

Capital Area Transportation Authority



AMENDMENT NO. 1 TO SOLICITATION CTC SECURITY SERVICES

1. AMENDMENT NO: 1	2. SOLICITATION NO: RFP 2018-120	3. SOLICITATION NAME: CTC Security Services	4. AMENDMENT DATE: September 21, 2018
-----------------------	-------------------------------------	--	--

5. ISSUED BY

Capital Area Transportation Authority
Purchasing and Contracts Department
4615 Tranter Street
Lansing, MI 48910

PLEASE NOTE: Contractor is required to sign this document and return it with the bid/proposal/quote.

6. DESCRIPTION OF AMENDMENT:

- a. Summary Page of Amendments to Scope of Services
- b. All other terms and conditions remain unchanged.

NAME / TITLE OF OFFEROR (Type or Print)

COMPANY NAME

(Signature of person authorized to sign)

(Date Signed)



**CATA RFP 2018-120 – CTC SECURITY SERVICES
SUMMARY PAGE OF AMENDMENT TO SCOPE OF SERVICES**

- a. Section II-C Scope of Work information on page 10, has been amended to include the following bullet points:
 - Contractor will be responsible for opening the CTC at 6:00 A.M. and disarming the security alarm.
 - Contractor will be responsible for closing the CTC at designated times during the week as described in the hours of operations, and set the security alarm.
 - Security Supervisor will be responsible for answering calls from Security Alarm contractor, sometimes outside of working times, and provide password to confirm disarming of alarm.
- b. Section II-C Scope of Work information on page 12, has been amended from the following:
 - Review camera system and copy key images as requested or required by the CTC Customer Experience Manager.

To the following:

- Review camera system and copy key images as requested or required by the CTC Customer Experience Manager or Street Supervisors.
- c. Section II-C Scope of Work information on page 13, has been amended to include the following bullet points:
 - Assist with the storage and removal of bicycles in the basement of the CTC when requested as part of the Customer Experience lost and found process.
- d. Section II-C Scope of Work information on page 13, has been amended from the following:
 - Hours and Days of Service

Current operating hours for the CTC are as follows:
Daily Monday through Friday – 6:00 a.m. to 12:30 a.m.
Saturday – 7:00 a.m. – 12:30 a.m.
Sunday – 8:00 a.m. – 8:00 a.m.

To the following:

- Hours and Days of Service
Current operating hours for the CTC are as follows:
Daily Monday through Friday – 6:00 a.m. to 1:00 a.m.
Saturday – 7:00 a.m. – 1:00 a.m.
Sunday – 8:00 a.m. – 8:30 p.m.



II-C Scope of Work

The successful Contractor must provide security guards, and guard supervision on all shifts at the CTC, and on select buses (on-board guard), as needed, or assigned to ensure the safety and security of all members of the public and personnel. The Contractor will also provide specific facility management services as described below. Security is armed with defensive repellent (personal protection spray) only, however, may occasionally be required to carry firearms and must have training, qualifications and legal permits to do so.

Specific duties include, but are not limited to:

- The successful Contractor shall provide all labor, supervision and equipment necessary for complete and efficient security officer services for the CTC, its building, grounds, equipment and people using these facilities.
- The successful Contractor will conduct background checks at no cost to the prospective hire.
- Contractor will provide a Monthly Performance Report no later than the tenth day of the month for the previous month. The Monthly Performance Report will contain the following information:
 - Number of officers that left working the site either voluntarily or non-voluntarily.
 - Average time to replace those officers.
 - Number of officers assigned to the CTC Site.
 - Number of officers late by five (5) minutes or more.
 - Amount of time where Contractor failed to meet required staffing level.
- Contractor will be responsible for opening the CTC at 6:00 A.M. and disarming the security alarm.
- Contractor will be responsible for closing the CTC at designated times during the week as described in the hours of operations, and set the security alarm.
- Security Supervisor will be responsible for answering calls from Security Alarm contractor, sometimes outside of working times, and provide password to confirm disarming of alarm.
- Monitor customer behavior and enforce the CTC Rules (Exhibit #1). Monitoring customer behavior will be mainly accomplished by direct observation by officers patrolling the facility. This will also meet the desired goal of showing a presence to the customers and employees. It is required that officers are actively patrolling during certain times as determined by the CTC Customer Experience Manager.
- All security officers will successfully complete a minimum of two (2) eight (8) hour shifts of training prior to permanent or temporary assignment to any CTC site at security firm's cost.

with CATA Banning Procedures (see Exhibit #2) and, CATA CTC Severe Weather Emergency Service Plan (See Exhibit #8).

- Review camera system and copy key images as requested or required by the CTC Customer Experience Manager or Street Supervisors.
- Report to CATA supervision, buses that depart before being released by radio on select trips as determined by CATA.
- Cooperate, coordinate and strategize with CATA staff, neighborhood and business organizations, Lansing Police and area schools, including Lansing School District personnel. Attend, participate in and initiate meetings as needed.
- Communication meeting schedule will be agreed to between CATA and the Contractor.
- Deny access to the CTC and bus service to individuals who have committed offenses according to the CATA Banning Guidelines (see Exhibits #1, 2, 3, 4, 5 & 6). All property and service denials will be approved by the CATA Customer Experience Manager.
- Thoroughly and properly document all security-related activity through Security Incident Reports (see Exhibit #10) and Daily Activity Sheets (see Exhibit #7). Actively participate in investigations and resolution of security-related incidents and complaints. At a minimum, this includes a complete description of what happened, names including offenders, victims and witnesses, addresses, birth dates and pictures of appropriate individuals if available. Every report will be signed and dated by the responsible guard and submitted electronically to the CATA Customer Experience Manager on a daily basis.
- Provide security to employees walking to their parked vehicles.
- Monitor and utilize the camera surveillance system and report any operational issues to both the CATA Customer Experience Manager and IT Department.
- CATA provides an office and equipment such as furniture, a digital camera, phones, radios and computers for CATA business use only. The Contractor will be responsible for properly using and maintaining all CATA property in accordance with the CATA Technology Policy (see Exhibit #9). Repair or replacement of broken or lost items will depend on the circumstances leading to breakage or non-functionality, i.e., whether due to normal wear and tear or negligence. The purchasing and cost of all office supplies with the exception of printer toner, is the responsibility of the Contractor.
- Contractor to provide working cell phone to at least one guard per shift.

- Contractor to provide gloves as needed and one pocket-size air horn device or whistle for each guard for purposes of obtaining assistance in emergencies, etc.
- Assign uniformed guards to ride along on select bus trips to monitor customer behavior and enforce the rules, in cooperation with the vehicle operator and CATA supervision, if requested.
- There will be times when an individual or representative will want to discuss security complaints, incidents and consequences. Security Contractor personnel will coordinate meetings with the CATA Customer Experience Manager and be available and willing to discuss issues with individuals and their representatives to seek resolution.
- Monitor cash removal of two change machines as needed.
- Assist with the daily money pick up, daily cash accounting and close of business operations.
- Assist with set-up and clean-up for special events at the CTC when needed.
- Assist with the storage and removal of bicycles in the basement of the CTC when requested as part of the Customer Experience lost and found process.
- Assist with snow removal and salting all entrances and building access ramp on Grand Avenue during emergency situation.
- CATA is not required to provide contractor parking spaces or payment for parking.
- CATA may require the vendor to perform investigations or security consulting services as determined.

Hours and Days of Service

Current operating hours for the CTC are as follows:
Daily Monday through Friday – 6:00 a.m. to 1:00 a.m.
Saturday – 7:00 a.m. – 1:00 a.m.
Sunday – 8:00 a.m. – 8:30 p.m.

Service dates and hours parameters may vary from those described below. The hours and days described may change according to conditions or funding.

Two security guards should be assigned at all times, a Supervisor or Sr. Officer should be assigned and/or available for each shift, and the schedule will be agreed to by CATA.