

**CITY OF WEST HAVEN  
REQUEST FOR PROPOSALS**

**Board of Education**

**Security Services**

**RFP# 2023-26**

**ADDENDUM #1**

The purpose of this addendum is to answer the questions which were asked during the Request for Information (RFI) period.

- Are your Schools Prevailing Wage (New Haven County) or come under a City living Wage standard? **No.**
- How many hours per week, per school? What is the schedule, and how many Officers per school? **7 hours for the main school day. Officers per school to be determined by company proposal based on size, age of students and enrollment.**
- In the insurance requirements, auto insurance is required – is there a vehicle(s) required at any of the schools? **A car will not be provided but any cars onsite, must be insured.**
- Will the vendor be required to supply the Officers with equipment such as radios, cell phones, laptops, flashlights, etc. **No.**
- How are meal breaks handled? Will the Officer be required to eat on post, or will a relief Officer need to be assigned? **Officers can cover each other for a scheduled break.**

- Does the vendor need to supply the required metal detectors, or will the Board of Education provide them? [Metal detectors are already in place, provided by BOE.](#)
- How many hours per week are estimated for after school events? How many hours' notice will be given to the vendor to provide coverage for these after school events and weekends? [After-school events vary by level. Vendor to provide notification requirements and policy for hiring guards for special events.](#)
- Who is the incumbent security provider, or is it staffed in-house currently? [Century Protective Services, Inc.](#)
- If using a vendor, are you able to share the current pay and bill rates? [No. – The budget is 1.2 million per fiscal year.](#)
- Do you wish to retain any incumbent Officers? [At the discretion of the winning vendor.](#)
- Is there a union contract in place for your current Officers / provider, or will it be required from the awarded vendor? [No.](#)
- Is the vendor required to have a Shift Supervisor onsite and, if so, is this a billable position? [The BOE will review vendors management proposal.](#)
- Are there wage requirements such as prevailing wage? [No.](#)
- What are the uniform requirements, if any? [Polo shirt with clear identification.](#)

- At what percentage is your current security program staffed at? [We believe it is overstaffed.](#)
- What are the hiring requirements for the Officers and what certifications required? For example, fingerprinting, sexual offender screening, age requirements, experience requirements, etc. [Must meet all BOE policy requirements.](#)
- Even when schools are closed for Holidays and vacations, will Officers still need to be on site or required to patrol the properties? If so, are we to pay time and a half / overtime rates for this service? If they are not required to work on Holidays, are there any Holidays where we are to pay them for the recognized federal Holiday? [For special events that occur during these times. Overtime is available but not to exceed overall budget.](#)
- Do you have specific billing requirements such as certified payroll? [No.](#)
- Is the August 1, 2023, start date negotiable, as we find that at least 30 days is preferable for a transition of services, depending on hiring / screening requirements? [Yes.](#)
- Will the City of West Haven entertain alternative language relative to liability and indemnification as it relates to the services provided under this contract? [Subject to negotiation, upon reward](#)
- Who is the incumbent? [Century Protective Services, Inc.](#)

- What is the schedule for each location? The expectation is that guards will work the school calendar and will be assigned to extracurricular activities as needed. Programs do occur at various locations during the summer months, and in addition, the Board of Education may require outside groups who use its facilities to hire guards if they deem it appropriate.
- What is the summer schedule for each location? Minimal with the exception of programs mentioned above and West Haven High School. However, the exact number of guards assigned will be based on consultation with the company and the Superintendent of Schools.
- Are you utilizing the State of Connecticut contract? The answer is no if you are referring to a state bid list. If there is a recommended state contract for school security services, then we are open to reviewing it.
- How are breaks handled? TBD by the successful bidder.
- What is the reporting chain for a security officer in your facilities? The successful bidder is required to hire a lead/supervising guard. The principal of each building will have the final say over anything that occurs in their building. Principals are expected to communicate concerns with the Superintendent of Schools and will be the final authority before any change occurring or discrepancy. The successful bidder is also expected to work closely with the supervisor of school resource officers and the police personnel assigned to cover the schools.

- When can we expect an answer to these questions? Within 24 hours from the time the RFI period ends, via addenda on the city website.
- Will you consider moving the proposal due date out a week to account for the 4<sup>th</sup> of July holiday? Through mutual agreement by those companies that attended the mandatory walkthrough, the deadline has been extended to July 13, 2023.
- Is only one officer needed per location? The number of officers needed for each building will be determined by the successful bidder. Two guards for the elementary schools.
- What is your use of force policy? The Board of Education is committed to working closely with the successful bidder on establishing rules, policies, and procedures to be implemented and enforced. The Board's primary objective is to keep all students, staff, and authorized visitors safe while in a school building or attending any of its sponsored events. Guards, therefore, will be expected to intercede when a fight occurs. In addition, this Board is demanding to know training procedures for guards before anyone is assigned to a school building.
- It was mentioned that the budget for the next school year security services budget is \$1.2M. Is this a cap not to exceed? Also, does this number include all schools, summer school and after school activities and sporting events. If so can you provide anticipated number of hours to be expected for summer school and after school and sporting

events? The total budget for all services is 1.2 million. The bids will be evaluated on the vendor's security plan and the vendor's final price.

- If summer school and after school programs not included in \$1.2M budget, should the bid be based upon 185 day calendar school year? It's an all in 1.2 million budget.
- Are we to provide specific pricing for all consecutive years? 2024 - 2020 as well. As budgets and staffing levels may change from year to year we are often asked to provide % increases at the static margins for employee retention. The vendor is responsible for developing and pricing the security plan and providing a price for three years of service.
- It was mentioned that there is a desire to reduce the number of guards. Is this at all locations and is there a set number anticipated by West Haven by location. No. The BOE will review the security plan presented by the vendor, along with the final price.
- Our company routinely adds clients as additional insureds on our insurance policies, so long as our obligations are aligned with our indemnification obligations and limited to the specified insurance limits we have agreed to provide. The foregoing parameters are stated in our contracts, and the additional insured endorsements to all of our insurance policies cover each additional insured to the extent of those contractual requirements. Our additional insured endorsements are broadly written to cover each additional insured "where required by written contract." Furthermore, because our additional insured endorsements are blanket endorsements, additional insureds need not be expressly named in order to be covered. Similarly, certificates of insurance will confirm that the client "is included as an additional insured where required by written contract." Can Insurance Requirements, be revised as follows to reflect those parameters?

Insert the following as new Insurance Section Agreement

- All of Contractor's insurance policies, except Workers' Compensation, shall identify The City of West Haven and all of its elected or appointed directors, officers, officials, agents, employees and members of all of its boards and commissions as an additional insured, to the extent of the Contractor's indemnification obligations and up to the required insurance coverage amount.

Our company stands behind our security services and regularly accepts the obligation to indemnify clients for the comparative portion of any losses, costs or damages that are caused by the negligence, recklessness or willful misconduct of our personnel in the performance of security services under client agreements. Can Indemnification, be revised as follows to reflect that standard?

On line 5, replace the phrase "arising out of or connecting with" with the phrase "to the extent caused by."

This will be addressed at the time of negotiation with the successful bidder, the City's legal counsel and the City's insurance carrier.

- Are you able to provide the schedule and / or number of hours per week per school that services are needed? Or, are you able to provide us with the number of hours per week the district is getting billed for current services? Each school operates approximately 6 – 6.5 hours per week. Therefore, it is safe to budget for 7.5 hours per day for each school. West Haven High School, in addition to the regular school day and annual calendar, has many events and programs that operate beyond that time. The selected company, in conjunction with the superintendent, can determine if it is more cost effective to extend the day there or pay based on the activities taking place.
- Can you calculate the approximate number of hours per week for after school events / activities? Is there night school and, if so, what would be those hours be, if any? Is there an after school events calendar that can be provided? The high school has the most activities that does include night school, sporting activities, other events, and outside activities. It is used year round, although not as much in the summer. My concern that if a

company planning to bid is asking these questions, they have little or no experience working in this field. I would like therefore, to have each company provide their experience and background specifically with school districts.

- How are backpack searches being conducted? What are the expectations from the security personnel during these searches? Students at Carrigan Intermediate, Bailey Middle School, and West Haven High School are expected to walk through metal detectors upon entry each morning. If the alarm sounds, a search is conducted. Reasonable suspicion is the standard that is used for conducting a search. The district is open to using the district's standard protocols, without violating the rights of the students. Again, I believe that it is imperative that any company making a proposal shows us examples of how they currently conduct such searches.
- Is there a minimum age requirement for the Officers? No, however, the candidates being considered should have some background in law enforcement or security.
- What is the current staffing percentage for security personnel and does the district wish to retain any of the incumbent Officers? The district is open to any plan submitted by a prospective vendor. We believe the quality of personnel being supplied is more important than the actual number of guards. We are open to retaining certain guards, but will retain the right of refusing anyone being proposed for service.
- Will services be required during summer break? If so, what hours? West Haven High School will be in need of guards for summer school and other programs. As noted earlier, it is used year round. As to the other schools, there are small programs that do occur during the summer that will need to be staffed by guards. My question is how do the bidders with experience working in public schools currently handle these issues?



- Do you have any special requirements for background checks other than the criminal and sex offender? Is anything else required with DCF? It is the expectation of the Board of Education that all personnel assigned as guards to its schools shall have completed a background check in compliance with the employer's normal rules and standards. The Board of Education, prior to hiring its employees, does require background checks which includes notifying DCF of any perspective candidate for a position. All bidders should therefore include in their submission their requirements for employment.
- Will the policies and procedures referenced under 'Scope of Services' in the RFP be made available to potential applicants prior to the due date for proposals? All Board of Education policies are available on the district's website. We expect to review our current procedures with the successful company and develop a more comprehensive set of standards.
- Does the \$1.2 million budget INCLUDE after-hours events? Yes
- On average, how many after school hours were needed annually in each of the last three school years? West Haven operates six elementary schools, an intermediate school, a middle school, and a high school. We offer a variety after-school activities including sports, music, drama, clubs and other activities. We also rent our facilities to outside groups. The successful bidder must show experience working with public school districts, and therefore, should understand its basic needs.
- Can the Board of Education provide last year's calendar of "after school events" to potential applicants prior to the bid due date? I believe this question is similar to the previous one and speaks to the company's lack of experience with public schools. Given the timing of these questions, the number of activities are too numerous to estimate.
- Will the Board of Education provide the coming year's known "after school events" calendar to the contractor at the start of the contract? We can and

will provide that information to the successful bidder. However, they are subject to change as the year unfolds.

- Will a primary Board of Education staff person be assigned during the implementation period to approve policy and post order development done by the contractor? *The contractor's main contact will be the Superintendent of Schools.*
- In reference to the RFP Introduction #3 (Personnel Selection Process) and #7 (Training Programs), does the Board of Education have any specific training expectations or topics for contractor staff assigned to this project (i.e. CPR/First Aid, Active Shooter, De-escalation, etc.)? *The Board will be seeking guidance from the successful contractor on standard rules, practices, and procedures. The Board, through the Superintendent, will make suggestions and recommendations as to a final product.*
- What are the expected standard shift hours for security coverage at each school (i.e. 7am-3pm)? *Approximately 7 – 7.5 hours per day.*
- Is there an expectation as to the number of security guards at each school during each shift, or are applicants free to propose the coverage they believe appropriate for each location? *Applicants are free to make proposals. The Board does not necessarily want a specific number of guards. Quality is more important than quantity.*
- How many security guards currently cover each school? *Two at each elementary school, four at the intermediate and middle school, and way too many to count at the high school.*
- Is the Board of Education able to provide the contractors with a general layout of where they currently staff security prior to the bid due date? *Having not seen all of the schools, we would like to be sure we are not*

failing to provide an adequate staffing plan. Please read the previous responses carefully, and if necessary, the Board will allow any bidder to tour any of the schools with prior notification to the Office of the Superintendent of Schools.

- Will the Board of Education provide a rough daily schedule of each school either prior to the bid due date or upon contract award (i.e. when are students in the halls, what is the lunch schedule, what is the recess schedule, etc.)? This would be beneficial for development of policy, post orders and procedure. I don't believe our school district is a unique one. The successful bidder will work with building principals to understand schedule at each school.
- In the event the high school auditorium is rented by an outside entity and security is required, is the contractor expected to provide that security and is such provision a privately negotiated event between the contractor and renter, included in the RFP price, or billed separately? The outside agency will negotiate with the representative responsible for booking the facility. Payment will be made to the Board of Education and we expect to be billed by the company for those services provided. Depending on the activity, the Board may seek guidance as to the number of guards finalizing a booking.
- Will the Board of Education provide an estimated summer school class schedule(s)? No, however, the high school has many activities, the middle school and intermediate only a few each operating for 3 – 4 weeks, and only a couple of the elementary schools have activities, and they run only for 3 – 4 weeks.
- What is the Board of Education's policy regarding use of force with students, teachers or any individual on school premises? The company hired to serve the Board will be required to keep all students, staff, and visitors safe. Therefore, reasonable use of force may be necessary i.e.; breaking up a fight or moving a crowd of students along.

- How quickly after contract award can the Board of Education grant access to the “power school” program for training purposes? We will provide that information as soon as the contract is awarded, however, rules for access and reasons for needing student information must be clearly understood by the school information prior to allowing access.
- Will the contractor be provided with a “chain of command” for each school? Yes the principal is in charge of each building as is standard practice, but depending on the building, a principal may assign the task of overseeing the day-to-day operation of security to an assistant.
- Will the contractor be provided with a teacher list for each school so guards can become familiar with staff? Yes. We can also provide handbooks.