



RFP- Security Services for Transportation Center

**Addendum No. 1**

<b>Project Name:</b>	Security Services for Transportation Center	<b>Project No.:</b>	RFP# 17-18-43
<b>Prepared By:</b>	Denisha Harris	<b>Date:</b>	April 26, 2018

**In accordance with the published timeline for the Security Services RFP, please find below responses to vendor inquiries concerning the RFP.**

**General Questions, Clarifications & Requirements:**

1. Section V: Scope of Work. A. Description 2. Restraining disruptive individuals: We just need clarification on restraining, all guard services are not permitted to physically restrain per NC PPSB law and that is left to law enforcement to physically restrain.

Please delete #2, "Re[s]training disruptive individuals" in Section V: Scope of Work, Description.

2. Considering that the Security Officer will have a Master Key card, will the City be willing to sign a Master Key Agreement and allow a GPS type tracker be attached to the RFID card?

Security Guard will not be required to monitor secure areas nor will he/she be responsible for locking or unlocking the facility; therefore, no access entry (i.e.: keys, RFID card) will be needed. Please delete the "Access Entry" section of Section V: Scope of Work, D. Contractor Requirements.

3. Will there be a locker or closet/location where the officers will be able to store their belongings?

The City can assign a small locker or cabinet, in the driver's breakroom. The Transit staff can provide security personnel access to the driver's breakroom.

4. Are there existing Post Orders the City has for this security duty? Or will the contractor create them for City review?

The contractor is asked to supply Post Orders for the City to review.

5. Will you permit a presentation by your top couple of choices for this contract prior to final selection? Getting to meet those who will provide and manage your security service and have detailed questions and discussion has always proven beneficial.

The City may request interviews.

6. Will you provide radios/cell phones for the contract officer on duty to communicate with Transit Center management and/or Greenville Police?

Yes, the City can supply a transit radio. The radio must be returned at the end of every work day.

7. Will the Megabus be stopping at the GREAT Transit Center?

Not at this time

8. Will the contract officer have access to a computer to file reports?

No, contractor will need to provide a computer for their personnel.

9. Since Transit staff will open and close the facility will there be a need for the contract officer to have access cards or keys?

No

10. Will there be a security desk or security office space provided for the contract security service to store forms and other supplies for safe keeping?

No available storage space is available, but the City will try to establish storage space.

11. Why is there not at least a 30 day notice requirement for either party for contract termination?

Add the language below to Section III: General Terms and Conditions

“Q: Termination of Contract: Standard termination of contract requires 30 days written notice by either the City or the Contractor.”

12. Will contract officers be permitted a lunch break? If so, will there be a designated place or lunchroom on site that the officers can utilize for lunch break?

Yes, the break room will be available. Access will be granted by personnel at the information booth.

13. Will a negotiated increase be acceptable after the first two year period of service?

Please see Section V: C. Period of Performance

14. On page 15 of the RFP, it was stated that the contractor is responsible for all training and coordination. The awarded contractor’s training program will be evaluated by the City for

acceptability with consideration given to designated training site, training materials, and quality/amount of training provided. Our question is, will the City consider evaluating the contractor's training program BEFORE they award the contractor to assure that they have the capabilities to provide the proper training in the GREAT Transit space.

Training must be included as a part of the proposal and will be evaluated before the contractor is selected per Section VIII: Evaluation.

15. Is the City ok with security officers wearing body cameras?

There is no objection.

16. Please confirm that the security guard is to wear a "security" uniform as opposed to a more civilian jacket and tie look?

Yes, a security uniform is required

17. Is the facility on lock down outside of the hours of security patrol? How will ECU and Amtrak transit affect these hours of operation?

The facility will be locked down when the transit buses are not in operations.

18. Will the officer be responsible for opening and closing the building?

No, the Transit staff will be responsible for this.