



## TITLESMU SECURITY GUARD SERVICES Q&A

LAST UPDATED 02/29/202

1. Who is the incumbent vendor?
  - a. D&L Entertainment
2. Can you provide the current turnover rate for the contract?
  - a. This information is proprietary to the current vendor and not available.
3. If incumbent personnel are hired, will legacy benefits and current wage rate carry over?
  - a. Wage and benefit rates will be determined by the selected vendor.
4. Will the contractor who is awarded this contract be required to grandfather legacy employee's tenure and grandfather their vacations based on their time of service?
  - a. No
5. Does the contractor need to provide vehicles for this contract?
  - a. No.
6. What is the annual budget per vehicle?
  - a. N/A
7. Is there a specific type of vehicle required at the contractor's discretion?
  - a. N/A
8. Are fuel costs directly billable or are those costs to be factored in our pricing?
  - a. N/A
9. Is there a specific number of required on the job training hours for each job classification prior to assignment or is that to be determined by the vendor?
  - a. No, but the response provided should outline the training to be provided.
10. Are medical benefits to be included in our pricing or billed separately?
  - a. The bill rate provided in the proposal should be all inclusive.
11. Will paperless workforce management and our confirmation cloud technology be accepted in lieu of traditional pen and paper documentation?
  - a. Vendors should include how documentation of workforce management and tour confirmation be provided in their response for SMU to review and evaluate.
12. Is this a lowest price bid?
  - a. Price will be one component of the evaluation process for award of this contract.



13. Is there any specific equipment that the security vendor is to provide?

a. Section 3.6 of the RFP addresses this question.

14. Are there specific uniform requirements?

a. Section 3.6 of the RFP addresses this question.

15. When is the start date for this contract?

a. The start date is to be determined based on negotiations with the selected vendor. Vendors must have at least 30 days to mobilize before the start date.

16. Will the vendor be required to provide a separate hourly bill rate for temporary services which require armed officers?

a. If the vendor can provide additional security personnel as described in Section 4.6 of the RFP, please provide the proposed rates for those services.

17. Will the staff need to be CPR and AED certified?

a. No. The additional requirements for staff are detailed in Section 3.7 of the RFP.

18. Does the client expect Security Officers to detain individuals?

a. No.

19. Will the staff need to be certified in the use of batons or handcuffs?

a. No.

20. What type of additional training is required that is not noted in the RFP?

a. Section 3.5 of the RFP addresses this question.

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Table I  
Summary of Service Hours by Location

	Days	Hours	Total Weekly Hours	Notes
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