



RFQ #1635 – Addendum #1

Downtown Safety Ambassador Program RFQ

Responses to Questions from Potential Service Providers

June 13, 2016

The City of Riverside Community & Economic Development Department, Planning Division, is pleased to provide the following responses to the questions submitted by potential Downtown Safety Ambassador Program service providers.

Q1:

A) Monday to Wednesday is 7 PM to 3 AM, is 8 hours. With two people working that shift, 3 days a week, it comes out to 48. (Not 42).

B) Thursday to Saturday is 3 PM to 11 PM, is 8 hours. With two people working that shift, 3 days a week, it comes out to 48. (Not 42).

Answer: The statement submitted above by a potential service provider is correct; the total patrol hours per shift do not match the patrol hour window. Two people patrolling for eight (8) hours would equal 48 total hours, not 42.

Although the table included in the RFQ appears to be in error, the 42 hours of patrol time is intentionally. City staff apologizes for any confusion that the table provides, as an explanation was inadvertently removed from the text. An explanation for the reduced patrol hours is provided as follows:

In brief, a table reflecting patrol hours was originally created with an eight hour patrol window and eight hours of ambassador patrols. However, when the table was shared with members of the public, there was concern that the table did not reflect time the ambassador's would be "off the street" attending briefings, giving community presentations, on break, etc. To ensure that the patrol time reflects the actual time officers are expected to be visible to the public, an hour was subtracted from the eight hour patrol window.

The second table on page six was created for the purposes of showing the total hours worked by Safety Ambassador staff. Unfortunately, the second table is **incorrect**. The total hours for the four (4) "Bicycle/Foot Patrol" positions should be 112 hours, not 88; and the total should be 232 hours, not 232. The following reflects the correct numbers:

Position	Total weekly hours
Manager/Patrol Supervisor (1)	40
Dispatcher/Office Assistant (1)	40
Lead Bicycle/Foot Patrol (1)	40
Bicycle/Foot Patrol (4) (Combination of full and part-time)	112
Total weekly hours:	232

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As a reminder to all potential services providers, the scope of work provided in the RFP related to program operations, such as the time limits for the patrol shifts, staffing levels, and equipment requirements, are an assumption regarding the City's needs. The Community & Economic Development staff has limited experience providing downtown security services; therefore the City is open to changes to the scope of work that are based on the service provider's experience. Please note that the RFQ states the following on Page 9, Section 8.3:

“The Draft Scope of Services submitted in response to this RFQ shall be the basis of the Exclusive Negotiating Agreement (“ENA”) between the Service Provider and the City (see Section 6), and shall be used by the funding partners (stakeholders) in negotiating their fair share of funding, as well as the pursuit of grant funds. As a result, the City of Riverside will accept a Draft Scope of Services that differs from the program described in Section 3 of this RFQ, provided any deviations are substantiated in the Draft Scope of Services provided. Deviations are acceptable because the City and the Riverside Downtown Partnership (RDP) are interested in a comprehensive and cost effective Safety Ambassador program that draws upon the experiences obtained by the firm while working in similar communities.”

Q2: The hours of service on page six show eight hour shifts but are calculated as only seven. Are we to assume there is a one hour, unpaid break for the officers during the eight hour shift? This means officers may then leave and are not responsible for responding during their unpaid break?

Answer: Please see the answer to Question 1 above regarding the number of hours identified for patrolling.

The City expects that ambassadors will work eight hour patrol shifts; and that ambassadors will respond to requests for service in a reasonable and managed fashion during the eight hour window. The selected Service Provider will be responsible for managing employee breaks, and ensuring that customers are satisfied with the services provided.

Any identified shortcomings with the concept scope of work prepared by the Community & Economic Development Department should be clarified in the proposals submitted by a potential Service Provider, pursuant to RFQ Section 8.3, as described on Page 9.

Q3: At the top of page 6, you show two different sets of hours. By Position, we can see what the weekly hours are, coming out to 208. The schedule above that however, doesn't seem to match up.

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Answer: Please see the answer to Question 1 above regarding the number of hours identified for patrolling. The second table on Page 6 incorrectly stated 208 total hours. The total hours should be 232. Also see the answer to Question 2, above.

Q4: The 40 hours for the Manager/Patrol Supervisor is a paid/billed position that is included in the 208 hours per week of service?

Answer: Please see the answer to Question 1 above regarding the number of hours identified for patrolling. The second table on Page 6 incorrectly stated 208 total hours. The total hours should be 232.

The Community & Economic Development Department staff prepared the concept scope of work based on an assumption that the selected Service Provider will employ a manager for the Downtown Ambassador Program, and that manager will be responsible with coordinating day-to-day issues with City and Riverside Downtown Partnership (RDP) staff. The City has listed the Manager position as a “Manager/Patrol Supervisor”, based on an assumption that the Manager is included in the number of patrol staff (first table, top of RFQ Page 6).

City staff included a Lead Bicycle/Foot Patrol position based on the assumption that there will need to be a “second in command” supervisor for those times the program Manager is off duty.

Please note that any identified shortcomings with the concept scope of work prepared by the Community & Economic Development Department should be clarified in the proposals submitted by a potential Service Provider, pursuant to RFQ Section 8.3, as described on Page 9.

Q5: After that, you show Thursday to Saturday again, 7 PM to 3 AM, with 4 people, coming out to 84 hours. (This is the part we can’t figure out).

Answer: Please see the answer to Question 1 above regarding the number of hours identified for patrolling. The second table on Page 6 incorrectly stated 208 total hours. The total hours should be 232. Also see the answer to Question 2, above.

Q6: Are smartphones acceptable as a replacement for radios? Or does the City require both as necessary equipment?

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Answer: The inclusion of both radios and cell phones was based on the City’s review of other clean and safe programs elsewhere in the Country. The City expects that any device used for communication between patrolling ambassadors will be efficient and reliable.

Please note that any deviations from the concept scope of work prepared by the Community & Economic Development Department should be clarified in the proposals submitted by a potential Service Provider, pursuant to RFQ Section 8.3, as described on Page 9.

Q7: Is mace allowed to be carried by the officers as a defensive weapon?

Answer: Mace was not listed in the equipment items listed by the City, and the City will not require that a selected Service Provider provide mace to ambassadors.

To address the question of mace as optional equipment, the Community & Economic Development Department staff reached out to the Police Department to obtain clarity on the use of mace as a defensive weapon. In short, a final answer to the question cannot be determined without a more detailed review of a service provider’s qualifications, and the details of the service provider’s proposal.

The ability of an ambassador to carry mace as a defensive weapon is contingent on employee training, certification and insurance coverage. The Police Department has expressed concern with mace being used in a public setting, and is concerned with liabilities associated with its use.

Should a selected Service Provider wish to equip ambassadors with mace, an official position will need to be explored through the City’s Police Department and City Attorney’s Office as part of the RFQ selection process, or after the city awards a firm an Exclusive Negotiating Agreement (ENA).

Q8: How many bicycles are estimated to be required at any one time?

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Answer: The City expects that all patrolling ambassadors will be adequately equipped to patrol the Downtown area in a timely, efficient, and effective manner. The number of bicycles provided by the service provider will need to be determined by the security company providing the Downtown services, and should be clarified in the service provider's submitted proposal.

The Community & Economic Development Department staff anticipated that each officer on patrol would be equipped with a bicycle; therefore it was assumed that there would be a minimum of six bicycles "on the street" at any given time (Thursday – Saturday; 7:00 p.m. and 11:00 p.m.).

Q9: Are officer benefits (healthcare, vacations, sick leave, 401K etc.) to be included in the bill rates or billed as incurred?

Answer: All benefits provided to your employees will be the responsibility of the service provider. The City will not be providing benefits to no-city employees.

The City has released the Downtown Safety Ambassador RFQ for the purpose of selecting a firm that will provide an all-inclusive service to the City. The City expects the proposed cost of the program to reflect the real costs that will be billed to the City, should the service provider be selected by the City Council.

Q10: The term of the initial contract is 2017 to 2020. For now, are you looking for a cost that will be good for just those 3 years?

Answer: The City is has identified an initial 3 year term, with two subsequent three year options (9 years total).

The City is looking for the proposed costs to reflect the initial 3 year term, and the full 9 year term. The City has asked for both a 3 year and 9 year cost to ensure that all relevant costs are addressed, such as inflation, minimum wage, amortization of equipment costs, equipment replacement costs, etc.

Please note that RFQ Section 8.5, on Page 10 states the following:

"The proposing firm shall provide a line-item budget, with costs separated for each position and related equipment costs. The proposed budget shall include any cost escalations that may occur over the course of a three (3) year period and a nine (9) year period (per Section 7 above)."

Q11: What are the boundaries of the area to be patrolled by the Safety Ambassador Program?

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Answer: Much of the patrol area for the Safety Ambassador Program is expected to occur in the core areas of Downtown, where the retail and entertainment activities occur. However, the official area of patrol is expected to be the boundary of the Riverside Downtown Partnership (RDP), a non-profit business improvement district in Downtown Riverside. This area is defined as an area roughly a mile square, bounded by Vine Street/91 Freeway, Brockton Avenue, 14th Street and Third Street.

A map of the RDP's business improvement district boundary is available on RDP's website:

<http://www.riversidedowntown.org/wp-content/uploads/2012/05/BID-map.pdf>