



Date: **May 21, 2021**  
Subject: **Questions & Answers for the PLCB  
Request for Proposal for  
Comprehensive Security Services**  
RFQ Number: **20200924**  
Due Date/Time: **June 21, 2021 1:00 PM**  
Addendum Number: **1**

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To All Offerors:

A solicitation "Addendum" is defined by the Commonwealth of Pennsylvania as an addition to or amendment of the original terms, conditions, specifications, or instructions of a procurement solicitation (e.g., Invitation to Bid, Request for Proposals or Request for Quotations).

*List any and all changes:*

- Attached are questions received as of May 7, 2021, along with the PLCB's responses.

If you have already submitted a bid to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the above address.

Except as clarified and amended by this Addendum, the terms, conditions, specifications, and instructions of the solicitation and any previous solicitation addenda, remain as originally written.

Respectfully,

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**PENNSYLVANIA LIQUOR CONTROL BOARD**  
**RFP #20200924**  
**COMPREHENSIVE SECURITY SERVICES**

Questions Submitted by 12:00 PM on May 7, 2021

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**Q1. The RFP stipulates the following, “All armed guards are to be armed with guns/firearms only. Non-lethal weapons such as batons, OC (pepper) spray or tasers, and restraints such as handcuffs or zip-ties, are not permitted for either armed or unarmed guards.” How will PLCB justify the response of the armed security guard in a use of force incident, if the incident is justifiably non-lethal? Will PLCB or Commonwealth indemnify the contractor against use of force negligent lawsuits, if the requirement is for them to only possess a pistol?**

**A1.** Upon further consideration, armed guards may possess non-lethal weapons as well as guns. Guards must be trained and certified, as appropriate, to possess any weapons. Per section III-3(B)(1) of the RFP, the PLCB requests that the offeror provide a copy of the company's operating and policy manual as well as post orders, including the use of force. It is intended that each offeror will provide a proposed plan regarding how and when its guards will use force and an explanation for why that approach is considered to be a best practice in a retail setting. The safety of those present in the store should be the top priority in all scenarios. Neither the PLCB nor the Commonwealth will indemnify the contractor in any negligent use of force lawsuit.

**Q2. Section 20 states that no officers are allowed to carry any defensive weapons. This conflicts with our current Use of Force policy that allows armed officers to carry defensive weapons if certified to carry them. Is there consideration to alter this section or would we need to provide an amended use of force policy to these officers?**

**A2.** See A1, above.

**Q3. Appendix G, Security Guard Performance Requirements. Appendix G, #3, Who at PLCB will grant the authority to remove a said individual?**

**A3.** Removal of an individual who is not complying with verbal commands must be performed by local law enforcement. The General Manager or Person-in-Charge of the shift will determine if an individual needs to be removed from the premises.

**Q4. Appendix G, Security Guard Performance Requirements. Appendix G, #3, Will the guard be authorized to contact the local police to assist in the removal of an individual from FW&GS?**

**A4.** Contact with local law enforcement should be done by the General Manager or Person-in-Charge when possible. The guard may contact the local police to remove an individual if directed by the General Manager or Person-in-Charge.

**Q5. Have any professional training standards for security guards been developed or implemented by the PLCB?**

**A5.** *The PLCB has not developed any training standards for security officers. It is expected that these will be provided by the offeror for review by the committee to determine if they meet the PLCB's needs as dictated in the RFP.*

**Q6. Is there a specific supervisory requirement for security guards?**

**A6.** *On-site supervision by the selected offeror is not a requirement, but all assigned officers should know and understand their chain of command.*

**Q7. Can you provide a weekly schedule for which each store requests an Onsite Security presence (Armed/Unarmed)?**

**A7.** *The operating hours for each store have been provided in the data pack within the document titled "PLCB Facilities Information."*

**Q8. Are the 325K guard hours in the data pack an approximation for the 5-year term (providing approx. 65K hours per year)? Is the volume of hours a COVID need?**

**A8.** *The 325k hours in the data pack is a per year total based on 2020 needs. It is expected that guard needs will continue at this level for the foreseeable future; however, there is the possibility of an increase or decrease in hours as the needs of the PLCB change.*

**Q9. The information provided in the data pack shows locations that have armed AND unarmed guards indicating the need for two guards at a time. The spreadsheet states that there are varying hours for each. Please clarify if there should be 2 guards at the same time or 1 guard at a time with differing schedules.**

**A9.** *There would only be one guard at a time for general use, but there may be a need for additional guards due to events or as needed.*

**Q10. Please confirm the total hours for armed and unarmed guards annually.**

**A10.** *The hours provided in the worksheet are confirmed as our estimate.*

**Q11. Is the guard required to arrive and begin duty 30 minutes before the store opens?**

**A11.** *Guards are NOT required to be on-site 30 minutes before a store opens unless specifically requested by the PLCB.*

**Q12. Please specify the type of uniforms required for armed and unarmed guards.**

**A12.** *Standard issue uniforms are required. This would include a clean long sleeved, button down shirt, standard issue black pants, a duty belt with appropriate/authorized equipment, a badge, and a patch for identifying the selected offeror's company. No plain clothes are ever permitted.*

**Q13. Are there professional, cultural or specific uniform or duty gear requirements?**

**A13.** *There are no requirements or restrictions beyond the standard uniform identified in A12. Only PLCB-authorized equipment will be used on site.*

**Q14. Appendix H requires 4 panic buttons at each location, including one that needs to be carried by the store manager. Is the carried panic button required to be on the same platform as the other alarms/panic buttons?**

**A14.** *The panic button carried by a manager does not need to be on the same platform as the other panic buttons. The PLCB can provide a Wi-Fi connection on the same VLAN as the other alarm equipment or to an existing Direct Internet Access wireless network providing Internet access.*

**Q15.** *Appendix H discusses the need for one magnetic door contact and magnet (pair) per operable leaf. Should the RFP include access control solutions in conjunction with the magnetic door contact? Or will access control be managed by a separate system/procedure?*

**A15.** The PLCB requests that offerors propose the solution they feel best fits the needs and requirements of the PLCB as outlined in the RFP and Appendix H.

**Q16.** *Appendix H at #8 says that all windows “shall be covered by no less than volumetric sensors preventing intrusion” and #9 states volumetric sensors “shall provide 100% interior perimeter coverage walk tested to one foot per second.” Does this mean that the PLCB requires full coverage by volumetric sensors and any additional sensors on windows (such as seismic glass break) are not required provided the window is fully covered by an interior volumetric sensor?*

**A16.** Our requirement is 100% coverage. How this is achieved should be recommended by the offeror. There is not a requirement for both.

**Q17.** *Appendix H, System Requirements. Alarm Requirements, #6 asks for a chime/watch mode function on panic buttons. This would make the panic button audible. Please explain the watch mode function on the panic buttons.*

**A17.** There is no chime function requirement listed in Appendix H for panic buttons. All panic buttons should be silent and have no audible functions.

**Q18.** *In reference to alarm registration and false alarms, we can provide pricing on what alarm permits and registrations are today. If local jurisdictions or state agencies increase fees, will there be an allowance for billing the increased fees over the base year?*

**A18.** There is no separate cost element in the Cost Submittal for these fees. Anticipated costs for monitoring and compliance should be included in either the monthly monitoring fee or the maintenance fee. See section III-8 of the RFP for proposing objections and/or additions to the standard contract terms and conditions.

**Q19.** *If false alarms are caused by PLCB employees and vendor provides a retraining for employees and additional false alarms occur by PLCB employee, it is requested this be amended to exclude fines directly caused by PLCB.*

**A19.** See section III-8 of the RFP for proposing objections and/or additions to the standard contract terms and conditions.

**Q20.** *Is the issuing office able to identify the stores that currently have IP cameras installed?*

**A20.** Of the 5524 total cameras listed on the PLCB Facilities Information sheet found in the data pack, 725 are IP cameras across 164 stores. Most of these stores have only one IP camera, but a few have as many as 20-40.

**Q21. Is the PLCB IT Department responsible for managing any and all port forwarding needs, static IP addresses, etc. required for monitoring solutions?**

**A21.** PLCB IT will support any port forwarding needs.

**Q22. Does the PLCB currently have static IP addresses for all locations? If not, is that something the PLCB is able to provide?**

**A22.** Each location has a single static IP address assigned; network address translation (NAT) is used for private addresses internally. A direct Internet access VLAN can be provided at each location.

**Q23. What is the POS system currently in use?**

**A23.** This information is not relevant to the RFP or an offeror's response to same.

**Q24. What is the upload bandwidth out of each store that will be made available for the camera and alarm package requested?**

**A24.** Each location has 15MPS upload bandwidth total; a percentage will be allocated for camera and alarm packages once bandwidth requirements are determined.

**Q25. Have the job locations had a recent security and safety audit? It is possible to find the PLCB loss history? (guarding injuries, robberies, shoplifting stats, etc.)**

**A25.** Safety and Security audits have been performed at our FW&GS locations. These may be made available upon request only to the selected offeror.

**Q26. Does this project qualify for Tax exempt status and will a PA state tax exempt certificate be provided?**

**A26.** As an agency of the Commonwealth, the PLCB is tax-exempt. A tax exemption certificate will be provided to the selected offeror upon issuance of the purchase order.

**Q27. This potential project has two uniquely different scopes, the Camera/Burglar and the Physical security. Each of those portions carry different risks, manpower, and liability. Will the state accept/consider/review partial RFP's responses?**

**A27.** The PLCB will not consider partial RFP responses.

**Q28. Will the PLCB agree to a limitation of our liability?**

**A28.** See section III-8 of the RFP for proposing objections and/or additions to the standard contract terms and conditions.

**Q29. Are the MSA terms negotiable?**

**A29.** Assuming that "MSA" refers to the Contract for Comprehensive Services in Part V of the RFP, please refer to section III-8 of the RFP for proposing objections and/or additions to the standard contract terms and conditions.

**Q30. Definitions-Days are calculated as calendar days. In the interest of reduction of cost will PLCB interpret days to be weekdays without holidays or weekends?**

**A30.** Many PLCB locations are open 7 days a week including most holidays. Alarm services must be provided 24/7 and guards must be provided for every day that a location is open. See section III-8 of the RFP for proposing objections and/or additions to the standard contract terms and conditions.

**Q31. Is there a union contract # that has been negotiated for the PLCB?**

**A31.** It is unclear to which union contract this question is referring. The selected offeror will be responsible for its own workforce and any subcontractors.

**Q32. For reduction of paper, will PLCB allow for the automation of web portal and auto email reports which will also provide records the documentation has been sent?**

**A32.** Written reports may be generated and sent electronically so long as they meet the needs of the PLCB.

**Q33. Will the PLCB consider separate billing for body armor or must all equipment for the physical officers be built into the hourly rate?**

**A33.** All equipment for the physical officers is to be built into the hourly rate.

**Q34. Will the installation costs be billed by location as completed?**

**A34.** Yes, installation costs may be billed by location once approved by the PLCB as completed.

**Q35. Does the PLCB anticipate paying for the equipment and installation at the time the contract is awarded and then only pay monthly fees for maintenance and monitoring or should the cost of the equipment be amortized over the five year term and included in the monthly charges? If the PLCB anticipates that the cost of equipment to be amortized over the term of the contract, how does the bidder recover the costs of the equipment if the PLCB terminates the contract for its convenience before the cost of equipment is recovered?**

**A35.** The PLCB intends to only pay a one-time fee for the cost of installation, then a monthly fee thereafter for maintenance and monitoring. There are not standalone cost elements for any equipment. See section III-8 of the RFP for proposing objections and/or additions to the standard contract terms and conditions.

**Q36. Is installation, equipment/maintenance, monitoring pricing to be based on FW&GS retail stores? If LSCs, commerce fulfillment center and district/regional offices are to be priced, will a separate pricing category for each be provided as the equipment could vary greatly from a retail store?**

**A36.** A separate pricing category will not be provided for different types of locations.

**Q37. For removal of existing cameras, is the designated contact at the site or is there an expectation of packing and shipping?**

**A37.** There is no expectation of packing and shipping existing cameras. The designated contact will be onsite.

**Q38. Can PLCB provide a list of cameras currently installed at each site? At minimum quantity at each site so all bidders can use the same cost for removal.**

**A38.** *The number of cameras at each location was provided in the data pack in the document titled “PLCB Facilities Information.”*

**Q39. Should the bidders disregard the volume of hours and provide hourly rates for the type of service (armed vs. unarmed)?**

**A39.** The Cost Sheet requires that offerors provide an hourly rate for both armed and unarmed guards. The estimated hours included in the Cost Sheet are based on 2020 usage.

**Q40. Please confirm that this project will require certified payroll and PA prevailing wage rates? If PA Prevailing wage rates are required, please provide rates for each county to be used in the bid. Also identify which classification of worker should be used IE Electrician or Telecom or Other?**

**A40.** Yes, certified payroll and Prevailing Wage Rates are required. Rates may be requested, by county, at: <https://www.dli.pa.gov/Individuals/Labor-Management-Relations/lc/prevailing-wage/Pages/Prevailing-Wage-App.aspx> for the specific classification of worker the offeror proposes to utilize.

**Q41. Are you planning to use any CARES ACT or ARP funds? Would you consider a solution that includes COVID-19 mitigation technology to help acquire those funds?**

**A41.** The PLCB does not plan to use CARES ACT or ARP funding at this time. Furthermore, the selected contractor will not have any authority to acquire such funds on behalf of the PLCB. The selected contractor must retain ownership of all technology used to provide the services during the term of the contract.

**Q42. Will you require NDAA compliance?**

**A42.** Yes, as stated in Section III-3(A)(1) and again in Section 5c of the Contract for Comprehensive Security Services in Part V of the RFP, all equipment provided must comply with Federal Acquisition Regulation Representation 52.204-24, “Representation Regarding Certain Telecommunications and Video Surveillance Services or Equipment.”

**Q43. III-3, B, C: Is there a list of what sites have fire and the make and model of fire panels?**

**A43.** The PLCB is unable to provide this information at this time.

**Q44. Is this a new security award or is it an award that is being renewed? If being renewed, what is the transition process between vendors? Section 18 mandates that all Armed Officers must wear a bullet proof vest. This is a departure from the current Scope of Work for current PLCB Armed Officers, is this indeed a new requirement for Armed Services going forward?**

**A44.** These questions are unclear. This is a new RFP, issued pursuant to the Pennsylvania Procurement Code, with all relevant requirements set forth therein, as supplemented and amended by this Addendum #1. The requirements of this RFP will apply to the offeror who is awarded the resultant contract.