

Questions and Answers (#1)

RFP for Management of the Alameda Health System Security Services Program

Q: Are proposals required to be mailed as stated in the RFP?

A: [This is the preferred method of submission for AHS.](#)

Q: With the questions still outstanding and the tight timeline of the RFP, would you accept a hand delivered sealed proposal to the address or emailed?

A: [Yes. You may contact Susana Flores directly to schedule a drop off. Do not arrive without a scheduled appointment. We do not recommend emailing your proposal. If you choose to email your proposal, AHS will not be responsible for technical difficulties that result in a late submission. If you accept this responsibility, you may email your proposal to Susana Flores at \[sflores@alamedahealthsystem.org\]\(mailto:sflores@alamedahealthsystem.org\).](#)

Q: Are we able to deliver our proposal on Friday, May 7th to your office on Oakport Street in Oakland?

A: [Yes. You may contact Susana Flores directly to schedule a drop off. Do not arrive without a scheduled appointment.](#)

Q: Are any sites governed by a union CBA? If so, please disclose which site(s)

A: [All sites are AHS non-union shops with union employees.](#)

Q: Is Alameda Health Systems looking for a dedicated account manager to be provided as part of this bid? Would this position be billable back to Alameda Health Systems?

A: [Yes, it is considered part of the contract.](#)

Q: Is there a portal invoices are submitted to that incurs a fee for suppliers? If so, please disclose the percentage/amount of the fee

A: [Invoices can be submitted via email and there is no fee.](#)

Q: Are there any specific equipment items that suppliers would need to provide (i.e. touring devices, golf carts, vehicles)? If so, please disclose which location(s) and the quantity of the items in question that are needed.

A: [Please see below.](#)

1. [Radios for all staff/campuses](#)
2. [Two Golf Carts –](#)
 - a. [One Golf Cart for exterior patrolling of Highland Hospital](#)
 - b. [One Golf Cart for patrolling the John George and Fairmont Campus](#)
3. [One Security patrol vehicle to patrol the AHS campuses. This vehicle will be parked at Highland Hospital](#)
4. [Cell phones for the supervisors and managers](#)
5. [Flashlights for all staff at all campuses](#)

Q: In the table that shows the number of FTE and the hours those FTE work (page 38 of the RFP document), is the FTE number listed the number of FTE required for that specific shift? Or the number of FTE employed across all shifts for that site? E.g does the 5 FTE listed below mean 15 FTE across the whole site (5 FTE for each shift), or 5 FTE across the whole site?

San Leandro Hospital - 13855 East 14 th Street, San Leandro CA 94578			
	0000-0800	0800-1600	1600-0000
7 Days	5.0 FTE	5.0 FTE	5.0 FTE

A: In the above example, AHS requires 7 days per week coverage and each shift requires 5 FTE coverage for a total of 15 FTEs.

Q: Can you please list the number of hours per week being requested for each site?

- If possible, can you break out these hours by position title? This will allow suppliers to provide the most competitive rates possible.

A: The number of hour per week at each site is outlined on pages 38 and 39 of the RFP letter. Your proposal will outline how you will manage those hours by position and number of staff.

Q: How many hours of OJT are suppliers being asked to provide for each officer?

A: AHS is not requiring a specific number of hours that your staff receives. AHS does require that your staff trains to specific topics. Certain topics are provided by AHS as a “Train the trainer” module, and those individuals will in turn train the staff.

Q: Are walkie talkies provided by the vendor or the supplier? If provided by supplier, are they billable back to the AHS?

A: Radios will be provided by the vendor. AHS is a public agency and is responsible for carefully managing tax payer funding. If radios, or similar items, are to be billed to AHS, it must be outlined in your proposal. One of the RFP scoring factors will be on the vendor value-adds. Billing to AHS may impact how your RFP is scored.

Q: Are the metal detectors (wands) provided by Alameda Health Systems or are they provided by suppliers?

A: AHS provides metal detectors.

Q: How many hours of annual refresher/in-service training for each employee should suppliers include in our rates?

A: The number of hours training will be based upon whatever annual requirements the vendor has established.

Q: Please confirm suppliers are able to add additional lines to the tables in attachment 5 in order to include all positions and sites with our submissions. If not, please advise what alternative method we should take

A: Yes. The tables in Attachment 5 can be modified to reflect your proposal.

Q: Will Alameda Health Systems allow holiday hours worked to be billable at a premium rate in order to pay our officers holiday pay?

A: Yes.

Q: Who is the incumbent?

A: Allied Universal Security.

Q: Are we able to get a list of bidding companies?

A: No, the RFP deadline has not yet closed.