



Request for Information (RFI) DCJS-24-01
New York State Division of Criminal Justice Services
Security Guard Training Unit 8 Hour Annual In-Service

RFI Timeline and Contact Information	
RFI Released	October 2 nd , 2024
Closing Date for Respondent Questions	November 2 nd , 2024
Responses to Respondent Questions Posted (Estimated)	November 16 th , 2024
RFI Response Due Date	December 31 st , 2024, 4:00 PM Eastern Time
Agency Contact: Respondents must direct all questions and communications in writing to DCJSProcurement@dcjs.ny.gov and include "DCJS-24-01" in the subject line.	

PURPOSE OF THE RFI

- To identify qualified vendors who can act as subject matter experts and provide feedback on the proposed project scope and services for a future Request for Proposal (“RFP”) and/or help inform the design of a subsequent RFP.
- RFP under consideration will center on researching and writing numerous lesson plans across broad security related topic titles that will be utilized in creating regulatory compliant 8-hour Annual In-Service curricula to be delivered in a live format and can be integrated into an asynchronous online environment.
- Learn about new technologies, innovations, or approaches.

The Division of Criminal Justice Services – Security Guard Training Unit (“DCJS” or “Division”) is looking to collect information from qualified vendors with expert knowledge interested in providing DCJS with security guard lesson plan development consulting services. The objective is to identify potential qualified vendors and receive feedback on the proposed project scope and services to help with the development of a future RFP.

This RFI is for informational and planning purposes only, is not a solicitation of actual bids, and no contract will be awarded as a result. A firm or organization’s response to the RFI—or lack thereof—will have no impact on the evaluation of responses to any subsequent solicitations and does not preclude a vendor from bidding on a future solicitation. Responders are advised that the State will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the responders’ expense.

DCJS expressly reserves the right to utilize any and all ideas submitted in the responses received unless covered by legal patent or proprietary rights, which must be clearly noted in the vendor’s response to the RFI.

BACKGROUND INFORMATION

DCJS is charged with regulatory oversight of General Business Law Article 7-A Section 89-n, also known as the NYS Security Guard Act (“the Act”) through enforcement of Parts 6027, 6028, and 6029 of Title 9 of the Official Compilation of Codes Rules, and Regulations of the State of New York (“NYCRR”). The Unit approves and regulates security guard training schools and instructors, maintains/approves curriculum for the mandated courses, and registers completed training.

There are five courses mandated by the Act to include the 8 Hour Annual In-Service (“Annual”). The Division is undertaking this RFI to seek qualified, interested parties with the experience and expertise to develop multiple lesson plans that will afford greater control over quality and consistency of offerings. The Division envisions two to four lesson plans per topic area that can be pieced together to create a quality, informative, compliant Annual.

The Annual is governed by NYCRR 6027.6. Per the regulation, the Annual must be 8 hours in length. It must consist of at least 6 hours of instruction from some or all of the broad topic areas listed below. The maximum any one topic area may be taught is 2 hours and not all topic areas need to be covered in an Annual. In addition to the minimum required six hours of instruction from the broad topic areas, the regulation allows for up to two hours of security related elective topics that do not fall under one of the broad topic areas. The broad topic areas are Role of a Security Guard, Legal Powers and Limitations, Emergency Situations, Communications and Public Relations, Access Control, Report Writing, and Ethics and Conduct, as referenced in appendix A. The Division currently provides the Legal Powers and Limitations unit. Currently, there are approximately 200,000 licensed security guards in New York State, each of which must complete annual in-service according to statute.

DCJS'S RESERVED RIGHTS

The Division reserves the right to:

1. Reject any or all responses received to the RFI;
2. Withdraw the RFI at any time, at the agency's sole discretion;
3. Amend the RFI after its release with appropriate notice to all RFI respondents;
4. Seek clarifications and revisions of responses;
5. Utilize any and all ideas submitted in the responses received; and
6. Request to meet with respondents.

RESPONDENT QUESTION AND ANSWER PERIOD

Respondents may submit questions about this RFI via email by 11/02/2024 to: DCJSProcurement@dcjs.ny.gov and include "DCJS-24-01" in the subject line.

Submissions should include vendor name, contact person, telephone number and email address.

Responses to these questions will be posted by [November 16, 2024] on the Division's website.

RFI SUBMISSION REQUIREMENTS

Instructions: Please submit your responses to this RFI to: DCJSProcurement@dcjs.ny.gov before the due date identified on Page 1. Please include in the subject line "Response to DCJS-24-01". Hard copies will not be accepted.

Information in addition to the prescribed questions is welcome. However, pre-printed marketing material and cost information **should not** be included in your response and will not be considered if provided.

ELIGIBLE RESPONDENTS

DCJS requests input from all qualified respondents with experience in development of adult continuing education curriculum with subject matter expertise in public safety and security related topics. Further, DCJS desires input from entities with knowledge and ability to integrate training material into an online learning environment.

INFORMATION REQUESTED

1. Is public safety / initial responder training your organization / company's primary business?
2. What is your organization's experience in curriculum development?
3. What is your organization's experience developing web based / asynchronous learning products?
4. Does your organization currently provide the services requested in this RFI under contract with New York State? If so, please provide specifics regarding the NYS Contract specific product description and SKUS.
5. Please indicate whether your organization would consider bidding on a Request for Proposal (RFP) for development of security guard continuing education training as described in this RFI? If you would not consider bidding, please explain your rationale.
6. Provide brief relevant background information about your organization's prior work experience or products you offer related to our needs.
7. Please describe your high-level approach to curriculum development and application of adult learning methodologies and principles.
8. How long do you anticipate the work will take to complete?
9. What would the challenges be to deliver this product?
10. Please list and describe the documentation that is essential for your company to develop a responsive proposal to a future RFP.
11. Is there anything else you'd like to tell us?

Freedom of Information Law ("FOIL") and RFI Responses

The purpose of New York State's Freedom of Information Law (FOIL), which is contained in NYS Public Officers Law, Sections 84-90, is to promote the public's right to know the process of governmental decision making and to grant maximum public access to governmental records.

Thus, a member of the public may submit a FOIL request for disclosure of the contents of the responses submitted to the State in response to this RFI. The responses of respondents may be subject to disclosure under FOIL. However, pursuant to Section 87(2)(d) of the Public Officers Law, a State agency may deny access to those portions of responses which "are trade secrets or submitted to an agency by a commercial enterprise or derived from information obtained from a commercial enterprise and which if disclosed would cause substantial injury to the competitive position of the subject enterprise." Please note that FOIL has specific instructions for identifying material that an entity claims is exempt from disclosure under FOIL because the information is trade secrets, which if disclosed would cause substantial injury to the competitive position of the respondent.

Please also note that information which you may claim as proprietary, copyrighted or rights reserved is not necessarily protected from disclosure under FOIL.

If there is information in your response which you claim meets the definition set forth in NYS Public Officers Law Section 87(2)(d), please inform us in a letter accompanying your response.

RESPONDING TO THIS REQUEST FOR INFORMATION

Responses to this Request for Information must be received by 12/31/2024 Responses will be used to inform DCJS. Questions regarding this RFI may be submitted to DCJS via email at DCJSProcurement@dcjs.ny.gov.

APPENDIX A – ANNUAL IN-SERVICE GUIDANCE AND REGULATION

A curriculum is made of individual lesson plans to form the finished product an instructor uses to stay on-track while delivering a course of instruction.

The completed annual curriculum must include at least six hours of lesson plans from the mandated topics listed in NYCRR Part 6027.6. This leaves an opportunity for up to 2 hours of security related electives that do not fit under one of the broad mandated topic areas.

The format of the 8 hour Annual In-Service curriculum will consist of lesson plans that each include a cover sheet containing the topic area to be covered, time allotted, materials needed, and main learning objectives followed by a detailed outline showing what will be taught to achieve the objectives for the given topic area. The outlines should contain enough detail that any competent subject area instructor could use the lesson plan to successfully teach the topic. The unit title page must show the topic title, time allotted, materials needed to teach the topic and the terminal instructional objectives for the topic title. Instructional objectives must be in "doing" terms that allow an instructor to objectively determine if the student understands the material. Objectives are the main points of the lesson the student should understand after

receiving the training. Generally, the Division expects 3 to 5 instructional objectives per instructional hour for each topic area to be taught.

The 8-hour Annual In-Service is not a review of the Pre-Assignment and OJT curricula. The Pre-Assignment is the initial overview 8-hour course a security guard must complete prior to applying for a security guard license. The 16-hour On-the-Job Training Course must be completed by a licensed security guard within 90 days of employment. The Division supplies a general OJT curriculum, or the employer will develop their own based on Division guidelines. While 25% of an annual curriculum may contain review of the key points, the majority should be new or updated information. The annual lesson plan cannot be a copy/paste of the DCJS provided curricula, nor can it be a rewording of the Pre and OJT. There are no mandated objectives for each topic area which allows flexibility in determining content under the topic titles. This is done in the interest of creating quality continuing education for security guards serving in New York State. Lesson plans may be tailored to address topic areas relevant to the duties of a security guard.

The use of video and audio-visual aids is allowed during the annual in-service; however, these can only be used to augment original instruction and cannot replace it. Use of commercial video and audio-visual aids may be used to introduce, illustrate or reinforce key concepts being taught.

The annual curriculum consists of 8 hours of instruction. The laws and regulations governing the Annual In-Service do not require passing a test to successfully complete this course. Therefore, a test should not be created since a person would be entitled to a certificate after completing the annual even if they were to fail the final test.

The below examples are not all inclusive but serve to illustrate the types of subject matter that could be included under some of the mandated topic areas.

Role of a Security Guard: crime prevention strategies; patrol techniques & tips; crowd control/working a protest; general roles and duties of security guards in various settings, i.e., entertainment, hospitality, sports arena, industrial, etc. with instruction on performing those duties.

Emergency Situations: Responding to workplace violence/active shooter; entering and safeguarding a crime scene; pre-attack indicators; responding to a person in crisis / crisis intervention.

Communications & Public Relations: verbal de-escalation techniques; basic negotiating techniques (what happens if a security guard comes across a suicidal subject? – how to handle); cultural differences in communication; professional communications.

Access control: Updated anti-terrorism; behavior assessment through body language; monitoring video, updates on new access control technology.

Ethics and Conduct: Professional standards and expectations of a security guard; lesson plan can review ethical considerations relevant to the duties of a security guard.

Electives: sexual harassment awareness; organized theft awareness; loss prevention; interview techniques; preliminary investigation techniques; etc. An elective can be anything related to something a security guard may reasonably encounter.

*Please note any specialty topics such as first aid/CPR/AED, Naloxone administration, and similar niche topic areas may necessitate specialty instructor training / certification.

§6027.6 Minimum standards of the eight hour annual in-service training course.

- (a) No eight hour annual in-service training course shall be approved by the commissioner which does not follow a curriculum consisting of at least eight hours which includes, but is not limited to, the following general topic areas and corresponding minimum time requirements. Six of the eight hours shall be chosen from these following topics and corresponding minimum time requirements. The remaining two hours of instruction may be selected from the other general and elective topic areas. Where no minimum time requirement is specified, the annual in-service training course does not have to include that topic. Where a maximum time requirement is specified, that maximum number of hours cannot be exceeded in order to satisfy the eight hour annual in-service training course.

	Minimum hours	Maximum
Role of a security guard	0	2
Legal powers and limitations	0	2
Emergency situations	0	2
Communications and public relations	0	2
Access Control		
Report writing	0	2
Ethics and conduct	0	2
Elective topics	0	2
	0	2

- (b) Upon satisfaction of the eight hour annual in-service training course, nothing herein shall preclude the instruction of additional topics or the instruction of the following topics in excess of the maximum hours prescribed herein.
- (c) All requirements of the eight hour annual in-service training course may be completed in separate sessions of no less than two hours per session over the calendar year in which such training must be completed.
- (d) Only security guard instructors who have met the requirements for security guard instructor certification and who have been certified in accordance with the provisions of Part 6029 of this Title may provide instruction in such training course.
- (e) An eight hour annual in-service training course approved by the commissioner in accordance with this Part shall be administered only at approved security guard training schools.