

Security Services RFP Questions and Answers

Question: On page 2, the RFP states when the RFP is due but fails to state where it is to be delivered. Also, how many copies are required?

Answer: The proposals should be delivered to 4545 Central School Road, St. Charles, MO 63304, Attn: Director of Facilities and Operations. We only require one copy of the proposal.

Question: On page 5, the RFP states a minimum of five (5) years of experience as a school security officer for Lead Officers and two (2) years of experience as a school security officer for the basic security officer. Would military and/or law enforcement experience be satisfactory?

Answer: The District would accept those that have the same years of experience with military and/or law enforcement.

Question: On page 6, the RFP states that the Lead Officer would work with the school principal with respect to scheduling, including special events. In the past all scheduling was conducted by the security company. This change will result in overtime expense and will affect the cost of the service.

Answer: The Principal or District Safety Manager or their designee will work with the security company on the number of guards needed and the hours needed. The Principal or their designee will assign placement/duty locations on the campus grounds for the contracted security personnel.

Question: What are the net payment terms?

Answer: The Francis Howell School District operates on a net 30 basis but is usually faster than 30 days.

Question: Will the firm need to provide marked patrol vehicles?

Answer: No, most of the duties we are either in a guard shack, inside the school building or foot patrol around the perimeter of the building and in the parking lots.

Question: Is there any special training required that officers will need?

Answer: Outside of what is required to be classified as a security officer in Missouri and St. Charles County there are no additional requirements.

Question: Will the officers need to carry or be trained with any special equipment (i.e. OC Spray, Pepper Spray, Baton)?

Answer: No not at this time.

Question: What type of uniform would the District like the guards to wear?

Answer: Our current guards wear a dark cargo pant, with matching short sleeve button down shirt with a security patch on the shirt, much like you would see a patrol officer with the police wear. The decision

of the uniform will be left to the company providing the service. It must be professional and must be something that identifies the individual clearly as part of the security team.

Question: Will there be an opportunity to walk each of the sites to better understand the officer duties?

Answer: Appointments can be made with our District Safety Manager by emailing him at jason.griesenauer@fhdschools.org

Question: Are services only needed for 169 days per year-school season? Will there be any needs during the time the school is not in session?

Answer: Typically, security guards are only used when school is in session. There will be after school athletic events and competitions that guards may be requested to assist with. Also, there may be make up days due to inclement weather that security services will be needed. The 169 days is just the standard school year and does not include the summer school session. In summer the District consolidates the 3 high schools to one high school site for the summer session and security services will be needed to support the summer session. The summer session is typically 18-22 days long.

Question: Are RFP submissions to be emailed?

Answer: To ensure that your response is not caught in our spam filters we would prefer a hard copy to be delivered to the location listed above.

Question: What law enforcement agency (police department) services the 4 locations?

Answer: Francis Howell High School is St. Charles County Police, Francis Howell Central High School is Cottleville. Francis Howell North High School is Saint Peters. The Union Program is O'Fallon, MO.

Question: Is there currently a resource officer that is assigned to each location? Contract or in-house?

Answer: The 3 traditional high schools have a resource officer that is assigned to the school. The Union program does not currently have one. The resource officers are contracted through the respective police departments.

Question: What holidays does FHSD recognize? On those holidays will security be needed?

Answer: Typically, school is not in session for all of the major holidays and security is not needed unless there is a special event at the school in which will request such. You can find more about our holidays on our [website](#).

Question: Who are the present vendors?

Answer: Security services is currently contracted with Gateway Security Services.

Question: How many vendors will be awarded as a result of solicitation?

Answer: Francis Howell School District definitely understands the uniqueness of the labor market post COVID. Ideally, we would like to contract with one vendor who can support all 4 locations, but

understand that it may not be possible and therefore multiple vendors maybe required to meet the needs. Costs will also impact this decision.

Question: What are the current billable hourly rates or percentage mark-up rates?

Answer: The current agreement with the current firm is that there are no mark-up rates. The hourly rate for the 21-22 school year was \$20.45

Question: How much was spent on this service last year?

Answer: \$224,734.36

Question: How much is intended to be spent once the contract is awarded?

Answer: At least the minimum to provide services that cover the traditional school year, plus the summer session.

Question: Is there a prevailing/living wage requirement associated with this project?

Answer: The contractor should prepare a wage that will allow them to recruit and retain the appropriate personnel and that complies with any rules and regulations required to operate in the state of Missouri and within St. Charles County. We expect the respondent to do what they have done for other public schools within Missouri.

Question: Are the officers required to be armed or unarmed for this project?

Answer: All security officers should be unarmed for this RFP at this time.

Question: Who is Lakewood City School?

Answer: That was a typo and has been corrected.

Question: Is the preference armed security guards?

Answer: No

Question: What method of submission should be used to submit the bid/proposal? Email or Hard copy? How many hard copies are needed? Will the bid/proposal need to be in a sealed envelope? Hand delivered or certified mail?

Answer: Our preference is for it to be hard copy so it is not lost in our District's spam filters. Once copy is needed. It should be in a sealed envelope. You can either hand deliver, send certified mail, courier, etc. It should go to the address listed in a previous response above in this document.

Question: Are we required to be on site during snow days?

Answer: No, typically when the District is closed to students, security services are not needed. There maybe a time or two that if the weather clears and there is a game scheduled that it may go on and any guard scheduled for that event would be needed.

Question: Will any other experience for the job description(s) be accepted? Such as military or police background?

Answer: Please see response earlier in this document.

Question: How much notice is provided for additional officers for events or special needs that are not on the calendar?

Answer: Special events are typically preplanned and the school will reach out according to need. Typically, there is a week to two week's notice if additional officers are needed.

Question: Can you provide examples of when additional officers may be needed outside of events that are currently scheduled on the calendar? Can you give an example of how many officers or what a typical event looks like?

Answer: Additional officers are used for parent meetings such as PTO or athletic events. This varies from school to school. PTO meetings are usually a couple hours in the evening and there maybe a need for 1-3 officers. For athletic games, those are usually 4-5 hours and usually require 2-5 officers. Again, varies by school.

Question: I understand smoking is not allowed on the property but that does that include the fact that you are not allowed to smoke in your own vehicle?

Answer: There is to be no smoking on school grounds, that includes in someone's personal vehicle that is parked on the school grounds.

Question: What are COVID protocols? Do they have a rating system for status such as red, green, etc and meaning?

Answer: Currently, the only COVID protocol in place is quarantine for those that have tested positive. Those that have been exposed but not showing symptoms and have been vaccinated may continue to come to work but must wear a mask for 5 days while on the job.

Question: How are all site supervisors or management for contractor supposed to get a hold of guards at the location if they are not allowed to use cell phones? If that person has a personal emergency is the expectation that the main office number is called and the guard is radioed?

Answer: The expectation would be that they company call the main office of the school and then they would radio the guard for the message.

Question: How soon after selection are we able to do a walk-through, evaluation and or review of manual's protocols and procedures at the applicable sites?

Answer: If approved, that can begin with in a couple weeks.

Question: What is the process in regards to submitting invoices and receiving payments?

Answer: Invoices would be sent directly to the schools themselves for processing. We operate on a net 30.