

RFP 689458

Questions & Answers

Site Tour 10/05/2018

1. Question:

Do you really want armed guards?

Answer:

If there is another way to achieve the protection that is needed when large amounts of money are present we will certainly listen and decide based on the information given.

1. Question:

Would Garvan like to participate in the hiring of guards for our location?

Answer: Yes.

1. Question: When would Garvan need service to begin?

Answer: November 17, 2018.

1. Question: Would Garvan need both armed and unarmed guards on November 17?

Answer: Unarmed only. Due to the time constraints, Garvan will use off- duty police officers for the armed guards required.

1. Question: How many hours per week will Garvan need for general security during a 7-day period?

Answer: 112 hours, 2-8 hour shifts per day.

1. Question: What qualities are you looking for in a security guard?

Answer: GWG is looking for people who display assertiveness, integrity, the ability to learn the procedures of the Garden, people who will stand strong and back up the staff of the Garden. People who will do the job set before them.

1. Question: What is the procedure for the security guard when someone is found smoking in the Garden or at a Special Event?

Answer: The guard should notify the manager on duty during general business hours or the property manager of the special event. The manager will address the smokers, while the security guard is with them for back up.

1. Question: What is the procedure for the security guard when someone has come into the Garden when the gates are closed for business?

Answer: The security guard should escort the person or people out of the Garden.

1. Question: How much notice does Garvan Woodland Gardens give when scheduling guards.

Answer: Garvan will submit a monthly calendar of needs prior to the first of the month. We may have additions or cancellations but will communicate any changes when they occur.

1. Question: What are the criteria for the security guards that you hire?

Answer: We hire people with military and police backgrounds.

1. Question: Is the $200 deficiency penalty correct in the RFP for the absence of a guard?

Answer: Yes, it is correct. Unfortunately, GWG has had this happen several times with the current contract and there was no penalty or it was so low that it was easier to pay that amount than to alter their procedures.

1. Question: What is Garvan’s #1 security goal?

Answer: High visibility of professionally trained guards.