

1. We just wanted to verify that you require that the officers performing the minimum 3 nightly site patrols, as well as the patrol officers responding to any alarm calls, are armed with a firearm?

Please read page 1 of 25, Head Start of Greater Dallas, Inc (Agency) is seeking bids for a firm to provide security and "Patrol" services, for Agency locations with Dallas County, Texas.

The firm shall provide at minimum **three random patrols per night** between the hours of 6:00 PM and 6:00 AM at each facility (See attached list).

Also, please read page 9 of 25,

"Locations where alarm monitoring services are provided by a third party, the Purchasing Agent shall have the Contractor shown as the primary notification between the hours of 6:00 PM and 6:00 AM in the event of an alarm being activated. The Contractor must have the necessary patrol capability to be first responder to all alarm notifications during those hours and to meet the minimum amount of location checks per shift. Daily shift reports, log, must be provided to the Purchasing Agent by e-mail, fax, or hand delivered. Bidders shall provide information by which the Review Committee can determine response and patrol capability, including number of commissioned officers, vehicles, and response statistics for current clients".

"The Bidder shall provide the Purchasing Agent with a list of all current officers, along with a copy of their license that will be providing services under this contract. Additionally, after the award, the Contractor shall notify the Agency of any terminated officers, new personnel, new license, etc. immediately. All officers patrolling under this contract shall be commissioned (as defined by the State of Texas). The Agency may require the replacement of any officer, with cause." (armed guard with firearm)"

2. On page nine, Specifications/Special conditions for security guard services, regarding the phrase. "Locations may be added or deleted at any time. Included therein will be written orders to be performed by the officer on duty" We did not see a list of written orders to be performed by the officer on duty where the locations were listed. Do you know what orders will be?

Those lists of written orders will be informed based on the location and need of services as below reasons:

- 1) an emergency case. 2) some of the centers being closed due to not enough kids. 3) open another new center.

3. If we had coverage for alarm responses to the various sites, if the Patrol Officer were to complete the circuit of three nightly site patrols, would the patrol officer be required to stay on shift the entire period between 6:00 p.m. and 6:00 a.m.

In the event of an alarm activation, the responding patrol officer may be required to stay on the premises until the property is full secured which could be after 6 am.

4. How many locations will require coverage from 6:00 p.m. to 6:00 a.m.?

We have 15 centers to cover right now. Please read the Agency locations page in the bid package.

5. Could you kindly provide information on the current incumbent for IFB No 24-SGS?
All information is contained on the invitation for bids.

6. Additionally, I am interested in understanding the current charges associated with the incumbent's services.

We do not encourage low ball bid or similar pricing; therefore, this information is not available.

7. What type of uniforms does your organization prefer for security personnel, tactical, button-up, or polo?

We do not have restrictions for that.

May I inquire about the number of guards deemed necessary per facility as outlined in IFB No. 24-SGS?

3 Security Guards

8. Could you please explain the criteria that would lead to the rejection of equipment, supplies or services?

Please refer to Page 15 that outlines the criteria and following the instruction of the IFB's package.

9. Does your organization have track tick or want track tick?

As well as the security guard companies can provide as monthly report for patrolling services for each center, we have no control for track tick or want track tick.

10. Please provide a list of locations where services are required.

Please read the last page for Agency Locations.

11. Can you please provide a list of locations where Head Start may require services within the next 12 months?

Please read the last page of Agency locations, note: Centers can be added or deleted throughout the year.

12. Many times, we have set up temporary offices for the duration of contracts, does Head Start requiring an office in the local area before the start of the contract?
Please read Page 9 of 25,

To optimize customer service, during the duration of this contract, the Contractor shall be required to maintain and operate an office in the Dallas metropolitan area. Head Start of Greater Dallas, Inc. encourages Bidders who have established services in the DFW area and have local representation with permanent staff adequate to manage and service the Head Start account. Bidders should provide a physical address for its operating office and information on how the office is staffed, hours of operation, and length of time at that location. Preference shall be given to bidders having at least (3) years' experience in providing patrol services for locations such as schools, theaters, exhibit halls, and public buildings. Bidders shall provide documentation to support such claim of experience with their bid.

13. Is there currently an incumbent for this project?

This question is not directly pertinent to the bid package.

What is the current bill rate?

Per supervisor instruction, the current bill rate is not allowed to be release, you may e-mail to our Purchasing Director to this question, her email address is drogers@hsgd.org, or call her at 972-283-6415.

14. Is prevailing wages schedule applicable under DOL service contract act?
N/A to this IFB package.

15. For patrol pricing monthly, can you let us know if you know if the 12 hrs. are 5 days a week or 7 days a week monthly?
7 days a week from 6:00 PM and 6:00 AM

