



Purchasing Department
530 Water Street
Oakland, CA 94607

Date: **January 19, 2018**

ADDENDUM No. 1

RFP No. 17-18/24 – Port Security Operations Center Staffing

This Addendum modifies the original RFP Documents for the above mentioned RFP. **Acknowledge receipt of this addendum in the space provided on the RFP Acknowledgement and Signature Form (Attachment 3). Failure to do so may disqualify your proposal.**

The following correction has been made to the above referenced RFP:

1. The following paragraph in the RFP, Section IV., item 5. Proposed Costs, Paragraph b. on page 8 of 13 is amended as follows:
 - b. The Port is requesting the Proposer to submit the cost for one year only. **Provisions for increases to compensation in additional years of the agreement term will be based on the actual CPI from the US Bureau of Labor Statistics for San Francisco Area.**

Original Language was:

- b. The Port is requesting the Proposer to submit the cost for one year only. ~~The Professional Services Agreement (see Attachment 10) sets forth provisions for increase to compensation in additional years of the agreement term, should the term of the agreement be extended.~~

There are no other changes to RFP No. 17-18/24

The following questions were submitted by the deadline and are answered in this addendum:

1. **Supplier Question:** Who is the current incumbent contractor and when was the incumbent awarded the contract? Please provide a copy of the incumbent’s current contract.

Port Response: Current contractor is Cypress Private Security. The contract was initially awarded in April 2015. A copy of the current contract will not be included with this Addendum, however a copy can be requested through a Public Records Act request at: <http://www.portoakland.com/contact/public-records-request/>

2. **Supplier Question:** What is the estimated usage (number of annual billable hours by shift of prior contract?)

Port Response: The total number of annual billable hours is approximately 10,840. This accounts for 40 hours per week for the PSOC Supervisor and one PSOC Operator 24 hours per day for 365 days. Shift times are initiated by the contractor and approved by the Port, and may vary.

3. **Supplier Question:** What is the estimated total number of annual hours of this contract?

Port Response: The total number of annual billable hours is approximately 10,840.

4. **Supplier Question:** What is the current hourly bill rate (please specify special rates for holidays etc.) and what is the history of rate increases? What is the pay rates of the operators and supervisors under the current contract?

Port Response: The Port is contractually obligated to pay the current contractor in accordance with the wage table below.

| Position | S/O I | S/O II | S/O III | S/O IV | S/O V | SUPV I | SUPV II | SUPV III | SUPV IV | SUPV V | Temporary |
|--------------|---------|---------|---------|---------|---------|---------|---------|----------|---------|---------|-----------|
| Regular Time | \$33.71 | \$34.81 | \$35.91 | \$37.02 | \$38.12 | \$35.91 | \$38.86 | \$41.80 | \$44.74 | \$47.68 | \$24.88 |
| Overtime | \$50.56 | \$52.22 | \$53.87 | \$55.53 | \$57.18 | \$53.87 | \$58.29 | \$62.70 | \$67.11 | \$71.53 | \$37.32 |

The Port does not know or control how much is actually paid to the company’s operators or supervisors currently performing PSOC duties.

5. **Supplier Question:** What was the contract amount spent last year?

Port Response: Over the last 12 months, the Port has paid \$382,744.28 toward the current contract.

6. **Supplier Question:** In Section III, Port Policy and Other Requirements, paragraph 1 addresses the worker retention policy. Would the successful contractor be required to retain the existing PSOC employees for a minimum of 90 days, would the Port please disclose the current pay rate for each assigned employee, their shifts, current length of employment, and job classification to allow operators an opportunity to correctly calculate these costs?

Port Response: The successful respondent would be required to retain the existing PSOC employees for 90 days, if the current employees desire to remain. The Port does not possess the current pay rate or manage the shift details of the current PSOC Operators and Supervisor. The contract requires 24 hour coverage by an Operator and 40 hours per week for the Supervisor, but leaves shift determination to the company. On average, the Operators perform between 3-5 shifts per week. Similarly, the current contract requires a pay rate in accordance with the Operator and Supervisor classifications in the above table (see #4 above).

7. **Supplier Question:** Are there any additional services that may be needed that are not listed in the RFP?

Port Response: None at this time.

8. **Supplier Question:** Are there any minimum wage/pay requirements?

Port Response: The Port doesn't impose a separate minimum wage requirement than what is provided under applicable law. The Port's living wage will apply if there are 20 or more employees.

9. **Supplier Question:** Does Living Wage apply if a company has less than 20 full time employees working on the contract?

Port Response: No, Living Wage will not apply if a company has fewer than 20 full-time employees working at the Port.

10. **Supplier Question:** Are there a minimum number of training hours required by the Port for the PSOC Operators?

Port Response: There is not a pre-scripted minimum number of training hours. Operators should be trained until proficient, typically ranging from 2 weeks up to 30 days.

11. **Supplier Question:** Given the experience and education requirements for the PSOC Operators and Supervisor and the competitive labor market in Oakland, has the Port considered establishing a minimum wage beyond the City's Living Wage Ordinance to retain employees?

Port Response: No, the Port has not considered establishing a separate minimum wage.

12. **Supplier Question:** Are there any prevailing wage, living wage ordinance, state or local mandated wage, contract specific wage, or collective bargaining agreements (such as union) that apply to these services?

Port Response: The successful respondent must comply with all applicable wage laws. The Port does not impose a separate wage requirement besides the living wage, which will apply if the company has more than 20 employees working at the Port. The applicability of collective bargaining agreements depend on the terms of such CBAs negotiated between the employer and employees.

13. **Supplier Question:** If there is a Collective Bargaining Agreement (CBA) can the Port make that available? If it is unionized, is there a requirement to retain the current union?

Port Response: The employees of the current company are subject to a CBA, which the Port does not possess. Union requirements are subject to the terms of a duly negotiated CBA, if any, between the successful respondent and its employees.

14. **Supplier Question:** Are there patrol vehicles currently utilized under this contract? If yes, how many and what are they used for?

Port Response: No, patrol vehicles are not utilized for this contract.

15. **Supplier Question:** Please provide the history of Liquidated Damages assessed to the current contractor.

Port Response: No liquidated damages have been assessed.

16. **Supplier Question:** Please provide the history of any “as needed services” that were requested, the requested lead time and the contractor’s response time?

Port Response: To date, “as needed services” have not been utilized under the current contract.

17. **Supplier Question:** What is the current organization structure required for the contract (number of officers, supervisors, managers dedicated to this contract)?

Port Response: Currently there is a minimum of 1 Supervisor and 5 Operators assigned to this contract. There are most likely several different methods to accommodate this schedule, so proposed staffing must ensure at a minimum this level of coverage can be maintained.

18. **Supplier Question:** In Section II, Scope of Work, paragraph C it identifies the required staffing for the contract. Would the Port please confirm that the PSOC Supervisor position is in addition to the PSOC Operators for a total of 208 hours per week of coverage?

Port Response: Yes, PSOC Supervisor is a 40 hours per week position, and separate from the 24x7 PSOC Operator, for a total of 208 person hours per week; however for the purpose of responding to this RFP use 10,840 hours annually. That is a PSOC Operator x 24 hours x 365 days and a PSOC Supervisor x 40 hours x 52 weeks.

19. **Supplier Question:** Can a contractor get the TWIC card from the Port and what is the costs associated?

Port Response: The Port does NOT provide TWICs. The contractor(s) can obtain TWICs by visiting the TWIC website at: www.tsa.gov/for-industry/twic

20. **Supplier Question:** Would the Port please confirm the PSOC Operators are able to self-relieve for meal and comfort breaks?

Port Response: The Port does not specify how PSOC Operators may take meal and comfort breaks, so long as they provide the required coverage under the contract and comply with all applicable wage and hour laws. For reference, there are male and female facilities, as well as a “break room” containing a refrigerator and microwave, in the immediate vicinity and available for short meal and comfort breaks.

21. **Supplier Question:** Would the Port please confirm that all required equipment for this contract other than employee uniforms is provided and maintained by the Port?

Port Response: Yes, other than uniforms, the Port will provide and maintain all equipment it deems necessary in the performance of duties.

22. **Supplier Question:** Section II Scope of Services, items B. 2 and 3 what systems/manufacturers does the Port utilize described in these sections?

Port Response: The PSOC Supervisor(s) and Operator(s) will utilize some or all of the following: video management system (Genetec), closed-circuit TV system with cameras of various make, model and capability, geographic information system (PortView GIS), computer aided dispatch, radios (EBRCSA, VHF, UHF), mass notification alert system (Everbridge), alarm system (Bay Alarm), social media sites (various), Note: List not necessarily all inclusive, and systems and manufacturers subject to change.

23. **Supplier Question:** Section II Scope of Services, item B. 8, does a standardized reporting method currently exist?

Port Response: Yes, however the current contractor utilizes a company provided reporting tool that may not be available to a new contractor. The Port will review/approve any new proposed reporting method, which at a minimum should include the name of the person making the report (i.e. Operator), date, time, location, type of incident, and brief narrative.

24. **Supplier Question:** Section II Scope of Services, items B. 11, please list software systems?

Port Response: Some of the systems utilized by PSOC Operator(s) and Supervisor(s) include the Port’s Truck Management System (TMS) and Drayage Truck Registry (DTR), Everbridge mass notification system, computer aided dispatch (CAD), Microsoft Office programs, and PortView GIS. (Note: this list may not be all inclusive).

25. **Supplier Question:** Section II Scope of Services, item B. 13, please define ‘minor malfunctions’?

Port Response: For example: if one of the computer systems stops working or “freezes”, troubleshooting may include re-booting the system and/or notifying the appropriate Port personnel or technical provider.

26. **Supplier Question:** Section II Scope of Services, items B. 15, is there an operating policy in place now?

Port Response: Policies and process do currently exist, however additional may need to be developed at the Port discretion.

27. **Supplier Question:** Section II Scope of Services, item B. 17, do these reports exist or have a format currently?

Port Response: Yes, although the Port is open to entertaining new reporting methods or formats proposed by a new contractor.

28. **Supplier Question:** Section II Scope of Services, items B. 18, please define other ‘duties and tasks’?

Port Response: For example, interacting with Port tenants, other security providers, and public safety agencies on safety and security efforts, following-up on reported incidents to ensure appropriate resolution, as well as assisting the Port Facilities Security Officer (FSO) on issues related to performance of duties under this contract.

29. **Supplier Question:** Section II Scope of Services, item D. 7, do reports currently exist or have format? If monthly is written, how is the weekly report given?

Port Response: The weekly and monthly reports are reported electronically, currently via a fillable form/document, and e-mailed to the FSO. The Port will review/approve any new proposed reporting method or format, which at a minimum should include the name of the person making the report (i.e. Operator), date, time, location, type of incident, and brief narrative. (see #23 above)

30. **Supplier Question:** Section IV Submission Requirements, item 5. b. references one year agreement on cost? This seems to conflict with Section II Scope of Services, item F. The Port will award a three-year agreement and will have the option to issue two one-year extensions, please clarify?

Port Response: (Note: See clarification posted at the beginning of this Addendum). The Port is requesting the Proposer to submit the cost for one year only. Provisions for increases to compensation in additional years of the agreement term will be based on the actual CPI from the US Bureau of Labor Statistics for the San Francisco Area.

31. **Supplier Question:** Attachment 10 Professional Services Agreement, Appendix A – Services, under Term of Agreement, paragraph B. of the contract it states ‘increase in the existing maximum compensation’ does that include to any extensions of the contract?

Port Response: The maximum compensation will include the options for extending the term of the contract as noted in the RFP (i.e. the potential for two, 1-year extensions following the initial 3 year term), and as calculated with consideration of the clarification noted at the beginning of this addendum.