

NECC20-AF001
Security Services
Bid Questions and Answers

1. **Can you please provide a breakdown of current shift times for the HPW at each site listed on RFP (i.e. – 2 officers M-F 7am-3pm Haverhill campus, 1 officer 3pm-11pm Lawrence campus, etc.)** The current shift times for the spring semester are 7:00am-3:00pm, 3:00pm-11:00pm and 11:00pm-7:00am, seven days a week. As outlined on page 1 of RFP pricing sheet, the need for security services is year-round. NECC reserves the right to reduce the requirements for numbers of personnel either on a short-term or long-term basis, as NECC needs dictate. This includes but is not limited to, times when there are no classes due to semester breaks, holiday breaks, weather or other miscellaneous times. Hours will be flexible depending upon the campus needs, and will be determined by the Contract Manager.
2. **Is there a minimum of 1 officer at each location 24/7/365?** Currently, yes, however subject to change based on the needs of the College.
3. **Does your program currently operate with any site or shift supervisors?** Yes.
4. **Do you have a preference as to where the Account Manager is based?** This will be determined post contract award.
5. **How often would our personnel have to drive the shuttle buses? Would this be a regular schedule or only as a backup? Day? Night? Weekends?** Current shuttle service includes one roundtrip between the Haverhill and Lawrence campuses, per weekday (approx. 10 hours/week). As outlined in Section III Scope of Work of the RFP, the Contractor may be required to operate an NECC vehicle between the Haverhill and Lawrence 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.
6. **Do any of the shuttle buses require a special class license?** No.
7. **Are HPW provided the same for all 52 weeks of the year?** As outlined on page 1 of RFP pricing sheet, the need for security services is year-round. NECC reserves the right to reduce the requirements for numbers of personnel either on a short-term or long-term basis, as NECC needs dictate. This includes but is not limited to, times when there are no classes due to semester breaks, holiday breaks, weather or other miscellaneous times. Hours will be flexible depending upon the campus needs, and will be determined by the Contract Manager.
8. **Does your current program use any type of tour tracking system at either the Haverhill or Lawrence sites? If no, would you like to see one used?** The current program does not use any type of tour tracking system at either the Haverhill or Lawrence campuses. As outlined in Section III Scope of Work in the RFP, the Contractor shall be required to provide communication devices including but not limited to smart phones, computers, printers, electronic tracking devices and other items deemed necessary by the Contract Manager. Proposals should include detailed information on the proposed electronic tracking system.
9. **What does NECC currently use as a notification program to the students and faculty? Is it provided by the current security services provider?** NECC currently uses Regroup. It is provided through NECC.
10. **Does the Account Manager have to go between sites during the day? If so are they currently using a NECC vehicle, company provided vehicle, or personal vehicle?** The current Account Manager uses a personal vehicle to go between sites during the day. As outlined on page 11, Section III, Scope of Work of the RFP, the Account Manager must be available on a 24-hour basis, and will have a system in place for periodic spot checks and quality control visits to each site.
11. **Are there different levels of supervision on shifts when the Account Manager is not on-site? For instance, do you have a shift lead/supervisor on shifts without the Account Manager?** As outlined on page 11, Section III, Scope of Work of the RFP, the role of Account Manager will be to serve as the liaison between the Contractor and NECC. This Account Manager will represent the Contractor for all NECC locations. The Account Manager will work a shift mutually agreed upon by the Contractor and Contract Manager which may include weekends or split days off. Account Manager must be available on a 24-hour basis.

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12. **Based on the hours at each campus, what are the staffing levels by shift?** Current staffing levels for the spring semester on the Lawrence campus for the 7:00am-3:00pm shift is 5 guards, 3:00pm-11:00pm shift is 5 guards and 11:00pm-7:00am shift is 1 guard. Current staffing levels for the spring semester on the Haverhill campus for the 7:00am-3:00pm shift is 3 guards, 3:00pm-11:00pm shift is 2 guards and 11:00pm-7:00am shift is 1 guard. As outlined on page1 of RFP pricing sheet, the need for security services is year-round. NECC reserves the right to reduce the requirements for numbers of personnel either on a short-term or long-term basis, as NECC needs dictate. This includes but is not limited to, times when there are no classes due to semester breaks, holiday breaks, weather or other miscellaneous times. Hours will be flexible depending upon the campus needs, and will be determined by the Contract Manager.
13. **On the stipulation that pricing rates be all-inclusive and specific to required insurance, does that included medical/health insurance? Is a direct billing medical an option?** All-inclusive pricing includes medical/health insurance. Direct billing medical is not an option.
14. **What is the average patrol vehicle mileage traveled per week? (best estimate)** We currently do not have a patrol vehicle traveling between campuses. However, the distance between the Haverhill campus and Lawrence campus is approximately 12 miles one-way, or 24 miles roundtrip.
15. **Considering that special driver licensing endorsements may apply, what is the passenger capacity of the shuttle vans?** If shuttle services are required the passenger capacity will not exceed 14 passengers.
16. **On page 16 of 30 under Service Requirements, NECC provides an estimate of weekly hours. Would it also be possible to get a breakdown of post hour by shift and location? The post hours will also give us an idea of how many shift supervisors (lieutenants) are needed for each shift and location.** Current staffing levels for the spring semester on the Lawrence campus for the 7:00am-3:00pm shift is 5 guards, 3:00pm-11:00pm shift is 5 guards and 11:00pm-7:00am shift is 1 guard. Current staffing levels for the spring semester on the Haverhill campus for the 7:00am-3:00pm shift is 3 guards, 3:00pm-11:00pm shift is 2 guards and 11:00pm-7:00am shift is 1 guard. As outlined on page1 of RFP pricing sheet, the need for security services is year-round. NECC reserves the right to reduce the requirements for numbers of personnel either on a short-term or long-term basis, as NECC needs dictate. This includes but is not limited to, times when there are no classes due to semester breaks, holiday breaks, weather or other miscellaneous times. Hours will be flexible depending upon the campus needs, and will be determined by the Contract Manager.
17. **On page 14 of 30 under Building Hours, NECC states that building hours vary by semester and campus. Do the number of post and productive hours also vary by semester?** Yes.
18. **What is the current pay rate of officers and supervisors?** Per the Commonwealth of Massachusetts Public Record Law, please request this information through the NECC Records Access Officer (RAO) which can be found at the link: <https://www.necc.mass.edu/discover/public-records/>
19. **C.O.R.I checks are only available in Massachusetts, what other process do you require in other states?** The contractor shall certify with the Contract Manager at the commencement of the Contract that their employees have undergone a criminal history check for any state in which the employee resided prior to starting work on campus.
20. **Providing Financial Stability documentation to NECC may allow public disclosure, will NECC assure that these documents are not released for public consumption?** NECC will comply with the Commonwealth of Massachusetts Public Record Law requirements. Please refer to <https://www.sec.state.ma.us/pre/prepdf/guide.pdf>
21. **Are the current officers unionized?** No.

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22. **Is coverage ever temporarily reduced (summer, vacations, etc?)** As outlined on page 1 of RFP pricing sheet, the need for security services is year-round. NECC reserves the right to reduce the requirements for numbers of personnel either on a short-term or long-term basis, as NECC needs dictate. This includes but is not limited to, times when there are no classes due to semester breaks, holiday breaks, weather or other miscellaneous times. Hours will be flexible depending upon the campus needs, and will be determined by the Contract Manager.
23. **Can you provide historic temporary needs for officer details?** Historically, there have been needs for officer details at the beginning of each semester related to parking. In addition there are often needs to support additional NECC and Public/Community events throughout the year, such as Commencement and other related events.
24. **Section II: FINANCIAL STABILITY: Bidder must submit audited Financial Statements by an independent accountant or if not available, two years of Statements of Net Position and Statements of Revenues, Expenses, and Changes in Net Position. The reports and statements will not be returned. The Bidder may be evaluated based on the strength of the report. We are happy to provide all of this, however being a privately held corporation, we require an executed NDA. Who should we send this NDA to?** NECC will comply with the Commonwealth of Massachusetts Public Record Law requirements, therefore NECC will not sign an NDA. Please refer to <https://www.sec.state.ma.us/pre/prepdf/guide.pdf> which includes exemptions.
25. **Questions related to page 26 from the RFP Q&A: Question 1: Describe current projects (include name of project, owner, Contract amount, percentage completed and scheduled completion date). Being a billion-dollar national company and a multi-million-dollar regional company, we have over 10,000 current clients. What specifically would you like to know? i.e can you rephrase this?** Describe current projects and include name of project, owner, contract amount, length of contract and anticipated completion date. We are looking for references on projects similar in scope to the RFP.
26. **Question 4 & 22: Provide recommended staffing plan associated with pricing form, Describe in detail staffing coverage during employee lunch/breaks. It would be irresponsible and assumptive of us to provide a specific recommended staffing plan without having an in-depth understanding of how you currently run your program.** We are looking for your suggested coverage plan during an eight-hour shift, specifically during lunch and other breaks.
27. **Can you provide a current daily schedule of officer deployment? Including how lunch breaks are currently covered.** Current staffing levels for the spring semester on the Lawrence campus for the 7:00am-3:00pm shift is 5 guards, 3:00pm-11:00pm shift is 5 guards and 11:00pm-7:00am shift is 1 guard. Current staffing levels for the spring semester on the Haverhill campus for the 7:00am-3:00pm shift is 3 guards, 3:00pm-11:00pm shift is 2 guards and 11:00pm-7:00am shift is 1 guard. As outlined on page1 of RFP pricing sheet, the need for security services is year-round. NECC reserves the right to reduce the requirements for numbers of personnel either on a short-term or long-term basis, as NECC needs dictate. This includes but is not limited to, times when there are no classes due to semester breaks, holiday breaks, weather or other miscellaneous times. Hours will be flexible depending upon the campus needs, and will be determined by the Contract Manager. The current provider is responsible for managing coverage during lunch and other breaks.
28. **What are the current wages paid per position?** Per the Commonwealth of Massachusetts Public Record Law, please request this information through the NECC Records Access Officer (RAO) which can be found at the link: <https://www.necc.mass.edu/discover/public-records/>