

**GREENVILLE UTILITIES COMMISSION**  
**QUESTIONS AND ANSWERS II FOR 24-64**  
**RFP FOR SECURITY SERVICES**  
**11/26/2024 @ 11:00 AM**

1. **Submission Method Clarification:** The document mentions submitting proposals via email but also references a physical address as well as asking bidders to provide three copies of the response. Should proposals be submitted via email, by physical delivery or both?

E-mail one copy.

2. **Pricing Format:** Is there a specific pricing format or template that should be followed for the proposal submission? If no format or template is provided, how will GUC compare multiple vendor responses to assess the best value?

Rates per position for the 4 categories listed in the SOW and list the added costs for items like vehicles.

3. **Background Checks:** For the background checks mentioned under "Other Services," are there specific requirements or standards that the contractor must adhere to?

TBD if/when requested. This is an additional service, and we just want the hired company to be able to provide some background check in the fields listed in the SOW.

4. **Penetration Testing:** Can you provide more details on the scope and frequency of the penetration testing required?

TBD if/when requested. This is an additional service, and we just want the hired company to be able to provide perform a penetration test when requested.

5. **Uniform Appearance:** Are there specific uniform requirements or standards that the security officers must adhere to?

Neat/clean shirt with company logo and overall, a business casual look.

6. **Evaluation Criteria Weighting:** Can you provide more details on how the evaluation criteria will be weighted or prioritized?

Can you provide more details on how the evaluation criteria will be weighted or prioritized? The evaluation criteria as listed is already ranked most important to least. Internally a team will evaluate each proposal as such and equally across all received.

7. **Contract Term:** The document mentions a contract term of up to five years, renewable annually. Can you clarify the renewal process and any conditions that might affect renewal?

Renewal is more or less a letter or amendment from our procurement department. This is also the opportunity to adjust rate increases if needed. Job performance over the past year and responsiveness to any issues will determine if a renewal goes forward. If this occurs there will be multiple meetings with leadership staff to correct prior, it should not come as a surprise.

8. **Rate Increases:** Are rate increases assessed annually or is the awarded vendor held to the same rates year over year as a condition of renewal?

See answer to number 7 above.

9. **Insurance Requirements:** Are there specific insurance coverage requirements that the contractor must meet?

\*NAP.

10. **Conflict of Interest:** Are there any specific examples or scenarios that GUC considers a conflict of interest that should be disclosed?

\*NAP.

11. **Minority Business Participation:** Are there specific goals or percentages for minority business participation that GUC aims to achieve?

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12. **Safety Training:** Are there specific safety training programs or certifications that GUC requires for the security personnel?

Only those required to be licensed as a security officer and drive a vehicle.

13. **Vehicle Requirements:** For the Nighttime Roving Guard, are there specific requirements or standards for the vehicle that the contractor must supply?

No specific requirements other than it should be in good working condition and appearance. It's preferable to have the company logo on the vehicle.

14. **Mail Courier Duties:** Are there any additional duties or specific protocols that the Mail Courier must follow beyond what is listed?

The route will be given once hired and will be provided with a small hand cart for boxes of mail. It's not expected this person to lift heavy/large or awkward packages.

15. **Communication Equipment:** Will GUC provide the mobile radio equipment for communication, or is the contractor expected to supply this?

All that we require are the guards/courier on duty have a cell phone that can be reached if needed. The daytime guard in the control room will have GUC computers and desk phone as needed for their duties.

(\*NAP) - No Answer Provided.