



REQUEST FOR PROPOSAL (“RFP”) #5047DT

Wolstein Center and Student Housing Security Management Services

RFP Issued Date: 05/08/25

ADDENDUM #2, Questions and Answers

Mandatory Pre-Proposal Meeting & Walk-Through 05/13/25 @ 1:00pm

**Questions due by: 05/22/25 by 2:00pm EDT via email with the RFP #5047DT in the
subject line**

**Proposal Due Date / Time: 05/29/25 by 2:00pm EDT via email with the RFP #5047DT in
the subject line**

Contact:

Debbie Thomas

Purchasing Analyst

bids@csuohio.edu

**Proposals must be received by the due date/time specified above. Proposals received
after the due date/time will be returned unopened to the supplier**

Please refer to the attached sheets for Instructions & Information. Proposals must be submitted on the form(s) provided and signed by an authorized representative in ink in the proper spaces. Vendors are cautioned to read this entire document carefully and to prepare and submit their Proposal providing all requested information in accordance with the terms and conditions set forth herein.

RFP #5047DT, Wolstein Center and Student Housing Security
Management Services

Addendum #2, Questions and Answers

1. Would it be possible for our company to submit one bid for the Wolstein component and one for the Student Housing component? Our intent would be for Allied Universal Event Services to submit the Wolstein Center bid and for Allied Universal to submit the Student Housing bid.
a. Answer: I don't see why this would be an issue. They are owned by the same company.
2. Is parking provided at no charge for event staff? If not, what are the current options and cost of parking? Is parking provided for the vendors' employees when they are working at the event venues?
a. Answer: Parking isn't provided, and your employees must find their own parking
3. What is the start date for services?
a. Answer: July 1, 2025
4. Any issues/concerns regarding the current security services provider? If so, please explain?
a. Answer: Two concerns are staffing levels and improved customer service. We do have events they cannot staff properly.
5. Would you be interested in retaining any of the current staff from the incumbent?
a. Answer: Would leave that up to the winning bid.
6. What are the call numbers for each of the stated events? What is the number of hours a staff member would be expected to work during an event?
a. Answer: We don't use call numbers currently. The number of hours per event is up to the bidder. Some events go 10 hours some are done in 4 hours. The successful bidder can submit required staffing levels and potential hours needed.
7. Do the event staffing numbers change depending on the event? If so, please provide the staffing range and any additional insight.
a. Answer: They do. It depends on the ticket sales or expected crowd.
8. Is there an on-site office and storage area that will be provided? Will the venue provide a logistics office for the event staff to check in/out and to store uniforms?
a. Answers: We do. By Gate D

9. Is training billable? What is the total number of training hours expected over the course of the year?

a. Answers: Whatever your policy is for training and the number of training hours is up to you. Training has not been billable to us in the past.

10. If office space is provided, can you give an estimation on the size of the space?

a. Answer: It is and it is around 12x12 office.

11. Are phone and copier services provided?

a. Answer: Phone no but copier yes

12. Would you please provide a list of the staffing posts needed for an event/performance?

a. Answer: Usually, will range for each event. Examples: Floor, Gate, Back of house, Loading dock, Loading dock entrance, annex entrance and others will sometimes be determined by the client.

13. For event services, what is the average length of post?

a. Answer: Up to the client. Will range depending on the length of the event. Example CSU Graduation we start around 6:30am and are done by 5pm. Concert start around 8am with closing down the loading dock and then security staff ready to open the doors at least 1 hour before event starts.

14. Are any of the posts outside of the arena? If so, do we need to consider inclement weather clothing/uniforms?

a. Answers: Only one at the loading dock entrance and top of the loading dock ramp.

15. Will the vendor have access to free WIFI at the center?

a. Answer: YES CSU Guest

16. What specific requirements are needed for uniforms?

a. Answer: Up to the client and we want professional look since you are representing CSU. We do ask all partners staff wear a uniform to designate themselves from the Wolstein staff. Black apparel is required for some staff.

17. Will a vehicle be needed for any of the services and if so, is this something that is provided?

a. Answer: No and NO

18. Can you provide the current bill rates of the incumbent vendor?

a. Answer:	Manager	- \$31.20
	Supervisor	- \$26.00
	Staff	- \$23.40

19. Are we able to use images/logos in our recruiting efforts?

a. Answer: Yes

20. Is overage on the call number approved? If so, what is the percentage that would be acceptable?

a. Answer: Will have to discuss this further

21. Will there be space at the venue to conduct hiring/onboarding activities?

a. Answer: Yes

22. If there is confidential information related to the Proposal, how should we incorporate it into our submission?

a. Answer: I am not sure about this. Haven't heard of one. Everything that is sent to a state entity is eligible for a public records request.

23. How many vendors will be awarded as a result of this solicitation?

a. Answer: One

24. Who are the present vendors?

a. Answer: CSC

25. What are the current billable hourly rates or percentage mark-up rates?

a. Answer: Vendor needs to submit this as part of their proposal. Wolstein will mark up any costs that we see fit.

26. How much was spent (dollar value) on this service last year?

a. Answer: Around \$300,000

27. Is there a Prevailing/Living wage requirement associated with this project?

a. Answer: No

28. Do you require the radios to be tied to a standard or assigned frequency?

a. Answer: We currently do not do this due to the number of radios available.

29. Are golf carts for game day available or is that a cost to the provider?

a. Answer: No golf carts cost to provider

30. What equipment will the event vendor need to supply, (radios, traffic wands/flashlights, metal detecting wands, flags, vests, etc..) and how much will be needed per event?

a. Answers: Wands, vests, Uniforms, Usually 40-50 uniforms and Vests. Wands will be determined by the number of doors we will have open.

31. Could you please provide a list of observed holidays for school/state during the course of the contract?

a. Answer: **2025**

Indigenous Peoples' Day

Veterans' Day

Thanksgiving Holiday – Thursday to Friday

Christmas

2026

New Year's Day

Martin Luther King Jr. Day

President's Day

Memorial Day

Juneteenth

Independence Day

32. What kind of mags will we be operating?

a. Answer: We will be purchasing new mags for 2025-26 season. We currently have 5 mags Garrett Model 1171007 Multi Zone Walk through and 1 Ceia Mag at loading dock entrance.

33. Are there any industry training certifications (CPR, AED) needed for the staff?

a. Answer: Whatever is required by the client

34. Is traffic control in the street or confined to the parking lots? Will AUES be expected to collect parking fees?

a. Answer: Selected vendor will not be asked to do anything with parking or traffic control

35. How many weekly billed hours does Cleveland State average for weekly permanent security officer coverage?

a. Answer: It's 56 hours per week for desk officers (one per building 12am-8am) Then about 224 hours per week for patrol officers- one at Euclid Commons, Edge and two at Langston.