



TITLE: SMU SECURITY GUARD SERVICES RFP – Q&A

LAST UPDATED: 9/29/2022

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 honor the 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 mileage per vehicle?
 - a. *N/A*

7. Is there a specific type of vehicle required or is it 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 tour confirmation cloud-based technology be accepted in lieu of traditional pen and paper documentation?
 - a. *Vendors should include how documentation of workforce management and tour confirmation will 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. Vendor will 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 or emergency 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, 1st Aid, 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 baton, taser 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.*

21. What are the current wages?
 - a. *Current pay and bill rates are confidential information.*

22. What are the current hourly bill rates for routine, emergency, and temporary services?
 - a. *See response to Question No. 21.*

23. Does this contract currently have an assigned Site Supervisor or Account Manager? If so, are they billed separately or included in the hourly billing?
 - a. *This information is proprietary to the current vendor and not available.*

24. Does the incumbent currently provide de-escalation tactics training and a use of force curriculum?
 - a. *This information is proprietary to the current vendor and not available.*

25. Could you provide the average number of temporary service or emergency coverage hours provided by the incumbent over the last year?
 - a. *This information is proprietary to the current vendor and not available.*



26. Is there any prevailing wage, living wage ordinance, state or local mandated wage, contract?
a. *No.*
- specific wage, or collective bargaining agreement?
b. *No.*
27. Are all security positions/locations for this RFP to be armed? If no, what is the breakdown of armed vs unarmed hours per week/location?
a. *None of the positions in this RFP are to be armed.*
28. Is there a specific requirement for the type of firearm to be utilized and ammunition?
a. *N/A*
29. What is the weekly number of service hours? Will there be any fluctuation in the service hours, if so, what would be the cause a significant increase or decrease?
a. *The weekly number of service hours per location is summarized in Table I below. Any fluctuation in the hours will be discussed in advance with the selected vendor.*
30. Will we be required to carry non-lethal weapons such as a baton, OC Spray or taser?
a. *No.*
31. Are we required to detain anyone?
a. *No.*
32. Are all locations besides the 24/7 locations Monday through Friday?
a. *The weekly number of service hours per location is summarized in Table I below.*
33. What are the total weekly scheduled service hours for the contract and per location?
a. *The weekly number of service hours per location is summarized in Table I below.*
34. Any additional training required other than the 40 hours outlined in the RFP.
a. *Section 3.5 of the RFP addresses this question.*
35. Officers assigned to the airport, are they required to have a SIDA Badge and if so, what is the cost?
a. *N/A*
36. For Expressway Tower Security, page 2 indicates coverage is 93 HPW. Page 7, however, indicates 152 HPW but when I add the hours of the actual schedule, it comes out to 136 HPW. Can you please clarify which is correct?
a. *The weekly number of service hours per location is summarized in Table I below. The correct projected number of hours at this location is 136.*



Table I
Summary of Service Hours by Location

	Days	Hours	Total Weekly Hours	Notes
Safety Escorts (4 per shift)				
	Monday-Sunday	7:00 pm – 3:00 am	56 hours per week for 4 drivers totaling 224 weekly hours for approximately 32 weeks per year	Program only operates when classes are in session during the Fall and Spring Semesters (August – May)
SMU Libraries				
Hamon Arts Library				
	Monday-Thursday	6:00 pm – 10:00 pm	16 hours	Total projected hours per week is 29 hours for this location
	Saturday	12:00 pm – 5:00 pm	5 hours	
	Sunday	2:00 pm – 10:00 pm	8 hours	
Fondren Library				
Guard 1	Sunday	6:00 pm – 12:00 am	6 hours	Total projected hours per week is 62 for this location between two (2) positions
	Monday-Thursday	9:00 pm – 3:00 am	24 hours	
Guard 2	Sunday	12:00 am – 8:00 am (Mon)	8 hours	
	Tuesday-Friday	2:00 am – 8:00 am	24 hours	
Bridwell Library				
	Monday - Thursday	5:00 pm – 10:00 pm	20 hours	Total projected hours per week is 25 hours for this location
	Saturday	12:00 pm – 5:00 pm	5 hours	
Expressway Tower				
Day Guard 1	Monday-Sunday	7:30 am – 3:30 pm	56 hours	Total projected hours per week is 136 for this location between three (3) positions
Day Guard 2	Monday – Friday	7:30 am – 3:30 pm	40 hours	
Evening Guard	Monday – Friday	3:30 pm – 11:30 pm	40 hours	