



SOLICITATION ADDENDUM

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Solicitation Number: RFP 2021-WSU-399
Addendum # 2

Solicitation Due Date: December 18, 2020, 2:00 p.m., Phoenix Local Time

CITY OF PHOENIX
Water Services Department
200 W. Washington Street
9th Floor
Phoenix, AZ 85003

Security Guard Services

This addendum incorporates the following changes into the subject solicitation:

I. This addendum adds the following two paragraphs to Section I – Instructions:

30. STATEMENT OF BONDING ABILITY:

Offerors must submit a letter from a bonding or insurance company stating that the Offeror can qualify for and procure the performance and/or payment surety required in this solicitation. Submittals received without the required statement of ability to secure a performance or payment surety may be considered as non-responsive. Offerors anticipating the submittal of a cash surety in lieu of a bond should submit a statement notifying the City.

31. PERFORMANCE BOND:

A performance surety in the amount of 10% of the total contract amount shall be provided by the Contractor immediately after notice of award. The City of Phoenix will not issue a written purchase order or give notice to proceed in any form until the surety is received by the Procurement Officer. The performance surety must be in the form of a bond, cashier's check, certified check or money order. Personal or company checks are not acceptable unless certified. If surety is in the form of a bond, the company issuing the surety must be authorized by the Insurance Department of Arizona to transact business in the State of Arizona or be named on the approved listing of non-admitted companies. A Certificate of Deposit (CD) issued by a local Phoenix bank may also be used as a form of surety provided that the CD is issued jointly in the name of the City of Phoenix and the Contractor, and that the Contractor endorses the CD over to the City at the beginning of the contract period. Interest earnings from the CD can be retained by the Contractor.

II. This addendum answers the following questions, which the City of Phoenix ("City") received before and after the subject solicitation's pre-proposal conference:

1. Question: Who is the current incumbent?

Answer: The current incumbent is G4S.

2. Question: When was the current incumbent awarded the contract? Could you please provide us a copy of the current contract?

Answer: The current incumbent, G4S, was awarded the contract July 1, 2017. All request for public records must be submitted online at <https://www.phoenix.gov/formssite/Forms/publicrecordsrequest.aspx>.

3. Question: Are there any significant modifications from the previous contract to the new one? For instance, an increase in hours, a change in guard type (e.g., armed vs unarmed), a need for additional resources?

Answer: No.

4. Question: What was the amount spent on this contract last year?



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Answer: The contract spend for the Water Services Department for FY 19/20, July 1, 2019 – June 30, 2020 was \$749,075.29.

5. Question: What is the estimated total number of annual hours for this contract?

Answer: 790 hours x 52 weeks = 41,080 estimated annual hours.

6. Question: What is the current bill rate for each position?

Answer: All request for public records must be submitted online at <https://www.phoenix.gov/formssite/Forms/publicrecordsrequest.aspx>.

7. Question: Are there any additional services that may be needed that are not listed in the RFP? For instance, the need of additional sites, seasonal required security, etc.

Answer: Refer to the RFP, Section V – Scope of Work, page 53, subparagraph 8.1.9 and 8.1.10 and page 60, paragraph 14.

8. Question: Beyond the state and federal minimum wage, is there a prevailing wage, living wage ordinance, local mandated wage, or contract-specific wage?

Answer: The City is unaware of a prevailing wage, living wage ordinance, local mandated wage or contract specific wage.

9. Question: Is a Phoenix Business License required to submit with our response or upon award?

Answer: Refer to the RFP Section I – Instructions, page 9, paragraph 15.6. which states, “Offeror must be licensed with the Arizona Department of Public Safety and in compliance with A.R.S. §32-2611”.

10. Question: The proposal mentions that the total response page count is limited to a maximum amount of 25 pages. Will that include proposal forms, business licenses, proof of liability insurance, daily activity reports, etc.?

Answer: Section I – Instructions, paragraph 12.3 is revised to read as follows:

12.3 Offeror’s submittal shall not exceed 25 pages, font size 12 point, and shall include as shown on pages 62 – 63, Section VI – Submittals, Tabs A – E. Tabs F – I, which are also required to be submitted, will not count towards the 25-page total. Double-sided pages will count as two pages. Tabs are not considered a page.

11. Question: Does the officer need to visit each one of these sites during the month to check on it? Or are they just responding to alarms? If they are not visiting then what are their job duties?

Answer: Exhibit A – Water Services Department Location and Hours, page 73, is deleted in its entirety and replaced with attached Exhibit A. Section V, page 48, sub-subparagraph 4.7.2 is modified to read as follows:

4.7.2. Security guards at fixed post do not respond to alarms at the plants and roving patrols will respond to alarm(s) at remote sites during the hours identified in Exhibit A.



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See the RFP, Section V, page 52, paragraph 8, Security Guard Duties and Responsibilities.

12. Question: In 4.6.2 – How are the field supervisors supposed to supervise officers in the field between the hours of 0500 – 1500 when there is no field supervisor coverage?

Answer: See the answer for question 11.

13. Question: Scope of work #14 – Locations -- In 2019 & 2020, how many “unplanned” changes were there due to heightened conditions?

Answer: There were no unplanned changes.

14. Question: Please clarify but I thought I heard WSD would like tablets with cellular vs a cell phone.

Answer: Refer to the RFP, Section V – Scope of Work, page 57, sub-paragraph 11.2

15. Question: Attachment C has only 60 hours of supervision but Exhibit A 2nd page has 118 supervision/officer on it. Is it a supervisor that manages the team or an officer that visits the remote sites and does not supervise?

Answer: Attachment C – Cost of Services, page 72, is deleted in its entirety and replaced with the attached Attachment C.

16. Question: Please clarify how often the remote sites need to be visited in a month by the supervisor/officer? What are the duties when visiting those sites?

Answer: Patrol sites should be visited as many times as the shift allows. Refer to Exhibit A - Water Services Department Location and Hours, Section V, page 53, sub-subparagraph 8.1.12 and Section V, page 54, subparagraph 8.3.

17. Question: Does an offer have to provide three different financial references the Contractor currently works with?

Answer: Attachment B – References, page 71, pertaining to financial references, is deleted in its entirety and replaced with the attached Attachment B – Financial References.

18. Question: Do you anticipate extending the bid due date?

Answer: Addendum 1 extended the RFP due date to December 18, 2020, 2:00p.m. Phoenix local time.

19. Question: What additional details are you willing to provide, if any, beyond what is stated in bid documents concerning how you will identify the winning bid?

Answer: Refer to the RFP, Section I – Instructions, pages 13 – 15, paragraphs 25 – 29.

20. Question: Was this bid posted to the nationwide free bid notification website at www.mygovwatch.com?



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Answer: This solicitation was only posted on the City's website.

21. Question: Other than your own website, where was this bid posted?

Answer: This solicitation was only posted on the City's website.

22. Question: How many vehicles should be included in the bid? The RFP says two vehicles, but exhibit A lists two sites that each need a dedicated vehicle, plus the dedicated patrol vehicle. Should 2 or 3 vehicles be priced in? If 3 does the patrol vehicle need off-road capabilities?

Answer: Refer to the RFP, Section V – Scope of Work, page 57, sub-paragraph 11.2. Exhibit A, Water Services Department Locations and Hours, page 73, is deleted in its entirety and replaced with the attached Exhibit A.

23. Question: How often do each of the patrol sites need to be visited?

Answer: See the answer for question 16.

24. Question: For the Financial References, what if we do not currently have outstanding loans with 3 financial providers?

Answer: See the answer for question 17.

25. Question: It states hourly rate, so do you want everything rolled into the hourly or line by line as in gas, phones, etc?

Answer: Refer to the replaced Attachment C – Cost of Services.

26. Question: It says report to a manager. Is it dedicated for this site and to include their wage separate also or is it not a dedicated manager?

Answer: It is not a dedicated manager. Section V – Scope of Work, page 48, the following subparagraph is added:

4.6.3.5 The Project Manager is not required to be a dedicated Project Manager.

27. Question: We note that bill rates are subject to increase on an annual basis. See Section III Special Terms and Conditions Section 1.

- Will the City permit rate increases to allow the Contractor to recoup increases in the following costs that are outside of the Contractor's control: Federal, state or local taxes, levies, or required withholdings; costs under collective bargaining agreements; minimum, prevailing and living wage rates and other statutory requirements, such a legally mandated sick leave costs; and medical and other benefit costs?
- If not, what amount of annual rate increase is typically granted by the City?



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Answer: Refer to the RFP, Section III - Special Terms and Conditions, page 30, paragraph 1, Price.

28. Question: Can Section II Standard Terms and Conditions Section 8.2.1 be revised to give the Contractor the reciprocal right to terminate the contract for convenience on 120 days' prior written notice?

Answer: Section II -Terms and Conditions, pages 16 - 29, are not negotiable.

29. Question: Our company stands behind our security services and regularly accepts the obligation to indemnify clients for the comparative portion of any losses, costs or damages that are caused by the negligent acts or omissions of our personnel in the performance of security services under client agreements. Can Section IV Defense and Indemnification Section 1 be revised as follows to reflect those parameters?

- On line 6, replace the phrase "caused or alleged to be caused in whole or in part" with the phrase "to the extent caused by."
- On lines 17-18 delete the phrase "except where it is proven that those Losses are solely the result of Indemnitee's own negligent or willful acts or omissions" and replace it with the following:
 - o "to the extent such Losses are determined, by final adjudication or settlement reasonably acceptable to the parties, to have been caused by the wrongful, negligent or willful acts, or errors or omissions of Indemnitor or Indemnitor's Agents."

Answer: No changes will be made to Section IV – Defense and Indemnification, pages 42 - 45.

30. Question: Our company routinely adds clients as additional insureds on our insurance policies, so long as our obligations are limited to the extent of our negligence and the specified insurance limits we have agreed to provide. Our blanket additional insured endorsements automatically cover any party we are required by written contract to include as an additional insured, to the extent set forth in such contract, without the necessity of expressly naming such party. Can Section IV Defense and Indemnification Section 2.1.1 5th bulleted paragraph be revised as follows to reflect those parameters?

- On line 1, replace the word "name" with the word "include."
- Delete lines 5-6 and replace with the following:
 - o "to the extent such liability is determined, by final adjudication or settlement reasonably acceptable to the parties, to have been caused by the wrongful, negligent or willful acts, or errors or omissions of Indemnitor or Indemnitor's Agents."

Answer: No changes will be made to Section IV – Defense and Indemnification, pages 42 - 45.

31. Question: We note that City's rights as an additional insured under the Contractor's commercial general liability and auto policies are required to extend to the full policy limits. See Section IV Defense and Indemnification Section 2.1.1 7th bulleted paragraph and Section IV Defense and Indemnification Section 2.1.2 2nd bulleted paragraph. Our company is a national security service provider with thousands of clients and over \$8 billion in revenues. We maintain insurance limits that are commensurate with our size and scope of operations. This requirement may appear



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facially fair, but in effect it compels big firms to provide much larger amounts of insurance. Although each bidder may offer the specified insurance coverage, in the case of a large bidder, the City would be getting access to tens of millions more insurance than it would from other smaller bidders. Such a result is unfair. That requirement also effectively precludes us from accessing any portion of our insurance to satisfy other claims from time to time. However, we appreciate the City's desire for additional coverage, and therefore we propose a compromise whereby all Commercial General Liability limits will be increased from \$5 million from \$10 million and Auto Liability limits will be increased from \$1 million to \$5 million in exchange for deletion of the cited sections.

- PLEASE CONFIRM WHETHER SUCH COMPROMISE IS ACCEPTABLE.

Answer: No changes will be made to Section IV – Defense and Indemnification, pages 42 - 45.

32. Question: We appreciate that the City may have concerns that our request raises compliance issues under Phoenix City Code 42-18. We note that Code Section 42-18.C gives the City discretion to determine the amount of insurance coverage that is “sufficient to provide adequate protection consistent with reasonable business requirements of the City in performance of a contract or work on behalf of the City.” The increased limits we propose are well in excess of the minimum limits specified in the RFP and would appear to be adequate. To ensure compliance with Code Section 42-18.B, which prohibits the City from agreeing to any limitations on “its rights to obtain legal redress, damages or compensation,” we would be happy to include the following provision to Section 2.1.1 and Section 2.1.2 to clarify that the insurance limits shall not be construed as a damage cap:

- “The insurance limits stated above are minimum requirements and not limits of liability. Furthermore, they are not be construed as the City’s consent to substitute its financial liability in excess of the limits set forth above.” PLEASE CONFIRM WHETHER THE PROPOSED SOLUTION ADDRESSES THE CITY’S CONCERNS.

Answer: No changes will be made to Section IV – Defense and Indemnification, pages 42 - 45.

33. Question: We note the specification in Section V Scope of Work Section 7.3 that security personnel “must have no felony convictions.” We assume that standard is intended to comply with Title VII of the Federal Civil Rights Act of 1964 which prohibits employment discrimination. In interpreting Title VII, EEOC Enforcement Guidance 915.002 (4/25/12) prohibits blanket exclusions based on a class of crime. The Guidance requires assessment of the facts and circumstances of a conviction to determine whether it truly renders a person unsuitable for the position for which he or she is intended. Can the cited section be replaced with the following to achieve compliance with applicable law?

- “No felony conviction that renders such security guard unsuitable for the position for which he or she is intended. Contractor’s and the City’s determination regarding the suitability of any person with a felony conviction shall be based on guidance provided by the U.S. Equal Employment Opportunity Commission regarding the use of criminal conviction history in employment decisions which requires a weighing of (i) the nature and gravity of the offense; (ii) the time that has passed since the offense, or the employee’s completion of any sentence given as a result of the offense; and (iii) the nature of the job held or sought. Such determination shall



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be part of the deliberations contemplated by Section III Special Terms and Conditions Section 25.12.6.”

Answer: No change will be made to Section V, page 51, subparagraph 7.3.

34. Question: Section V Scope of Work Section 9.2.3 appears to permit male officers to wear mustaches and sideburns, but beards are not mentioned.

- Are beards permitted?
- If not, will legally mandated exceptions be made for medical and religious reasons in accordance with applicable law?

Answer: Section V, page 55, subparagraph 9.2.3 is modified to read as follows:

9.2.3 Facial hair (mustaches, sideburns, beards) is acceptable if kept in a clean and trimmed manner acceptable to the CITY.

35. Question: We note the specifications addressing alarm response in Section V Scope of Work Section 4.7.2. Will all alarms be investigated by security officers who are already on site? Will the Contractor ever be expected to dispatch officers from an off-site location to respond to an alarm?

Answer: See the answer to question 11.

36. Question: Has the City assessed Liquidated Damages to the current vendor? If so, for what violations? What has the total LD amount been per year?

Answer: No liquidated damages have been assessed.

37. Question: What is the process to cure an issue prior to a fine being levied?

Answer: Refer to the RFP Section II – Standard Terms and Conditions, page 26, subparagraph 7.1 which reads, “Whenever one party to this contract in good faith has reason to question the other party’s intent to perform, the former party may demand that the other party give a written assurance of this intent to perform. In the event that a demand is made, and no written assurance is given within five days, the demanding party may treat this failure as an anticipatory repudiation of this contract. Also refer to Phoenix City Code Section 43-30, Remedies After Award.

38. Question: How many positions under the current contract require a badge?

Answer: Refer to the RFP, Section V, page 47, paragraph 4.6 is modified to read as follows:

4.6 There are approximately 15 positions that require a badge. The Contractor’s staff assigned to satisfy the obligations under this contract shall be exclusive and dedicated to this contract only during the hours when they are at City facilities. Parking will be provided.

39. Question: In section 4.1.1. the RFP states that "Regularly assigned security guards that require relief for breaks, meals, and other requested absences shall be replaced with a fully trained and



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qualified Security Guard. Contract shall provide break relief personnel at no additional charge." Please expand on what is meant by "providing break relief personnel at no additional charge". Is the City stating that every post needs to be relieved for every break and lunch by another officer?

Answer: Section V, page 50, subparagraph 4.11, Personnel Changes and Substitute Personnel, is modified as follows:

4.11 Personnel Changes and Substitute Personnel: Substitute personnel shall be equal in qualifications to regularly assigned personnel. Security guard shacks have a restroom so security guards can self-relieve. The length of time for breaks and lunches are at the Contractor's discretion but the post must be covered. A field supervisor can provide relief or breaks. The City will not be billed for security guard breaks and lunches.

40. Question: Does the City expect contractors to factor in non-billable relief personnel for every 15-minute break and lunch break that the security officers will take? Is the huge cost that would be attributed to provide this type of relief billable?

Answer: See the answer for question 39.

41. Question: Are any posts allowed to provide self-relief breaks without a relief officer? Can the employee break on site without relief? Can a field supervisor provide any relief or breaks? Are breaks considered both short 15-minute comfort breaks as well as lunches?

Answer: See the answer for question 39.

42. Question: Is the current provider providing relief personnel as coverage for every comfort break and lunch? If so, can the City please provide a current staffing plan to show how this coverage is being accomplished?

Answer: No.

43. Question: What is the estimated mileage for each vehicle so that contractors can roughly estimate fuel consumption and cost? If you do not have an estimate, can you please provide a breakdown of the mileage used during the current contract?

Answer: Section V, page 48, paragraph 4.7.3 is modified to read as follows:

4.7.3 Conduct site surveillance by foot, electric cart or vehicle. The estimated mileage is 700 miles per week, per vehicle.

44. Question: How many hours are required for the City Provided Training?

Answer: Section V, page 59, paragraph 12.3 is modified to read as follows:

12.3 City Provided Training

WSD will provide mandatory, site-specific, Hazardous Material training to Security Guards and Field Supervisors, at no charge to Contractor, in conjunction with the Site



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Orientation for WSD Locations. *The hours of training may vary but it normally takes about one (1) hour per site or approximately eight (8) hours for all sites.* Security Guards must have satisfactorily completed the training prior to reporting to their assigned post. Training is specific to each facility so if Security Guards are moved from one facility to another, they must attend training at the new location prior to reporting to a new post. Contractor shall ensure that Security Guards and Field Supervisors have attended training and shall document training date, time, and facility in their personnel file. Information must be provided upon request to the WSD Representative. Contractor will not place any Security Guard at a post without the proper training. *City provided training is not billable. After training the City will provide radios specific to each site.*

45. Question: Will the officers be expected to pay for parking at any of the facilities and sites listed under this RFP? If so, what are the parking fees?

Answer: See the answer for question 38.

46. Question: Will internet hotspots be needed at specific sites or will the sites have WiFi already in place?

Answer: This has not been needed in the past.

47. Question: For clarification, please confirm that contractors are presenting year one bill rates, and that in years that follow, if contractor presents proof that the CPI has increased in a timely manner as provided in the RFP, the contractor will be granted rate increases according to such index and justification.

Answer: Refer to the RFP, Section III – Special Terms and Conditions, page 30, paragraph 1, Price.

48. Question: 11.2 Equipment states that a computer or tablet with cellular connectivity will be at each post. Can the City please clarify whether the cell phone requirement, if provided on a smart phone which has the capability to provide all reports, would suffice for this requirement to have a tablet or computer?

Answer: Section V, page 57, subparagraph 11.2, the 3rd bullet is modified to read as follows:

- Computer or tablet with cellular connectivity at each post and patrol for report writing and review of emails with attachments and extensive no access lists and visitor lists in searchable formats.

49. Question: #3.1, pdf page 63: Payment Terms and Options: This does not appear to be a form, nor do the submittal requirements detail where (which Tab) this information is to be supplied. Can the City clarify what tab this info should be provided? Can the City please explain what pages for 3.1 should be printed and filled out? Are these counted toward the overall page count of 25?

Answer: Refer to the RFP, Section VI – Submittals, page 63, sub-paragraph 3.1 Also see the answer to question 10.



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50. Question: pdf page 65 is headed as "Offer". Page 63 has a detailed description of what forms need to be submitted in certain sections. We do not see the "offer" form on this list. Can the City please clarify where this form should be submitted? Is this form counted against the 25-page count?

Answer: Refer to the RFP, Section VI - Submittals, page 63, Tab F - Section VI – Submittals. This Section covers pages 62 – 65. Also see the answer to question 10.

51. Question: Section VI, pdf page 66 is headed as "submittals". The form seems to be a form that would be signed if a contract is awarded. Please confirm that this is not to be submitted with the proposal, and that this is a post award form. If not, can the City please instruct proposers where this form is to be submitted? Does this form count against the 25-page count?

Answer: Section VI, page 66, Acceptance of Offer, does not have to be submitted with the offer. Also see the answer to question 10.

52. Question: 12.3 states that total page content is 25 pages. The forms account for 8 pages, and a table of contents will account for another page, totaling 9 pages of content that limits proposers' content in the body of the proposal to only 16 pages. As a critical infrastructure, highly sensitive, and highly important project for the City to make an important choice on, 16 pages is simply not substantial enough to describe important processes that contractors should be evaluated upon such as screening and recruiting processes, details of training provided, resumes and qualifications of staff, experience with other similar projects, reporting processes, employee benefit and retention information, etc. These should be extremely important in the City's decision process, and 16 pages is insufficient to provide all of this information in detail. We would respectfully ask that the City allow for a minimum of 30 pages of proposal content, exclusive of forms, so that critical information can be provided. SERVEXO 6 Questions, 53 - 58

Answer: See the answer to question 10.

53. Question: Section II, 7.5. This section refers to a possible performance bond. Will there be a performance bond and if so, in what amount?

Answer: Refer to Paragraph I on page 1 of the addendum.

54. Question: Section V, 4.13, Are staffing changes anticipated? To what degree did changes occur during previous contract?

Answer: The City does not anticipate staffing changes. On the previous contract, some security guards stayed and changed companies during the previous contract.

55. Question: Section V, 11.2, Does the city have a preference as to the type of vehicle?

Answer: See the RFP, Section V, page 57, paragraph 11.2.

56. Question: Section V, 14, Were there any increases or decreases in locations during the previous contract?



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Answer: There was one permanent schedule change at Union Hills WTP. There have been numerous temporary changes due to unforeseeable events (fence down, car crash into fence, etc).

57. Question: What is the anticipated budget for the Agreement?

Answer: The City does not have this information.

58. Question: Exhibit A, 2470 S 22nd Schedule has Monday and Friday with maximum hours of 15 but request 17 and 19 respectively. Can this be checked and corrected for clerical errors?

Answer: See the answer for question 22.

59. Question: How much in liquidated damages have been assessed to the current contract holder?

Answer: See the answer for question 36.

60. Question: Section 15.5 Equipment, 15.5.3 Computer or tablet with cellular connectivity at each assigned post and patrol; can the City of Phoenix provide additional details on their expectation of each assigned post having a computer or tablet in addition to a cell phone?

Answer: See the answer for question 48.

61. Question: Please confirm whether cover page and appendix must be a part of the 25-page max?

Answer: See the answer for question 10.

62. Question: Please confirm the style of vehicles requested. Sedan, small SUV, large SUV, etc.?

Answer: See the answer for question 55.

63. Question: Please elaborate on the request for a computer or tablet with cellular connectivity. Does each post need to have a computer or tablet available? Or is it just for the supervisor or project manager and each post needs to have cellular capabilities on a cell phone?

Answer: See the answer for question 48.

64. Question: In section II, 4.1 (page 23) it states, 'The City will make every effort to process payment for the purchase of material or services within thirty to forty-five calendar days after receipt of a correct invoice, unless a good faith dispute exists to any obligation to pay all or a portion of the account'. In section III, item 4 (page 30); 'Contractor will be paid on a monthly basis in arrears and shall submit an invoice for the previous month by the 10th calendar day.' Please confirm net terms.

Answer: See the RFP, Section VI, page 63, paragraph 3.1, Payment Terms & Options.

65. Question: Section III, 18 Liquidated Damages, "The Contractor shall not be charged with liquidated damages when the delay arises out of causes beyond its control and without fault or negligence, as determined by the City. The Deputy Finance Director or Department Director will be the sole judge in



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determining the liquidated damages." On average, how many occurrences of each violation happen per year?

Answer: No violations have occurred.

66. Question: Section III, 25.7 Employee Identification and Access, "Contract Workers must always have City issued badges and some form of verifiable company identification (badge, uniform, employee id)." Are there any costs associated with the city issued badges? If so, please provide the cost per badge.

Answer: There is no cost for a City issued badge.

67. Question: Section III, 25.12.5 Maximum Risk Background Criminal Justice Information Services (CJIS) Check Must Include, "Criminal records - Conviction of a misdemeanor(s) (not including traffic or parking violation) or felony(ies).

- Criminal records - Conviction of a misdemeanor(s) (not including traffic or parking violation) or felony(ies).
- Sexual offender search
- All outstanding warrants
- Currently the focus of a criminal investigation
- Currently on parole or probation
- Terrorists watch list

Are drug screenings required? If so, is there a random drug screening requirement?

Answer: No. Refer to the RFP, Section III, page 34, paragraph 25, Background Screening.

68. Question: Section V, 4.6.3 Project Manager, "Project Manager(s) shall maintain the needs of the contract and will be approved by the WSD Representative." Is the Project Manager a billable position?

Answer: Refer to replaced and attached Attachment C – Cost of Services.

69. Question: Section V, 7. Minimum Qualifications of Security Guards/Field Supervisors, "***The CITY desires for Contractor to employ and assign to the resulting contract some individuals that are bilingual." Is there a preference to the secondary language? Will the City consider adding bilingual pay, as there is a desire for bilingual officers?

Answer: Section V, page 52, the sentence after subparagraph 7.18 is modified to read as follows:

** The City desires for the Contractor to employ and assign to the resulting contract some individuals that are bilingual. The City prefers the secondary language is Spanish. The City will not consider adding bilingual pay.

70. Question: Section V, 11.2 Contractor Required Equipment, "Two (2) vehicles with the immediate capability to go off road at any time, with all terrain tires." What are the make, model, and year requirements of the vehicles? What make and model vehicles are currently in use? What is the estimated mileage per year per vehicle? How many miles per year or per day is each vehicle currently traveling?



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**CITY OF PHOENIX
Water Services Department
200 W. Washington Street
9th Floor
Phoenix, AZ 85003**

Answer: Refer to the RFP, Section V, page 57, subparagraph 11.2. The make, model and year requirement is determined by the Offeror. The estimated mileage is 700 miles per week, per vehicle.

71. Question: Section V, 12.1 Contractor Provided Training, "Contractor must provide appropriate training to Security Guards and Field Supervisors prior to the start of providing service and must maintain its on-going training program throughout the contract term to ensure competent work performance." Is training billable to the City of Phoenix? How many hours of training is currently being provided the security guards? How many hours of training is currently being provided the field supervisors?

Answer: See the answer for question 44. The incumbent contractor is providing a minimum of eight (8) hours of training to security guards and field supervisors.

72. Question: Section V, 12.3 City Provided Training, "WSD will provide mandatory, site-specific, Hazardous Material training to Security Guards and Field Supervisors, at no charge to Contractor, in conjunction with the Site Orientation for WSD Locations." Is city provided training billable to the City? How many hours of city provided training will the city be providing?

Answer: See the answer for question 44.

73. Question: Attachment C, Job Classification	Est. Weekly Hours
Security Guard	730
Field Supervisor	60

Please confirm the weekly hours, as based on Exhibit A, they add up to 612 (120+60+168+60+84+60+60) for Security Guards and 178 (60+118) for Field Supervisors. Please modify the hours of the attachment that is incorrect, so that the hours on Attachment C and Exhibit A match.

Answer: See the answer for question 22.

74. Question: Exhibit A, Vehicles listed in facilities 91st Ave. WWTP and Lake Pleasant. Please confirm that the vehicles listed at these facilities will only be used for these facilities. Will the contractor be provided a location the park the vehicles when they are not in use?

Answer: See the answer to question 22. Yes.

75. Question: Exhibit A, Supervisor row, working Mon-Fri form 0500-1700. Please confirm that the supervisor will not require a vehicle to perform field inspections. If the supervisor does require a vehicle, please adjust the number of vehicles required. How does the field supervisor currently complete field inspections?

Answer: See the answer to question 22. Only two (2) vehicles are required per Section V, page 57, subparagraph 11.2 and the supervisor will utilize one of the two required vehicles to perform field inspections. The field supervisor uses a vehicle.

76. Question: Exhibit A, Remote Sites.
1 Supervisor/Officer



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**CITY OF PHOENIX
Water Services Department
200 W. Washington Street
9th Floor
Phoenix, AZ 85003**

1500-0500 Monday-Friday
0000-2359 Saturday-Sunday
Includes all City of Phoenix Holidays
118 Weekly Hours
Pages 2-5

Please confirm that a total of 1 field supervisor is required to staff all the posts listed on pages 2-5. How does the field supervisor for the remote sites currently complete field inspections? Please confirm that the remote site supervisor will not require a vehicle to perform field inspections. If the remote site supervisor does require a vehicle, please adjust the number of vehicles required.

Answer: See the answer for question 22. The field supervisor uses a vehicle. Only two (2) vehicles are required per Section V, page 57, subparagraph 11.2 and the supervisor will utilize one of the two required vehicles to perform field inspections.

77. Question: Is there currently a CBA (Collective Bargaining Agreement) in place? If so, please provide a copy of the CBA.

Answer: Refer to the RFP, Section II, page 18, paragraph 2.3, Organization – Employment Disclaimer.

78. Question: Who is the current Contractor?

Answer: See the answer to question 1.

79. Question: Please provide the current pay and bill rates for each position.

Answer: See the answer for question 6.

80. Question: Please provide the current annual value of the contract.

Answer: See the answer to question 4.

81. Question: Please confirm that incumbent employees are not required to be rescreened or retrained.

Answer: The incumbent's employees are not required to be rescreened or retrained unless Post Orders change or there is a need.

82. Question: Please confirm that the Contractor will be allowed to make annual price modifications based on increases in the Consumer Price Index (CPI)?

Answer: See the answer for question 27.

83. Question: Are guards self-relieving or are breakers required? If breakers are required, can the supervisors serve as breakers?

Answer: See the answer for question 39.



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Water Services Department
200 W. Washington Street
9th Floor
Phoenix, AZ 85003

84. Question: Please confirm that guards will be fully relieved of duty during rest and meal break periods.

Answer: See the answer for question 39.

85. Question: How long are rest and meal break periods?

Answer: See the answer to question 39.

86. Question: What are the billing rates for all positions on the current contract?

Answer: See the answer for question 6.

87. Question: Are there specified minimum hourly wages required per position on this RFP?

Answer: Provide cost in accordance with replaced and attached Attachment C – Cost of Services.

88. Question: Are the requirements for the specified vehicles such as type of vehicle, 4-wheel drive, etc.

Answer: See the answer for question 55.

89. Question: How many miles do the vehicles on the current contract drive annually?

Answer: See the answer for question 43.

90. Question: Please can the bid hand in be delayed by at least 1 week as it is due the Monday after Thanksgiving. We have a huge number of people who are taking that week off to be with immediate family. This time is needed to finalize pricing etc. once we get the answers to our questions which might take some time to get a response.

Answer: See the answer for question 18.

91. Question: What are the current officer pay and bill rates?

Answer: See the answer for question 6.

92. Question: What issues are the current company having?

Answer: There are no current issues.

93. Question: What are the percentages of officer turnover for 2018,19, 20?

Answer: The City does not keep these statistics.

94. Question: What technology such as a guard tour management system and/or incident management reporting tools, access control systems and video management system is the current company supplying?



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9th Floor
Phoenix, AZ 85003

Answer: The City does not have that information.

95. Question: For the City Provided Training how long is this training and is it billable at the time of training?

Answer: See the answer for question 44.

96. Question: Is there currently a dedicated account manager who supports this account from the contractor or are they shared with other accounts?

Answer: The current contract has a dedicated account manager. Also see the answer to question 26.

97. Question: What type of vehicles do you require?

Answer: See the answer to question 55.

98. Question: How many miles per year does each vehicle travel?

Answer: See the answer for question 43.

99. Question: Can we bill Gas separately as used?

Answer: Refer to the attached Attachment C – Cost of Services.

100. Question: Do we need to supply radios or will an officer cell phone at each location be sufficient?

Answer: See the answer for question 44.

101. Question: Can you please advise on the type of tablet or laptop needed at each post? We want to ensure that we price a device capable of handling the city's requirements.

Answer: See the answer for question 48.

102. Question: What are the challenges the officers have been facing before and during the pandemic?

Answer: The City is unaware of any challenges facing the officers.

103. Question: What are the current security companies' biggest shortfalls?

Answer: The City is unaware of any shortfalls.

104. Question: Where do you see/want the next security partner making the biggest impact on the security program?

Answer: Refer to the RFP, Section V – Scope of Work, page 46.

105. Question: Are any of the officers under a CBA or Union? If so which?



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Water Services Department
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9th Floor
Phoenix, AZ 85003**

Answer: See the answer for question 77.

106. Question: How many of the current team would you want to keep?

Answer: The City will discuss this with the new contractor.

107. Question: Please confirm that pricing is only fixed for the first 12 months of the contract and we can seek annual increases to pay the officers as needed and to account for any changes in taxes etc..?

Answer: See the answer for question 47.

108. Question: Would the city be open to allowing contract change's, so we are able to cancel the contract for non- payment?

Answer: Refer to the RFP, Section II – Standard Terms and Conditions, page 28, subparagraph 8.3, Contract Cancellation.

109. Question: Will any type of bond be required? If yes, please explain.

Answer: Refer to Paragraph I on page 1 of the addendum.

All other terms and conditions remain unchanged.

Offeror is required to sign and return addendum with their offer.

Name of Company: _____

Address: _____

Print Name and Title: _____

Authorized Signature: _____



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ATTACHMENT B – FINANCIAL REFERENCES

**CITY OF PHOENIX
Water Services Department
200 W. Washington Street
9th Floor
Phoenix, AZ 85003**

The City prefers that the Contractor furnishes the names, addresses, and telephone numbers of a minimum of three financial references the Contractor is currently doing business with.

Bank/Credit Union/Lender Name _____

Address _____

Reference _____

Telephone Number _____

Email address _____

Bank/Credit Union/Lender Name _____

Address _____

Reference _____

Telephone Number _____

Email address _____

Bank/Credit Union/Lender Name _____

Address _____

Reference _____

Telephone Number _____

Email address _____



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ATTACHMENT C – COST OF SERVICES

**CITY OF PHOENIX
Water Services Department
200 W. Washington Street
9th Floor
Phoenix, AZ 85003**

1. Provide an hourly rate for each line item. The hourly rate shall include all expenses for wages (including overtime and holidays), payroll taxes, contract management, supervisor differential, insurance and benefits, materials, equipment, supplies, transportation, mileage, and all other overhead burdens associated with the cost to perform the required services. Additional charges will not be paid.
2. All quantities are estimates and the City does not guarantee that the Contractor will receive a specific amount of work.

Cost of Services: All or None

Job Classification	Unit of Measure	Hourly Rate	Est. Weekly Hours	Total Price
Security Guard	Hour	\$ _____	612	\$ _____
Field Supervisor	Hour	\$ _____	178	\$ _____
Total Weekly Price				\$ _____
Total Annual Price				\$ _____



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EXHIBIT A – WATER SERVICES DEPARTMENT LOCATIONS AND HOURS

CITY OF PHOENIX
Water Services Department
200 W. Washington Street
9th Floor
Phoenix, AZ 85003

Facility	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Weekly Hours
WATER and WASTEWATER PLANTS (Guard house fixed post/access control is primary duty)								
23rd Ave WWTP 2470 S 22 nd Ave Phoenix 1 Guard 1 Cell phone	0000-1700 Max Hours 17	0500-1700 Max Hours 12	0500-1700 Max Hours 12	0500-1700 Max Hours 12	0500-0000 Max Hours 19	0000-2359 24 Hours	0000-2359 24 Hours	120
24th Street WTP 6202 N. 24 th St. Phoenix 1 Cell phone	0500-1700 Max Hours 12	0500-1700 Max Hours 12	0500-1700 Max Hours 12	0500-1700 Max Hours 12	0500-1700 Max Hours 12	No Coverage	No Coverage	60
91st Ave. WWTP 5615 S. 91 st Ave. Tolleson 1 Cell phone	0000-2359 24 Hours	0000-2359 24 Hours	0000-2359 24 Hours	0000-2359 24 Hours	0000-2359 24 Hours	0000-2359 24 Hours	0000-2359 24 Hours	168
Deer Valley WTP 3030 W. Dunlap Ave. Phoenix 1 Cell phone	0500-1700 Max Hours 12	0500-1700 Max Hours 12	0500-1700 Max Hours 12	0500-1700 Max Hours 12	0500-1700 Max Hours 12	No Coverage	No Coverage	60
Lake Pleasant WTP 37000 New River Rd. Phoenix 1 Cell phone; 1 off-road vehicle, all terrain tires	1800-0600 Max Hours 12	1800-0600 Max Hours 12	1800-0600 Max Hours 12	1800-0600 Max Hours 12	1800-0600 Max Hours 12	1800-0600 Max Hours 12	1800-0600 Max Hours 12	84
Union Hills WTP 2001 E. Deer Valley Rd. Phoenix 1 Cell phone	0500-1700 Max Hours 12	0500-1700 Max Hours 12	0500-1700 Max Hours 12	0500-1700 Max Hours 12	0500-1700 Max Hours 12	No Coverage	No Coverage	60
Val Vista WTP 3200 E. McDowell Rd., Mesa 1 Cell phone	0500-1700 Max Hours 12	0500-1700 Max Hours 12	0500-1700 Max Hours 12	0500-1700 Max Hours 12	0500-1700 Max Hours 12	No Coverage	No Coverage	60
1 Supervisor 1 Cell phone; 1 off road vehicle, all terrain tires, to be shared with rover supervisor below	0500-1700 Max Hours 12	0500-1700 Max Hours 12	0500-1700 Max Hours 12	0500-1700 Max Hours 12	0500-1700 Max Hours 12	No Coverage	No Coverage	60
SUBTOTAL								672



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CITY OF PHOENIX
Water Services Department
200 W. Washington Street
9th Floor
Phoenix, AZ 85003

Facility	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Weekly Hours
Remote Sites and Plants (Roving patrol, random and continuous during times listed) 1 Supervisor on duty (multi shifts during times listed) (Supervision of overnight Security Guards only as needed) 1500-0500 Monday-Friday 0000-2359 Saturday-Sunday Includes all City of Phoenix holidays 118 Weekly Hours (in weeks without holidays)								
23rd Ave WWTP 2470 S. 22nd Ave	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
24th St. WTP 6202 N. 24th St.	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
42nd Place BPS 7615 South 42nd Place	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
42 nd Place Res. 8002 S. 42 nd Place	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
52 nd St. Reservoir 5204 N 52 nd St.	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
91st Ave WWTP 5615 S 91st Ave Tolleson	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
Cave Creek WRP 2281 N Cave Creek Rd.	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
Deem Hill 27442 N. 39 th Ave.	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
Deer Valley WTP 3030 W. Dunlap Ave.	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	



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CITY OF PHOENIX
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EXHIBIT A – WATER SERVICES DEPARTMENT LOCATIONS AND HOURS

Hedgepath Res. 21020 N. 46 th Ave.	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
Lake Pleasant WTP 37000 New River Rd (only once on weekend)	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
Lift Station 40 5102 E. Ray Rd	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
Lift Station 41 (in weeks without holidays)02 E. Pecos Rd.	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
Lone Mountain Reservoir 8A-ES1 23425 N. 56 th St.	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
Old Corona Yard 30 West Corona Dr	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
Rio Salado Booster Station 2225 S 47 th Place	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
Rose Garden 20805 N. 56 th St	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
Shadow Mtn. 14201 N. Cave Creek	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
Tramonto 5 5ED-B1 26701 North 19 th Ave	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
Tramonto 6 6B-B1 31601 North 26 th Ave	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	



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CITY OF PHOENIX
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EXHIBIT A – WATER SERVICES DEPARTMENT LOCATIONS AND HOURS

Tramonto 7 7B-ES1 34701 N. 19 th Ave.	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
Tres Rios S. 91st Ave Tolleson	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
Union Hills WTP 2001 E. Deer Valley Rd	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
Upper Reservoir 2650 N. 64 th St.	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
Val Vista WTP 3200 E. McDowell Rd Mesa	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
Well 261 4A-W261 20805 N. 56 th St.	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
Well 280 9A-W280 4390 E. Rancho Tierra Drive	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
6A-B1 Cave Creek #6 24201 N Cave Creek Road	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
7A-B1 Cave Creek #7 26829 N Cave Creek Road	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	
8A-B1 Cave Creek #8 29221 N Cave Creek Road	1500-0500	1500-0500	1500-0500	1500-0500	1500-0500	0000-2359	0000-2359	