

- 1. Do the three references need to be from public agencies specifically, or may they include clients from the private sector as well?**
 - A. Provide three (3) references from recent or current public agency contracts. For each reference, include: Name, mailing address, email address, and phone number of the primary contact and brief description of services provided and dates of service.
- 2. Is the Supervising Representative billable to the City? If yes, should we include this in the fee schedule for each shift category listed in the RFP?**
 - A. No, the supervising representative is not billable to the City.
- 3. Does the Cover Letter require an original wet signature, or are electronic/pasted signatures also acceptable?**
 - A. Electronic Signatures are acceptable
- 4. Who is the current incumbent, and what are the current rates?**
 - A. The current incumbent is Access Control Security. Below are the current rates
 - \$30.00 per hour with a 4 hour minimum per event.
 - \$45.00 per hour for 7 Holidays (New Year's Day, Memorial Day, Labor Day, Christmas Day, Presidents' Day, Independence Day, Thanksgiving Day)
 - \$45.00 Overtime rate if the guard is to work over 8 hours.
- 5. What is the minimum wage applicable in the City of Monrovia?**
 - A. California minimum wage language applies.
- 6. Are prevailing wage and living wage requirements applicable to this contract?**
 - A. No, there are no prevailing wage or local living wage requirements applicable to this project.
- 7. Based on the City's historical records, will a patrol vehicle be required in the future for the security officer? If yes, so that we consider it in our fee schedule.**
 - A. Historically, no, the City has not required a patrol vehicle as part of an assignment. Security personnel will perform foot patrols and serve as a visible presence to deter inappropriate or unlawful behavior.
- 8. Can the City share the average monthly hours or events that typically require coverage?**
 - A. Monthly hours vary depending upon facility rental requests and special event needs. On average, approximately three (3) facility rentals per month require security staffing, in addition to several City-sponsored special events held throughout the year. The City also provides ongoing security presence in a public parking lot on Friday evenings from 5:00 p.m. to 10:00 p.m., a service that is anticipated to continue for the foreseeable future. From November 2024 through October 31, 2025 the total number of security guard hours worked at facility rentals and special events was 1,021.71 hours.

In addition to facility rentals, the City uses unarmed security services to monitor a City Parking garage every Friday from 5:00pm – 10:00pm with 1 guard on foot patrol.

The City also has multiple Community Special Events that take place throughout the year, which require anywhere from 1 to 6 guards. Special Event needs for the City vary and include, but are not limited to, the following:

- New Year's Eve on Myrtle
- Wine Walk
- Monrovia Days (3 Day Community Festival) which includes monitoring onsite carnival rides the week prior to this event's start date, as well as watching equipment overnight each day of the event.
- Summer Concerts
- Family Hike and Campout

9. Will schedules be provided monthly or mainly on short notice (24 hrs or less)?

- A. The City will schedule on-call security services for facility rentals in monthly increments, and as needed for special events. Scheduling may be adjusted at the City's discretion to accommodate additional facility rentals, cancellations, or evolving operational needs.

10. Are guards needed during setup and teardown, or only during public hours?

- A. Guard needs vary based on each event, including nights, weekends, and holidays.

11. Will existing DOJ Live Scans be accepted, or are new ones through Monrovia PD required?

- A. Existing Live Scans are acceptable. Consultant shall, at its own expense, ensure that all assigned security guards complete a Department of Justice (DOJ) Live Scan background check and shall provide proof of clearance to the City upon request.

12. Is on-site supervision required for all posts, or is remote oversight acceptable for smaller assignments?

- A. The need for onsite supervision will vary depending on the request, however, remote oversight is acceptable for smaller assignments. For all assignments, the company will be provided with expectations and in some cases will have City personnel onsite to report to.

13. Is the City open to digital Daily Activity Reports (DARs) and GPS tracking for accountability?

- A. Yes

14. For events where alcohol is served, will guards with ABC or de-escalation training be viewed favorably?

- A. While this is not required, this would be helpful.

15. Will annual CPI-based rate adjustments be allowed after the first contract year?

- A. Any annual rate adjustments should be included in the RFP proposal submitted.

16. What is the term of the current contract, if any?

- A. The term of the current contract with Access Control Security is July 1, 2025 through June 30, 2026.

17. What would be the expected term of the contract for the current RFP?

- A. Staff's intent is to recommend approval of a one year contract with two one-year options to extend.

18. Would bi-lingual officers be an asset?

- A. While this is not required, this is helpful.

- 19. What are the circumstances that have brought about the current RFP?**
- A. The City has experienced an increase in facility rentals and had made enhancements to certain special event programming, resulting in an increased need for security guard services.
- 20. Please detail any specific required equipment, such as vehicles, golf carts, 2- Way Radios, Smart Phones, Electronic Reporting System preferences for E-Delivery of Reports, if any?**
- A. No specific equipment or reporting system is required.
- 21. Are there any established schedules for any of the facilities or departments that can be determined by monthly calendars?**
- A. Monthly hours vary depending upon facility rental requests and special event needs. On average, approximately three (3) facility rentals per month require security staffing, in addition to several City-sponsored special events held throughout the year. In addition to facility rentals, the City uses unarmed security services to monitor a City Parking garage every Friday from 5:00pm – 10:00pm.
- 22. What is the annual budget for these services?**
- A. The need for on-call security services fluctuates month to month and year to year, depending on the volume of facility rentals and special events along with the levels of support required.
- 23. How many Vehicles/Bikes will be required for this project?**
- A. None. Security personnel will perform foot patrols and serve as a visible presence to deter inappropriate or unlawful behavior.
- 24. What would be considered the minimum time frame for notice requesting any or emergency required services?**
- A. Security personnel may be requested with as little as 24 hours' notice for coverage, including nights, weekends, and holidays, in accordance with schedules provided by the City
- 25. For planning and underwriting purposes, can the City confirm whether the Consultant Services Agreement, including the indemnity and insurance provisions, is negotiable post-award or must be accepted as written? Additionally, if changes are permitted, should proposed revisions or exceptions be submitted with the proposal or only after vendor selection?**
- A. Proposers are permitted to request exceptions to the contract terms as part of their proposal submittal. Any such requests will be reviewed and evaluated by the City during the selection process.
- 26. The RFP states that self-insured Workers Compensation will not be accepted. Our company maintains a State-approved self-insured program with Employer's Liability limits of \$1,000,000. Would the City be willing to accept a State-approved self-insured program for this contract?**
- A. Proposers are permitted to request exceptions to the contract terms as part of their proposal submittal. Any such requests will be reviewed and evaluated by the City during the selection process.
- 27. For events where alcohol is served, does the City require the vendor to absorb liability for incidents related to alcohol service, including crowd management, access screening, intoxication-**

related incidents, or compliance with ABC regulations, or is liability for alcohol-related risks retained by the City?

A. All facility rentals require the renter to purchase insurance which shall indemnify, defend, and hold harmless the City of Monrovia, its officers, employees, and agents from any and all losses, costs, expenses, claims, liabilities, actions, or damages, including liability for injuries to any person or persons or damage to property arising at any time during and/or arising out of or in any way connected with RENTER's use or occupancy of the FACILITY and adjoining property, unless solely caused by the gross negligence or willful misconduct of the City of Monrovia, its officers, employees, or agents. If applicable, alcohol-related users must obtain and comply with ABC Requirements.

28. What is the current contract's annual value, and what has the City historically spent on this scope during the current and previous contract terms?

A. The current contract annual value is not to exceed \$25,000. Over the last 5 years the contracts for Security services has varied between not to exceed \$20,000 and not to exceed \$38,000.

29. Can the City provide the security-specific line item or dollar amount allocated for contracted security services within each applicable Community Services M and O budget category?

A. No, the dollar amount allocated fluctuates month to month and year to year.

30. Please provide the current incumbent contract, including the original agreement, term, renewal history, and all amendments or extensions.

A. The 2025 contract will be posted separately on the RFP webpage

31. Are there any documented performance issues, service challenges, or corrective actions related to the incumbent?

A. No.

32. What challenges or pain points has the City experienced with the current security program that the new vendor should be prepared to address?

A. None.

33. Please confirm whether the security personnel assigned under this contract are represented by a collective bargaining agreement or union. If so, please identify the union and whether the agreement is City-specific or applies to a broader jurisdiction.

A. This is a City-specific contract for on-call unarmed security services. All security personnel shall be employees of the contracted firm, which shall be fully responsible for all wages, benefits, workers' compensation, insurance, and applicable federal, state, and local taxes associated with employment.

34. Beyond the averages noted in the RFP, can the City provide projected annual volumes for facility rentals, special events, and other on-call assignments?

A. No, all of these assignments vary year to year.

- 35. For Friday evening parking lot coverage, noted as 5 hours weekly, can the City confirm whether this is expected to remain a static post at the same duration and frequency?**
A. At this time this is a static post, however the City will continue to evaluate the post and make adjustments as needed.
- 36. To properly model labor and scheduling costs, can the City confirm whether minimum shift lengths apply to any assignment types, such as 4-hour minimums, or whether hour-for-hour billing is expected?**
A. The City has no minimum hour requirements.
- 37. For all assignments, will Daily Activity Reports be required, or only for specific posts such as Friday-night parking lot coverage?**
A. Currently the Friday night parking coverage requires a Daily Activity Report. Other assignments may require Daily Activity Reports if deemed necessary.
- 38. For events where alcohol is served, can the City clarify the specific responsibilities of security personnel, including ID checks, access control, monitoring alcohol-service areas, or supporting ABC compliance?**
A. For events where alcohol is served the guards report to City staff, who will review the specific responsibilities and expectations for the event. Typically this does not involve security guards conducting ID checks. They may be asked to support City Staff with access control and monitoring alcohol-service areas. Security personnel will also perform foot patrols and serve as a visible presence to deter inappropriate or unlawful behavior. Duties shall include monitoring and reporting suspicious or illegal activity, enforcing rules and conditions set forth in facility rental agreements, and contacting the Monrovia Police Department when law enforcement intervention is needed.
- 39. Are guards expected to conduct any form of screening such as ID checks, bag checks, or wandings for public events or private rentals?**
A. No.
- 40. Will radios or communication equipment be provided by the City, or must the vendor supply them?**
A. No equipment will be provided by the City.
- 41. Please confirm that no vendor-supplied vehicle is required. If vehicles are not required, would the City be willing to remove or reduce the Automobile Liability requirement, currently listed as \$2,000,000 CSL?**
A. No, vendor-supplied vehicles are not required. Proposers are permitted to request exceptions to the contract terms as part of their proposal submittal. Any such requests will be reviewed and evaluated by the City during the selection process.

42. Can the City confirm whether free parking is available for assigned security personnel, and if so, where the designated parking areas are located?

A. The City has various free parking available and adjacent to City Facilities. City will provide parking map when necessary.

43. Can the City provide the weighting or point distribution for each evaluation criterion in the selection process?

A. All evaluation criteria will be weighted equally.