

**Middlesex Community College RFP MCC-2024-08 Security Services  
Addendum # 1, Questions and Answers  
February 23, 2024**

1. Is it possible to get the current vendor rates? **Hourly Bill Rate (Standard Pricing): Security Officer- \$24.69, Shift Supervisor- \$27.46, Account Manager - \$ 38.15. Patrol Vehicle Monthly Rate: \$1,283**
2. Page 4-5 outlines the Evaluation Criteria, is there are rating system that is used to judge the importance of each category and if so, can you share the value of each criterion?

<b>Criteria</b>	<b>Points</b>
<b>Demonstrated ability of the bidder to operate an organized, innovative and efficient security operation. Demonstrated ability to project a professional image</b>	<b>15</b>
<b>Previous experience with institutions of higher education</b>	<b>10</b>
<b>Projected contract cost based upon attached hourly rates</b>	<b>20</b>
<b>Qualifications of the personnel to be assigned to the College</b>	<b>10</b>
<b>Locations of the offices from which security services will be managed</b>	<b>5</b>
<b>Description of the bidder’s personnel training, staff development programs and the ability to minimize employee turnover</b>	<b>20</b>
<b>Statement of procedure for conducting both in-state and out-of-state CORI and SORI background checks on all bidder employees</b>	<b>5</b>
<b>Bidder’s protocol for emergency response, including, but not limited to, training in “active shooter” response</b>	<b>15</b>
<b>Total</b>	<b>100</b>

3. Regarding the Patrol Vehicle for the Bedford Campus, how many miles per month/year does the vehicle drive on average? **Varies. Vehicle is to be used primarily on the Bedford Campus. Typically less the 10,000 miles per year.**
4. Does Middlesex Community College hope to retain some/all of the incumbent officers should the college select a new provider? **Some**
  - a. If so, can MCC provide the existing officer tenure information and how many officers elect medical benefits? **Names will be provided**
5. The RFP states: The Contractor shall be required to provide communication devices including but not limited to smart phones, computers, printers, electronic cloud based building tour tracking devices and other items deemed necessary by the Director of Safety and Campus Operations. MCC shall provide radios for employees.
  - a. Can you elaborate on how many computers, printers and phones need to be provided? **MCC will provide cell phones that will remain on-site. 1 for Cowan, 1 for Middle St and 1 for Bedford. MCC will provide two way radio’s at all locations. Contractor will be responsible to provide a cell phone for the Account Manager. MCC will also provide work stations at all security desks. Contractor will be responsible to provide any laptops that are needed for the account manager.**

6. Will the Shift Supervisor be responsible for all locations and travel to these sites for spots check patrols or just the Bedford Campus? **Just the Bedford Campus. If an issue comes up with the Lowell campus staff after hours, the account manager should be contacted.**
7. Will Officers be responsible at any time to drive the shuttle bus? **No, Shuttle services are no longer required from contracted security.**
8. In Regards to: SHUTTLE SERVICES: The Contractor may be required to operate an MCC vehicle between the Bedford and Lowell campuses to transport students and staff. All drivers must be properly licensed. The Contractor is required to provide a certification process for all employees prior to operating the vehicle. **Shuttle services are no longer required from contracted security.**
9. Is Security a backup for those drivers if they are short staffed? **Shuttle services are no longer required from contracted security.**
10. What type of shuttle vehicles are they driving? **Shuttle services are no longer required from contracted security.**
11. Is a Special license needed? **Shuttle services are no longer required from contracted security.**
12. Do we need to backfill our own Security positions if requested to run a shuttle? **Shuttle services are no longer required from contracted security.**
13. Is it a Premium bill rate for the added shuttle hours? **Shuttle services are no longer required from contracted security.**
14. It states that the bill rate should be inclusive of all costs when submitting pricing. Would Middlesex Community College be open to Direct Billing Medical Expenses and not including the Medical Cost in the bill rate? **No, everything should be included in the bill rate.**
15. Last bid cycle for this project was also for a base three award ending June 2025, can you share why this bid is solicited prior to the expiration date of the base three-year award (June 2025 expiration)? **The initial contract was a three year award with two, one year extensions.**
16. Have any addendums been issued? **The Questions and Answers Addendum #1 is the first addendum issued.**
17. Is the current vendor operating under a collective bargaining agreement? **No**
19. Is the College seeking for the successful bidder to retain any current staff? **Yes**
20. Based on incumbent knowledge, a tour tracking system is currently direct billed. Should this item continue to be billed as a separate line item, or inclusive in the hourly billing rate? **Inclusive in the hourly billing rate.**
21. Per special requests and/or any work beyond spec'd contractual hours, can the awarded vendor bill these at the premium pricing rates? If so, what type of notice will be given? **Yes, premium rates are billable if contractor is given less than 24 hours.**