

## RFP-2024-010 UNARMED SECURITY GUARD SERVICES QUESTIONS & ANSWERS

1. Are there any specific challenges or expectations for security operations unique to certain branches (e.g., high-traffic locations or history of incidents)? **No specific security challenges. Each branch has its own unique customer base and environment to which the branch operates.**
2. Will the library provide any training or orientation for guards specific to branch policies? **Yes, the Safety and Security Supervisor and the Security company's contract supervisor will do an actual orientation at each branch before a security guard can be placed at any branch.**
3. Are there variations in patrol requirements between indoor and outdoor areas (e.g., parking Lot. focus at certain branches, specific items to check)? **The security guard's main requirement will be inside of the branch however a walking patrol of the parking lot will be required throughout the duty shift.**
4. Can you confirm if guards are expected to cover holidays or other special events? **The company selected will be required to work any holidays that the library system will be operating. However, all major holidays are observed by PGCMLS. Any special events will be on a as needed basis which will be discussed with enough time for the company to accommodate a request for a special event coverage.**
5. Are there anticipated changes to operating hours that might affect guard schedules during the contract period (e.g., summer and/or winter)? **PGCMLS has an established hours of operation and no deviation is anticipated. The schedule that will be agreed to will reflect the hours of operation.**
6. Will guards be required to work overtime if emergencies extend beyond scheduled shifts? **The guards will be required to stay on post if an emergency requires staff to remain in or at the branch.**
7. Can you provide a sample format for the daily duty logs or monthly reports required? **The format of daily duty logs and monthly reports will be formulated with the selected company.**
8. Will electronic submission of logs and incident reports be accepted, and if so, are there specific software or formats required? **Yes, electronic submission of logs will be accepted and preferred. No specific software will be required. The formatting of reports will be discussed with the selected company.**
9. Is there flexibility in the 12-month guard experience requirement if additional training is provided? **No, at the minimum 12-months of guard experience is required.**

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10. Are there preferences for guards with specific language skills or other certifications (e.g., CPR or conflict resolution)? **No specific language other than English is required All guards should be CPR and basic first aid certified. Conflict resolutions and de-escalation tactics training is required.**
11. Are costs for background checks, uniforms, and equipment reimbursable by the library, or should they be included in the hourly rate? **PGCMLS will not assume any cost of the needed requirements to fulfil the requirements of the contract.**
15. Will the library provide office space or equipment for guards, such as radios or stationery logs? **No, there is no need for office space or equipment for guards that PGCMLS will need to provide. Any logs if not electronic will be the requirement of the selected company.**
16. Are there existing communication protocols between guards and branch staff that the contractor must follow? **No set protocols between the guards and the branch. With that being said communication is paramount. Guards will be required to adhere to direction from branch staff. Any miscommunication that cannot be handled on the branch level will be addressed by the Safety and Security Supervisor.**
17. How frequently does the library expect to meet with the contractor for performance reviews or updates? **At the start of the contract every two weeks for approximately the first two months of the contract. Thereafter a monthly meeting will suffice. However, daily feedback from the branch to the Safety and Security Supervisor will be on-going.**
18. What factors will the library consider when deciding whether to exercise the optional renewal years? **PGCMLS will consider the following factors: attendance of guards, customer service of guards, guards that are on time for duty, uniforms/grooming, active and patrolling of the library and its grounds. These are just some factors and not intended to be the entire list of items that will be considered.**
19. Can you clarify the CPI-W adjustment process for annual rate increases? **Prospective vendors should take minimum wage increases into account when submitting their response to the RFP, and their pricing should reflect this. Any future significant deviation from the Prince George's County minimum wage can be negotiated on an annual basis.**
20. Are there any additional compliance requirements specific to Prince George's County or Maryland that contractor should be aware of (e.g., insurance, licensing)? **All insurance and permitting required by the state of Maryland is the responsibility of the selected security company.**
21. How will liability for incidents involving guards be handled under this contract? **The selected company will be required to have insurance for their guards while on duty.**

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22. Are there any anticipated library renovations or closures during the contract period that might affect service requirements? **PGCMLS can not anticipate all closures during the contract period. The selected company will be informed of all closures if scheduled in a timely manner. Emergency closures notifications will be shared by the Safety and Security Supervisor as they become known.**
23. How will the library handle disputes or performance issues with guards or the contractor? **The Safety and Security Supervisor will make the final determination if a guard will no longer be allowed to work for PGCMLS.**
24. What has the government budgeted for this contract? **That information will not be shared.**
25. What is the duration of the contract? **Please refer to section 1.02. The initial contract will be for one year (12 months).**
26. What company does PGC currently contract with for these services? **Metropolitan Protective Services**
27. What are the current billing rates charged to PGC by the incumbent contractor? **The current contract is for armed guard services. See the instructions below for Procurement Records.**
28. What are the current wage rates paid to the incumbent contractor's staff under this contract? **The current contract is for armed guard services. See the instructions below for Procurement Records.**
29. Is there a collective bargaining agreement in place for this contract, or is any union involved with this contract? **No, this is not a bargaining contract.**
30. What was PGC's budget for these services in 2023/how much was spent on this contract in 2023? **See the instructions below for Procurement Records.**
31. How much is expected to be spent on these services for 2024 and 2025? **This information will not be shared.**
32. How long has the incumbent contractor provided security services to PGC? **One year (12-months)**
33. What are some of PGC's biggest security challenges? **Attendance, uniforms, tardiness, the ability for the company to fill posts consistently.**

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34. Are there currently any challenges or issues PGC is experiencing with the incumbent contractor and their personnel? Have there been any challenges or issues experienced in the past with other contractors? **Attendance, uniforms, tardiness, the ability for the company to fill posts consistently.**

**Please Note:**

**This RFP is for unarmed guard services for the Prince George's County Memorial Library System (PGCMLS). It clarifies that Prince George's County (PGC) and PGCMLS are separate entities, with PGCMLS being a quasi-county agency. The RFP also notes that PGC is mentioned in the bidder's questions but should not be confused with PGCMLS.**

***Procurement Records: Access to public records will be made in accordance with the provisions of the Public Information Act. A vendor, bidder, prospective bidder or any member of the general public who requests to review procurement records may make the request only in writing by certified letter to the Director of Finance & Budget of PGCMLS. The Finance Department will respond within 15 business days upon receipt. The mailing address is PGCMLS, 9601 Capital Lane, Largo, MD 20774.***