

# IMPERIAL COUNTY TRANSPORTATION COMMISSION (ICTC)

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**Date:** March 23, 2026  
**To:** Prospective Respondents  
**From:** David Aguirre, Executive Director  
**REF:** Security Services at Calexico ITC  
Request for Proposals (RFP) **ADDENDUM #1**

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The following are clarifications to date based upon questions posed by potential respondents.

- 1. For patrol services, does ICTC require the patrol vehicle to display company insignias/markings, or would an unmarked vehicle be acceptable?**  
ICTC does not require patrol vehicles to display company insignias or markings. However, vehicles should be professional in appearance and readily identifiable as providing security services when appropriate. Both marked and unmarked vehicles are acceptable. Security Personnel are required to be uniformed at all times when at the facility and conducting operational activities.
- 2. For weekends (Saturday and Sunday), when ICTC operations may be limited or no staff are present on-site, would the patrol unit be responsible for opening and securing (locking) the public restrooms? If so, what are the required opening and closing times?**  
On weekdays, the public restroom will only be available upon request. Members of the public may request access to the public restroom only when customer service and security personnel are available and by engaging the customer service window and/or security personnel. During the weekend, it is anticipated the public restroom will not be available for public use due to limited personnel present at the location. For weekday access, specific opening and closing times will be coordinated with the selected contractor but are generally expected to align with the start and end of transit service hours at the facility.
- 3. Will the patrol unit have access to the camera room on Saturday and Sundays?**  
Yes, patrol units will have access to the camera room during weekends, if deemed necessary. Viewing the camera feed does not absolve the Contractor from conducting patrol activities.
- 4. Is there, or will there be, a guard tour/checkpoint system in place (e.g., Detex or similar), requiring patrol verification at designated locations throughout the site?**  
ICTC does not currently have a guard tour/checkpoint system in place. However, ICTC may consider implementing such a system in the future. In the interim, the contractor will be

expected to maintain detailed patrol logs and documentation of site checks. ICTC may confirm patrols by viewing camera footage as necessary.

**5. For weekday patrol services, what are the required patrol hours or service window for the three site visits?**

Weekday patrol services are expected to occur after regular transit service hours, when no on-site security personnel are present. The three required patrol visits shall be conducted during this after-hours period to provide coverage once daily physical onsite operations have concluded.

Exact timing of the patrol visits will be coordinated with ICTC; however, the intent is to ensure consistent monitoring of the facility during periods when it is unstaffed and more vulnerable to unauthorized or suspicious activity. During patrol visits security personnel will be required to exit the vehicle and evaluate the facility.

**6. For weekend patrol services what are the required patrol hours or service window for the five site visits?**

Weekend patrol services are expected to occur throughout the day at regular intervals. Since it is anticipated that customer service or security personnel will not be present during weekend days, patrol services should be conducted at different periods during the day and evening. It is anticipated that heavier emphasis will be required after transit service hours.

Exact timing of the patrol visits will be coordinated with ICTC; however, the intent is to ensure consistent and frequent checks of the facility during periods when it is unstaffed and more susceptible to unauthorized or suspicious activity.

**7. In the event of incidents requiring law enforcement response, what are ICTC's expectations regarding coordination with the Calexico Police Department (e.g., contact protocols, reporting procedures, escalation guidelines)?**

The contractor is expected to contact the Calexico Police Department immediately in the event of emergencies or incidents requiring law enforcement response. The contractor shall follow standard emergency protocols, ensure timely communication with ICTC staff, and provide detailed incident reports documenting all actions taken, including coordination with law enforcement. ICTC anticipates having regular meetings with the Calexico Police Department to ensure that adequate support is provided to ICTC and its security team.

**8. Given that the facility may be utilized during early morning hours by individuals awaiting private or employer-provided transportation (not directly affiliated with ICTC services), as well as general public use, are there specific expectations, protocols, or priority areas ICTC would like addressed to ensure proper use of the facility, cleanliness, and overall site safety? Additionally, are there any expectations regarding increased patrol presence during these early hours?**

ICTC expects the contractor to maintain a visible presence and monitor all activity at the facility to ensure safe, orderly, and appropriate use of the site. This includes discouraging loitering, addressing cleanliness concerns, and reporting any unauthorized uses, vandalism and suspicious or unsafe behavior.

Vehicle patrol presence may be prioritized during periods when scheduled transit service is not in operation, as these times present a higher risk for unauthorized or suspicious activity. ICTC will work with the sec

**9. Will ICTC provide any on-site support resources (e.g., communication equipment, reporting templates, access credentials), or should all equipment and reporting systems be supplied by the contractor?**

The contractor will be responsible for providing all necessary communication devices and reporting equipment required to perform the services. ICTC will provide site-specific resources, such as access to an on-site computer and monitors to view camera footage, as needed to support operations at the facility.

ICTC and the selected contractor will coordinate to develop and utilize standardized reporting templates that capture all required information.

Thank you for your interest in the bid process. Should there be any further questions, please email [davidaguirre@imperialctc.org](mailto:davidaguirre@imperialctc.org)