

**Southfield Public Schools**  
**Request for Proposal**  
**Professional Security Guard Services RFP**  
**Bid Addendum I**  
**May 5, 2021**

1. I have a question on Section N. page 16, Contractor's Performance Matrix and Profit:

Can you supply the scorecard that will be issued at the end of each quarter showing the specific performance indicators that will be measured for a. Customer Service, b. Security Guard Operations and c. Incident Response?

Response: The Scorecard will be developed in collaboration with the selected firm.

2. How will the scoring be measured?

Response: Please see the response to Question 1.