



Amendment #1
QUESTIONS FOR INVITATION FOR BIDS
PROFESSIONAL SECURITY & TRANSPORTATION SERVICES
 IFB No. 3160007108
 MDCPS PP No. 2025PSTS001
 Issue Date: January 8, 2025

Bids must be received by February 4, 2025, at 10:00 AM, Central Time

No.	Question/ Request for Clarification	MDCPS Response
1.	<p>Would the MDCPS be interested in bids from cost-effective alternative transportation solutions utilizing sedans and SUVs as a supplement in cases where transportation needs are most efficiently met by smaller vehicles (e.g. special education, IEP, McKinney Vento, and/or other small group and individual rides) provided on an as-needed basis?</p> <p>If so, will the MDCPS adjust vehicle and/or personnel requirements in cases where the requirements referenced in the RFP are explicitly non-applicable to non-commercial vehicles and personnel if vendors meet and exceed all pertinent criteria as well as all equivalent applicable standards? For example, sedan-based noncommercial transportation generally does not require first aid kits for 10 or fire extinguishers.</p>	<p>MDCPS administrative staff has reviewed the suggested options, but after careful consideration, decided to pass on these. This option does not align with current priorities and objectives. Therefore, MDCPS is opting not to pursue these options further at this time.</p>
2.	<p>Please provide historical and/or estimated information on the following: Monthly ridership, Average number of</p>	<p>The agency requests a shuttle vehicle to transport staff between the agency parking lots and the building. All</p>

	riders per one-way trip, Number of one-way trips per month, Average mileage per one-way trip, and Total trip mileage per month.	<p>parking lots are within half a mile of the building, and as we are adding extra staff, parking at the building is limited.</p> <p>There is no historical data available for the combined services for this agency. The number of riders will fluctuate daily, we anticipate accommodating up to 200 riders daily, with most rides occurring during peak hours.</p> <p>To ensure the safety of our staff and based on the location of the parking lots, we are requesting a vehicle to shuttle staff to and from these parking areas during normal business hours (Monday to Friday, 7 AM to 6 PM) as needed.</p>
3.	How often will contractors be required to share safety and performance data with the MDCPS? What type of data will be required?	The chosen contractor must provide monthly reports on safety and performance metrics.
4.	In order to assist proposers in offering competitive pricing, please provide the following information: Current and/or previous contractor(s), Current contractor rates, and Sample invoice(s).	<p>The existing contractor is Topps Security.</p> <p>As Security and Transportation Services have not been provided for this agency before, there is no historical data available for the combined services for this agency. However, you can find general estimates based on the scope of the project and historical transparency data by visiting the Mississippi Transparency website at https://www.dfa.ms.gov/transparency.</p>
5.	If operating as a transportation broker, who is responsible for checking that vehicle and drivers meet expected standards outlined on this RFP? Is it the transportation broker or the subcontracted transportation provider?	The agency will oversee vehicle standards, while the contractor will be responsible for any necessary repairs or addressing any issues.

6.	What process or procedures do you require to ensure that subcontractors meet all regulatory insurance requirements?	The Administration Department of the agency will keep an official copy of the insurance document on file.
7.	Does the MDCPS require contractors to maintain their own primary insurance in addition to those of their drivers?	MDCPS mandates that the selected contractor provides the necessary minimum coverage to operate vehicles for staff shuttle services.
8.	Will the MDCPS require real-time GPS oversight for each ride?	Not applicable
9.	As public funding often prohibits offshore outsourcing, does the MDCPS require customer support and dispatch staff to be located in the United States?	Not applicable
10.	The scopes of services in Section 2.2 refers to a total of two guards on the interior and three guards on the exterior. Is the invitation asking for a total of five guards Monday through Friday from 6:30-6:00?	Yes, staffing from Monday through Friday will include one supervisor, one interior guard at the State Office entrance, one interior guard at the Hinds County Office entrance, and two exterior guards to monitor the perimeter. One of these exterior guards can also assist with shuttle services if needed.
11.	Should my company's UEI number be submitted in lieu of the DUNS number?	Yes, the UEI can be used.
12.	What is the specific transportation-related duties for IFB No. 3160007108?	MDCPS has four additional parking lots located off the property but close to the building. We are requesting a vehicle to shuttle employees and visitors to and from these parking lots as needed and to ensure the security of these lots throughout the day.
13.	In regard to criminal and background checks, will these checks need to be submitted for Off Duty Law Enforcement Officers?	Any contractor staff member who will carry a weapon must have a background check on file with the MDCPS Administration Department.
14.	Could you please provide additional details regarding the transportation services outlined in this IFB, specifically: a. Who will be transported (e.g., clients, state employees, other individuals)	a. Employees and visitors of MDCPS will be shuttled to the State Office Building from parking lots owned by the agency. b. This information is unknown, but the parking lots are within one-half mile of the building c. No, state employees will not accompany transport staff.

	<p>b. The expected frequency and average distance of transportation trips</p> <p>c. Whether company staff will be accompanied by state employees during transport</p> <p>d. Any additional expectations or requirements related to the transportation portion of the contract</p>	<p>d. No additional expectations or requirements are expected at this time. However, MDCPS reserves the right to add additional requirements as needed.</p>
15.	<p>The IFB specifies the use of an 8-passenger golf cart and a 15-passenger van. Should these vehicles be priced on a monthly, annual or as needed/emergency basis? Additionally, are these vehicles mandatory for inclusion in the pricing, or should they be considered optional, leaving their inclusion at the discretion of MDCPS?</p>	<p>MDCPS seeks one vendor to provide both services (security and transportation). The vehicles for transportation should be priced on a monthly basis and include as needed for emergency situations. However, the quote may include or exclude the optional shuttle service as needed.</p>
16.	<p><i>The IFB specifies that security officers must be equipped with a company-issued firearm and baton. Would MDCPS consider alternative less-lethal options, such as pepper spray or a taser, in place of a baton?</i></p>	<p>Yes, baton is not necessary, other options are permissible.</p>
17.	<p>To ensure accurate quoting of hours, could you please provide the state recognized holidays discussed in section 2.2 of the IFB?</p>	<p>New Years Day (January), MLK Day (3rd Monday January), Washington’s Birthday (3rd Monday February), Confederate Memorial Day (Last Monday, April), Memorial Day (Last Monday, May) July 4th, Labor Day (First Monday September), Veterans Day (November 11th), Thanksgiving Day, Christmas Day.</p>
18.	<p>Section 2.2 - Scope of Services - Exterior Guard – 750 North State Street, Jackson, MS 39202 of the IFB states that Two security officers on duty from 6:30am until 6:00pm Mondays through Fridays and One security officer on duty patrolling parking lots and interior of the building 6:00pm until 6:30am. However, Attachment B of the IFB shows one of the exterior security guards listed as Twenty-four hours, seven days a week. Please confirm which hours of service is required.</p>	<p>We will have exterior guards 24/7 except for holidays or weather events that cause closure. 6:30am-6pm there will be 2 exterior guards and 6pm-6:30 am there will be one exterior guard that can also help internally as needed for coverage. MDCPS has staff in the building 24 hours a day, 7 Days a week.</p>

19.	Is there a mandatory pre-bid meeting that prospective vendors must attend, or is the submission of the Letter of Intent (LOI) electronically sufficient to participate in the bidding process?	No, there is not a mandatory pre-bid meeting. The submission of the Letter of Intent (LOI) electronically is sufficient.
20.	Could you clarify whether this IFB represents a renewal of an existing contract or the initiation of a new service? If this is an active contract being renewed, can you provide the current annual cost or historical spending associated with these services?	This is an invitation for new service.
21.	Section 1.10 of the IFB states that “All bids shall be in writing”, however in section 1.1 of the IFB it states that only bids uploaded to the link provided will be accepted. Do potential bidders of this IFB need to upload as requested and send in a written copy of the bid; if so what address and to whom should the written copy be sent to?	No, the uploaded bid will suffice.
22.	Can you provide a detailed description of the sites that need to be secured (e.g., number of locations, type of facilities, layout)?	State Office Building, 9 floors plus basement. 175,000 sq ft and holds around 400 employees.
23.	Are there any particular security risks or threats you have encountered at your sites in the past?	Possible security threats in the vicinity include a nearby homeless population, which can occasionally lead to altercations or unexpected encounters. Additionally, the presence of a nightclub next door can result in disturbances and increased foot traffic, especially during late hours, which might require extra vigilance. Furthermore, there is the potential risk posed by disgruntled clients, who may have grievances that could escalate into security concerns.
24.	What security systems or measures are currently in place at your sites (e.g., alarms, cameras, guards)?	The building is equipped with surveillance cameras, badge access points, a fire alarm system, and an intercom system. The cameras provide continuous monitoring, while badge access points control and track entry. The fire alarm system ensures prompt detection and response to fire

		emergencies, and the intercom system allows for quick communication during emergencies.
25.	Will you require security personnel to handle any additional responsibilities, such as customer service or emergency response?	Security Officers will be working around the public and will need to have good customer service skills. Their presence should not only ensure safety but also foster a welcoming and approachable atmosphere. It is essential that these officers are trained to assist visitors, provide directions, and handle inquiries in a friendly and professional manner. Given their role in interfacing with both staff and the public, they need to be able to de-escalate situations, manage conflicts calmly, and offer support with empathy. This dual focus on security and customer service enhances the overall environment, ensuring that everyone feels safe and supported.
26.	Do you require surveillance cameras, and if so, what kind of monitoring system do you prefer (e.g., remote, cloud-based, on-site monitoring)?	The Mississippi Department of Child Protection Services (MDCPS) has installed a comprehensive surveillance camera system throughout the building.
27.	Are there any industry-specific security compliance standards or regulations that need to be met (e.g., HIPAA, PCI-DSS, OSHA)?	Security staff working with Child Protection Services must meet various compliance standards to ensure safety and well-being. This includes comprehensive background checks and clearances to exclude those with a history of violence, specialized training in child protection and de-escalation techniques, and ongoing professional development to stay updated on best practices and legal requirements. They must adhere to all relevant state and federal child protection laws, such as CAPTA and FFPSA, HIPAA, and OSHA and are responsible for prompt and accurate reporting and

		documentation of any incidents or concerns.
28.	What is your budget for the security program, including setup and ongoing costs?	At this stage, the budget has not been determined, and we will be evaluating the financial requirements once all bids are received. This process will allow us to make informed decisions based on the proposals submitted.
29.	How do you prefer to communicate with your security service provider (e.g., email, phone, direct portal)?	Communication is of the utmost importance, and all measures should be taken to inform agency staff of any issues or concerns related to security staffing or incidents they have handled. By maintaining transparent and timely communication by email and phone, we can ensure that all staff members are aware of and can address any security-related matters promptly.
30.	Who will be our main point of contact for coordination and day-to-day communication?	The State Office Building Manager will act as the Point of Contact (POC) for all day-to-day communications. This will ensure clear and direct lines of communication for any updates, issues, or inquiries related to our operations. Additionally, the Security Contract will be overseen by the MDCPS Administration Division. This oversight guarantees that all aspects of the security arrangements are managed effectively and in accordance with organizational standards, ensuring a secure and efficient working environment.
31.	What are your expectations in terms of response times, reporting, and service level agreements (SLAs)?	Security will be on premises 24/7 to ensure continuous monitoring and protection of the site. This round-the-clock presence will guarantee that any security incidents are addressed swiftly and efficiently. Additionally, response times will be immediate, ensuring that any potential threats or issues are promptly handled to maintain the safety and integrity of the premises.

