

Security Services for the Sioux Falls One Stop

Questions and Responses

PROPOSALS ARE DUE NO LATER THAN NOVEMBER 5th, 2025

RFP17603

BUYER: Department of Social Services
on behalf of the Bureau of Human
Resources and Administration

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Q1: Could the State provide instances or examples of on-call requests for service that may occur?

A1: Meetings/Conferences that extend past normal hours.

Q2: What is the minimum response time that would be acceptable to the State for on-call requests?

A2: One hour.

Q3: What is the state's policy regarding overtime for contract security?

A3: Any "overtime" for security personnel, that falls within the normal work hours, is the responsibility of the contractor.

Q4: To what extent are the contracted security officers expected to interact with this technology (e.g.- monitoring cameras, access control, etc.)?

A4: Monitoring cameras, opening vehicle gates when necessary, and monitoring alarms is the extent of that interaction.

Q5: Are there specific certifications or training programs preferred by the State beyond the minimum licensing requirements?

A5: We do ask that any certifications listed by the bidder are actually the certifications/trainings held by all personnel that will be staffing the site.

Q6: Will the State provide access to any digital tools or platforms for reporting, or is the vendor expected to supply them?

A6: The vendor is expected to provide.

Q7: Will radios be provided by the State, or must the vendor supply this equipment?

A7: The Vendor is not required to provide radios.

Q8: How many guards are physically on-site during duty hours?

A8: There should be two guards on site. The expectation is one is monitoring cameras and the other on patrol.

Q9: What types of reports are currently provided and what is the frequency of those reports?

A9: Daily activity log, and incident reports as needed.

Q10: Is SOC currently physically manned or is it virtual support?
A10: <i>Physically manned.</i>
Q11: Can you provide more specific information on the SOC? Is it just camera monitoring, are there emergency buttons, is it bulletproof, are doors monitored, can guards store personal items here?
A11: <i>There are lockers located in the SOC for personal belongings.</i>
Q12: Are there any other mandatory training certifications required beyond those mentioned in the RFP?
A12: <i>No.</i>
Q13: What frequency are invoices currently submitted (e.g., weekly, monthly, etc.)?
A13: <i>Monthly.</i>
The RFP states there will be two unarmed officers Monday–Friday, 7AM–6PM. [RFP addendum: 3.6.1.1 6AM to 6PM]
Q14: How will duties that need to be performed outside of those hours be managed?
A14: <i>Overtime would occur if security services were required outside of 6AM – 6PM not including on-call or after hours.</i>
Q15: What should be an expected period of time given about both short-term and long-term changes to the need for additional staffing and hours of service?
A15: <i>Timeframes can be discussed with the selected Vendor that meet both the State's and the Vendor's expectations.</i>
Q16: Will there be any conversation with the vendor about those modified schedules to address potential overtime costs associated with them? [RFP addendum: 3.6.1.1 6AM to 6PM]
A16: <i>Overtime would occur if security services were required outside of 6AM – 6PM not including on-call or after hours.</i>
Q17: Can you confirm there is no break or lunch periods as part of the normal 7AM-6PM shifts? [RFP addendum: 3.6.1.1 6AM to 6PM]
A17: <i>There should be two guards on site at all times. The expectation is one is monitoring cameras and the other on patrol.</i>
Will there be written direction, SOPs and/or post orders written by the State to ensure clarity on the duties the officers are to perform and the manner in which they should be performed?
Q18: If not, is the vendor expected to develop it?
A18: <i>Post Orders will be available to the selected Vendor.</i>
Q19: Who is responsible for approving duties needing to be performed?
A19: <i>The State's onsite coordinator.</i>
Training mandates
Q20: Will the State provide any guidance on what is approved training content for the compliance required subjects?
A20: <i>Training content is expected to cover 3.7.1.1 – 3.7.1.5.</i> <i>3.7.1.1 Conflict resolution and de-escalation</i> <i>3.7.1.2 Emergency response procedures</i> <i>3.7.1.3 Cultural sensitivity and trauma-informed care</i>

<i>3.7.1.4 Comply with all applicable federal, state, and local laws, as well as DSS policies and procedures.</i> <i>3.7.1.5 A description of vendors training standards should be included in the proposal.</i>
Q21: o Are there specific cultural sensitivity and trauma-informed care courses available to ensure training content meets the State's expectations? <i>A21: The State will not be providing training.</i>
• Reporting system
Q22: What is an approved provide a tracking system for 3.5.1 and 3.5.2? <i>A22: The State does not require a specific tracking system.</i>
• Contract renewal options
Q23: The RFP states there are five optional 1-year renewals, but cost or rate adjustment is not mentioned. Should the proposal include expected cost increases or a weighted rate to cover all five potential years of service? <i>A23: Rate adjustment is based on Legislature approval annually.</i>