



ADDENDUM #1

December 10, 2024

TO: ALL POTENTIAL SUBMITTERS

FROM: NINA ALEXANDER, BUNCOMBE COUNTY PROCUREMENT AGENT

SUBJECT: ADDENDUM #1 FOR RFP Security Guards for Buncombe County Health and Human Services

The following changes, revisions, additions, and/or clarifications to the plans and/or specifications are hereby made a part of the original documents.

Addendum # 1

The following questions were asked by potential respondents:

Scope of Services

- 1. What are the specific security needs for the location? (e.g., guarding, access control {keys included}, monitoring, etc.)**

Guarding, building access to include opening and closing of facility, camera monitoring; badges and keys are provided

- 2. What are the most common issues that previous security companies have had to deal with at the site and at the parking deck?**

Addressing and resolving unruly customers and the needle exchange program.

- 3. What areas require coverage? (e.g., main building, parking lot, perimeter, specific rooms)**

One building at 40 Coxe Avenue, as well as the adjacent parking deck.

- 4. Will security personnel be expected to perform additional duties, such as visitor screening or equipment checks?**

When directed by the HHS Operations and Facilities Supervisor, wand down identified high-risk customers or other duties when the Deputy Sheriffs are not present.

- 5. Since the shifts are one guard each shift from the times of 6am-8pm Monday - Friday, where do the additional HPW come from to make up the 120 HPW?**

The first shift starts at 6:00 am until 2:00 pm (opens facility), the next shift starts at 10:00 am until 6:00 pm, and then the last shift is from 12:00 pm until 8:00 pm (lockup facility).

Location Details

5. How many buildings or facilities are included in this contract?

The building at 40 Coxe Avenue and the Sears Alley Parking Deck located beside it.

6. What is the expected volume of foot traffic at the location?

100 to 500, depending on the season

7. Are there any high-risk areas or restricted zones within the property?

There is a high-risk Social Services Visitation room and the Syringe Services office.

8. Are there existing security systems or equipment in place other than cameras? (e.g., alarm systems, metal detectors)

There is a facility alarm system and no metal detectors.

Compliance and Training

9. Are there specific compliance requirements (e.g., HIPAA, state regulations) the security team must adhere to?

HIPPA and naloxone

10. Is first aid training required?

Yes

11. Will the client provide site-specific training for bloodborne pathogens and naloxone or is the contractor expected to do so?

Contractor provided training

12. How many hours of training are required, and will the training be billable?

Basic training hours for completion and Training not billable

Technology Integration

11. Do you use an existing tour system?

There is a set schedule of tours through the facility and spaces, along with monitoring the camera system to address any issues

12. Will the contractor need to supply any security technology, such as cameras, communication devices, or access control systems?

No

13. Will the vendor need to provide cell phones?

No, county cellular phones and computer assets will be provided

14. Is there a need for integration with existing technology platforms or systems?

No

Emergency Protocols

13. What emergency response plans are in place, and what role will the security team play in these?

Yes, plans in place for fire evacuations/drills and Active Assailant.

14. Are there specific drills or scenarios (e.g., fire, active shooter, medical emergencies) the security team must be trained for?

Yes, Fire, Active Assailant, medical and naloxone

Contractual Details

15. Are there performance metrics or reporting requirements outlined in the RFP?

Monthly timesheets and reports as required

Client Interactions

16. Who will be the primary point of contact for the contractor?

Doug Wolf, HHS Operations and Facilities Supervisor

17. How often will reviews or audits of the security services be conducted?

Quarterly reviews

18. Are there any client-provided resources (e.g., workspace, break rooms, equipment, parking) for the security team?

Workspace provided, break rooms provided, cellular phone and facility work phone, computer, and badge access for the parking garage

Budget and Billing

19. Can we review current security contract prior to proposal due date?

You may use this link to request [Public Records](#). Please note that the County wishes to establish a new contract not based upon the old one.

20. What is the expected frequency of billing and payment terms?

Monthly billing

21. What are the current bill and pay rates for unarmed guards?

The County is currently billed \$24.44 hourly. The Contractor is responsible for compensation made to their employees.

22. Is there a minimum wage requirement?

The current minimum wage in NC is \$7.25. The contractor is responsible for determining a competitive and appropriate wage structure for their workforce.

23. Can increases be negotiated during annual renewals?

No more than a 3% increase

Other Considerations

21. Who is the current security services provider?

Admiral Security

22. Are current officers eligible to be retained?

No, guards shall be staffed by the awarded contractor and will not be subcontracted out.

23. Are there any current challenges or concerns with the existing security arrangement?

None.

24. Are there specific goals the County HHS department hopes to achieve with this new security contract?

To establish a contract providing the services outlined in the RFP.

25. Is there a standard holiday schedule for coverage?

Guards are not required to work County scheduled [holidays](#).

26. Are the guards able to leave for lunch?

Yes

27. Are parking lot patrols conducted on foot or will there need to be a vehicle provided to make patrols via rover.

On foot patrols.

28. What are the client's expectations for the security companies' leadership team?

Reliability, responsiveness, and flexibility of evolving and changing needs.

29. What is the pay rate for custodians?

Defer to Department of Labor for pay rates.

30. Can the management team do a pre-site visit of the property before proposal due date?

A guided site visit will not be scheduled for this RFP.

END OF ADDENDUM #1 RFP Security Guards for Buncombe County Health and Human Services