

Capital Area Transportation Authority



AMENDMENT NO. 2 TO SOLICITATION CTC SECURITY SERVICES

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

The following documentation has been attached to this Amendment:

- a. Amendment to the Scope of Work, Revised Section II-C, Page 10, is attached. The following information has been amended from:

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.

To the Following:

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).
- b. Pre-Proposal Attendance Sign in Sheet
- c. CATA's Responses to Vendor Questions
- d. All other terms and conditions remain unchanged.

NAME / TITLE OF OFFEROR (Type or Print)	COMPANY NAME
(Signature of person authorized to sign)	(Date Signed)

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).

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.
- 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.
- Only security officers that have successfully completed the required minimum training will be allowed to work the CTC site. Any other personnel working on this site will not be invoiced to CTC.
- All security officers must have basic training on the use of fire suppression equipment, including fire extinguishers, prior to being assigned to this site.



Date: October 4, 2018

Re: Attendance of Pre-Proposal Meeting and Responses to Vendor Questions
CATA RFP 2018-120, CTC Security Services

A pre-proposal meeting was held on September 27, 2018 at 10:00 AM. Those in attendance were:

Nicole Wilson, CATA Purchasing & Contracts Manager
Margaret Stephens, CATA Customer Experience Manager
Todd Brooks, CATA Operations Manager
Norm VanAlstine, CATA Facilities Manager
Laurie Robinson, CATA Director of Marketing & Customer Experience
Devin Greene, U.S. Security Associates
Allen Honeycutt, Teachout Security Solutions
Joseph Budnik, DK Security
Mike Simpson, DK Security
Mark Langkos, The DM Burr Group
Ricardo Millet, The DM Burr Group
Chip Krieger, Securitas Security Services

Please see the attached attendance sheet, as well as Questions & Answers.





PRE-PROPOSAL MEETING SIGN IN SHEET
RFP 2018-120 – CTC Security Services
September 27, 2018

Company	Name	Phone	E-Mail
US Security Associates	Devon Brown	616-774-4011	Dgbrown@ussecurityassociates.com
Teachout Security	Allen Honeycutt	269-986-2636	ahoneycutt@teachoutsecurity.com
DK Security	Joe Buchnik	616-656-023	joebuchnik@dksecurity.com
DM BURR GROUP	RICARDO MILLET		
DM Burr Group	Mark Langkos (primary)	248-709-6110	marklangkos@dmburr.com
Securitas	Chip Krieger	517-367-0737	chip.krieger@securitasinc.com
DK Security	Mike Simpson	917-930-3025	mike@BADI@Hotmail.com
CATA	Nicole Wilson	517-394-1100	nwilson@cata.org
CATA	MARGARET STEPHENS	517 394-1100	
CATA	TODD BROOKS	517 394 1100	
CATA	NORM VANALSTINE	517 394-1100	
CATA	LAURIE ROBINSON	517 394-1100	



October 4, 2018

Capital Area Transportation Authority Request for Proposal 2018-120
CTC Security Services
CATA Response to Vendor Questions

VENDORS QUESTIONS AND ANSWERS:

1. **Reference Page 10: “Security is armed with defensive repellent (personal protection spray) only”**

Currently, our security officers are not armed with defensive repellent at CATA. We want to confirm that, if awarded, the expectation would be that they would carry defensive repellent going forward?

Yes

2. **Reference Page 10: “however, may occasionally be required to carry firearms and must have training, qualifications, and legal permits to do so.”**

Our current site supervisor is fully qualified to carry firearms, though he currently works in an unarmed capacity. Do all employees need to have current concealed pistol licenses, or if a change to armed security was requested, would it be acceptable to train currently armed and qualified personnel at the site until the original employees were able to obtain CPLs?

Please refer to the Amendment - Page 10, Section II-C to Scope of Work.

3. **Reference Page 16: “FTA and MDOC Required Clauses” and “Compliance with Laws”**

Can you give us an example regarding how these requirements might apply to a security contractor?

Please reference the RFP, Section III, Compliance Requirements, “the contractor will comply with all relevant procurement and contract requirements of the Federal Transit administration (“FTA”) and the Michigan Department of Transportation (“MDOT”).

CATA is a public agency that receives federal and state funds. The contractor must comply with the regulations if they are awarded the contract.

4. **Who is your current vendor?**

DuHadway, Kendall & Associates (“DK Security”)





5. Are you satisfied with their services?

Each vendor's solution for addressing Scope of Services may be unique, therefore the existing contract information is not relevant.

6. What is your current vendor's bill rate for services?

Security Officer rate \$13.85 per hour
Supervisor rate \$24.05 per hour

7. What is the total number of annual billable hours for the prior awarded contract?

For the purpose of calculating a budget, the following is the estimated number of annual hours of necessary security coverage:

Supervisor	2,120 Hours
Security Officers	12,545 Hours
On-bus Security Officers	775 Hours
Total:	15,440 Hours

At least two security personnel will be required at the CTC facility for the estimated number of hours indicated above. Exceptions to this must be approved by the CATA Project Manager.

There must be a minimum of three security personnel guarding the CTC from 1430-1630 when school is in session or during the two-hour period that is pertinent for half days. During these peak hours, it is required that one of the security personnel be a Security Supervisor.

8. How many security officers do you currently have?

Please reference the RFP, Section II-C Scope of Work, page 13, Hours and Days of Service - 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.

The current vendor accomplishes this with a rotation of about 10 different security officers and one Supervisor.

9. How many officers are required to carry a firearm?

Currently no security officers are required to carry a firearm.





10. How many officer carry less than lethal defensive tools such as Tasers, batons, chemical irritants or handcuffs? (which ones?)

Currently, no officers carry less than lethal defensive tools such as Tasers, batons, chemical irritants or handcuffs.

11. Would you prefer to keep existing officers/staff if changing to a new contractor?

This decision is the responsibility of the Contractor.

12. Can you provide the number of current staff pay rates and rank if applicable? (No personal information needed)

Security Supervisor	Regular Rate	\$21.50
Security Supervisor	Overtime Rate	\$32.50
Security Supervisor	Holiday Rate	\$32.50
Security Officer	Regular Rate	\$13.85
Security Officer	Overtime Rate	\$20.78
Security Officer	Holiday Rate	\$20.78

13. Can you provide any prevailing wage information and/or union information, if there is any, with regard to current employees?

CATA does not have this information.

14. How many security officers ride buses as part of their assigned duties?

Currently, no security officers ride buses as part of their assigned duties. However, security officers may be assigned to ride buses on an as need basis. Assigned security officers will ride buses in pairs.

15. Are these duties randomly assigned, on an as needed basis, or an integral everyday part of operations?

Security officers only ride buses on an as needed basis and will be scheduled in advance.

16. How many hours were spent in court by security staff in the last 12 months?

We estimated that no hours were spent in court by our security staff in the last 12 months.

17. Section II-D Item 9 Operations Manual (page 15) - Provide a current operations manual.

What specific information is needed or being requested to be provided?





CATA is requesting information such as your recruiting and retention processes, recognition & training programs, quality assurance, etc.

18. Section II-C Scope of Work (page 12) - 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 CAT supervision, if requested.

- **Clarification - this would be officers in addition to the two at CTC during the posted times?**

Yes

- **How much advance notice would be given to supply additional officer coverage?**

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.

- **These officers would be required to have completed CATA specific required training?**

Yes

19. Section II -C Scope of Work (page 13) - Security needs are influenced mainly by the Lansing School District (LSD) calendar.

Is vendor provided a Lansing School District contact to work with for schedule changes and adjustments that could impact coverage?

The Lansing School District publishes their academic calendar online at:
<http://www.lansingschools.net/>.

20. Do we require armed guard services?

No. Please refer to the Amendment - Page 10, Section II-C to Scope of Work.

21. Should the proposal include pricing for both armed and unarmed guards?

Please refer to the Amendment - Page 10, Section II-C to Scope of Work.

22. Is there a determination of time table to determine if we require armed security or not?





Please refer to the Amendment - Page 10, Section II-C to Scope of Work.

23. Is there an opportunity to lease parking spaces?

The Contractor will be responsible for securing parking spaces.

CATA leases parking spaces in the lot across the street. We have requested additional parking spaces and we are currently on a wait list for them to become available.

24. What is the cost associated with the two (2) or three (3) parking spots? Would that be something the Contactor would be refunded?

The cost for the parking spaces varies from lot to lot. The vendor is responsible for the parking cost.

25. Are supervisor's hours in addition to the two (2) officers on duty?

Yes

26. Are there any spec wages that are part of the contract?

No

