

**Questions & Answers  
RFP 11-015**

**1Q.** Is this a bid for security training?

**1A.** No. This is a request for proposal (RFP) for Statewide Hospital Security Officer Training.

**2Q.** Is it feasible that training could be occurring simultaneously in a different region on the same day?

**2A.** Yes, as long as the vendor has sufficient staff to provide trainers at different regions on the same day.

**3Q.** Is it solely the contractor's responsibility to arrange classroom and facility space in any region throughout Florida?

**3A.** Yes. See Section 4.11, Provider Unique Activities.

**4Q.** Are the Hospital conference rooms, auditoriums, meeting halls etc. reasonable for conducting training in the view of the state?

**4A.** Yes. See Section 4.3, Task List.

**5Q.** Are the 600-700 persons to be trained guaranteed by the State and or other entities or is the contractor supposed to seek the persons to be trained by "marketing" the course at their own cost?

**5A.** The contractor will market the program to hospital points of contact (as identified by the department) as part of the contract. See Section 4.3, Task List.

**6Q.** Is this opportunity going to be awarded to multiple companies?

**6A.** No. The intent is to have one (1) contractor coordinate training statewide. See Section 3.0, Statement of Purpose.

**7Q.** Is this opportunity awarded to one (1) company will the funds allocated for the testing and materials have to be itemized based on student participation?

**7A.** Yes. See Section 4.3, Task List.

**8Q.** The RFP implies that the advance and supervisor course is combined in a one (1) day session. Will the State please confirm the advanced and supervisor training is to be taught the same day or do they need to be done on separate days?

**8A.** They are intended to be 1 day classes for each day. See Section 4.3 Task List; Part A, Objective #2 & Part B #2.

**9Q.** Would the State please identify what the 7 RDSTF regions are within the State for the 12 Basic Courses?

**9A.** The seven RDSTFs in Florida are located in: Tallahassee, Pensacola, Jacksonville, Orlando, Tampa, Fort Myers, and Miami. See Section 3.3, Definitions.

**10Q.** The RFP states that the 8 Advance and Supervisor courses are to be offered in the North, Central, and South Florida Regions. Normally the State is divided into 4 regions to include a West Region, the Tampa/St. Petersburg area. Would the State please confirm there are only 3 designated regions in which the advance and supervisor courses will be conducted?

**10A.** The intent is to provide the training in the most central locations possible based on the registration numbers. Thus, the locations will be based on need documented by registration. See Section 4.3 Task List; Part A, Objective #2 & Part B, Task #2.

**11Q.** Would the State please confirm the method for students to take the exam; written test or on-line?

**11A.** The intent of this RFP is that the test will be on-line through IAHS. If special circumstances arise, the vendor may work with the Department to accommodate unique situations.

**12Q.** Are the hospital security officers candidates employees of the state, the hospitals, or are they employed by private companies?

**12A.** Hospitals. See Section 4.2, Major Program Goals.

**13Q.** The RFP states that the award recipient will implement a series of eight hour in length courses for the IAHS basic, advanced and supervisory training programs. In researching the programs, IAHS designates 40 hours of training for each training program. Is the grant requesting a total of eight hours to be taught to students for qualification to take the exam and does the eight hours include the administration and proctoring of the written exam?

**13A.** The RFP refers to one day classes – there is no length of time cited. This is intended to be a review or prep for the on-line certification examinations.

**14Q.** The RFP talks about on-line test taking. Does the award recipient have to provide on-line testing? In speaking to IAHS, the only on-line testing program they have is for their CHPA program and this does not exist for the basic, advanced or supervisory training.

**14A.** The following link explains there are exams for each of the trainings:  
<http://www.iahss.org/Certification/Exam-Process.asp>

**15Q.** The RFP requests eight additional courses for the advanced and supervisory training. Does that mean eight courses for advanced training and eight classes for supervisory training for a total of 16 training courses?

**15A.** The intent is to provide a sufficient number of courses for registrants of each of the course levels based on demand. At minimum, it is expected there should be approximately four (4) for advanced training and four (4) for supervisory training. See Section 4.3 Task List; Part A, Objective #2 & Part B #2.

**16Q.** Is the exam pass/fail rate going to be utilized as a performance metric and a basis for payment to the vendor?

**16A.** No, the pass/fail rate will not impact payment to the vendor. However, it will be considered as a measure of success along with other metrics such as the number of participants recruited and number of hospitals participating.

**17Q.** In Attachment VI, DOH states that it may require the vendor to furnish a performance bond. Can you clarify if the performance bond will be required?

**17A.** No performance bond is needed.

**18Q.** The RFP Section 3.2, "Term," states that the estimated budget is \$318,125. Is this budget associated with a 1-year contract term, or does the total estimated budget cover the potential 3-year extension of the contract?

**18A.** One (1) year. See Section 4.14, Financial Specifications.

**19Q.** Section 3.2 states that the “Term” of the RFP is “for a period of One (1) year”, yet Section 6.1 states the contract may be renewed. What circumstances would warrant a renewal of an existing contract?

**19A.** If the program is considered to be very successful, cost effective, both parties agree to renew at the end of the original term and funding is available, it could be renewed.

**20Q.** If the contract was renewed, would there be additional funding available or would the renewal be for any unspent balance of the initial grant?

**20A.** It would be based on additional, available funding.

**21Q.** Section 4.2 states the training “... will link the combined efforts of law enforcement entities with actions and response of hospitals security personnel...” Is there a desire or requirement to include local law enforcement as part of the training? If so, what areas of coordination are to be considered or included?

**21A.** There is no requirement.

**22Q.** The RFP’s target is to train 600-700 hospital security officers on basic, advanced or supervisor level certifications utilizing the materials secured from the International Association for Healthcare Security and Safety (IAHSS) (Section 4.1).

Is there a specific breakdown of these numbers (i.e., number of officers participating in basic certification, number of officers participating in advanced certification and number of officers participating in supervisor certification? The RFP talks about geographic balance, but, not the balance between the three levels of certification.

**22A.** There is no specific breakdown as the entire program will be based on how many hospital security officers enroll for each of the classes. There is however, a minimum class size. See Section 4.3; Part A, Objective #2 & Part B #2.

**23Q.** The RFP lists different levels of liability insurance. If a respondent does not have these levels of insurance coverage, will they be excluded from consideration? If there is a willingness to obtain additional coverage to need the stated requirements, will they be allowed time to enhance their liability insurance coverage to match the requirements of the RFP and subsequent contract? I noticed that the RFP states that the Certificate of Insurance must be provided to the DOH within five days from the day of notification. That might not be enough time for an insurer to rate the additional coverage.

**23A.** No.

**24Q.** For Attachment II, Evaluation Team Criteria – There are point value ranges listed (e.g., description lacks details = 3-6, etc.). Within those ranges, how is a score determined to be a specific number? Are there additional evaluation criteria that would allow a rater to select a “3” versus a “6”?

**24A.** See Attachment II.

**25Q.** Will tests be administered online or in person by a Proctor?

**25A.** See 11A.

**26Q.** The IAHS charges for re-tests; does the grant or the FL DOH cover the costs of re-tests for initial test failures?

**26A.** Re-tests will not be covered by this solicitation/contract.

**27Q.** The cost proposal states that the exams cost \$80.00ea and the IAHS charges \$70.00ea. Which is the correct number?

**27A.** This RFP budgeted \$80.00 for the exams.

**28Q.** Since basic certification course can take up to 5 classroom days to complete, Sections 4.1 and 4.3 appear to contradict each other with regards to what is to be taught: 4.1 states "a series of one (1) day trainings" while 4.3 states: "basic certification course to be held a minimum of 12 times". Could FL DOH please provide clarification?

**28A.** See 13A. Study time will be at the students own pace prior to the exam.

**29Q.** Section 4.3 requires that "successful respondent shall address all the elements in sections A, B, and C listed below"; please confirm that FL DOH anticipates our responses to state our abilities and qualifications to supply those items, not to actually include in our response submission items such as detailed work plan etc.

**29A.** See Section 4.3 Task List, C - the workplan and timetable is due within 30 days of execution of the contract.

**30Q.** Does FL DOH anticipate that the "Other Fees" included on the Pricing Page will be covered by the grant funding or by the FL DOH?

**30A.** These costs will be incurred by the vendor from the grant funding.

**31Q.** Does the grant cover the costs of hospital security training review materials?

**31A.** Yes. See Section 4.10, #5.

**32Q.** Will FL DOH allow Header and Footer to be outside of the required 1" margin?

**32A.** See Section 5.1.

**33Q.** Cost proposals "must be included as a separate section of the response"; will FL DOH allow placement of Cost proposals in separate tabbed section in same binder as the rest of Respondent's submission?

**33A.** Yes.

**34Q.** If cost proposals can be submitted in separate tabbed section in same binder as the rest of Respondent's submission, should Cost proposals be submitted in a sealed envelope?

**34A.** See Section 5.1. Cost proposals do not have to be sealed separately from the proposal. All proposals must be submitted in a sealed envelope/package.

**35Q.** Does FL DOH's requirement to include an Index refer to the Cross Reference Table or does DOH prefer both an Index and the Cross Reference Table?

**35A.** Prefer both.

**36Q.** Does FL DOH's requirement to submit appendices refer to the required Attachments or refer to additional, supporting materials of Respondent's?

**36A.** Both.

**37Q.** The RFP states that “It is anticipated that the contract resulting from this RFP will be for a period of one (1) year” and that “the estimated budget for this solicitation is \$318,125.00.” Would the State clarify if the estimated budget amount is for the first year of the contract or inclusive of the option periods?

**37A.** Annual year only.