

**SMU RFP for Campus Parking Services  
Questions and Answers  
Updated: April 16, 2024**

**Is Valet required?**

Valet is not a requirement for the enforcement side. If valet service is offered, vendor must carry insurance requirements of SMU and office of Risk Management and be fully vetted.

**Should Holidays be included into the bill rate or should they be a separate line item?**

Enforcement will not be required on SMU holidays. Adding vacation is not necessary.

**If there are additional officers needed, will 72 hours' notice be given and will those need to be at the rate of the regular officers? If there is over time, will SMU pay OT?**

No additional officers needed for enforcement. We do not pay overtime. Cost scenario provided in proposal should encompass any OT.

**What form of communication will be needed in terms of Equipment and Materials? Do we need to provide radios, phones, touring devices (Heliaus)?**

SMU provides radios. Enforcement team provides their own phones.

**Is the vendor required to perform routine maintenance and minor repairs on parking equipment?**

Enforcement team can handle minor repairs if able. SMU has service contracts in place for routine maintenance and major repairs.

**In the event of a stranded motorist, who should be contacted for assistance?**

Stranded motorists can be assisted through SMU vendors or their own choice.

**How much on the job training is required for new hires? Should Clery and CSA training be included in the proposal?**

Initial training will be provided to understand technologies in place and campus understanding. Enforcement leaders are required to train new employees.

**How would SMU like to receive exceptions? Would SMU be willing to accept manuscript insurance policies to fulfill requirement if the manuscript policies maintain equivalence with ISO forms?**

Provider to adhere strictly to the insurance requirements set in place by Office of Risk Management.

**Besides the basic background screens and MVR's ran on each employee, are there any additional background checks required?**

Background checks are as outlined.