

**ADDENDUM # 1 RFP #2013-108  
CAPITAL AREA TRANSPORTATION AUTHORITY  
CTC SECURITY SERVICES**

Vendor Questions and Answers

Each question received from interested vendors in regard to the above Request for Proposal (RFP) is consecutively numbered 1-17 below and labeled "Q". Below each question is CATA's official corresponding answer labeled "A" and written in italics.

This Addendum is also available on the CATA website at [www.cata.org](http://www.cata.org), located under the heading "Doing Business With CATA".

**1. Q: Typically how much notice is given to Officer's to ride the bus?**

*A: CATA would definitely give you advance notice. Currently security officers are assigned on buses on an as needed basis. There have been very few security officer hours on buses for some time.*

**2. Q: Is there typically eight (8) hours, or possibly twenty-four (24) hours' notice given for security officers to ride the buses?**

*A: CATA could provide less than twenty-four (24) hours' notice. Up to two (2) guards may be requested in an emergency situation – and should be provided by the Contractor within four (4) hours, with further reasonable numbers within eight (8) hours thereafter as needed.*

**3. Q: Security maintaining files; is this something that CATA supplies? Are we just the one's taking pictures?**

*A: Yes.*

**4. Q: How about parking for the Officer's assigned at the CTC? Do they park across the street? Where do they park?**

*A: CATA has had leased parking spaces which are becoming more and more limited. Provided parking for security officers is not in the plan.*

**5. Q: Security officers have to get their own parking?**

*A: Yes.*

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- 6. Q: What about the response from the Lansing Police Department (LPD) if you have an issue at the CTC; what is the response time?**

*A: Immediate.*

- 7. Q: When you actually make a call, the LPD responds immediately?**

*A: Yes.*

- 8. Q: Your position as an armed officer, is it a position that you use very often?**

*A: CATA has never used armed security officers, but it is an option that is available if needed.*

- 9. Q: Would you be interested in transitioning some of the people over from the current contract?**

*A: The current provider employees are managed by the provider and not CATA.*

- 10. Q: What is your biggest security challenge at the CTC?**

*A: Loitering is the biggest daily challenge.*

- 11. Q: Do you have a rough estimate of how many physical altercations you have within a year? Same question if it is an altercation between a driver and a customer, or security and a customer.**

*A: Physical altercations occur two to three times a month. Security guards on a regular basis, use a "hands-on" approach to coax/separate people while in the process of de-escalating an argument or situation. The major altercation issues are for the most part customer's becoming involved in altercations with one another where security officers would then intervene to end the situation.*

- 12. Q: The RFP refers to security guards carrying an aerosol type product. Currently do the DK Security officers carry this type of product, pepper spray?**

*A: Yes. Security is to be armed with Defensive Repellent (personal protection spray) only.*

- 13. Q: Are the security officers trained to use the defensive repellent?**

*A: Yes, that training is the responsibility of the security contract provider.*

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**14. Q: How often can you estimate within a month, to a half-year, to a year if is there a discharge of the aerosol type product?**

*A: I cannot recall the last time that any spray has been used in a situation – so I would say “very rarely.”*

**15. Q: What I the current wage rate for security officers?**

*A: The wage rate is set by the contract provider – CATA does not control that rate, or know what that dollar amount is.*

**16. Q: Are radios provided by CATA?**

*A: Yes.*

**17. Q: The RFP talks about the Security Contractor providing a cellphone?**

*A: Yes.*

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