Invitation For Bid (IFB)

IFB #01132026

Security Guard Services – Garvan Woodland Gardens

Q&A ADDENDUM #2

Wednesday, February 4, 2026

REMINDER: It is the Respondent's responsibility to thoroughly read and examine the entire Bid document and any addenda to the Bid.

Questions and Answers:

1. **Question:** Can a number of special events from 2025 be provided?
   Answer: Garvan Woodland Gardens used security 509 times in 2025 for events: 276 chapel weddings, 192 rehearsals, 6 meetings/memorials, 35 pavilion weddings/receptions.

2. **Question:** Is this IFB a re-bid or extension of an existing contract for security guard services at Garvan Woodland Gardens? If yes, please provide the incumbent contractor's name, the current contract number, and the expiration date.
   Answer: Garvan had an existing contract for security guard services that has recently expired. The University does not provide incumbent information during the formal solicitation process.

3. **Question:** What are the current hourly rates being paid under the existing contract for armed and unarmed security guards? Please break down by shift type or season if applicable.
   Answer: The University does not provide incumbent information, including pricing, during the formal solicitation process.

4. **Question:** Please provide the total hours billed for security guard services over the last 12 months (e.g., from February 2025 to January 2026). If possible, break down by armed vs. unarmed guards, and by regular shifts, holiday lights, and special events.
   Answer: 6,101 regular hours and 1,241 event hours

5. **Question:** What is the estimated annual budget or anticipated spend for these security guard services under the new contract?
   Answer: The University does not provide budget information during the formal solicitation process.

6. **Question:** The Official Bid Price Sheet provides estimated hours for evaluation purposes. Are these based on historical usage, and are they expected to remain consistent, or could they vary significantly?
   Answer: They are expected to remain consistent. If notable changes occur, they will do so in the number of special events.

7. **Question:** Attachment A states that holiday pay is required at 1.5 times the hourly wage for federal holidays, and overtime at 1.5 times if requested by Garvan. Should bidders quote the base hourly rate on the Official Bid Price Sheet, with holiday/overtime billed separately at 1.5x, or is the base rate expected to include these?
   Answer: Bidders should bid the base rate per hour. Holiday and overtime pay will be calculated based on this rate.

8. **Question:** What tracking system is currently in use for patrols, and are there any specific preferences or requirements (e.g., software, features) for the system the contractor must provide and maintain?
   Answer: A tracking system is currently not in use. Garvan requests that software has the ability for security officers to check in at various locations throughout their shift and track movements throughout their shift. Provide weekly report to Garvan.

9. **Question:** Attachment A requires an "adequate amount of guards" to meet the schedule. Based on the estimated hours and shifts, what is the minimum number of guards (armed/unarmed) Garvan anticipates needing, including backups for absences?
   Answer: Defer to the vendor. Garvan has provided the number needed for each shift and activity. It is up to the vendor to determine their own staffing needs.

10. **Question:** Attachment A notes that training of the vendor's staff will not be a paid activity. Does this include initial site-specific training or orientation at Garvan, or only the contractor's internal training?
    Answer: Once the contract is awarded, Garvan will provide paid, initial site-specific training to the vendor's supervisors. The vendor will provide training to all employees. This training can occur during scheduled shifts with supervisors present to accomplish the training. If not also scheduled as part of the Garden's requested schedule, Garvan will not pay for the supervisors providing the training. Garvan will not pay for internal training required to maintain licenses, meet company standards, etc.

11. **Question:** The bid must include costs for equipment like golf carts in the hourly rates. Are there any specific requirements for the golf carts (e.g., electric, capacity), and will Garvan provide any equipment beyond radios and cellular phones?
    Answer: Golf carts must be electric, with minimum seating for two (2) people. Garvan will not provide additional equipment beyond radios and cellular phone.

12. **Question:** The TsCs.pdf includes performance milestones with liquidated damages (e.g., 20% for defaults). Are these applicable to this IFB, and can you clarify what constitutes a "material term" or "default" for security services?
    Answer: “Material term” would be not providing the services being contracted for in an acceptable manner. Default would be if contractor did not abide to the expected services expressed in the contract.

13. **Question:** Given this IFB is for security guard services (not technology), is the Voluntary Product Accessibility Template (VPAT) required, or can we note it as N/A?
    Answer: A Voluntary Product Accessibility (VPAT) is not required for this IFB/these services.

14. **Question:** Attachment A mentions an expected start date of March 20, 2026, contingent on legislative approval. Is this firm, and what is the process/timeline for legislative review?
    Answer: The start date is estimated. The University intends to present this contract for review and approval at the March 20, 2026 Arkansas Legislative Council meeting, with all documentation due to the Office of State Procurement (OSP) by February 27, 2026.