



REQUEST FOR BIDS

Security Services

DULUTH TRANSIT AUTHORITY

Addendum #1

February 9, 2024

1. The DTA conducted a prebid meeting on Tuesday, February 6, 2024. Attendees were: Erik Gunderson, Allied Security; Jill Hocking, GardaWorld Security; Bowdy Misener, Erik Lysne, Securitas; Mike Ahlin, Nancy Brown, DTA.
2. It was noted that the initial period of service from March 1, 2024 through December 31, 2026 did not allow for increases on an annual basis, which could be a barrier for some respondents. The DTA has revised the Bid submission form to allow for an annual cost. Please see the form on the under the Doing Business section of the DTA website at www.duluthtransit.com.
3. The DTA previously had overnight roving patrols at the Duluth Transportation Center to observe conditions behind the building on the Michigan Street level. The Bid form to include an option to add a vehicle drive by around the exterior of the building for an estimated one time per night, at varying times from the hours of midnight to 4:00 a.m. The DTA may elect to add or delete this optional work at any time.
4. The DTA presently has a team of Transit Ambassadors that are available to answer questions from DTA passengers and assist with locating buses, trip planning, etc. The Transit Ambassadors are also authorized to enforce the DTC Code of Conduct (available on the DTA website), and to request that trespassed persons leave the premises. The Transit Ambassadors can also assist the Security Officer if a security issue occurs.
5. The Transit Ambassadors work varying hours throughout the day and the week, focusing on peak ridership times from 7:00 a.m. until 9:00 a.m. and 3:00 p.m. until 5:30 p.m., and are usually present during all daytime hours. At least one Security Officer or Transit Ambassador is present for all hours that the DTC is open; and there will often be times when both are present in the building.
6. Occasionally a bus driver will request assistance from the Security Officer if the bus is at DTC. The Officer is authorized to board the bus and enforce the Code of Conduct, or take measures that are consistent with security measures inside the building.
7. The DTA is currently contracting for a Level 2 officer, the hourly rate is \$27.25 per hour. Roving services were \$11.00 per item in 2023.
8. Locking and unlocking services are a high priority for this contract. There are approximately 6 sets of doors that require manual locking and verification that the doors are fully closed to engage the locks. The officer must conduct a sweep of the facility before all doors are secured.
9. Note that the Security Officer is also requested to patrol the DTC parking ramp periodically and to escort parking customers when requested.
10. The Security Officer may be requested, at the DTA's option to attend conflict de-escalation training with the DTA Transit Officer or an alternate training platform to ensure that the Officer is acting consistent with DTA standards. The training will be during normal work hours.