

Questions & Answers

(Q&A DEADLINE for new questions is October 6, 2025, 3:00pm EST)

#9

- 28. What is the brand and model of x-ray screening and magnetometer equipment used at each facility covered under this solicitation?**

Answer: Smith Detection HiScan X Rays Machine. The models include 6040i, 6040ds, 100100v, and 7555i. The Magnetometers are Ceia HIPLUS/PZ and Garrett PD 6500i.

- 29. Must the Contract Manager be dedicated exclusively to this contract, or may the concurrently support other contracts ?**

Answer: The RFP does not specify. Providing all Scope and Specification pertaining to the assigned Contract Manager assigned to HCSO are adequately completed, it may not be an exclusive post.

- 30. Can you confirm that the metal detector, x-ray screening equipment are provided by the county?**

Answer: Equipment are assets of HCSO.

- 31. On PG 29 of the solicitation package, the scope states that the “Contractor will be responsible for providing computer equipment at the courthouse complex.” Could you specify what the exact equipment required (eg, desktops, laptops, monitors, keyboards, or other computer related equipment such as printers, etc.), the quantity, and if there are minimum requirements for any equipment?**

Answer: Should the proposed Security detail require computer equipment, it is not furnished by HCSO at the Courthouse Complex for the offeror's use.

- 32. Are patrol vehicles required?
If so, should vehicles be priced as separate line items or included within the hourly bill rate?**

Answer: Should the proposed Security Posts require any personal transportation or motorized vehicle(s), HCSO will not provide. Billable rates should be all inclusive.

- 33. What is the current schedule for the security personnel? Please also specify by position.**

Answer: Refer to Exhibit A – Staffing Schedule.

34. Are any of the locations union or subject to a collective bargaining agreement?

- If yes, which locations and what union?
- Can you please provide a copy of the CBA and any associated riders?

Answer: No.

35. Is any specialty training required?

- If so, is this for specific positions or the entire guard force?

Answer: Refer to Part C – Scope of Services & Technical Specifications

36. Will site visits be possible?

Answer: At this time HCSO is unable to schedule an escorted site visit to these public locations.

37. Who is the incumbent provider?

Answer: Refer to Part C – Scope of Services & Technical Specifications, item 25.

38. Are there specialty uniforms and/or equipment required for any of the roles?

- If so, please describe the specialty item(s) that is required per location.

Answer: Refer to Part C – Scope of Services & Technical Specifications, item 13.

39. Does (Client) intend to retain any of the incumbent guard force?

- If so, approximately what percentage of incumbent security officers do you wish to retain?

Answer: Refer to Part C – Scope of Services & Technical Specifications, item 25.

40. Are there any concerns or pain points with the current service?

Answer: No.

41. What are (Client)'s standard payment terms

Answer: Refer to Part B – Special Provisions, item 25.

42. What percentage of incumbent staff are you willing to keep if you make a change in vendors?

Answer: 100%

43. Would you like medical, training, and vacation built into the bill rates or billed separately as incurred?

Answer: Billable rates should be all inclusive.

44. Do you currently have an electronic tour management system that captures tour schedules, incident reports, daily activity reports, etc.?

Answer: HCSO does not report on behalf of the incumbent provider. Refer to Part C – Scope of Services & Technical Specifications, item 17.

45. Will armed officers be expected to go to shots fired?

Answer: This may be negotiated upon within the ensuing contract.

46. What brand of x-ray machine is in use at Hillsboro County Courthouses?

Answer: Refer to Answer 28.

47. Throughout the RFP, additional supporting documentation is requested (such as-----). Our materials that support these requests are proprietary and confidential. Can we provide the table of contents to meet this ask so that we can maintain our proprietary materials?

Answer: Refer to Part A, paragraph 1, Proposal submittal. A redacted copy is required.

48. Per Part C, Item 25, the RFP states: “The Awarded Contractor will be responsible for coordinating with the HCSO and Allied Universal Security Services, LP to ensure that the Awarded Contractor’s personnel are properly trained prior to commencement.” Does this mean that the awarded vendor is to receive training from the incumbent or how is this to be understood?

Answer: Proposed transition plans have not yet been received. HCSO has not placed restrictions on the proposed transition which will be accepted.

49. What is the anticipated start date of the contract?

Answer: Refer to 2025-016, page 5, RFP Overview.

50. How much time will be provided for transition of the contract?

Answer: Proposed transition timelines of submissions have not yet been received. HCSO cannot ascertain the extent of this transition until such a time as the RFP opening.

51. Appendix III References – Please clarify if we are to send these to our POCs or will HCSO be sending?

Answer: Refer to Answer 19.

52. RFP Part D.3.f.viii states “Risk Management – Interpretation of responsibility to include steps to eliminate risk.” Above in the Document bullet the RFP request “how management interprets risks” which seems duplicative. Please clarify what documentation you are seeking beyond the narrative.

Answer: HCSO is requesting documentation which supports the narrative provided in submitted response in addition to the required list of significant claims or lawsuits with outcomes.