



## **QUESTIONS AND ANSWERS**

**SUBJECT:** THREE-YEAR ARMED SECURITY SERVICES

**DATE:** MAY 5, 2025

**PROPOSAL NO.:** 25-09

**PROPOSAL DUE:** MAY 21, 2025 **TIME:** 11:00 a.m. C.T.

### **MATA'S RESPONSES FOLLOW IN BOLD**

#### **QUESTION 1**

The RFP does mention a bid bond. Is one required for this RFP? If so, what are the specific requirements please?

**There will not be a bid bond or performance bond requirement for this procurement.**

#### **QUESTION 2**

Is MATA willing to accept RFP's on certain MATA location, in other words could a company bid on just 1370 Levee Road & 547 N. Main Street facilities only? It will be tough to find a locally owned Security Company in Memphis to properly cover all 84,000 hours per year.

**MATA cannot tell vendors/contractors how they should bid. Vendors can place a bid that best fits them.**

#### **QUESTION 3**

Crime prevention assessments, Threat Vulnerability Assessments, and B.A.S.E. Assessments: What kind of assessments are being referenced here? Knowledge Checks, general assessment of the area in regards to lightbulbs working, camera and surveillance, and overall cleanliness of the site?

**The contractor should focus on improving MATA property security using crime prevention techniques through environmental design with reporting and documenting each assigned site for vulnerabilities and provide recommendations to reduce and improve safety related to threats from external actors and internal weakness, working with MATA Safety and Security personnel.**

The US Department of Homeland Security conducts B.A.S.E. assessments. MATA Safety collaborates with HLS-TSA on transportation security issues. The program entails the country's transportation security along transportation networks in order to stop terrorist attacks and guarantee the safe passage of transit traffic. Disaster preparedness for both natural and man-made disasters is another focus of the HLS-TSA B.A.S.E. effort. In order to successfully respond to attacks and enhance the security posture of MATA installations, the contractor must guarantee officer readiness and training.

#### **QUESTION 4**

What are the number of hours required for DHS/TSA training for MATA?

**Security Officers should have or receive eight (8) hours of DHS/TSA in 1 calendar year.**

#### **QUESTION 5**

How many hours of OJT are required? (24-40 hours suggested)

**In order to generate a fully functional security officer who possesses the necessary abilities, the contractor should make sure that the work requirements and POST instructions are complete.**

**Emergency Instructions**

**General Instructions**

**Reports and Forms to be submitted**

**Special and specific Instructions:**

- **Proper Reporting**
- **Proper Communication Skills**

#### **QUESTION 6**

Does MATA require First Aid/CPR/AED certification for all officers?

**Contractors should ensure security officers have CPR/AED training and skills needed for emergency resuscitation and be able to deliver basic first aid actions. Certified Training will be required and proof of certified training.**

#### **QUESTION 7**

Does MATA require armed officers to Go to Shots Fired?

**Security Officers will be required to protect MATA property and MATA Customer and Employees. Security Officers shall exercise their duty and responsibility as licensed by the State of Tennessee and all liability or exposure**

to be assessed.

#### **QUESTION 8**

What percentage of officers have to be randomly drug and alcohol test on a quarterly basis? Is this cost covered by the vendor or by MATA?

**This amount is based on the FTA/DOT regulations which is currently at 50% for drug and 10% for alcohol. All new hires would require the FTA/DOT urine drug test and physical exam.**

#### **QUESTION 9**

For the armed officers, is there a requirement for the officers to also be less than lethal certified and carry items such as baton and OC spray?

**Security Officers will be required to protect MATA property and MATA Customer and Employees. Security Officers shall exercise their duty and responsibility as licensed by the State of Tennessee and all liability or exposure to be assessed.**

#### **QUESTION 10**

Do references have to be completed contracts or can they be current contracts?

**The references can be current contracts as well as completed contracts.**

#### **QUESTION 11**

Please confirm that the Business Questionnaire does not need to be included with proposal submission.

**The first portion of the Business Questionnaire shall be completed and submitted with your proposal.**

#### **QUESTION 11**

Is there a bid bond requirement?

**See the answer to question 1.**

#### **QUESTION 12**

What is the name of the current/ recent vendor for these services?

**The current vendor is Walden Security.**

#### **QUESTION 13**

What is the last monetary amount/ pricing that was awarded for these services?

**See the linked price analysis, the link expires May 7, 2025. [22-12 Price](#)**

[Analysis.pdf](#)

**QUESTION 14**

Please provide the previous solicitation documents for these services

**See the link for the previous procurement document. The link will expire May 7, 2025. [22-12 RFP Three-Year Armed Security Services.pdf](#)**

**QUESTION 15**

How much time will be afforded to the successful awardee for the contract transition?

**Contractor will have more than enough time from notice of contract award to the contract begin date to have staff and procedures in place. MATA expects contractor to be ready to go live for all locations on day 1. It is noted that a transition plan is required with proposals to allow MATA to see how you will transition into the contract.**

**QUESTION 16**

When is the anticipated award date for this contract?

**The anticipated award date for this contract is June 2025.**

**QUESTION 17**

What is the projected start date of the new security program service period?

**The projected start date is September 1, 2025. The date is misprinted on the proposal form.**

**QUESTION 18**

What is the proposed period of performance of the applicable contract term?

**The contract will be a three-year contract as noted in the procurement documents.**

**QUESTION 19**

Is the current scope of security services identical to the requirements of this RFP?

**Yes, the information noted in the scope of services are the exact criteria for this contract.**

**QUESTION 20**

Who is the incumbent security services provider?

**The current contractor is Walden Security.**

**QUESTION 21**

How long has the incumbent been supporting the security requirements of the client?

**The current contractor has been in place for three years.**

**QUESTION 22**

Is the incumbent security contractor currently fulfilling all the required service hours?

**Yes, the current contractor is fulfilling its contracted hours.**

**QUESTION 23**

Has the scope changed from the current security program to the pending security program with regards to a decrease or an increase in service hours / posts?

**Hours have been amended from current procurement to the new procurement. See the answer to Question 14.**

**QUESTION 24**

Is the government willing to schedule a site visit prior to submission of a proposal in response to this opportunity?

**Yes, MATA safety is open to the bidder scheduling a visit for visual and operational needs. The visit must be available and open to all parties and must be scheduled and authorized by the purchasing department and shall be conducted by MATA safety members.**

**QUESTION 25**

Does the client prefer electronic or paper reports for Daily Activity and Incident Reporting?

**Electronic / All Electronic - MATA Safety will provide software access to S/Os**

**QUESTION 26**

Will the Roving Patrol Officers or Supervisors be authorized to provide official restroom and/or meal breaks for personnel assigned to fixed posts?

**YES, as necessary.**

**QUESTION 27**

Is the incumbent fully staffed at this time to fulfill all post requirements based on the current scope of work?

**Yes, the current contractor is fully staffed for all post requirements based on the current scope.**

### **QUESTION 28**

Is the current security force subject to a Collective Bargaining Agreement? If so, we request the client to provide a copy of the most recent CBA between the incumbent and the respective union.

**No / Not Applicable**

### **QUESTION 29**

Could the government provide a seniority roster for all existing incumbent personnel to enable bidders to successfully calculate projected leave balances?

**This question does not apply to MATA Safety; the bidder will supply the personnel / staff.**

### **QUESTION 30**

Are resumes for key personnel required for proposal submission?

**Resumes are not expressly mentioned in the procurement documents, however it is required that contractors show "Personnel Selection Process" as noted in the Scope of Work, Section I – Introduction, 11, along with other items showing the companies experience.**

### **QUESTION 31**

Are firearms authorized for on-site storage or are officers to be issued take-home weapons?

**No on-site storage. This regulation will be company specific as mandated by the State of Tennessee armed guard regulations.**

### **QUESTION 32**

Does the security force have a dedicated office area for equipment storage in each building?

**Each area will have a desk or guard shed area. No dedicated office space outside of POST quarters.**

### **QUESTION 33**

What is the incumbent contractor using as their current firearms platform?

**This question does not apply to this RFQ, contact the current provider for additional.**

### **QUESTION 34**

What specific equipment is required to be provided by the security contractor?

**Security Officer with all of their approved gear and protective equipment.**

**QUESTION 35**

Will the client provide space onsite for onboarding, orientation, required initial and refresher training?

**Space available only, the contractor shall supply and provide their own office operational needs.**

**QUESTION 36**

Will the client provide dedicated office space for the dedicated, on-site Program Manager at one of the facilities?

**No dedicated space available at the present time.**

**QUESTION 37**

Will the client provide computers and/or internet connectivity for the use of the dedicated Program Manager?

**Company Wi-Fi access only**

**QUESTION 38**

Will a 4-wheel drive vehicle be required to conduct roving security patrols?

**No**

**QUESTION 39**

What is the average annual mileage to be incurred per vehicle?

**12-13K**

**QUESTION 40**

What is the annual value of the most recent years' service period?

**Current annual average is \$117,562 per month.**

**QUESTION 41**

What is the hourly bill rate of the most recent years' service period?

**See the answer to Question 13.**

**QUESTION 42**

Is the client willing to establish a mandatory, prevailing wage to be paid to all security personnel assigned to this program? If so, please advise us of the preferred rate.

**Contractor shall establish their own prevailing wages.**

**QUESTION 43**

Would the client be willing to modify the proposed bill rate based on comparable increases to the Living / Prevailing Wages?

**MATA will keep the requested hourly rate request as noted on the proposal form. Contract can propose hourly rates that best fit their company needs.**

**QUESTION 44**

Will this opportunity require a Bid, performance, or payment Bond?

**See the answer to Question #1.**

**QUESTION 45**

Staffing Requirements: Can MATA provide clarification or a finalized schedule showing the exact number of hours per post, per location, and anticipated total billable hours per year?

Draft

AM Way TC				
Shift	Current Manpower		2025 Adjustments	
7a - 3p	3 Guards	1 Supervisor	2 Guards	1 Supervisor / 10a - 6p
3p - 11p	3 Guards	1 Supervisor	2 Guards	
Saturday				
7a - 9p	2 Guards		2 Guards	1-Rover (AM Way & Airways)
Sunday				
8a - 6p	2 Guards		2 Guards	1-Rover (AM Way and Airways)

24 Hours 7 Days per week - Levee Road / Operations Site				
Shift	Current Manpower		2025 Adjustments	
7a - 3p	3 Guards	1 Supervisor	3 Guards	1 Supervisor
3p - 11p	3 Guards	1 Supervisor	3 Guards	1 Supervisor
11p - 7a	5 Guards	1 Supervisor	3 Guards	1 Supervisor

Airways TC				
Shift	Current Manpower		2025 Adjustments	
7a - 3p	3 Guards	1 Supervisor	2 Guards	1 Supervisor / 10a - 6p
3p - 11p	3 Guards	1 Supervisor	2 Guards	1 Supervisor / 6p - 2a
11p - 7a	3 Guards	1 Supervisor	2 Guards	
Saturday				
7a - 3p			2 Guards	1-Rover (AM Way & Airways)
1p - 9p			2 Guards	1-Rover (AM Way & Airways)
Sunday				
7a - 7p			2 Guards	1-Rover (AM Way & Airways)

William Hudson TC				
Shift	Current Manpower		2025 Adjustments	
5a - 1p	2 Guards	1 Supervisor	5a - 1p	4 Guards 1 Supervisor
6a - 2p	3 Guards		1p - 9p	4 Guards 1 Supervisor
7a - 3p	4 Guards		6p - 12p	3 Guards
8a - 4p	2 Guards	1 Supervisor		
4p - 12p	5 Guards	1 Supervisor		
Saturday				
7a - 3p	2 Guards			2 Guards 1 Supervisor
1p - 9p	3 Guards			3 Guards 1 Supervisor
Sunday				
8a - 6p	3 Guards			3 Guards 1 Supervisor

**QUESTION 46**

Pre-Proposal Conference: Will a recording or written summary of the April 14th pre-proposal meeting be made available to those who could not attend?

**See the link for the previous procurement document. The link will expire May 7, 2025. [25-09 Armed Security Pre-Proposal Meeting-20250414 100134-Meeting Recording.mp4](#)**

**QUESTION 47**

Escort Procedures: Are there any specific standard operating procedures (SOPs) or “post orders” that must be followed for escorting coin room personnel? If so, can



samples be provided for alignment?

**Yes, this is a discussion and not available to be shared for operational security to non-MATA staff/contractors.**

**QUESTION 48**

Training Requirements: Must all security personnel complete MATA orientation training before assignment, or can this be included during the initial 30-day transition phase-in period?

**YES, briefings can be scheduled.**

**QUESTION 49**

Computer Management System: Does MATA have an existing preferred system or require system integration for scheduling, reporting, and daily logs? Or should vendors propose proprietary or third-party platforms?

**Reporting a daily log can and will be uploaded in MATA software program All scheduling will be maintained by the contractor and made available to the Safety department as completed.**

**QUESTION 50**

Licensing Clarification: Beyond Tennessee state licensing, are officers also required to hold Memphis city-specific permits or endorsements (e.g., armed guard cards issued by local law enforcement)?

**No license and bonded by the State of Tennessee as required only**

**QUESTION 51**

Insurance Coverage: Will MATA accept umbrella insurance policies to satisfy general liability and excess requirements, or must these be listed under standalone coverages?

**MATA would like for each listed under a standalone coverage.**

**QUESTION 52**

Who is the incumbent servicing the current security contract?

**See the answer to Question 20.**

**QUESTION 53**

What are the bill rates for the current service?

**The current bill rate is hourly and invoiced monthly.**

**QUESTION 54**

What are the current pay rates, by position, for the current guard staff?

**See the answer to Question 13.**

**QUESTION 55**

Is the incumbent guard force covered by a Collective Bargaining Agreement? If so, please provide a copy of the CBA as a new contractor may be required by law to abide by certain terms of that agreement?

**ANSWER HERE**

**QUESTION 56**

Is the vehicle only needed for the roving patrol for parking lots? Please specify any other vehicle uses, such as escort security service during money transfers between locations.

**Vehicle may be used to inspect or clear building alarms for the 38108/ 38103 zones of N. Main and Levee Rd within 4.2-mile radius, in evening or night shift only.**

**QUESTION 57**

What type and number of vehicles are currently in use?

**Two MATA discontinued service vehicles, dodge minivans.**

**QUESTION 58**

Are vehicle costs such as fuel able to be billed directly or should those costs be assumed in the Bill Rate?

**All cost should be a fully loaded flat rate. Cost should be assumed in the bill rate.**

**QUESTION 59**

If assumed in the Bill Rate, what is the average annual mileage for the security vehicle? (needed to estimate fuel and maintenance costs).

**12K-13K annual estimate.**

**QUESTION 60**

On average, how much cash is transported on a daily or weekly basis?

**MATA will not disclose this information for security purposes.**

### **QUESTION 61**

In the scope of work, the chart shows 3 guards for the administrative and maintenance operations. Are these guards armed or unarmed? What are their service hours/schedule?

**See the answer to Question 45**

### **QUESTION 62**

What is the anticipated start date for this contract?

In Section B-11 Training the RFP states that "At the time of submission, each vendor shall provide the total number of training hours that each officer receives during the initial hiring process and copies of the training curriculum". How many Hours of pre-assignment training do officers currently receive?

**See the answer to Question 17.**

### **QUESTION 63**

How many hours of annual refresher training do current officers receive?

**12 - 40 Hours**

### **QUESTION 64**

Are any training hours billable? If so how many?

**Training hours must be noted on invoices (dates included), but they are not billable.**

### **QUESTION 65**

Will MATA permit the Contractor to increase bill rates to the extent necessary to allow the Contractor to recoup increases in statutory costs that are outside of the Contractor's control such as: increases in Federal, state or local taxes, levies, or required withholdings; costs under collective bargaining agreements; minimum, prevailing and living wage rates and other statutory requirements, such as legally mandated sick leave costs; and medical and other benefit costs? If so, please describe the process by which the Contractor will be able to submit a request for a bill rate adjustment?

**The rates noted on the proposal form must be fixed flat rates throughout the contract. MATA will not negotiate rates once a contract has been awarded.**

### **QUESTION 66**

How will MATA handle the situation in which MATA needs to reduce the number of security professionals present in a location or needs to instill other cost saving methods? In this event, will Contractor have the ability to renegotiate certain terms

and conditions of the agreement as a reduction in force could result in unintended liability given the contract terms?

**In the event of the need to reduce personnel, MATA will reach out to contractor to discuss the situation. MATA normally will not renegotiate terms and conditions after a contract has been awarded.**

#### **QUESTION 67**

We note in Section B-2 Section IV – Scope of Services of the RFP, the Contractor is to develop a comprehensive Security Plan that meets or exceeds MATA's Security Plan as well as Post Orders. Will MATA please provide further information regarding what the Security Plan should include? Is this intended to be a document recommending security measures, or simply a description of how we will meet the requirements of the Scope of Work?

**TBD - [Safety & Security | MATATransit.com](https://www.matatransit.com/safety-security)**

#### **QUESTION 68**

Our company stands behind our security services and is willing to provide a suggestion regarding a security plan, however, as consultation services are not provided in the RFP, MATA alone will be deciding on the number and amount of security professionals provided, is MATA willing to agree to the following contract provision:

“MATA agrees that Contractor has not provided, and will not provide, any consultation services whatsoever regarding what may or may not be the proper levels or type of security staffing, security procedures, security equipment, the methods of security provided, or the security risks related to Client's location(s). MATA acknowledges that MATA alone has chosen the number of security personnel, and type of services, patrols, and equipment, to be provided under this Agreement. Contractor does not provide indemnification, warrant or guarantee that the Services will constitute complete or comprehensive security at Client's location(s) or for Client's assets so as to prevent any incident, loss, theft, damage or injury (including death).”

**The contractor or bidder must list and supply the things specified in their response; this question is not relevant to this RFQ. Prior to receiving an answer, this question would need to be discussed with the legal counsel.**