These contracts provide Security Guard Services at two levels of experience for authorized users throughout the State and Fire Safety and Emergency Action Plan Directors for Region 1 - NYC only.

**Process Overview**

1. **Request for Services:** The agency informs us of the need to procure services by sending an email to the Buy Desk with Request for Quote (RFQ) Form and/or general request of need.

2. **BSC Review:** We review for completeness and accuracy and work with the agency for clarification or additional information on the RFQ form and form will be completed.

3. **RFQ Notification:** BSC will issue the RFQ bid to all vendors in appropriate region.

4. **Question and Answer (Q&A):**
   - Deadline for vendors to ask questions regarding the RFQ. Any questions will be forwarded to the agency for answers.
   - Agency responds to BSC questions. BSC forwards Q & A to vendors.

5. **RFQ Response:** Vendors will provide RFQ responses back to us.

6. **RFQ Sent to the Agency:** BSC will review bid responses for completeness and send RFQ package back to agency.

7. **Vendor Selection:** Agency selects the winning vendor and notifies awardee and non-awardees of RFQ results.

8. **PO Processing:** Agency will enter a requisition in SFS or use a P-card.

**Best Practices**

- Standard practice is to allow a 10-business day time frame for vendor responses unless otherwise requested by the agency.
- Once the RFQ is released, the restricted period is now in effect. This means that any questions/communication between the vendor/agency need to go through the Buy Desk.
- Vendor questions are allowed from the time the RFQ is released until the Q&A period has ended.
- Authorized users must determine the method of award for each Request for Quote.
- The RFQ must specify the method of award and the authorized user must have an evaluation tool date-stamped prior to the RFQ due date.
- Once the RFQs are received, the authorized user must follow its method of award and evaluation tool in awarding the Authorized User Agreement.
- Prior to the issuance of an Authorized User Agreement, an authorized user may reject ALL RFQ responses and re-issue an RFQ provided this will not preclude any contractor from responding to a re-issued RFQ.

**Resources**

- [Award 23106 Security Guard Services (Statewide) and Fire Safety and Emergency Action Plan Directors (Region 1 - NYC Only)](#)
- [Division of the Budget](#)
- [Department of Labor - Prevailing Wage Rate Application](#)