



Purchasing Department  
530 Water Street  
Oakland, CA 94607

January 27, 2017

## ADDENDUM No. 2

### RFP No. 16-17/01 – Maintenance of Airport Special Systems

This Addendum modifies the original RFP Documents for the above mentioned RFP. **Acknowledge receipt of this addendum in the space provided on the RFP Acknowledgement and Signature Form (Attachment 3). Failure to do so may disqualify your proposal.**

The following questions were submitted by the deadline and are answered in this addendum.

1. Question: Who is the incumbent of this contract?

*Answer: Service Tec International*

2. Question: Will the incumbent be allowed to participate in the RFP process?

*Answer: Yes, all qualified firms who attended the mandatory Pre-proposal meeting will be able to participate in the RFP process.*

3. Question: Besides preference points, are there goals for local business participation?

*Answer: There are no goals for local business participation for this project. The Port allots preference points for the percentage of work being performed by consultants/sub-consultants located in either the LBA or the LLA and for community involvement (i.e. mentoring, intern programs, job fairs, community rehabilitation groups and re-entry programs) for a maximum total of up to 15 points. Refer to Attachment 5 of the RFP for the breakdown of points and local certification requirements.*

4. Question: In Section III, Item 4. on page 5 of 11, the Living Wage Policy description, it discusses contractors that have more than 20 employees. Is this 20 employee threshold related specifically to the individual service provided by this RFP or all employees from an organization in the state of California?

*Answer: It is 20 employee threshold related specifically to the individual service working under this contract with the Port.*

5. Question: Does the Port require any documentation for teaming or Joint Venture? Please provide the process and the required documentation.

*Answer: Proposers are required to complete Attachments 5-A and 5-B, found in the RFP to document the utilization of primes and subs. There is a section to indicate if the prime and/or sub is Port LLA or LBA certified. No other documents are needed at the time of submittal, but*

*companies that are true Joint Ventures will need to provide a Doing Business As (DBA) name and proper Internal Revenue Service tax identification number such as an Employer Identification Number (EIN) prior to contract award.*

6. Question: What is the source of funding for this project?

*Answer: The support contract will be funded through Airline Rates and Charges.*

7. Question: Is there a local trade school in the Local Impacted Area (LIA)?

*Answer: Listed below are a couple of training programs and community colleges in the LIA/LBA area. They may be other for profit and not for profit schools that the Port is not aware of. Please consult the phonebook or on-line search for other technical schools.*

*Computer Technologies Program  
www.ctpberk.org  
3075 Adeline St, Ste 240  
Berkeley, CA 94703-2578  
510 849-2911 ext 4003 or ask for Cara Sperry  
Fax: 510 849-2968  
info@ctpberk.org*

*The Stride Center  
www.stridecenter.org  
1212 Broadway, Suite# 400, Oakland, CA 94612  
Employment Services Manager  
510-234-1300 ext 119  
karen@reliatech.org*

*Community Colleges:*

- College of Alameda (Alameda, CA)*
- Laney College (Oakland, CA)*
- Merritt College (Oakland, CA)*
- Berkeley City College (Berkeley, CA)*

8. Question: What is the California Law about 4 10 hour days?

*Answer: Please consult an Employment or Labor Law Attorney for the specific laws surrounding a four ten-hour work day. You may also consult the State of California Department of Industrial Relations (<http://www.dir.ca.gov/>) for more information, including information on which employees may be subject to a validly adopted alternative workweek schedule.*

9. Question: Will the Airport staff facilitate training if the winning proposer requires it?

*Answer: The winning proposer must have experience working with special systems at an airport. Port staff will train on any specific OAK technologies, and will help facilitate training through the system manufacture for additional training. The winning proposer will be responsible for any cost to bring in any 3<sup>rd</sup> party training for their staff.*

10. Question: Section II, Item B. on page 2 of 11, the RFP provided a number of staff currently assigned to for this project, please identify when the last time the Port decided to increase staffing?

*Answer: Staff was increased last year in order to help support the new Automatic Passport Kiosks and to increase the coverage for an additional four hours a day.*

11. Question: Who is the current Automated Passport Control (APC) provider?

*Answer: YVR – Vancouver International Airport*

12. Question: Please provide a list of equipment count/ticket the Airport currently manages?

*Answer: See Attachment 1 for the list of equipment. This list is not intended to be an all-inclusive list of every piece of hardware at the airport. There may be other equipment not listed.*

13. Question: Please clarify the responsibility of the Network Engineer for this project?

*Answer: Network Engineers are to assist Port IT Engineers with monitoring, updating, configuring, and sometimes replacing active network infrastructure.*

14. Question: Who does the purchasing for any consumables, spare parts or needed equipment for any maintenance related work?

*Answer: Port Staff*

15. Question: Please describe the current staffing schedule at the Airport?

*Answer: See below for a typical week. Some time slots may vary to support workload.*

*The Manager, Network Engineer, and Supervisor all work 8am to 5pm M-F (But are on call to support outages)*

*Monday – Friday – Not all time slots are staffed every day to allow for required days off.*

*4am – 1pm (1 Tech)*

*5am – 2pm (1 Tech)*

*7am – 4pm (1 Tech)*

*11am – 8pm (1 Tech)*

*1pm – 10pm (1 Tech)*

*4pm – 1am (1 Tech)*

*Saturday – Sunday*

*4am – 1pm (1 Tech)*

*1pm – 10pm (1 Tech)*

*4pm – 1am (1 Tech)*

16. Question: The RFP addresses badging and parking, but will the Port provide office spaces for staff?

*Answer: Yes, both office and storage space will be provided.*

17. Question: Is there a website that needs to be support for this project?

*Answer: Not directly to the website, but the Flight Information system has a feed that updates the website. Port and Special Systems staff maintain that feed.*

18. Question: How many outages have occurred within the last 4 years, for example: Flight delays?

*Answer: The Port has not experienced any major outages that have caused flight delays. We have experience minor glitches but they have been few and infrequent and we have not led to the delay of flight operations.*

19. Question: Which airport terminals are in scope?

*Answer: Please refer to Section 11, Item E. on page 3 of 11; there are two terminals, Terminal 1 & Terminal 2.*

20. How many carriers are in Terminal 1 and Terminal 2?

*Answer: There are eleven (11) carriers in Terminal 1, and one (1) carrier in Terminal 2.*

21. Question: Can the help desk be managed off-site?

*Answer: Yes, as long as there are sufficient on-site techs to handle any maintenance or outages.*

22. Question: About run books, who writes and how is this based?

*Answer: Both Port staff and the special systems contractors write Run books, depending on who has the most involvement with the new system or upgrade. Port staff has used some industry best practices to develop it's our own Run book format.*

23. Question: Phones for tech, who supplies and pay for them?

*Answer: Phones are supplied and paid for by the special systems contractor.*

24. Question: Will Proposer's staff need any certifications such as Cisco Certified Network Associate (CCNA) or any other certification be required?

*Answer: Certifications such as CCNA (or others) are not called for in the RFP but are highly desired. The Port will interview proposed Network Engineers prior to being assigned to OAK and should they possess a particular certification, it will allow us to better determine their expertise and qualifications.*

25. Question: IP crash phone, please provide information and how it works for this project.

*Answer: The IP Crash Phone operates off the ShoreTel Phone System. Port staff manages it, but contracted staff are trained to assist with hardware replacement when needed.*

26. Question: Attachment 4 Proposal Worksheet; the pricing worksheet for the RFP requests an hourly rate multiplied to give an annual cost for the proposed staffing. Is the intention that monthly invoicing under any agreement will be for hours actually worked at the quoted hourly rates?

*Answer: The Proposal Worksheet is meant to standardize the rates based on the staff needed, the hourly rates, and working 7665 hours per year. This will give us a fair comparison amongst the competing proposal, but the actual monthly invoice should be for the hours worked at the quoted hourly rates. Thus, this will account for when staff is out sick or on vacation.*

27. Question: For the ongoing support of the AirIT Shared Use Systems, are the systems currently PCI DSS certified and are there any ongoing support and maintenance requirements to maintain this certification?

*Answer: The network has been certified in the past and will go through a new assessment this year. Port staff is responsible for working with the QSA and takes responsibility for keeping it compliant.*

28. Question: RFP Addendum 1 advises, "if consultant hires existing staff working the current contract, the local stipulation does not apply". In light of this statement, does the incumbent automatically garner the 15 preference points?

*Answer: The 15 NDSLBU points are not awarded for the utilization of employees; however, up to 15 preference points are awarded for the utilization of small local businesses. Document 00810 expressly states that "the points shall be awarded as incentives to contractors located in the local business area (LBA) and local impact area (LIA) and to those contractors that have small business enterprise (SBE) and very small business enterprise (VSBE) certification status in accordance with the guidelines set forth in the administrative regulations". Document 00810 can be located on the Port of Oakland website at [http://www.portofoakland.com/files/PDF/responsibility/ndslbu\\_policy.pdf](http://www.portofoakland.com/files/PDF/responsibility/ndslbu_policy.pdf), in its entirety.*

29. Question: What is the ticketing system currently being used?

*Answer: Currently Heat. Port is migrating to ServiceNow.*

30. Question: Section 11, Item B. on page 2 of 11; the RFP shows a staff count of 6 technicians. Is the Help Desk included in this count?

*Answer: Yes*

31. Question: The RFP does not make any references to Service Level Agreements or Service Level Targets, how is performance measured?

*Answer: Staff is required to respond immediately for all reported issues. If an issue is unable to be resolved immediately, staff must alert Port staff to the issue and any work around implemented until issue is resolved. Issues are then tracked in the help desk ticket system and reports can be generated on time to resolution.*

32. Question: Will the Port provide a copy of the pre-proposal sign-in sheet?

*Answer: The pre-proposal sign-in sheet is posted on the Port website at: <http://www.portofoakland.com/business/bids-rfps/>*

33. Question: Can you provide the number of devices for each in-scope special system - specifically the Shared Use System, CUSS, Flight Information, APC and network components?

*Answer: See Attachment 1 for the list of equipment. This list is not intended to be an all-inclusive list of every piece of hardware at the airport. There may be other equipment not listed.*

34. Question: How many carriers operate on CUTE and CUSS?

*Answer: 12 on Common Use Terminal Equipment and 3 on Common Use Self-Service Kiosks (Soon to be 5).*

35. Question: Can you provide details of the Security Systems support scope?

*Answer: No, scope includes assisting Network Engineer with updates and monitoring.*

36. Question: Can you provide details of the VOIP System support scope?

*Answer: Contracted vendor currently assists Port staff with placing replacement handsets. All programming is done by Port Staff.*

37. Question: How are calls handled during offsite (0100-0400)?

*Answer: The Help Desk line is forwarded to an on-call tech.*

38. Question: Can you clarify the support of the Airport Intrusion Detection?

*Answer: Support consists of monitoring and alerting Port Staff to possible issues.*

39. Question: Did every sub-contractor and prime need to be in attendance at the pre-bid conference, or just one person from the team? And, if only one person from the team needed to attend, did that person need to include the names of other sub or prime names in the "company" section on the pre-proposal sign-in sheet?

*Answer: Only the prime contracted needed to attend the pre-proposal conference and sign-in on the sign-in sheet. Your subcontractors should be listed in your proposal and on Attachment 5-A "Chart for Submitting Data for Calculation of Preference Points".*

40. Which network analytical tools are currently in use?

*Answer: The Port currently uses AccelOps and HP Openview.*

41. If remote access by the engineer is not currently permitted, would the Port be willing to reconsider if adequate security measures are incorporated?

*Answer: Remote Access will be provided for lead and network engineer contracted staff.*

42. Which cable management software is currently installed?

*Answer: None*

43. What tool(s) are currently being used for incident ticket troubleshooting?

*Answer: See question 29.*

44. Would the Port be willing to purchase additional operational beneficial tools or the expectation is to incorporate such into our proposed cost?

*Answer: The Port is always looking to provide better tools, but is not part of the scope of this RFP.*

*Enclosure: Attachment 1—Common Use Special System Hardware List*

## ATTACHMENT 1

### Common Use Special System Hardware List

This list is not intended to be an all-inclusive list of every piece of hardware at the airport. There may be other equipment not listed.

System	Description	Hardware	Qty	Location
Shared Use	TC Clients	HP Thin Client	80	Terminal 1 M101 Ticket Counters
Shared Use	TC Clients	ELO monitors	80	Terminal 1 M101 Ticket Counters
Shared Use	TC Clients	Rockford Thompson \ 3M Mag Reader	80	Terminal 1 M101 Ticket Counters
Shared Use	TC Clients	Honeywell BCR	80	Terminal 1 M101 Ticket Counters
Shared Use	TC Clients	Vidtronix Printers	80	Terminal 1 M101 Ticket Counters
Shared Use	TC Clients	HP Thin Client	20	Terminal 1 M102 Ticket Counters
Shared Use	TC Clients	ELO monitors	20	Terminal 1 M102 Ticket Counters
Shared Use	TC Clients	Rockford Thompson \ 3M Mag Reader	20	Terminal 1 M102 Ticket Counters
Shared Use	TC Clients	Honeywell BCR	20	Terminal 1 M102 Ticket Counters
Shared Use	TC Clients	Vidtronix Printers	20	Terminal 1 M102 Ticket Counters
Shared Use	Gate Clients	HP Thin Client	48	Terminal 1 Gates
Shared Use	Gate Clients	ELO monitors	48	Terminal 1 Gates
Shared Use	Gate Clients	Rockford Thompson \ 3M Mag Reader	32	Terminal 1 Gates
Shared Use	Gate Clients	Honeywell BCR	32	Terminal 1 Gates
Shared Use	Gate Clients	Vidtronix Printers	44	Terminal 1 Gates
Shared Use	Gate Clients	Hp Laser Printers	16	Terminal 1 Gates
Shared Use	Gate Clients	Desko Scanners	16	Terminal 1 Gates
MUFIDS	Backwall Displays	NEC 40" Display	40	Terminal 1 M101 Ticket Counters
MUFIDS	Backwall Displays	Backwall Computer	40	Terminal 1 M101 Ticket Counters
MUFIDS	Overhead Displays	LG Wide screen	80	Terminal 1 M101 Ticket Counters
MUFIDS	Overhead PC's	Intel NUC	40	Terminal 1 M101 Ticket Counters
MUFIDS	Backwall Displays	NEC 40" Display	10	Terminal 1 M102 Ticket Counters
MUFIDS	Backwall Displays	Backwall Computer	10	Terminal 1 M102 Ticket Counters
MUFIDS	Overhead Displays	LG Wide screen	20	Terminal 1 M102 Ticket Counters
MUFIDS	Overhead PC's	Intel NUC	10	Terminal 1 M102 Ticket Counters
MUFIDS	Overhead Displays	LG Wide screen	20	Terminal 2 Ticket Counters - Coming Soon
MUFIDS	Overhead PC's	Intel NUC	10	Terminal 2 Ticket Counters - Coming Soon
MUFIDS	Gate Information Display	NEC 40" Display	16	Terminal 1 Gates
MUFIDS	Gate Information Display	Windows Computer	16	Terminal 1 Gates
MUFIDS	Gate Information Display	NEC 40" Display	13	Terminal 2 Gates





System	Description	Hardware	Qty Location
MUFIDS	Baggage info Displays	Dell Thin Client	6 Terminal 2 Baggage
Common Use Self Serve Kiosks	CUSS	Embross CUSS	12 Terminal 1 M101 Ticket Counters
Common Use Self Serve Kiosks	CUSS	Embross CUSS	8 Terminal 1 M102 Ticket Counters - Coming Soon
Automatic Passport Control Kiosks	APC	Vancouver (VVR) APC Kiosks	12 OAK International Arrivals Building
Active Network Infrastructure	Cisco	Core Switch	3 Terminal 1 MDF
Active Network Infrastructure	Cisco	Core Switch	3 Terminal 2 MDF
Active Network Infrastructure	Cisco	Access Switches	32 Misc Terminal 1 IDF's
Active Network Infrastructure	Cisco	Access Switches	13 Misc Terminal 2 IDF's
Active Network Infrastructure	Cisco	Access Switches	39 Security Network
Firewalls	Palo Alto	Edge and DataCenter	4 T1 & T2 MDF's
ESXHOSTS	HP	VMWARE	11 Terminal 2 MDF
ESXHOSTS	HP	VMWARE	6 Terminal 1 MDF