

**STATE OF ALASKA RFP NUMBER 2519H025
AMENDMENT NUMBER FOUR**

AMENDMENT ISSUING OFFICE:



Department of Transportation & Public Facilities
Statewide Contracting & Procurement
P.O. Box 112500
(3132 Channel Drive, Room 310)
Juneau, Alaska 99811-2500

THIS IS NOT AN ORDER

DATE AMENDMENT ISSUED: November 20, 2018

RFP TITLE:

UNARMED SECURITY SERVICES FOR THE ANCHORAGE INTERNATIONAL AIRPORT

REVISED DUE DATE: December 11, 2018 at 2:00pm prevailing Alaska Time

This is a mandatory return Amendment. *Your proposal may be considered non-responsive if this signed amendment is not received [in addition to your proposal] by the date and time proposals are due.*

State Signature

Signature: _____

Name: Tom Mayer

Date: _____

Title: Procurement Specialist IV

Vendor Signature

Business Name: _____

Date: _____

Printed Name: _____

Signature: _____

Title: _____

The following questions have been submitted by the vendor community in response to this RFP. The state has provided answers to each question below.

Question 1: Did the Dept. of Transportation and Public Facilities/TSAIA include the State and Federal Mandated minimum wage increases through 2026 which dictated the "estimated budget of \$10,500,000.00" on page 5 of the RFP?

Answer 1: *Yes, the state has considered potential state and federally mandated minimum wage pay increases. However, in the event the federal or Alaskan minimum pay wage exceeds the \$19.00 to \$35.00 billing rate listed in the RFP, the state shall adjust the billing rate via contract amendment to ensure compliance with the requirement.*

Question 2: Will TSAIA please clarify what the rates of \$19-\$35 on page 5 of the RFP mean verses the minimum wage rate of officers assigned to this contract on page 16 of the RFP mean? Purpose is we have a not to exceed hourly rate; unclear on whether this is pay or bill rate, of \$35 per hour and a minimum pay rate of \$19. Are these rates pay? Verses Bill Rates?

Answer 2: *The \$19.00 to \$35.00 rate defined on page 5 is a billing rate. Please see Change One for additional information. However, it is up to the contractor to determine the hourly pay rates for the guards, leads, and the supervisor. The per hour billing rate offered on Attachment E, must include all costs associated with the contract including, but not limited to, training, wages, taxes, profit, insurance, and licensing fees.*

Question 3: What is actually considered non-responsive? Pay or bill rate at \$35?

Answer 3: *An hourly billing rate offered for a guard, lead, or supervisor on Attachment E that is less than \$19.00 per hour or that exceeds \$35.00 per hour shall be considered non-responsive.*

Question 4: Hourly rates and annual cost roll-up to 7-year total cost. Is it the intention of the TSAIA that bidders include 7 years' worth of wage, benefit, statutory, etc. increases into their rates, so that rates do not increase over a 7-year period?

Answer 4: *No. Offerors should enter the most competitive hourly billing rate possible on Attachment E, Cost Proposal with the understanding the offered billing rates may be adjusted in accordance with sections 3.24 and 3.25.*

Question 5: Will the TSAIA consider having Attachment E broken out year over year, still giving the TSAIA with a 7 year Budget but showing the allocation in the appropriate years to reflect for example the State minimum wage increases thru 2024? This will save the TSAIA from a higher rate in year one to cover year 5-7. So excel cost schedule with tabs for years 1-7 broken out with bottom line budget for all 7?

Answer 5: *No. However, please see Change Thirteen for additional information as an updated Attachment E has been issued. Cost adjustments will be addressed in accordance with Sections 3.24 and 3.25. The file name for updated Attachment E is seen below:*

RFP 2519H025 Attachment E – Cost Schedule V2 Issue Date 11 20 18

Question 6: Will the State/TSAIA please provide a copy of the officers current pay rates with the incumbents for this program?

Answer 6: *No. The hourly rate paid to officers by the current contractor is unavailable at this time. However, the current billing rates charged to the state are as follows:*

<i>Manned Checkpoint Position Billing Rate:</i>	<i>\$29.73 per hour</i>
<i>Vehicle Ramp / Supervisor Position Billing Rate:</i>	<i>\$31.14 per hour</i>
<i>Rotational Guard Position Billing Rate</i>	<i>\$29.44 per hour</i>

Question 7: Is any portion of the current program currently subcontracted? If so, would State/TSAIA please disclose what percentage is subcontracted and identify the subcontracting partner?

Answer 7: *No, the current contract does not utilize subcontractors.*

Question 8: Additionally, would the State/TSAIA please confirm that there is no subcontracting goal for this program?

Answer 8: *There is no subcontracting goal.*

Question 9: Does the current contract provide a dedicated Supervisor/Program/Account Manager? Is this billed or included in the contract budget?

Answer 9: *Yes, the current contractor has a dedicated supervisor that is billed at the same hourly rate as the Vehicle Ramp Position as seen in question 6. In addition, the contractor has a dedicated contract administrator that is not billed to the state.*

Question 10: Would the State/TSAIA please provide the fee structure for SIDA? How often are the SIDA badges renewed? And is there a fee for the renewal badge?

Answer 10: *SIDA badges are valid for two years from date of issue. The following costs are associated with background checks and badges:*

<i>Criminal History Records Check</i>	<i>\$40.00</i>
<i>Security Threat Assessment Submission</i>	<i>\$20.00</i>
<i>Initial Badge</i>	<i>\$40.00</i>
<i>Badge Renewal</i>	<i>\$40.00</i>
<i>Lost Badge Replacement</i>	<i>\$200.00</i>
<i>Non Returned Badge Fee</i>	<i>\$200.00</i>
<i>AOA Vehicle Permits</i>	<i>No Charge</i>

Question 11: Is on-site office available to the contractor? If so, is it provided by TSAIA or must contractor lease the space from the State/TSAIA? If the space is leased by the contractor, would the State/TSAIA please provide an estimated monthly cost for the current space used by the incumbent contractor?

Answer 11: *Yes, the state will provide a single office for use by the contractor. This space is in addition to the N10 and Loading dock guard houses. There is no cost to the contractor for this space.*

Question 12: Does the State/TSAIA provide the contractor with any on-site storage space for equipment outside of any on-site office space?

Answer 12: *No.*

Question 13: If so, is this space leased or provided at no-cost to the contractor by the State/TSAIA?

Answer 13: *Please see question 11 and 12.*

Question 14: Do the officers report to a single location prior to starting their shift for briefing and inspection?

Answer 14: *It is up the contractor to determine where staff report prior to their shift.*

Question 15: If so, what is the typical duration of shift briefing? How long does it take for the officers get to from the shift briefing location to post? Additionally, how do the officers get to post, are they transported by the contractor or do they get there on their own?

Answer 15: *It is up to the contractor to determine the length of the shift briefing. Other than N10, all checkpoints are within walking distance of the office provided by the state for*

contractor use. While the N10 guard generally drives their personal vehicle to the post, it is up to the contractor to determine how officers get to their assigned posts.

Question 16: Are there comfort facilities located in close proximity for the officers' convenience?

Answer 16: *Yes. Gate N10 has a portable toilet adjacent to the guard shack and the other checkpoints have restroom facilities in close proximity.*

Question 17: Are any of these posts self-relieving? If so, would the State/TSAIA please identify which posts can self-relieve?

Answer 17: *While the N10 post is currently the only self-relieving post, the airport is installing an electric gate at this site during the summer of 2019 that will require the guard to open the gate. N10 will remain self-relieving after the installation of the electric gate.*

Question 18: Are fixed post officers relieved for meal and comfort breaks by another security officer or the supervisors? If it is another security officer, is the officer a roving officer filling another identified post or a dedicated officer providing required breaks?

Answer 18: *Guards at all checkpoints must be relieved by a qualified supervisor, lead, or other officer for meal and comfort breaks. It is up to the contractor to determine who will provide relief duties.*

Question 19: Are any of these posts supervisory positions? If so, would the State/TSAIA please identify which posts?

Answer 19: *No. Each post is covered by a guard who is relieved by the lead or supervisor for breaks. The supervisor and the lead are not dedicated to a specific post*

Question 20: Will TSAIA please disclose if there are any additional supervisory or management positions dedicated to program that are not identified in the schedule?

Answer 20: *There are no additional supervisory or management positions dedicated to the program at this time. While the contractor does have a contract administrator, the state is unsure if the contract administrator is dedicated solely to this contract. There is no additional separate charge to the state for the contract administrator services.*

Question 21: Is there a minimum number of pre-assignment training hours each officer must receive prior to standing post alone?

Answer 21: **Please see Change Eight** for additional information.

Question 22: What is the typical duration of SIDA training provided by TSAIA and is it computer based or instructor led? If it is instructor led, how often is the class taught?

Answer 22: *SIDA and Ramp Driving training will take approximately 2-3 hours depending on the person. This training is computer based.*

Question 23: Is employee parking available to the contractor's employees? If so, would TSAIA please disclose the monthly costs per parking pass?

Answer 23: *Employee parking is available at no charge.*

Question 24: Are the passes assigned to individual employees or can passes be shared by the employees?

Answer 24: *Access to employee parking is completed with an Airport ID Badge.*

Question 25: Is it the State/TSAIA's expectation that the contractor provides the passes at no cost to the employees?

Answer 25: See questions 23 and 24.

Question 26: Would TSAIA please disclose if the incumbent officers are part of a collective bargaining agreement with a union? If so, what union? Additionally, would the State/TSAIA please provide all offerors with a copy of the CBA so they can incorporate the current economic terms in their proposal?

Answer 26: It is the state's understanding that non-union employees are performing the required services at this time.

Question 27: If not, would the State/TSAIA please disclose the current wages for all officers?

Answer 27: Please see question 6.

Question 28: Will the State/TSAIA please provide the current bill rates for all officers?

Answer 28: Please see question 6.

Question 29: Would the State/TSAIA please disclose the amount of administrative fines that have been incurred by the current contractor or its employees during the last two years for infractions of the State/TSAIA's Rules and Regulations?

Answer 29: None.

Question 30: Additionally, would the State/TSAIA please disclose how many TSA issued fines have been issued for the current contractor or its employees during the last two years?

Answer 30: None.

Question 31: Will our officers be providing Escort Access on behalf of the State/TSAIA? Would this will require additional training during the badging process. Does TSAIA limits the number of officers with this type of access?

Answer 31: No. The contract intended to result from this RFP does not require the security company to perform escort duties on behalf of the airport. However, the contractor staff will receive "Escort Authorization" on the badges to be utilized in the event they need to provide escort services for contractor purposes. There is no cost to adding Escort Authorization to a badge and the training is inconsequential timewise.

Question 32: Do our officer's need a Customs Seal on their Security Identification Display Area (SIDA) badges?

Answer 32: Yes. In addition, at least some of the positions may require Ramp Driving Authorization. A valid Alaska Drivers' License is required to receive Ramp Driving Authorization.

Question 33: Within the security industry it is common practice for incumbent personnel to remain with the current contact. Will the TSAIA provide incumbent current wage, date of hire, position status (armed/unarmed/fulltime/part-time/supervisor) and tenure information for each current security person so that all proposing vendors can account for the costs associated with retaining these individuals associated with their tenure for the State/TSAIA (for vacation benefit tiers) and wages?

Answer 33: Please see question 6. However, while the state anticipates some employees could be retained by the incoming company, the actual hourly rate paid to each employee by

the current contractor is not available at this time. Offerors should enter what they determine are competitive billing rates for each position on Attachment E. In regards to tenure information for each employee, this information is not available.

Question 34: What kind of training and how many hours of initial/annual refresher training do the security professionals receive? Is any of this training time billable?

Answer 34: *Please see Change Eight for additional information.*

Question 35: On page 20 of the RFP it references 6 hours of on the job training, is this billable to TSAIA?

Answer 35: *Please see Change Eight for additional information.*

Question 36: Are CPR/First Aid and AED certifications required for officers serving the State/TSAIA facilities?

Answer 36: *No. However, CPR, First Aid, and AED training is beneficial for security guards.*

Question 37: Do the security professionals currently get increases every year?

Answer 37: *Unknown. It is up to the contractor to determine if increases are appropriate for their staff. However, under the proposed contract, price adjustments to the hourly billing rates offered shall be processed in accordance with sections 3.24 and 3.25.*

Question 38: What technology is currently used for reporting and tracking of officers?

Answer 38: *At this time, reporting and tracking of officers is done manually.*

Question 39: We note that bidders are to submit a "narrative statement detailing any and all Objections to Appendix A", per the instructions in the RFP Proposal Checklist. Does that narrative statement count against the 25-page proposal limit?

Answer 39: *No, narrative statements detailing objections to Appendix A or B do not count against the 25 page proposal limit.*

Question 40: What are the State's standard payment terms?

Answer 40: *In general, the state makes payment within 30 days of the receipt of a proper, valid, and complete invoice. However, per section 3.27, the state retains the right to a 5% prompt payment discount for invoices paid within 15 days of the submission of a proper, valid, and complete invoice.*

Question 41: We appreciate the State's allowance of annual rate increases per RFP Section 3.24 on page 26. Will the State also permit the Contractor to increase billing rates with automatic effect at any time during the initial term or any renewal term to recoup future cost increases that are unknown or unquantifiable as of the bid submission date, such as but not limited to, increases in: Federal, state or local taxes, levies, or required withholdings; costs under collective bargaining agreements; minimum wage rates; living wage rates; and medical and other benefit costs?

Answer 41: *No, the sole price adjustment to the billing rates is the CPI adjustment as seen in sections 3.24 and 3.25.*

Question 42: Is the State exempt from payment of state and local sales and use tax?

Answer 42: *Yes, the state is exempt from state, local, and use taxes. Tax Id Number: 92-6001185*

Question 43: What were the total expenditures for the existing contract in 2017-2018?

Answer 43: *Total expenditures for FY17 was \$1,104,957.02. Total expenditures for FY18 was \$1,242,720.90.*

Question 44: How many cell phones are currently being utilized and billed to TSAIA with your current contract annually?

Answer 44: *None. While the ANC provides no cell phones, the state does provide landlines in the contractor designated office, N10, and the Loading dock. In addition, radios are provided for each post.*

Question 45: On page 21 of the RFP it mentions vehicles, will TSAIA please clarify the number of vehicles required/currently utilized under this contract?

Answer 45: *None required. However, guards move about on the public side only with their personal vehicles.*

Question 46: On page 21 of the RFP it mentions vehicles, will TSAIA please clarify the estimated Annual Mileage for the vehicles.

Answer 46: *Unknown. However, it is the states' understanding the current contractor permits guards to turn in mileage for reimbursement based on the current contractor's internal policies. It is up to the contractor to determine if staff will be reimbursed by the contractor for mileage.*

Question 47: On page 21 of the RFP it mentions vehicles, will TSAIA please clarify the desired equipment for the vehicles (ex. light bars, radio mounts, security markings on the exterior?).

Answer 47: *None at this time. However, if a contractor was to dedicate a vehicle, it must have a logo, a rotating beacon on top for operation during periods of darkness and low visibility and an AOA permit to drive on the AOA. If the vehicle is to be used solely on the public side, the vehicle must have a logo.*

Question 48: On page 21 of the RFP it mentions vehicles, will TSAIA please clarify the desired type "make/models" for the vehicles?

Answer 48: *Not specified*

Question 49: Will fuel and maintenance be billed separately or included in the bill rate?

Answer 49: *Please see question 46.*

Question 50: From our experience loading a vehicle into the bill rate will increase the annual spend by State/TSAIA, while also increasing profitability for the proposing vendor as hours increase. Can/Will the State/TSAIA request "per vehicle" pricing rather than including the cost of vehicle in the hourly bill rates? This will allow State/TSAIA to pay only for vehicles used regardless of increases to the security officer hours.

Answer 50: *See questions 45-49.*

Question 51: If the contractor provides a dedicated vehicle for shift rotation, will DOT provide parking for that vehicle?

Answer 51: *Yes, if the contractor provided a vehicle, the state would provide a dedicated parking spot by the loading dock. Please see questions 45-50 for additional information related to vehicles.*

Question 52: Do each of the checkpoints have secured wireless internet connectivity?

Answer 52: *No. At this time, airport wifi is available but it is a public network.*

Question 53: Currently, 13 AAC 60 requires 40 hours of 'in-service' training within 180 days of employment. The RFP specifies 40 hours of 'classroom' training. Will DOT accept alternative delivery methods for the required 40 hours of training?

Answer 53: *Please see Change Eight for additional information.*

Question 54: What is the cost for the TSA Background Check and Badge per employee that is successfully approved and provided an Airport Badge?

Answer 54: *See question 10.*

Question 55: What is the cost for the TSA Background Check and processing for perspective employees that are not approved for an Airport Badge?

Answer 55: *See question 10. These fees described in question 10 apply whether a proposed employee is approved or not.*

Question 56: The Badging Process requires Fingerprint Cards on each perspective employee. Is the contractor allowed to provide the fingerprint cards, or is there a required cost and requirement that the fingerprints are made by the Airport Badging Office?

Answer 56: *No, electronic fingerprints will be collected by the airport at the time of badge application submission. Please see question 10 for information regarding the cost.*

Question 57: Are all approved employees provided free parking at the Ted Stevens International Airport?

Answer 57: *See question 23.*

Question 58: Are contractor's management provided free parking for contract administration and management purposes on-site as needed?

Answer 58: *When the contractor's administrative staff come to the airport to meet with airport staff, the airport will validate their parking ticket. If the contractor's administrative staff are at the airport to meet with their staff or do spot checks, they currently park by the loading dock (if space is available) or in the pay lot and pay.*

Question 59: SEC. 3.04 WORKLOAD includes the language: "The State reserves the right to increase or decrease the required number of personnel, work hours, or both, for each type of service based on the needs of the State." It would be easy for the State to put the Contractor in an uncompensated Overtime position by adding one hour to each shift for overlap coverage for example. It would also be easy for the State to put the Contractor in an overtime and difficulty to perform by requiring one or two hour shifts at peak traffic times to double the guards at a checkpoint for brief periods.

With the above in mind, are there any parameters on the addition or deletion of hours that the State will quantify for the purpose of this RFP?

Answer 59: *As stated in section 3.04, the state will provide a minimum of 48 hours written notice prior to any adjustment to the workforce or work hours.*

Question 60: Would the State be willing to allow an Overtime rate for State required changes in Hours not defined in the RFP that cause the Contractor to use Overtime for coverage by virtual nature of changing shift requirements imposed on the contractor?

Answer 60: *Yes. Please see Changes Twelve and Thirteen.*

Question 61: Any guidelines the State can commit to in how this SEC. 3.04 will be administrated will be very helpful to the Bid process.

Answer 61: *If the state determines the need to increase or decrease the number of personnel or hours worked, the state will issue a contract amendment to formalize this change.*

Question 62: It is not unusual for existing Security Officers on a major contract like Unarmed Security Services at the Anchorage International Airport to stay with the contract and go to work for the winning Contractor when the contract changes Security Companies. Will the State and the Airport require existing Guards that are approved and that are currently providing this service at the Anchorage International Airport, and who transfer with the contract to the new Contractor also be required to have 40 hours classroom training prior to working for the new Security Company at the Airport?

Answer 62: *Please see Change Eight for additional information.*

Question 63: If the incumbent contractor is the winning bidder, will the incumbent contractor be required to retrain all of its Airport Security Officers with 40 hours classroom training, or is the State giving the incumbent contractor a very significant cost advantage by this unusual requirement that licensed, experienced Security Officers from other Security Guard Agencies receive 40 hours classroom training prior to working on the contract except for the incumbent's Security Officers that are already approved and assigned on the existing, expiring contract?

Answer 63: *Please see Change Eight for additional information.*

Question 64: For questions 5 and 6, please note that the State Statute on Security Officer training of 40 hours in the first 180 days is "Inservice" training per the statute. New Security Officers are required to attend 8 hours of training prior to submitting their application to the Department of Public Safety and beginning work as a Security Officer. The required 40 hours training in the first 180 days is "Inservice" per the statute and traditionally provided as a mix of training including with a manager while on the job - inservice. In the pre-bid conference, the communication of requiring 40 hours classroom training for licensed, experienced Security Officers (as the contract requires a minimum of one year experience) before working at the Airport is in addition to, and outside of the State Security Guard Agency training requirement statutes and will equate to over 1,000 hours of classroom training for a contract this size that affects every contractor except for the incumbent which does appear to be a significant cost advantage to the incumbent and an uneven playing field for those in pursuit of this opportunity.

Answer 64: *Please see Change Eight for additional information.*

Question 65: Can the State please detail exactly what they are requiring for Security Officers assigned to work at the Airport under the awarded contract and if those requirements are applicable to all of the Security Guard Agencies bidding on the contract or just those other than the incumbent?

Answer 65: *Please see Change Eight for additional information.*

Question 66: What are the current pay rates for each position?

Answer 66: *Please see question 6*

Question 67: How long has the current provider held this contract?

Answer 67: *The current contract was awarded in February, 2013.*

Question 68: Is there a desired wage that the State of Alaska would like to pay employees?

Answer 68: *No, it is up to the contractor to determine the pay rate for their employees. However, the billing rate to the state must be between \$19 and \$35 per hour*

Question 69: Is there a minimum amount established for employer-provided insurance and benefits?

Answer 69: *No. Contractor employee insurance and benefit packages are determined solely by the contractor.*

Question 70: Will vacation time be billable?

Answer 70: *No, the state will not pay for contractor employee vacation time. However, the state will pay the contractor the offered hourly billing rate for a contractor's employee that is providing the required services while another contractor employee is on vacation.*

Question 71: Is training billable?

Answer 71: *Please see Change Eight for additional information.*

Question 72: Are the incumbents trained to the required standards?

Answer 72: *Yes.*

Question 73: Is a vehicle required for this account? (Supervisor/Lead responding to N10). If yes, what is the annual mileage for the vehicle(s) in use for this account historically?

Answer 73: *No, a vehicle is not required. Please see questions 45-51.*

Question 74: Who is responsible for employee parking? If not, what is the cost?

Answer 74: *Please see questions 23, 24, 51, and 57.*

Question 75: Can the state please provide a copy of the contract to include all amendments issued to date, copies of the evaluation score sheets, a copy of the winning proposal, and the wage and bill rates for the current contract.

Answer 75: *Please see Change Fourteen.*

Question 76: Is there a minimum shift length?

Answer 76: *No. However, as an expert in the security industry, the contractor must determine the most cost effective and efficient way to manage and deliver the required services.*

In addition to the previous questions, the following changes are hereby incorporated:

Change One: Delete section 1.02 in its entirety and replace with the following:

SEC. 1.02 BUDGET

Department of Transportation and Public Facilities estimates a budget of \$10,500,000.00 for the entire seven-year term of the contract resulting from this solicitation. The Department estimates paying the contractor an hourly billing rate between \$19.00 and \$35.00 for services provided under this contract.

Proposals with an hourly billing rate of less than \$19.00 per hour or more than \$35.00 per hour will be considered non-responsive. The proposed hourly billing rate must include all training, supervision, equipment, and supplies, as well as all administrative and overhead costs to include, but not limited to, licensing, wages, profit, insurance, taxes, and fees.

The hourly billing rate offered for all staffing categories shall be all inclusive as the state will not pay any additional cost or charges under the contract other than the offered hourly billing rate per position.

Payment for the initial contract term is subject to funds already appropriated and identified. Continuation of a contract resulting from this solicitation is contingent upon legislative appropriation.

Change Two: Delete section 3.02 in its entirety and replace with the following:

SEC. 3.02 DESCRIPTION OF SERVICES

The services to be provided to the Department under the resultant contract are described below:

MANNED CHECKPOINTS

The contractor shall provide unarmed guard services at five permanently manned guard checkpoints at ANC as identified below:

1. **Terminal Curbs:** This checkpoint is the public vehicle curbs adjacent to the South and North Terminals
2. **Gate N10:** This checkpoint is the vehicle entrance (noted as Gate N10) to the Secured Area
3. **Loading Dock:** This checkpoint is at the vendor delivery dock (noted as C9) at the C Concourse
4. **Sterile Area Exit Lane:** This checkpoint is the exit from the Sterile Area/Passenger Boarding Concourse into the public ticket lobby
5. **Vendor Inspections:** This checkpoint is the entry into the Sterile Area/Passenger Boarding concourse at the C Concourse, level one hallway

At least one qualified guard must be present at each of the five checkpoints at all times.

The TSA requires the State to control access to, and to prevent unauthorized persons and vehicles from, entering the Secured Area of the ANC. The contractor providing unarmed guard services at ANC plays a critical role in ensuring the state is compliant with TSA guidelines at all times during the full term of the contract, including all renewals.

The following section provides details for each Manned Checkpoint.

TERMINAL CURB GUARDS:

The Terminal Curb Guards are responsible for monitoring the public vehicle curbs adjacent to the North and South Terminals at ANC to minimize congestion on the public side terminal curbs. The guard is responsible for ensuring vehicles on the terminal curbs are not left unattended, assisting in preventing traffic congestion, and ensuring compliance with the ASP, as well as all Federal, State, Municipal, and ANC regulations as applicable on a 24/7/365 basis. The guards will interact with airport

staff and the public on a daily basis, these interactions must be handled in a professional manner. Terminal Curb Guards shall comply with the ASP at all times.

GATE N10 GUARDS:

The Gate N10 checkpoint Guard is responsible for preventing unauthorized person or vehicle access to the Secured Area on a 24/7/365 basis, by continuously monitoring the area surrounding the access point and adjacent Victor Taxiway. The guard will verify the access authorization of all vehicles and persons seeking to enter the Secured Area via Gate N10. This checkpoint location will also inspect vehicles and deliveries as instructed to ensure no prohibited items are entering the Secured Area. The contractor shall instruct the guards assigned to the Gate N10 checkpoint location in regards to the identification, inspection, reporting, and documentation requirements for persons and vehicles entering the Secured Area, in accordance with the ASP. Gate N10 Guards shall comply with the ASP at all times.

LOADING DOCK GUARDS:

The Loading Dock checkpoint (noted as C9) guard is responsible for logging in all drivers making deliveries to the public loading dock on a 24/7/365 basis. The guard is also responsible for inspecting all vendor deliveries into the airport Sterile Area, via Elevator CL78 adjacent to the public hallway, when the Vendor Inspection Guard is not on duty (6pm to 6am, unless the state request a change to this schedule) to ensure there has been no tampering of delivery items or the entry of prohibited items into this area. Additionally, this checkpoint also monitors the ANC reserved and visitor staff parking spaces along the C Concourse for authorized vehicles. Unauthorized vehicles must be reported to the ACC for Airport Police Assistance. Loading Dock Guard shall comply with the ASP at all times.

VENDOR INSPECTION GUARDS:

The contractor shall provide a separate Vendor Inspection Guard in addition to the other required guards on a 12/7/365 basis. The Vendor Inspection Guard is responsible for the inspection of all vendor deliveries to the Sterile Area within the airport. Vendor inspections required during the other 12 hours of the day shall be performed by the Loading Dock (C9) Guard as seen above. The state reserves the right to increase the vendor inspection guard hours to accommodate seasonal changes. Vendor deliveries shall be inspected by the guard and each inspection must be logged to include any pertinent details. Inspection logs shall be provided the project director on a weekly basis or upon request. The Vendor Inspection Guard shall comply with the ASP at all times.

STERILE EXIT AREA GUARDS:

The Sterile Exit Area checkpoint guard ensures no unauthorized persons enter the Sterile Area from the public ticket lobby on a 24/7/365 basis.

In addition to the tasks required at the above referenced checkpoints, the contractor will also be required to perform random ANC employee security inspections as required by the ASP.

Change Three: Delete section 3.05 in its entirety and replace with the following:

SEC. 3.05 MINIMUM WAGE PAY RATE

The contractor must ensure that each guard performing services under the contract is paid an hourly pay rate that exceeds the state or federal (as applicable) minimum hourly wage. The minimum hourly pay rate should be equal to, or exceed, the industry standard for the services required.

This hourly wage is to be in addition to any non-wage company benefits, additional compensation, or benefits required by Federal or State law. The contractor must also pay each guard any additional compensation to which the guard may become legally entitled for overtime work.

Change Four: Insert new section 3.05.1 below

SEC. 3.05.1 OVERTIME

While the state recognizes that circumstances may arise that require the contractor to pay staff at an overtime rate in accordance with state and federal guidelines, it is up to the contractor to manage and minimize to the greatest extent possible the amount of overtime utilized under this contract. The following guidelines shall apply to overtime compensation:

Contractor Requested Overtime: While the **contractor must** pay the employee at the overtime rate as required under law, the state shall not compensate the contractor at a higher billing rate as the result of the contractor not having sufficient staff to meet the requirements of the contract.

State Requested Overtime: If the state requests or requires the contractor to provide services that result in contractor staff providing overtime services, the following billing rate adjustment shall apply.

EXAMPLE:

Contractor regular billing rate to the state is:	\$32.00 per hour
Employee regular pay rate is:	\$18.00 per hour
Employee overtime rate is:	\$27.00 per hour

Under the above scenario, the contractor's gross margin is 43.75%. Under this example, the employee is paid time and a half as overtime. The contractors billing rate to the state under this example would be determined by calculating the contractor's gross margin on the additional employee pay above the regular rate. In this case, the contractor would be compensated at the contractor's regular billing rate plus 43.75% of \$9.00 or \$3.94. The contractors billing rate under this example would be:

Contractor regular billing rate:	\$32.00 per hour
Overtime gross margin:	\$ 3.94 per hour
Contractor over time rate:	\$35.94 per hour.

With the understanding the contractor has a margin of 43.75%, the contractor billing rate for the employees overtime hours would be \$35.94.

Overtime billing rates shall be determined at contract award when the contractor provides the state with the actual hourly rate to be paid to employees.

Change Five: Delete section 3.06 in its entirety and replace with the following:

SEC. 3.06 MINIMUM GUARD WORK EXPERIENCE

The contractor shall ensure that:

1. Each guard performing services under the contract has a minimum of one year of experience as a full time, licensed private guard, certified corrections officer, certified police officer, or military police officer. Each year of full time experience must consist of not less than 12 months employment serving primarily in one or more of the foregoing capacities for a minimum of twenty-five (25) hours per week.
2. The minimum required experience must be within the previous 10 years as of the guards first day of service at ANC. For example, if the guards first day of service at ANC is April 1, 2015, the guard

must have at least one year of experience in this capacity between April 1, 2005 and March 31, 2015.

Prior to placing an individual into service as a security guard under the contract, the contractor shall review the individuals resume, training certificates and, security guard license.

The review is to ensure the individual has the required experience, the proper training, and the appropriate licensing as required under the contract. Upon completion of the review, the contractor and the individual shall complete and sign the Qualification and Training Compliance form (Attachment G). The completed form shall be submitted to the DCA or designee.

By completion, signature, and submission of this form, the contractor is confirming to the state that they have reviewed the individuals relevant work experience, qualifications, training background, and security guard license and have confirmed the individual meets or exceeds the minimum experience and training requirements as required under the contract.

The contractor, upon request the states' request, shall provide to the DCA copies of the resumes and applications of staff that are providing guard services under the contract.

While the state reserves the right to review and audit the resumes, training certificates and licenses for all guards proposed by the contractor, it is the sole responsibility of the contractor to ensure that all individuals performing services under this contract meet or exceed the minimum required guard experience, training, and licensing as defined in this RFP and resulting contract.

Change Six: Delete section 3.15 in its entirety and replace with the following:

SEC. 3.15 SERVICES, EQUIPMENT AND INFORMATION PROVIDED BY THE CONTRACTOR

The contractor shall be responsible for:

1. Ensuring that all security guards providing services under the contract meet or exceed the training, experience, bonding, and licensing requirements set out in this RFP with the completion and submission of the Qualifications and Training Compliance Form.
2. Ensuring that all security guards are in the appropriate uniform and are unarmed while providing the required security services. The designation "Security" and the company name must be clearly visible on all uniforms. The security designation may be on a cloth or metal badge, shoulder patch or name tag as approved by the DCA.
3. Ensuring that each checkpoint has an electronic device for the guard to utilize when completing the Daily Log and Incident Report forms.
4. Ensuring that each security guard assigned to the Terminal curbs, C9 Loading Dock, or that have duties that place them on the airside ramp, are provided, and wear, a contractor provided reflective vest at all times while performing the required services.
5. Ensuring that each guard is provided a complete and outfitted security guard uniform that is neat in appearance. In addition, the contractor shall also provide any, and all, other equipment that may be required to perform the services required under the contract, including, but not limited to, applying for, and receiving, Airport Identification Badges as required by TSA regulation.
6. Ensuring that all security guards provide security services effectively and in a professional manner while being courteous and helpful to all people with whom they come in contact in an ongoing effort at maintaining a positive relationship with the TSAIA community and with the public.
7. Ensuring that a security guard is continuously present at each of the assigned checkpoints to perform the duties set out in this RFP. Relief guards for lunch breaks, breaks, and all other absences must be arranged by the contractor to insure the required coverage is provided on a 24/7/365 basis (12/7/365 at the Vendor Inspection Checkpoint).

8. Ensuring that all security guards have received the necessary training relating to duties under this contract prior to providing service. All information regarding procedures relating to this contract, including written directives issued by the DCA, must be kept in a reading file maintained by the contractor. This file must be read and signed by each security guard on first assignment to the position and on a monthly basis thereafter.
9. Ensuring the DCA is provided an accurate and up to date contact number for the duty supervisor and shift leads. While the contact number must be valid 24/7, the contact numbers will be used by the state to contact the contractor's team onsite. With the understanding the supervisor is a 40 hour per week position, each shift must also have a designated lead that serves as the shift supervisor when the duty supervisor is out of the office. If the state needs to contact the contractor's staff at the airport, the DCA will call supervisor unless the supervisor is off duty in which case the state will call the designated lead.
10. Ensuring the DCA and POR is provided contact information for the contractor's single point of contact, and their designated alternate for matters relating to contract services and performance.
11. Ensuring the required background checks on proposed guards are complete prior to deploying the guard at the ANC. The Qualification and Training Compliance Form (Attachment G) must be submitted to the DCA or designee prior to the guard performing guard duties at ANC.
12. Ensuring coordination and communication between the guards and ANC Operations department as outlined in directives issued by the DCA.
13. Providing a time clock and time cards for all contractor staff performing services under the contract to permit the verification of hours billed.
14. The contractor must document the services performed on a daily basis with all time sheets available to the DCA upon request.
15. The contractor shall submit a monthly invoice for all services to the DCA.
16. The contractor shall ensure all positions have an airport provided radio or a contractor provided cell phone to ensure adequate communication.
17. The contractor shall ensure each guard performing services at the Terminal Curbs is equipped with an airport provided, properly functioning radio capable of communication with ANC ACC. ANC Airport Operations will designate the frequency to be used. The contractor must also have designated Contractor Management Team Points of Contact that are available 24/7/365 for the state to contact if an issue requires consultation above the onsite supervisor level.

Change Seven: Delete section 3.18 in its entirety and replace with the following:

SEC. 3.18 GENERAL REQUIREMENTS FOR LICENSES

AGENCY LICENSE

The Offeror must have and maintain an agency license in accordance with 13 AAC 60 or any successor statute or regulation.

OFFEROR RESPONSE: Offerors should submit a copy of the agency license with their proposal

GUARD LICENSES

In addition to meeting the minimum required work experience as seen in section 3.06:

If a proposed guard has a current license, the contractor must:

1. Complete and submit Attachment G, Qualification and Training Compliance Form to the DCA.
2. Notify the Alaska State Troopers that the individual will be performing as a security guard at ANC.

If the individual does not have a license, he or she must:

1. Complete a security guard application, on a form provided by the Department of Public Safety (DPS); and,
2. Provide all of the information required by 13 AAC 60, or its successor. Once complete, the form should then be submitted to the Department of Public Safety.

In order to be eligible to receive a license, each applicant must be:

1. A United States citizen or resident alien with a work permit;
2. A resident of the State of Alaska for at least 30 days before application;
3. Be at least 19 years of age at the time of application;
4. Neither addicted to, nor dependent on, alcohol, narcotics, or other drugs;
5. Have not been not convicted of any felony, any crime involving moral turpitude, or any crime preventing ownership or possession of a firearm, within 10 years of the date of application, unless a full pardon has been granted; and
6. Not suffering from any psychopathic condition or mental illness impairing the powers of memory, reason, judgment, or perception.

In addition, each applicant must also furnish the following to the department of public safety:

1. Information certifying the applicant meets the insurance requirements specified in 13AAC 60 or its successor; and,
2. If requested, provide proof to DPS that the applicant has received at least 8 hours of general pre-assignment training relating to the duties and responsibilities as a security guard. This instruction must be complete before the license applicant submits a security guard license application to DPS.

Absent any reason to believe the application may be rejected, a thirty (30) day grace period will be extended to applicants waiting for a new license to be issued by the Department of Public Safety. Proof of application, in the form of a receipt from DPS, will be requested by the DCA to determine grace period dates.

While it is the contractor's responsibility to ensure all staff meet or exceed the requirements, the contractor must retain employee resumes for submission to the ANC DCA for review upon request.

The contractor shall not place a person into service as a guard under the contract unless, and until, the individuals experience and qualifications have been verified by the contractor. By completion and submission of the Qualification and Training Compliance Form, the contractor is verifying the individual has met all qualifications and requirements.

In order to qualify, applicants for hire must:

1. Undergo and pass a background and fingerprint check by Alaska State Troopers prior to hire.
2. Applicants must have a valid Alaska driver's license (if applicable)
3. Applicants must have earned a high-school diploma or its equivalent.

In addition to the above requirements, guard applicants must also:

1. Present a neat appearance, paying particular attention to personal hygiene, bearing, uniform, and equipment.
2. Be physically able to perform the duties as listed herein.

Please see 13 AAC 60 for additional information on agency and guard licensing requirements.

NOTE: A security guard license renewal application must include a certificate of completion confirming the training has been successfully completed.

Change Eight: Delete section 3.19 in its entirety and replace with the following:

SEC. 3.19 SECURITY GUARD TRAINING REQUIREMENTS

The contractor shall ensure that all security guards have received the training required under 13 AAC 60, or its successor, to apply for, receive, and maintain a valid security guard license.

The training provided must be delivered by an instructor with at least five years of experience as a security guard agency supervisor or police supervisor. Individuals listed as instructors in an offerors proposal must be approved by the DCA in writing prior to delivering the training to employees or prospective employees.

It is the obligation and responsibility of the contractor to arrange for and ensure the required training is completed by each security guard. To ensure contractor staff are sufficiently trained, the contractor must develop and implement a process that ensures all staff have successfully completed the required training prior to providing services under this contract. Prior to assignment at TSAIA, the contractor must submit each individuals signed Qualification and Training Compliance Form to the DCA.

The following training requirements apply to all security guards:

1. **Security Guard Applicants:** All security guard applicants, before the issuance of a temporary permit by, or the submission of an application to, the Department Public Safety (DPS), must have received at least eight hours of general pre-assignment training relating to their duties and responsibilities as a guard. This training is required for all security guards per 13 AAC 60.110 and is **not billable** to the state.
2. **Licensed Security Guard Training:** Once a temporary permit is received from DPS, or upon the submission of a security guard license application to DPS, or upon the issuance of a security guard license, all security guards are required to complete satisfactorily at least 40 hours of in-service training within 180 days after the start of employment. This training is required for all security guards per 13 AAC 60.110 and is **not billable** to the state.

Training must include, but need not be limited to:

- a. Law of Arrest
 - b. Law of Search and Seizure
 - c. Duties and responsibilities to the employer and client
 - d. Fire prevention
 - e. Basic First Aid
 - f. Patrol techniques
3. **Annual Refresher Training:** The contractor shall ensure that each guard passes an annual refresher course of at least eight hours on the topics defined in 13 AAC 60.110 or its successor. Within 10 days of the completion of the required refresher training, the contractor shall update, and submit to the DCA the individuals Qualification and Training Compliance Form. This training is required for all security guards per 13 AAC 60.110 and is **not billable** to the state.
 4. **On the Job Training:** In addition to the training required above, due to the continual changes and updates to the requirements at each checkpoint and inspection site, the state is in the process of developing checkpoint specific training curriculum for the following:
 - a. Terminal Curb
 - b. Gate N10

- c. Loading Dock
- d. Sterile Area Exit
- e. Vendor Inspection
- f. Employee Inspections

It is the contractor's responsibility to ensure that each guard completes the checkpoint specific training regardless of checkpoint assignment to ensure an adequate understanding of their duties. Guards may be cross trained to perform the required services at all checkpoints as this will permit the assignment of all authorized guards to any checkpoint and will ensure the required coverage is performed in the most efficient manner possible.

This training is required by DOT&PF and the hourly billable rate for each guard attending the training is **billable** to the state for the time spent at the training. The state will not pay for instructors, course materials, or any other costs associated with the training sessions.

The curriculum for the above trainings will be developed by the state. The state will provide and deliver the training to the contractor's supervisor and designated leads under a "train the trainer". Once the contractor's supervisor and leads are trained, the delivery of training to the remainder of the security guard team assigned to the ANC is the responsibility of the contractor.

Training specific to each checkpoint should be provided at least annually, but also as needed to ensure staff are trained and up to date on changes that may occur to the requirements of each checkpoint.

Other Training:

- g. **Mental Health Training:** In addition to the above training requirements, the contractor must ensure staff are sufficiently trained in techniques to help identify if an individual is developing or experiencing a mental health problem or crisis. This training could include guidance on how to identify, understand and respond to signs of addiction or mental illness.

This training is required by DOT&PF and the hourly billable rate for each guard attending the training is **billable** to the state for the time spent at the training. The state will not pay for instructors, course materials, or any other costs associated with the training sessions.

- h. **Other:** It is also possible that other training may be required based on TSA or airport security guidance during the full term of the contract including all renewals. If additional training requirements are identified during the full term of this contract, the state and the contractor shall work cooperatively to determine the most cost effective and efficient delivery solution.

If the training is required by DOT&PF, the hourly billable rate for each guard attending the training is **billable** to the state for the time spent at the training. The state will not pay for instructors, course materials, or any other costs associated with the training sessions. If the training is required under 13 AAC 60.110 or its successor, the training is not billable to the state.

Upon completion any required training, the contractor must submit an updated Qualification and Training Compliance Form to the DCA for each individual.

Failure of the contractor to provide the required training or to ensure a proposed or current guard has been properly trained will be grounds for the issuance of an SDC. The failure of a security guard to attend and pass the any training course will be grounds for the DCA to remove that individual from performing services under the contract.

NOTE: With the understanding it is the contractors' responsibility to ensure their workforce is properly trained, a properly licensed security guard that meets or exceeds the training requirements under 13 AAC 60 at the time of contract award does not need to be re-trained unless annual refresher training is needed to ensure continued compliance with 13 AAC 60.

Prior to the contracts effective state date, the contractor must submit a Qualification and Training Compliance Form to the DCA for each licensed guard that confirms each guard has the required training.

OFFEROR RESPONSE: Offerors should include a narrative detailed description of how training will be tracked and how the contractor intends to ensure all guards are sufficiently trained.

Change Nine: Insert new section 3.19.1 below:

SEC. 3.19.1 SECURITY CHECKS

Guards performing services under the contract will be subject to periodic security checks for compliance with the requirements of the contract. The periodic security checks may be written, oral, or covert testing and may be conducted by the ASM, TSA, or ASM designee to ensure sufficient knowledge of the Rules for Admittance. The following applies to Security Checks:

1. Security checks his manner will be conducted during duty hours, at no additional cost to the State.
2. If through testing during a security check, or, from a performance error, it is determined that a guard on checkpoint duty is not in compliance with the job requirements sufficiently in the opinion of TSA or the DCA to maintain the necessary level of security, the guard will be removed and replaced immediately by a qualified guard, lead or supervisor.

If a replacement guard is not available immediately, a replacement as designated by the ASM or DCA will be assigned to the checkpoint. If, a guard is removed from a checkpoint under this provision, the DCA will issue an SDC for the removal of a guard. The contractor must provide a replacement guard within one hour.

If a replacement guard does not take over the post within one hour, and for each additional hour until a replacement guard takes the post, the DCA will issue an additional SDC. The state reserves the right to subtract an SDC fee of \$100.00 per hour from the contractor's next invoice for each hour after the first hour in which a replacement guard is not in position to relieve the temporary replacement.
3. Any guard found to be deficient in the knowledge necessary for providing services under this contract must undergo remedial training, and must not resume checkpoint duties until the contractor has submitted an updated Qualification and Training Compliance Form to the DCA that confirms additional remedial training has been delivered.
4. If a checkpoint guard is the subject of two or more SDCs, the guard must be removed permanently from checkpoint duty.

Change Ten: Delete section 3.20 in its entirety

Change Eleven: Delete section 3.21 in its entirety

Change Twelve: Delete section 4.07 in its entirety and replace with the following:

SEC. 4.07 COST PROPOSAL

OFFERORS RESPONSE: Offerors must complete and submit the **REVISED** Attachment E, Cost Proposal with the following file name:

RFP 2519H025 Attachment E – Cost Schedule V2 Issue Date 11 20 18

Offerors must offer an hourly billing rate for staff at the following checkpoint locations, the Lead, and Supervisor):

1. Terminal Curb Check Point
2. Gate N10 Check Point
3. Loading Dock Check Point
4. Sterile Exit Lane Check Point
5. Vendor Inspection Checkpoint
6. Lead
7. Supervisor

The hourly billing rates offered must include all direct and indirect costs associated with the performance of the contract, including, but not limited to, overhead, taxes, insurance, profit, licensing, uniforms, and equipment.

Under no circumstances shall the state pay additional costs related to the delivery of the required services unless a contract amendment is issued to approve the additional costs.

The hourly billing rates offered for each of the above job categories shall be multiplied by the number of annual hours for each respective category to equal the annual cost for each category. The total annual cost for each category shall be multiplied by the total length of the contract (7 years) to equal the total proposed cost for each category.

The total proposed cost for each category shall be added together to equal the total proposed cost before the application of applicable preferences. After preferences are applied, the result will be the evaluated cost. **Attachment E does not count against the 25 page proposal limitation** as defined in section 4.01 of this RFP.

Change Thirteen: Delete Attachment E in its entirety and replace with the following:

Please be advised that Attachment E-Cost Proposal issued with the RFP on October 11, 2018 has been replaced. *The file name for updated Attachment E is seen below:*

RFP 2519H025 Attachment E – Cost Schedule V2 Issue Date 11 20 18

Change Fourteen: Issue Attachment H-Current Contract Data