Procurement and Contracting Services

Request for Proposals for On-Call Unarmed Security Services for Facilities and Events Located in the Downtown Phoenix Area and Gilbert, AZ

ADDENDUM #1

Please mark all proposal submission envelopes with the following information

Sealed RFP # L232201

Due on August 25, 2021 no later than 2:00 PM, MST
The following questions have been received by the technical question due date of August 11, 2021 by 12:00 PM, MST.

1. Is there any on-site office space the supplier can work from?
   a. We have 3 posts that have a workspace available to work from.

2. Will there be parking available at no charge for team members at each location?
   a. Parking is not free and will need to be paid by you. Parking and Transportation Services controls parking at all campus locations. You can purchase a permit from them or pay the daily rate at the garages/lots on campus. Free street parking may be available but would be at your own risk.

3. Are there security cameras in all rooms?
   a. Cameras are located at all surveillance points (door entry/exits, hallways).

4. Is there a surveillance room and if so, who mans the room?
   a. Yes, monitored by University of Arizona employees.

5. Will we have access or assist with video surveillance?
   a. Not currently, as it is an issue of access/clearance. We are working on security protocols so it may be a possibility later.

6. What exactly is the service to be provided?
   a. We are looking for a vendor to supplement our in-house security program. This includes assistance at events where extra hands are needed, or to supplement our in-house staff should the need arise. We do not have floaters on staff and would rely on the awarded vendor to provide extra staff to those on-site as needed.

7. Would we have to know the procedures of your current in-house staff?
   a. Yes, we will provide the awarded vendor with training, and procedure manuals for each post.

8. Do you need 24/7 security services?
   a. Our security is 24/7, so it is possible if we need to supplement our in-house staff.

9. Who is the current provider for these services?
a. There is no current provider for on-call services. Currently we only have our in-house security staff.

10. What are the current shift hours of the in-house security staff?
   a. They work on 8hr shifts.

11. If you required coverage on a holiday, would guards receive holiday pay?
   a. Yes, if offered or detailed by your company.

12. What software do you use for the security cameras?
   a. We currently use two systems, Panasonic and Verkada. Eventually we want to transition to only one system—Verkada.

13. How many permanent in-house positions do you have?
   a. There are three (3) desk stations and a roving position.

14. Would you provide us with training initially?
   a. Yes, we will provide plenty of training.

15. Does your in-house staff know each post?
   a. Yes, we have cross trained our staff on each position and there are similar duties for each post.

16. Is the exterior of the building patrolled?
   a. Yes, the exterior is patrolled at least once every hour.

17. What do you do in an emergency situation?
   a. We contact Phoenix Police Department for assistance if needed.

18. What is your call out policy? How much notice would we have if you needed temporary staffing?
   a. We try to have enough coverage of our own, but in the event extra help is needed we would try and give at least a few hours’ notice.

19. If you had a double shift with two staff members missing, can we fill it with one person for a 16hr shift or do we need two people?
20. How many students are on the campus?
   a. We have about 4,000 students on campus that circulate throughout the day.

21. Would these services also include the campus in Gilbert?
   a. Yes. The Gilbert campus is very secure. Service will not be as often there, but they may occasionally need on-call and event services.

22. What happens if a person needs to be removed from the premises?
   a. Their access badge is immediately removed and disabled. If there are serious concerns or more assistance is needed, we contact Phoenix Police.

23. How many badges have been disabled in the last two years?
   a. We have not had a problem needing immediate deactivation.

24. How much notice will you give us prior to an event?
   a. Depending on the event size, notice may be given as far as a year in advance.

25. How many guards would you need for an event?
   a. Depends on the size of the event, but at our largest annual event (STEM) we need 10 guards. Phoenix Police Department may also be involved depending on event size/scale.

26. How many events do you have throughout the year?
   a. Depends, events are coordinated per department and can be hard to anticipate. We do anticipate having more events this year to engage the community with the COM-PHX campus.

27. Would we need to provide our own equipment?
   a. We would provide you with radios and badges. PPE (such as gloves and masks) would be your responsibility and is dependent on government mandates.

28. Would we have storage space to keep gloves, masks, or personal items?
   a. Yes, we can provide a locker for storage.
29. Would we have access to the café and facilities?
   a. Yes.

30. Do you have disaster and emergency plans in place?
   a. Yes.

31. Will there be multiple vendors awarded for this service?
   a. No. We will only be awarding one vendor.

32. What is the approximate start date for services after proposals are due and an award is made?
   a. As soon as possible.

End of addendum, all else remains the same.