

**RFP 2024-13: Unarmed Security Guards
Questions and Answers**

No.	Bidder Questions:	Covered CA - Response:
1.	Who is the current incumbent and how long have they serviced Covered California?	The current incumbent is National Security Industries. They have been servicing Covered California for 5 years.
2.	What is the preferred uniform type/style?	Standard Company uniform with identifying company patches. No jeans, skirts or outward facing t-shirts. Ties are not required. For more information, please see Exhibit A, Section H, 1- 8.
3.	Are there any special training requirements? Ex. First Aid/CPR/AED, etc.?	Please see RFP Section 2.1.4.
4.	Is there any equipment provided by the State?	Covered California will provide a desktop computer, desk phone, printer, and walkie talkie.
5.	What other equipment is required for the Security Professionals?	Guards: Cell phone, rain attire (boots, jackets, umbrellas, hats). Please see RFP Section 2.1.2 for more information.
6.	What is the State's standard payment terms?	Please refer to Exhibit B of the Model Contract for detailed information about the State's Payment Terms.
7.	Is the State exempt from payment of state and local sales and use taxes?	The rates are fully loaded rates, per the language in the model Contract, Exhibit B – Attachment 1. Addendum 1 adds clarification language about state and local taxes being inclusive of the fully loaded rates.
8.	What challenges is the State experiencing at the various sites?	The State has not experienced any challenges at either site.
9.	Does the State have a preference to retain incumbent employees that are in good standing and meet the hiring criteria of the Proposer?	Covered California does not have a preference, but would consider hiring incumbents.
10.	Are there restroom facilities in close proximity to all of the posts at all sites?	Yes.

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11.	For inclement weather, is there shelter available for the security professionals at all sites?	Yes.
12.	How are security officers relieved when taking required Rest and Meal Breaks?	They will relieve each other with overlapping shifts.
13.	Are the security officers given 30 minute unpaid or paid breaks?	Security Officers are provided two (2) 15-minute paid breaks and one (1) 30-minute unpaid lunch
14.	Is the current security 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?	No.
15.	What is the reason for going out to bid for security services?	To obtain a larger pool of bidders
16.	Is employee parking available to the contractor's employees? If so, is there a fee associated with parking?	Yes, parking is available to the contractor's employees. There is no fee associated with parking.
17.	Do Prime contractors who are not a certified SB, MB, DVBE's required to subcontract a minimum of 25% to a certified SB, MB or DVBE?	No, there is not an SB/MB/DVBE requirement with this RFP.
18.	If so, is the 25% based on overall revenue or does 25% need to be subcontracted at each location?	There is not an SB/MB/DVBE requirement with this RFP.
19.	Will the use of Armed personnel ever be requested or has it ever been a service need under Covered California locations?	No, the use of Armed personnel will not be requested at any of the Covered California locations.
20.	On Page 21, Section 4.2.3, Updated Model Contract with Exhibits, to confirm our understanding, are bidders required to submit this Model Contract: With tracked changes, or Without any changes?	Please submit with any proposed changes in track changes.

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21.	Additionally, should we fill in the corresponding areas with our company information, or should we leave it as is? Please advise.	No need to complete the corresponding areas with the company information. Please leave that information blank.
22.	Is Exhibit B- Attachment 1, Cost Worksheet in the Model Contract Documents the form in which our cost proposal should be submitted, using this Word. Form doc.? Which we can convert in a PDD upon Submittal, please clarify?	Yes, must be submitted using the Word document.
23.	Could you please confirm if this contract is subject to prevailing wage requirements?	Yes.
24.	Are there any bond requirements for this contract?	No, there are not any bond requirements for this contract.
25.	For the additional Hours During Open Enrollment Period (October through Feb) will Overtime be applicable?	Yes.
26.	For the required hours at 247 E Nees Ave, we've noted that 9-hour shifts are specified for Guard 1 and 2 shifts. Could you please clarify if this includes a 1-hour unpaid lunch break, or if the lunch break is 30 minutes with the remaining 30 minutes being considered overtime? Your clarification on this would be greatly appreciated.	The schedule at the E. Nees location in Exhibit A has an error, the lunch breaks for all guards are 30 minutes and unpaid. All shifts are currently 8 hours, not 9. Addendum 1 will be released to correct this error.
27.	Will the additional guard hours for Open Enrollment vary? If so, could you provide an estimate of how many hours are expected per additional request, or if there is any flexibility in the number of hours requested?	Yes, the number of hours will vary by location and need. Covered California estimates that it would be approximately 40 hours per month, which does include weekends.
28.	Will we be required to provide company patrol vehicles, please clarify as we note on page Exhibit am Attachment 1 under A. Limited Scope of work or Tasks, guard are required to possess a Valid Driver License?	No vehicle is required, but all guards are required to possess a Valid CA Driver's License for identification purposes and as they may drive to/from work.

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29.	Will the contractors have a secure location to be able to have guard's equipment such as cellphone and radios to be charged and or stored, if needed?	Yes.
30.	Will parking be provided to the guards working at each location?	See question 16 above.
31.	While preparing our response to the RFP, we've found it challenging to adequately elaborate on our experience, qualifications, and approach within the specified 2-3 page limit per section. This constraint limits our ability to comprehensively describe how we will proceed and schedule our security team to meet your needs effectively. Can the page limit be revised to provide a more detailed and complete response?	Yes, this will be allowed but please limit it to no more than five (5) pages. Addendum 1 will be released with this new information.
32.	If we have no changes to the Model contract and accept all terms, do we still need to attach the Model contract and all its Exhibits with our proposal.	Yes, please attach the model contract as acceptance of all terms and exhibits.
33.	Could you verify that the minimum Blended hourly rate of pay to Security guard working on this project (GC 19134) for 2025 will \$28.70 plus CALHR adjustment for 2025?	Yes; however, the pay rate depends on the location.
34.	The Proposal Checklist states that model contract with exhibits is required to be returned with the proposal. Is that correct? I understand some of the documents being returned but on some there aren't, for instance Exhibit C – General Terms and Conditions.	Yes, please attach the model contract as acceptance of all terms and exhibits.