

## Questions and Answers (#2)

### RFP for Management of the Alameda Health System Security Services Program

Q: The RFP requires a minimum of 12 months of experience for a security officer. In today's labor market this requirement is a challenge. Can this requirement be reduced to 6 months?

A: [Yes, this can be reduced based upon a review of prior experience.](#)

Q: How many repeaters are being used? At which locations?

A: [Radio repeaters are currently not in use.](#)

Q: Do security officers need to pay for parking at Highland Hospital?

A: [Yes. All staff currently pay for parking at Highland Hospital.](#)

Q: Is the roving supervisor a billable position?

A: [Yes.](#)

Q: How many roving supervisor positions per shift?

A: [One per shift.](#)

Q: Who does security assist with the searching of patients and patient's belongings?

A: [This is support to the Emergency Department.](#)

Q: Who owns the process?

A: [Security owns the process.](#)

Q: We have a proprietary Healthcare Academy for healthcare security officers which mirrors the Certified Healthcare Security Officer (CHSO) through ASIS. This is a cost-effective training program. Can we use our Healthcare Academy in lieu of CHSO?

A: [If after a review of the program by AHS, it is deemed equivalent, then yes.](#)

Q: Can you please confirm the overall billable hours per week per site? We have shown the total billable hours per site if we went off of the FTE's listed and the directive given during the walkthroughs regarding the total number of positions. Please verify.

				Total Billable Hours per Week
San Leandro Hospital - 13855 East 14th Street, San Leandro CA 94578				
	0000-0800	0800-1600	1600-0000	
7 Days	5.0 FTE	5.0 FTE	5.0 FTE	840
Highland Hospital - 1411 East 3rd Street, Oakland CA 94602				
	0000-0800	0800-1600	1600-0000	
7 Days	14 FTE	14 FTE	14 FTE	2352

Fairmont Hospital - 15400 Foothill Blvd, San Leandro, CA 94578				
	0000-0800	0800-1600	1600-0000	
7 Days	6 FTE	6 FTE	6 FTE	1008
John George Psychiatric Pavilion - 2060 Fairmont Dr, San Leandro, CA 94578				
	0000-0800	0800-1600	1600-0000	
7 Days	6 FTE	6 FTE	6 FTE	1008
Alameda Hospital - 2070 Clinton Avenue, Alameda CA 94501				
South Shore Rehabilitation and Wellness - 625 Willow St, Alameda, CA 94501				
	0000-0800	0800-1600	1600-0000	
7 Days	3 FTE	3 FTE	3 FTE	504
Park Bridge Rehabilitation and Wellness Center - 2401 Blanding Ave, Alameda, CA 94501				
	0000-0800	0800-1600	1600-0000	
7 Days	1 FTE	1 FTE	1 FTE	168
Eastmont Wellness Center - 6955 Foothill Blvd #200, Oakland, CA 94605				
	0000-0800	0800-1700	1600-0000	
Mon-Sat	0 FTE	3 FTE	0 FTE	162
Hayward Wellness Center 664 Southland Mall Dr, Hayward, CA 94545				
	0730-1730			
Mon-Sat	1.0 FTE			60
Newark Wellness Center 6066 Civic Terrace Ave, Newark, CA 94560				
	0800-1700			
Mon-Sat	1.0 FTE			54
<b>Total Hours Per Week</b>				<b>6156</b>

A: Verified.

Q: Please confirm that the two (2) Assistant Account Managers and the one (1) Account Manager are not factored into the above FTE from the RFP?

A: That is correct; however, we are open to your recommended staffing plans. Please provide your plans to manage the security staff (how many managers, etc.).

Q: The hours at the Newark Wellness Center show 9 hours of coverage Mon-Sat? Is the officer taking an hour lunch break to make this an 8 hour shift or is it expected to be an 8.5 hour shift with OT and .5 lunch?

A: This is 9 billable hours with no-OT. The vendor is responsible for managing the hours.

Q: The hours at Hayward Wellness Center show 10 hours of coverage Mon-Sat? Is the officer taking a .5 hour lunch break resulting in 9.5 hour shifts with OT?

A: This is 10 billable hours with no-OT. The vendor is responsible for managing the hours.

Q: The Park Bridge hour times for the day shift show 0800-1700? Should this read 0800-1600 or is there an additional overlap with OT?

A: This is an error and should read 0800-1600.

Q: Please confirm that the 168 hours of billable roving supervisor with a vehicle are included in the Highland hours/FTE count and are not additional?

A: Correct, this is a part of Highland Hospital staffing.

Q: For the salaried managers, would you like these billable positions spread across (allocated to each site) as multiple line items or just a separate line item on Attachment 5?

A: AHS prefers it be a separate line item.

Q: As discussed on the bid walks, additional Account Managers are being recommended. Would the additional billable Account Manager be a separate line item or under the location they are being added to?

A: Separate line item. We look forward to seeing how the vendors propose their management structure will look like.

Q: With the additional hours being added, is the onsite supervision being adjusted to match the increase in hours (i.e. one shift supervisor oversees John George and Fairmont but under the RFP hours, a shift supervisor would be at both John George and Fairmont)?

A: John George and Fairmont will have 1 supervisor.

Q: Are site and or shift supervisors included in the FTE/hours in the RFP or do those need to be added?

A: The total FTEs per site include all officers, including supervisors.

Q: During the bid walk, a vehicle at Highland Hospital was suggested as an add. Can you please confirm the requested number of vehicles included in the proposal (i.e. 1 Roving Supervisor, 1 Fairmont, etc.)?

A: 1 Security vehicle for patrolling all campuses, 1 GEM car for patrolling at the Fairmont/JGPH campus, 1 GEM car for patrolling at the HGH campus.

Q: Is Alameda Health requesting to use Vizient GPO or would they like to see proposals with and without Vizient costs?

A: AHS is open to seeing both.

Q: AHS is requesting Three (3) letters of recommendation from current or previous clients. Most government and commercial are not able to write letters of recommendation yet are able to be used as references. Would reference contact information suffice instead of letters of recommendations?

A: Yes.

Q: Scope of Work

- a. Page 37 references AHS Orientation completion. How long is this orientation and who is giving the class? The Security Director is orienting the new vendor to all AHS campuses and posts. This will take place while the new vendor is beginning the transition process.
- b. The RFP states security officers will have CHSO basic certification through IAHS. If the contractor has an internal certification program in use by numerous large Hospitals in line with IAHS would this be acceptable? Additionally, what is the timeframe an officer has to have certification (i.e. prior to placement or within 90 days)? As long as the training is comparable, the officer would be required to complete the training prior to their first day with AHS.
- c. Page 45 references the use of hand Wands. Will AHS be supplying the hand wands for use? Yes, AHS is providing wands.
- d. Page 47 references Covid screening. Will AHS be providing the thermometer and PPE for this duty? Yes, if required, AHS provides the PPE and thermometers.

Q: We note that Attachment 4 “Daily Responsibilities of Security Officers”, 6<sup>th</sup> bulleted item on page 42 of the RFP requires security officers to assume the primary responsibility for application of patient restraints. Other specifications, such as those in “Emergency Department (ED) Posts”, 5<sup>th</sup> and 8<sup>th</sup> bulleted items on page 45 of the RFP and “Behavioral Health Unit Post”, 3<sup>rd</sup> bulleted item on page 45 of the RFP, limit the role of security officers to provision of assistance with application of patient restraints. Can Attachment 4 “Daily Responsibilities of Security Officers”, 6<sup>th</sup> bulleted item on page 42 of the RFP be revised to require security officers to assist in application of patient restraints?

A: No, those are two uniquely different circumstances. Bullet point #6 on page 42 of the RFP under the “Daily Responsibilities of Security Officers”, section pertains to circumstances where a staff member, patient, or visitor’s safety is in jeopardy and requires the security officer to physically restrain individuals as a last resort, when all other means of de-escalating a situation have been exhausted. The specifications listed in “Emergency Department (ED) Posts”, 5<sup>th</sup> and 8<sup>th</sup> bulleted items on page 45 of the RFP and “Behavioral Health Unit Post”, 3<sup>rd</sup> bulleted item on page 45 of the RFP, pertain to the clinical application of restraints for patients. This circumstance occurs when clinical staff are attempting to apply clinically approved restraints to a patient, usually restraining a patient to a gurney.

Q: RFP Page 38 POST LOCATIONS AND QUANTITY OF SECURITY OFFICERS

Regarding rest and meal break relief, will AHS allow for relief to be provided by existing billable officers who are on shift? In other words, officers would alternate their rest and meal break periods, thus providing consistent coverage throughout the shift and the lowest cost to Alameda. If this is not allowed, please confirm that Shift Supervisors or Roving Supervisors may act as relief personnel?

A: We are open to your recommended staffing plans. Please provide your plans to manage the security staff.

Q: RFP Page 38 “Post Locations and Quantity of Security Officers” provides, “The grids below represent the expected staffing at the sites, for the correlating shifts, and includes supervisory personnel.” How many supervisors are included in the referenced grids? For example, Highland Hospital shows 14 FTEs but it is unclear what the split is between officers and supervisors. This same question applies to all locations.

A: We are open to your recommended staffing plans. Please provide your plans to manage the security staff.

Q: RFP Page 38.

Alameda Hospital - 2070 Clinton Avenue, Alameda CA 94501

South Shore Rehabilitation and Wellness - 625 Willow St., Alameda, CA 94501

	0000-0800	0800-1600	1600-0000
7 Days	3FTE	3FTE	3FTE

Two locations are listed for the above single grid. Is AHS requesting 3 FTE at Alameda Hospital plus 3 FTE at South Shore Rehabilitation?

A: This is three 3 FTE supporting two locations at same time.

Q: RFP Page 38, “Contractor shall propose coverage for one continuous 24-hour roving supervision post and additional Roving Supervisors during weekdays.” Is the “additional roving supervisor” a single 24-hour post M-F?

A: We are open to your recommended staffing plans. Please provide your plans to manage the security staff.

Q: RFP Page 39 "Escort Service – provide escort service for each of the Hospital/Clinic for staff requesting escorts to their vehicles within a certain perimeter of the hospitals."

- Will the officers need vehicles for this service? [No, all escorting is within walking distance.](#)
- If so, are vehicles Contractor or AHS provided? [N/A](#)
- If Contractor provided, will AHS allow for vehicles to be billed separately from the hourly rate? [N/A](#)

Q: RFP Page 40 requires a uniform for a "Fitted non baggy Blazer (for lobby attendant)". How many lobby attendant posts exist?

**A:** [The Lobby Attendant can be in same uniform as the other officers. A blazer is not required. We have seven campuses and seven lobbies.](#)

Q: RFP, SCOPE OF WORK, Equipment: Page 41.

- Will AHS provide the radios? [This is Vendor provided.](#)
- Will AHS allow officers to utilize smartphones as substitutes for radios? [No.](#)
- If a standard smartphone is not allowed, will a Push-To-Talk variant be acceptable? [Yes](#)
- Will AHS provide the keys for the hospital areas? [Yes](#)

Q: RFP Page 44 provides, "All Roving Supervisors will be provided with marked security vehicles (provided by Contractor) and will be available for immediate response to security incidents." Will AHS allow for vehicles to be billed separately from the hourly rate?

**A:** [Depending upon how you structure your proposal, this will be a Value Add or billed hourly as an indirect cost.](#)