AUC Vendor Questionnaire: Robotic and Remote-Monitored Security

Nov 16, 2026 · @Felicia Ellis

A word before you begin

Every fall, families bring their sons and daughters to the Atlanta University Center and place them in our care. They do not ask to see our cameras or our contracts. They simply trust that we have asked the hard questions for them.

This questionnaire is how we keep that trust. We welcome new technology on our campuses, and we welcome partners who are proud to show their work. So we ask you to answer plainly and completely. Where the answer is "not yet," say so. We respect honesty far more than polish.

Thank you for the care you put into your responses. Our students are worth it.

How to respond

Answer every item in writing, in the response column, and return the completed form with any supporting documents.

- If an item does not apply, write "N/A" and state why.
- Attach policies, certifications, sample reports and contract language where they are requested.
- Responses become part of the evaluation record and may be shared with AUC member institutions.

Vendor information	Response
Company legal name	
Primary contact name and title	
Email and phone	
Product or service proposed	
Date submitted	

Vendor information	Response
Return completed form to	Atlanta University Center Consortium
Response due date	

Section 1. Data ownership, storage and retention

Who owns the footage, where it lives, and how long it is kept.

#	Question	Vendor response
1.1	Who holds legal ownership of video, audio, images and metadata captured by your robots and by your monitoring of campus cameras? Cite the contract clause.	
1.2	Where is the data stored? Name the hosting provider, the region, and whether any data leaves the United States.	
1.3	What is the default retention period? Can the institution set its own retention schedule?	
1.4	With whom do you share data, including subcontractors, insurers, other customers and law enforcement? Will you notify the institution before answering a subpoena or records request?	
1.5	Is institution data used to train AI models, improve your products, or appear in marketing?	
1.6	At contract end, how is data returned and deleted, and will you certify deletion in writing?	

Section 2. Monitoring personnel

Who is watching campus camera feeds, and how they are vetted.

#	Question	Vendor response
2.1	Are monitoring specialists your employees or contractors? Name any third-party staffing firm.	
2.2	Where do they physically work? List every country and state.	
2.3	What background screening do they pass before access is granted? State whether it is fingerprint-based and how often it is renewed.	
2.4	What training do they complete, and how many hours? Include any training specific to college campuses.	
2.5	How many sites or camera feeds does one specialist monitor at a time?	
2.6	Do you keep an access log showing which person viewed which camera and when? Can the institution audit it on request?	

Section 3. Behavior criteria and deployment rules

What triggers a response, and who sets the rules on a college campus.

#	Question	Vendor response
3.1	Provide your written criteria for the behaviors that trigger a robot deployment.	
3.2	Can the institution define, edit and approve those criteria for each campus and each location?	
3.3	Students gather outdoors at all hours. How do you separate normal campus life from a security concern?	
3.4	What safeguards and reviews do you use to prevent biased or unequal treatment of the people being observed?	

#	Question	Vendor response
3.5	At what point is an incident escalated to campus police, by what channel, and how fast?	

Section 4. Robot capabilities, sensors and cybersecurity

What the robots can do, what they record, and how the system is secured.

#	Question	Vendor response
4.1	List every sensor on each robot model: video resolution, audio recording, thermal, license plate reading, and any other.	
4.2	Do you use facial recognition or any other biometric or AI analytics? If so, name each one and state whether it can be turned off.	
4.3	Is each robot fully operated by a person, or does it act on its own at any time? Describe each mode.	
4.4	Can the robot speak to, follow, or block a person? Can it enter buildings? What limits can the institution set?	
4.5	How are people told they are being recorded, by signage, lights or announcement?	
4.6	What network does the robot use, and what does it do when the connection is lost?	
4.7	Describe encryption in transit and at rest, login controls, and any independent security audit or penetration test in the last 12 months. Attach the report summary.	
4.8	What access to institution camera systems do you require, and how are those credentials stored and protected?	

Section 5. Higher education experience and proof of results

Where this has worked on a campus, and how the results were measured.

#	Question	Vendor response
5.1	List every college or university where your service is or has been deployed, with dates.	
5.2	Provide two references we may call, with name, title and phone. A campus police chief is preferred.	
5.3	For each crime-reduction figure you cite, state the data source, the before and after time periods, and the raw incident counts.	
5.4	Has any independent party evaluated your results? Attach the evaluation.	
5.5	Has any customer ended or declined to renew service? State the reasons.	

Section 6. Clery Act support and reporting

How your reports help us meet our federal campus safety duties.

#	Question	Vendor response
6.1	Attach a sample incident report. What fields does it include: date, time, location, incident type, persons involved, action taken?	
6.2	How soon after an incident does campus police receive a report? State the time for incidents in progress and for routine activity.	
6.3	Can your reports be sorted by location and incident type to support the daily crime log and annual statistics?	

#	Question	Vendor response
6.4	How will you alert campus dispatch fast enough to support a timely warning or emergency notification?	
6.5	Do your reports export to, or connect with, a dispatch or records management system? Name the systems.	

Section 7. Evidence handoff and chain of custody

How footage reaches our investigators in a form that holds up in court.

#	Question	Vendor response
7.1	In what file format is footage delivered? Is it the original file, with its metadata and timestamps intact?	
7.2	Do you provide a hash value or other proof that a file has not been altered?	
7.3	What chain-of-custody record comes with each file, showing who handled it and when?	
7.4	How long does it take to deliver footage after a request from campus police?	
7.5	Will your staff provide sworn statements or testify about how footage was captured and handled? At what cost?	
7.6	Can footage be delivered directly into the institution's own evidence management system?	

Section 8. Liability, complaints and service terms

Who answers when something goes wrong.

#	Question	Vendor response
8.1	State your insurance coverage types and limits. Attach a certificate of insurance.	
8.2	Who is liable if a robot injures a person or damages property? Cite the indemnification clause.	
8.3	Report any injuries, claims or lawsuits involving your robots or monitoring in the last three years.	
8.4	How does a student, employee or visitor file a complaint about a robot or an operator, and who investigates it?	
8.5	How do your robots keep sidewalks, ramps and doorways clear for people with disabilities?	
8.6	What uptime do you guarantee, and what is the remedy when a robot or the monitoring service is down?	
8.7	What are the contract length, pilot options, and terms for ending the agreement early?	

Certification

I certify that the responses in this questionnaire are complete and accurate, and that I am authorized to make them on behalf of the company.

Name	
Title	
Signature	
Date	