



Rhode Island Airport Corporation

September 3, 2014

**REQUEST FOR PROPOSALS
SECURITY GUARD SERVICES
AT
T. F. GREEN AIRPORT
CONTRACT NO. 25543**

APPROVED:



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Purchasing Agent

INTRODUCTION

The Rhode Island Airport Corporation (RIAC) is seeking Request for Proposals (RFP) from qualified firms to provide security services at T. F. Green Airport and/or any RIAC owned or leased property.

REQUEST FOR PROPOSALS REQUIREMENTS

RIAC will conduct a pre-proposal meeting/site tour on **September 10, 2014 at 11:30 a.m. in the Warwick Conference Room (3rd Floor) at T. F. Green Airport.**

RIAC requires that respondents limit the proposal to no more than 10 double sided pages.

Proposing firm shall submit one electronic and five printed copies of the proposal to:

Office Of Procurement
Rhode Island Airport Corporation
T. F. Green Airport
3rd Floor
2000 Post Road
Warwick, RI 02886-1533

Attn: RFP No. 25543 - SECURITY SERVICES – T. F. GREEN AIRPORT

The proposal must be submitted no later than **4:00 p.m., September 24, 2014**, Eastern time. Late submissions will **not** be accepted. Questions concerning this RFP should be directed via email to procurement@pvdairport.com no later than **9:00 a.m., September 15, 2014**. RIAC responses to questions concerning this RFP may be shared with each responsive proposing firm to ensure equal awareness of important facts and details.

RIAC accepts no financial responsibility for any costs incurred by a firm in either responding to this RFP or participating in oral presentations or meeting with RIAC prior to being hired. The proposals in response to this RFP become the property of RIAC and may be used by RIAC in any way it deems appropriate. By submitting a proposal, the firm certifies that it has fully read and understands the RFP, has full knowledge of the scope of work to be provided, and accepts the terms and conditions under which the services are to be performed.

RIAC reserves the right to interview some, all, or none of the firms responding to this RFP based solely on its judgment as to the firm's proposals and capabilities. RIAC reserves the right to reject any and all submittals to request and consider additional information from submitters on any basis without disclosing the reason. No firm may withdraw their submittal for at least ninety days after the time and date set for submission.

RIAC reserves the right to waive any irregularities and technical defects. RIAC reserves the right to modify, amend or waive any provisions of this RFP, prior to the issuance of a contract for the consulting services.

The term of the Professional Services Agreement (PSA) will be for one year with two one year renewals at the sole discretion of RIAC. The agreement will commence December 1, 2014.

SCOPE

RIAC requires that the chosen firm have a pool of RIAC pre-approved security guards that can provide security services at T. F. Green Airport and/or any RIAC owned or leased property. Firm must have experience servicing multi-location environments of similar size and level of security required.

The chosen firm will be required provide either interior and/or exterior unarmed, uniformed, airport security guard services for the following:

- Badge inspections;
- Inspection of vehicles entering restricted areas;
- Traffic and pedestrian control; and
- Any other occasions where additional security may be required on an “as needed” basis, as requested by RIAC.

The security guards are not intended to serve as enforcement agents or to apprehend individuals in the process of committing a crime. The security guards will not provide any services in support of or in any way related to screening of pre-board or airfield areas, regardless of whether such screening involves the screening of visitors, passengers, baggage, packages, deliveries, cargo, vehicles, airport employees or agents, airline employees or agents, or vendor employees or agents.

STAFFING REQUIREMENTS

The chosen firm shall have a sufficient number of employees to staff either all interior posts and/or all exterior posts, as applicable, on a daily basis, including weekends and holidays and will maintain a level of no less than fifty percent (50%) full-time employees under this RFP. Firm must name a local manager as the point of contact for all work entered into under this proposal.

The chosen firm must subscribe to the RIAC policy of equal employment opportunity and diversity at all levels of the operation, including management, and shall be directly responsible for the conduct of all security guards, notwithstanding the legal relationship entered into by and between the firm and its security guards, to include independent contractors.

The RIAC Police Chief or his designee will be allowed to interview any potential security guard prior to placement at any RIAC owned or leased property. RIAC reserves the right to deny the placement of any proposed security guard.

Security guards shall ensure that all reports and other documents (i.e., event reports, logs, accident reports, and reports of investigations) are written clearly, legibly, and accurately. All reports and documents shall be collected, distributed, filed, and stored in accordance with the Records Retention schedules and other RIAC requirements.

The chosen firm shall provide fully trained and qualified replacement personnel to allow for comfort, personal needs, stress, meals or other required or requested absences from the post. In cases where immediate correction is required and as to not negatively impact Airport operations, the RIAC representative may require the movement of Rhode Island Airport Police (RIAP) personnel to affected vacant posts only as an interim measure until the firm provides the required personnel.

Firms shall provide a replacement security guard within four hours notice from RIAC of a scheduled post being vacated.

DUTY ASSIGNMENTS

The recording of all duty assignments shall be established by the firm, in a format approved by the RIAC Chief of Police, or his designee, ensuring that the following information is captured:

- Employee name;
- Post assignment;
- Start/end date and time;
- Brief/relief periods;
- Supervisory review/inspections; and
- Signature/print of subject employee.

CURRENT POSTS

- **EXTERIOR POSTS:** The exterior posts currently include, but are not limited to, the following:

POST NAME	NUMBER OF POSITIONS	HOURS OF OPERATION	TOTAL DAILY HOURS	TOTAL WEEKLY HOURS
DEPARTURES ROADWAY	1	0400-2000	18	126
DELIVERY COURT/ GUARD SHACK	1	0400-2400	20	140
TOTALS	2	N/A	38	266

NOTE: Hours and/or posts are subject to change depending on operational requirements. These are the posts that will be designated as security guard posts. The contract does not guarantee that these same posts and hours will remain for the length of the contract. RIAC reserves the right to increase or

decrease the number of posts and/or hours, without cause, within a reasonable amount of time by notifying the firm's designated point of contact.

NOTE: Hourly rates shall be inclusive of all costs (e.g. travel time, training, breaks/lunches, communication equipment, administrative costs, equipment maintenance etc.) to staff all exterior posts referenced in this RFP.

POST ORDERS

Staffing for a new or existing post shall commence through the issuance of a Task Order. Firm shall receive a minimum of 24 hours notice when possible. The request may be oral and followed by a written order from the RIAC Police Chief or his designee. The order will delineate the post location, number of position(s) required, description of duties, total hours, day, and clearance requirements.

EMPLOYEE HANDBOOK

Chosen firm shall provide RIAC with its proposed Employee Handbook. The Employee Handbook is subject to RIAC review.

TRAINING PROGRAM

Security guards shall be provided with the following Training Program, which is intended to provide answers to various airport and security related questions, as well as provide first-class customer service. The Training Program shall include, but not be limited to, the following, which is anticipated to be eight hours in length:

- Security Training from the Airport Security Coordinator (ASC) to review the Airport Security Plan (ASP) , Title 49 Code of Federal Regulations (CFR) 1542 Airport Security and 49 CFR 1520, Protection of Sensitive Security Information. Although RIAC will instruct this training at no cost to the firm, the firm is responsible for the cost of the time of the employee that is taking the training. There are no exceptions to this requirement;
- Knowledge of the Airport's assigned post locations;
- Knowledge of Security Identification Display Area (SIDA) Training and Individual Badge Holder Responsibilities;
- Knowledge of the job tasks assigned to the individual, including a working knowledge of equipment required to perform the job in a first-class manner;
- Knowledge of RIAC-approved procedures used by the firm in the event of problems;
- Knowledge of and familiarization of Airport locations;
- Detailed customer service training;
- Detailed security related training;
- Detailed radio etiquette training; and
- Introduction to sensitivity techniques to assist Airport patrons and customers requiring special assistance (i.e., disabled, visually impaired, elderly, etc.).

Annual and recurrent training shall be provided to all security guards. The training must foster the development of a cohesive team in order to carry out the required services in a first-class professional manner.

RIAC reserves the right to require that security guards repeat training if they fail to possess and exercise the basic levels of knowledge required by the RIAC approved training manual. RIAC reserves the right to request discipline of employees based upon the developed training manual, the RIAC Rules and Regulations, and other Federal Aviation Regulations.

RIAC further reserves the right to require supplemental training, provided by RIAC and at RIAC's discretion, as may be necessary (i.e., to address increased or modified security requirements, deficiencies in existing training or performance, etc.).

RIAC will provide airport and security information as part of the Airport badging process.

Firm will be responsible for all costs associated with employee training.

BADGING REQUIREMENTS

Due to the various security requirements of the Transportation Security Administration (TSA) and RIAC, security guards may, if directed by either agency, be responsible for the following requirements. These requirements also apply to any and all subcontractors.

- Each contractor/subcontractor requiring unescorted access to SIDA must complete a badge application, criminal conviction checklist, and be fingerprinted for an FBI criminal history records check. This must be completed prior to the individual receiving unescorted access to the SIDA. Applicants must present two forms of ID, one of which must be government issued and either of which must bear the individual's photograph. Prior to receiving a SIDA badge, individuals must attend a Security Class given by Airport Operations. All of the above-referenced information shall be submitted to the RIAC Badging Office no later than two weeks before any anticipated start date. Additional questions concerning SIDA badges and access to restricted areas should be referred to RIAC Badging Office. Under no circumstances will work begin without the final approval of the RIAP.
- There will be no charge for an employee's initial badge, renewal of a valid badge, or for fingerprinting; however, a refundable deposit will be required at the time the badge is issued. There will be a \$150 fee on any lost badge.

REPORTS AND DAILY REPORTING

The designated local manager shall review and discuss incident reports and other security issues with the RIAC Chief of Police or his designee. In addition to the required written reports as described within, RIAC reserves the right to request any and all reports deemed necessary in the performance and auditing of this agreement at no cost to RIAC.

SUBMITTAL CRITERIA

The RFP response shall include the following items which will assist in the evaluation:

Experience and Qualifications

- i) Each firm is required to submit information that substantiates they meet each and all of the minimum qualifications of this RFP, complete the Verification of Minimum Qualifications Form or provide the required information for each minimum qualification listed. A reference contact or document that can verify that the firm has met the minimum qualifications is also required for each minimum qualification listed in this RFP.
- ii) Describe how the firm meets or exceeds the preferred qualifications listed in this RFP.
- iii) Provide at least three references for similar projects, including name of establishment, full address, dates of service, contact name and contact telephone number for reference checks.
- iv) State your total dollar volume of business for each year for the past three years.
- v) Include the amount of business hours your firm currently service in the State of Rhode Island?
- vi) Describe the experience the firm has providing similar services, including the number of years in providing similar services.
- vii) How many full time and part time unarmed security officers are currently working in the State of Rhode Island?
- viii) State whether any Security Officer Services contracts to which the firm was a party and has ever been terminated early or lost a contract. If so, identify and provide details.
- ix) State whether the firm is a party in a legal claim or lawsuit with any client as a result of the firm's operation of a public service. If so, describe.

Operating Plan

- i) Provide a statement of understanding of this project. Submit a detailed work plan that discusses the nature of services you are proposing for the contract and any problems that are anticipated.
- ii) Provide a structured plan to provide employee supervision and management that includes an emphasis on recurrent training, employee discipline and employee incentives.

- iii) Describe plans for correcting performance problems and any other staffing information relevant to an understanding of your firm's planned performance of the work proposed. Firm must demonstrate that they can provide a reliable and well-qualified workforce.
- iv) Briefly address the Firm's management methods and systems proposed for this contract.
- v) Explain your firm's ability to fill additional service requests on short notice.
- vi) Provide a detailed plan describing how your firm plans to address the staff turnover typically associated with contract security officer services.
- vii) Provide a copy of your firm's employee handbook.
- viii) Does your firm have an emergency response plan? If so, please provide a copy.

Cost Proposal

Proposals shall include the cost per hour per guard for these services. Hourly rates shall be inclusive of all costs (e.g. travel time, training, breaks/lunches, communication equipment, administrative costs, equipment maintenance etc.) to staff all exterior posts referenced above.

EVALUATION CRITERIA

Proposals will be evaluated by a Selection Committee, which will be seeking to distinguish which proposer has, through the appropriate combination of several criteria, the abilities to best perform the required services to the satisfaction of RIAC. While some criteria may be ranked higher than others in the selection process, the proposal that achieves the highest overall ranking will be considered top-ranked by the Selection Committee. The proposals will be evaluated using the following criteria:

1. Statement of Qualifications and Relevant Experience;
2. Project Work Plan and Schedule; and
3. Cost Proposal.

INSURANCE REQUIREMENTS

Evidence of the following minimum insurance coverage must be provided:

- a. Motor Vehicle Liability Insurance with limits of \$1,000,000.
- b. Worker's Compensation coverage to Rhode Island statutory limits or documentation evidencing an approved self-insurance program.
- c. General Liability limits of \$1,000,000 per occurrence.
- d. Umbrella Liability limits of \$5,000,000 excess of \$1,000,000 primary layer.

RIAC and the State of Rhode Island shall be named as additional insured on all policies of insurance with the exception of Worker's Compensation insurance.

DISADVANTAGED BUSINESS ENTERPRISE PARTICIPATION

The firm must indicate that it will comply with all applicable Federal, State and Local regulations and laws, including Affirmative Action and the Disadvantaged Business Enterprise programs.

STANDARD PROFESSIONAL SERVICE AGREEMENT

RIAC's form of contract PSA is attached hereto and incorporated herein by this reference. RIAC expects the chosen firm to execute this form of PSA. Any exceptions to the terms of the PSA **must** be noted on the form provided. RIAC reserves the right to accept, reject or modify any exceptions noted.

ADDITIONAL REQUIREMENTS

Campaign Finance Compliance

Every person or business entity providing goods or services at a cost of \$5,000 cumulated value is required to file an affidavit regarding political campaign contributions with the RI State Board of Elections even if no reportable contributions have been made (RI General Law 17-27). Forms may be obtained at Board of Elections, Campaign Finance Division, 50 Branch Avenue, Providence, RI 02904, (401-222-2056).

Major State Decision-Maker

Does any Rhode Island "Major State Decision-Maker", as defined below, or the spouse or dependent child of such person, hold (i) a ten percent or greater equity interest, or (ii) a \$5,000 or greater cash interest in this business?

For purposes of this question, "Major State Decision-Maker" means:

- (i) All general officers; and all executive or administrative head or heads of any state executive agency enumerated in R.I.G.L § 42-6-1 as well as the executive or administrative head or heads of state quasi-public corporations, whether appointed or serving as an employee. The phrase "executive or administrative head or heads" shall include anyone serving in the positions of president, senior vice president, general counsel, director, executive director, deputy director, assistant director, executive counsel or chief of staff;
- (ii) All members of the general assembly and the executive or administrative head or heads of a state legislative agency, whether appointed or serving as an employee. The phrase "executive or administrative head or heads" shall include anyone serving in the positions of director, executive director, deputy director, assistant director, executive counsel or chief of staff; and
- (iii) All members of the state judiciary and all state magistrates and the executive or administrative head or heads of a state judicial agency, whether appointed or serving as an employee. The phrase "executive or administrative head or heads" shall include anyone serving in the positions of director, executive director, deputy director, assistant director, executive counsel, chief of staff or state court administrator.

If your answer is "Yes", please identify the Major State Decision-Maker, specify the nature of their ownership interest, and provide a copy of the annual financial disclosure required to be filed with the Rhode Island Ethics Commission pursuant to R.I.G.L. §36-14-16, 17 and 18.

RFP No. 25543 – Security Guard Services

COST PROPOSAL

Pricing - Year 1 – HOURLY RATES PER HOUR, PER GUARD

Item	Unit Cost in Words	Unit Cost in Figures
Security Guard		

Pricing - Year 2 – HOURLY RATES PER HOUR, PER GUARD

Item	Unit Cost in Words	Unit Cost in Figures
Security Guard		

Pricing - Year 3 – HOURLY RATES PER HOUR, PER GUARD

Item	Unit Cost in Words	Unit Cost in Figures
Security Guard		