a document called a Contractor Utilization Plan. Please refer to page 3 of the RFP.

Question 25: How would you like the proposal format?

Answer: Please refer to the Proposal Format section on page two of the RFP.

Question 26: Are you requesting resumes in the management strategy?

Answer: As noted on page two of the RFP, Proposers are asked to provide the name and summary of qualifications for the proposed Project Manager. A resume would presumably contain such information.

Question 27: Is there a step pay or step bill year-over-year increase?

Answer: Please refer to the Proposal Format subsection titled "Pricing" on page two of the RFP.

Question 28: If the Proposer is in the process of becoming an MBE for the state of Texas, will this count toward the diversity goal?

Answer: As stated in the Diversity Commitment section on page three of the RFP, Proposers should note if they are certified as a diversity participant in their submittal; however, such certification shall not lessen or otherwise alter the requirement to use good-faith efforts to award subcontracts to diversity participants.

Question 29: Is the contractor expected to pay only minimum wage to its employees?

Answer: No. Please refer to page seven of the RFP.

Question 30: Is the performance bond to be provided by the contractor for the duration of the contract?

Answer: The performance bond is annual (please refer to page eight of the RFP).

Question 31: What additional background checks can be required for special events?

Answer: Certain political and other high-profile events may require additional background screening. For general requirements, please refer to page 12 of the RFP; HFC cannot provide more specific information for special events.

Question 32: Does HFC have specific training requirements or does the Contractor need to develop the curriculum?

Answer: Please refer to page 16 of the RFP. Training is the sole responsibility of the contractor.

Question 33: Are there any special training requirements, such as CPR, AED or First Aid?

Answer: Yes. Please refer to page 16 of the RFP.

Question 34: Are any type of armed services required in this contract?

Answer: Yes. Please refer to page 17 of the RFP.

Question 35: How many two-way radios are estimated to be needed to support personnel?

Answer: Please refer to the Equipment Requirements section on pages 18-19 of the RFP.

Question 36: Is a biometric timekeeping device required at each facility?

Answer: Please refer to page 20 of the RFP.

Question 37: What is the current contractor's billable rate?

Answer: Please visit <https://www.houstonfirst.com/do-business/> for a copy of the expiring Agreement for Security Guard Services.

Question 38: Where are the RFP exhibits?

Answer: Please visit <https://www.houstonfirst.com/do-business/> and review all documents listed with the project titled "Security Services RFP" near the top of the page.

<p><u>Attention Proposers:</u> Please note that all of the responses provided below reference the Letter of Clarification issued by HFC on December 14, 2018 (the "First Letter of Clarification"), a true and correct copy of which is available online at https://www.houstonfirst.com/do-business/.</p>
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Question 39: If awarded the contract, how many days are given from the time the contract is awarded and the service start date?

Answer: Please refer to Question 1 in the First Letter of Clarification.

Question 40: Could some of the present security officers be hired by the new contractor?

Answer: Please refer to Question 1 in the First Letter of Clarification.

Question 41: Will HFC accept the National Minority Supplier Diversity Council for certification to meet the diversity goal?

Answer: Please refer to Question 3 in the First Letter of Clarification.

Question 42: Are the security officers union employees and, if so, can you provide their collective bargaining agreement?

Answer: Please refer to Question 5 in the First Letter of Clarification.

Question 43: Will HFC pay overtime for special events/extra coverage outside the regular schedule?

Answer: Please refer to Question 6 in the First Letter of Clarification.

Question 44: Will HFC pay overtime for special events or extra coverage requested with less than a week notice?

Answer: No. Please refer to Question 6 in the First Letter of Clarification.

Question 45: What communication and radio equipment are needed on this contract?

Answer: Please refer to Question 7 in the First Letter of Clarification.

Question 46: Is the contractor to provide patrol cars or vans for this contract?

Answer: Please refer to Question 9 in the First Letter of Clarification.

Question 47: Who is the current contractor?

Answer: Please refer to Question 15 in the First Letter of Clarification.

Question 48: What are the total estimated hours annually worked by security staff?

Answer: Please refer to Question 17 in the First Letter of Clarification.

Question 49: Are there page limitations in any section of the proposal?

Answer: Please refer to Question 19 in the First Letter of Clarification.

Question 50: Is a bid bond required?

Answer: Please refer to Question 20 in the First Letter of Clarification.

Question 51: Does the convention center have a set schedule or does it change based on the scheduled events?

Answer: Please refer to Question 22 in the First Letter of Clarification.

Question 52: How many temporary additional services are estimated annually?

Answer: Please refer to Question 26 in the First Letter of Clarification.

Question 53: Will you provide a pricing form or spreadsheet?

Answer: Please see page four of the First Letter of Clarification.

Letters of Clarification become a part of the RFP automatically upon issuance and supersede any previous specifications and/or provisions in conflict therewith. By submitting their proposal, Proposers are deemed to have received all Letters of Clarification and to have incorporated them into their Proposal.