

**Unarmed Security Guard Services RFQ
Quotation No. 2014-1502**

**Questions and Responses
as of
Monday, October 13, 2014**

Submitted inquiry:

What hours of the day is security services needed or is it 24 hours (outside of holidays)?

Response:

Monday through Friday 6:30 am to 10:30 pm. occasionally there may be a need for weekends.

Submitted inquiry:

Will there normally be more than 1 security post required at the same time?

Response:

No.

Submitted inquiry:

On Page 15, section 35 titled "Service Credit", the first paragraph seems to be incomplete. Can you provide the omitted section at the end?

Response:

See the highlighted content that was missing.

35. SERVICE CREDIT:

Contractor guarantees that security guards assigned to the LFC site will report on time, fit for duty, in proper uniform, and properly instructed, oriented, and supervised. Contractor guarantees that service requirements will be identified and will receive proper response. Contractor will communicate regularly (at least once a month) with the **LFC.**

If at any time Contractor fails to provide any service as agreed, Contractor shall issue a "service credit" to the LFC. A "service credit" for each incident of failure shall be a minimum of one (1) complete security guard work shift or eight (8) times the hourly rate charged by the Contractor. Such credit shall be issued in the form of a credit memo to LFC Management, which will be redeemed at the LFC's discretion. Service Credit is to be paid in addition to any deduction for hours not worked.