



OFFICE OF COUNTY MAYOR GLENN JACOBS

Procurement Division, 1000 N. Central Street, Suite 100, Knoxville, TN 37917

Knox County Procurement Division Addendum II to Request for Proposals No. 2937 Armed Security Guard Services

Addendum Date: March 19, 2020

Buyer: Heather Whitehead

Closing Date: April 2, 2020 @ 2:00 P.M.

Total Page(s): One (1) Page

The following is for clarification:

Question 1: Will each location require only one officer or more depending on the site?

Answer 1: Please see Section 4.2: "The main location of the Knox County Health Department is located at 140 Dameron Ave, Knoxville 37917 and has three (3) levels with approximately sixty thousand (60,000) square feet, along with public and employee parking lots. This facility will be the main location for armed security services. Occasionally, armed security guard services may be needed at secondary locations.

The main site will be the Dameron Avenue location and per Section 4.9, "the scheduling of guards should be done in a manner that minimizes overtime." To accomplish this, Knox County anticipates that two (2) or more guards will be utilized, but only one (1) guard per shift, per location is required. Guard services at locations other than Dameron Ave. will be scheduled on an as-needed basis. Knox County reserves the right to request more than one (1) guard per shift if needed, but this will not be the standard.

Question 2: Section 4.6 - states we must "engage with and remove unruly patrons and visitors" Officers are not allowed to get physical with any patrons. Please confirm you want us to use verbal tactics to remove an unruly patron and call the police if they decide not to obey.

Answer 2: Yes, the guard is to use verbal tactics to remove unruly patrons and call the police if they patron if they do not obey.

Question 3: Will the officers work any holidays?

Answer 3: The officers will not be required to work on holidays observed by Knox County. A listing of holidays observed by Knox County can be found at the following link:
<https://www.knoxcounty.org/hr/holidays.php>.

End of Addendum II.

Please acknowledge Addendum II in your response.

Heather Whitehead, CPPB
Knox County Procurement