



Purchasing Department  
530 Water Street  
Oakland, CA 94607

October 19, 2021

## ADDENDUM No. 2

### RFP No.: 21-22/02 – Airport Security Systems Maintenance and Upgrades

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:** Unfortunately, due to an unforeseen series of events our representative was not at the mandatory pre-proposal meeting of October 7th. There is still ample time to respond, and we have our proposal team standing by. We would like to request that a second pre-proposal meeting be scheduled so that we may participate in this process. We believe this to be in the best interest of the Port of Oakland and the Oakland International Airport, in order that the maximum number of qualified contractors bid on this work.

*Answer: Due to staffing limitations and the amount of time required to conduct a second pre-proposal meeting, the Port is unable to accommodate this request. This meeting was mandatory and critical information was discussed, so firms that missed the mandatory pre-proposal meeting will not be able to submit a proposal for this project.*

2. **Question:** We want to request an extension of the RFP Due Date to make sure we provide the most comprehensive and complete responses to the RFP and that includes time to review the RFI's once the addendum is posted. We would like to request a 1-week extension, if possible?

*Answer: The Port does not intend to grant an extension at this time; proposals are due November 5, 2021, until 11:00 AM. We are posting this Addendum early so that proposers have more time to review the RFI questions and formulate their proposals.*

3. **Question:** Please provide a list of bidders and or responsibility matrix.

*Answer: Visit the Port of Oakland website to view Mandatory Pre- proposal Sign In Sheet or click link below:*

<https://www.portofoakland.com/wp-content/uploads/21-22-02-Mandatory-Pre-proposal-Meeting-Sign-In-Sheet.pdf>

*Finally, it is up to proposers to define and propose responsibilities for all work described in the RFP.*

4. **Question:** Are there any union requirements?

*Answer: No. The selected contractor will be functioning as a consultant under a Professional Services Agreement (see Attachment 11).*

5. **Question:** On page 8 of the Port of Oakland - Airport Security Systems Maintenance and Upgrades RFP under Minimum Qualifications the RFP states that the Contractor must be a Software House Enterprise Partner and a Milestone Platinum Partner. This will exclude most of the interested contractors that have proven capability and experience from your important procurement. In fact, based on our understanding, only four firms in the US will qualify for your procurement. Based on your RFP, proposals that do not meet or exceed the minimum requirements shall be deemed non-responsive and will not be considered. Since this requirement restricts submission by a large company as the prime, we believe this would be in conflict with your policy as stated in the RFP:

*“...to encourage and facilitate full and equitable opportunities for small local businesses to participate in its contracts for the provision of goods and services.”*

The Enterprise and Platinum Partner is the highest level of certification which is, to a large extent, driven by the amount of sales made by the company. By this very nature, it restricts this type of certification to mainly large companies. The other certification levels for Software House are (i) Certified Level and (ii) Integration Level with the Certified Level at the lowest and for Milestone are (i) Silver and (ii) Gold. We have been in the industry for a long time and it has been our experience that more than the company credentials it is the staff that the company can commit to a contract that matters most for the success of the contract. We understand and support the airports intent to ensure they receive proposals from highly qualified teams to ensure the success of the program. But we feel that the current requirement establishes exclusivity.

To maintain the spirit of the airport intent for inclusivity as stated in the RFP, we request that the airport considers the following in lieu of the current stated requirement:

1. The company should have integration level certification for CCURE and Gold level certification for milestone
2. The company should have at least one engineer with the CCURE 9000 Master Certification to support the project

The above will also help ensure that there is a greater number of participants thus enriching your procurement.

*Answer: Due to the criticality and complexity of the Airport Security Systems described in the RFP, including several complicated software and hardware-based integrations over a large campus, the Port intends to keep requirement for prime contractors to have “Software House Enterprise Level Partner” as specified in the RFP. Given this complexity and scale, the Port must be able to completely rely on the selected contractor to be able to “garner*

*maximum attention” and highest level of service from all Airport Security System manufacturers when there are major system issues, some of which require immediate, engineering-level response from the manufacturer. The certifications and other minimum qualifications specified in the RFP help assure this level of attention and support (through the selected contractor to the manufacturer). However, after further review of Milestone’s certification program, the Port is changing that certification from “Milestone Channel Partner – Platinum” to “Milestone Channel Partner – Gold” (see response to Question #6c). Finally, unlike prior Port RFPs for these services at the Airport, the Port is specifically allowing subcontracting so firms that may not yet have the specified certifications can team with a firm or firms that do, as outlined in the RFP.*

6. **Question:** We have a few questions regarding the “RFP Airport Security Systems Maintenance & Upgrade Questions”: Actually, one question with a couple of derivatives.

The RFP under **Minimum Qualifications**, it states that “**Firms must satisfy the minimum requirements specified below**”.

**Milestone Channel Partner – Platinum** – is a requirement of the RFP AND cannot be subcontracted without the “**Approval of the Aviation Security Manager**”.

Also, “**Small Local Business Utilization**” is a weighed criterion.

I want to state that there are only 3 **Milestone Channel Partner – Platinum – Partners** in Northern California. There are only 2 that are both **Milestone Channel Partner – Platinum – Partners** are recognized as “Small Local Businesses”. If you have to have a business address and not a residence as an address then there is only 1 firm that qualifies. This scope seems to favor only 1 or 2 firms.

- a) Can a [firm] have approval to subcontract a **Milestone Channel Partner – Platinum Partner** for the purpose of this RFP by the “**Aviation Security Manager**”?

*Answer: No, the prime contractor must meet the qualifications specified in the RFP for both Software House and Milestone (as modified by our response to Question #6c).*

- b) [Our Firm] is a Minority Business Enterprise (**MBE**) would the Port of Oakland weigh an **MBE** firm in this RFP selection process? (It seems a shame that Minority Businesses are not treated the same as a “Small Local Business”).

*Answer: A firm must be certified by the Port as LIA or LBA to receive preference points. The Port is not accepting certification from any other agency for this project. A firm must be located in Alameda or Contra Costa Counties to qualify for certification with the Port.*

- c) Can the Port of Oakland exclude the qualification of **Milestone Channel Partner – Platinum Partner** to a “**Milestone Channel Partner**”? Because in the qualifications a firm only needs to be a “**Software House Enterprise Partner**” and not the highest-level partner.

*Answer: The Port will accept “Milestone Channel Partner – Gold” for the prime firm.*

7. **Question:** On your proposal worksheet (B. Section 2-Upgrades p. 5-6) you request lump sum pricing for cameras (Lines 2-4h). Can you please specify the model of the cameras or the megapixels required? Can you also specify if new cable is to be installed or re-use existing cable with converters?

*Answer: Camera make / model information is listed in Attachment 12 (Section B, Part 4.e). New cable is required in accordance with descriptions in Attachments 12, 13, and 14.*

8. **Question:** Is the contractor/manufacturer able to remote into the system for updates, performance, settings?

*Answer: For the purposes of the RFP and at this time, the selected contractor should assume that it will not be permitted to remote into Airport Security Systems; access to Airport Security Systems will be limited to on-site, Port-owned computers (see 1.1.6). Manufacturers will be permitted to remote into Airport Security Systems, as described in 1.1.1 (last sentence) with prior approval from the Port IT Department and under supervision of the Port IT Department and/or the selected contractor.*

9. **Question:** Are any of the upgrades performed after normal business hours?

*Answer: Yes. Proposers should assume that software upgrades will be performed after normal business hours (see 1.3.5). Proposers should also assume the following Section 2 (Upgrade Project) work must be performed after normal business hours:*

- *Part 1 / 2.1.1 (all 55 controllers)*

*Proposers may assume that other work described in Section 2 may be performed during normal business hours, but in close coordination with the Port (e.g., the Port may need to work with its airline business partners to reassign gates to allow the contractor to complete the work described in 2.2.1 and 2.3.1).*

10. **Question:** Can you please clarify A. Section 1 line 2 regarding 1.1.1. Does the contractor perform the initial security systems audit and then have the manufactures (Software House & Milestone) perform a comprehensive audit? Is the pricing for line 2 for manufactures only to perform testing?

*Answer: Both the selected contractor’s initial audit / testing and the manufacturer’s comprehensive audit (by Software House and Milestone) must be performed within 90 days from the start of the contract in any order recommended by the contractor and/or manufacturer. All work required by 1.1.1 should be included in Section 1, Line 2 of the Proposal Worksheet (both the contractor’s initial audit / testing and the manufacturer’s comprehensive audit by Software House and Milestone).*

11. **Question:** In review of the specifications we came across the liquidated damages. We are interested in pursuing this opportunity but have a difficult time accepting these LD. Is there some flexibility in the LD's?

*Answer: Liquidated damages (LDs) will remain a part of the contract in some form (see 1.3.6 and Attachment 11). The Port must have an enforcement mechanism short of cancelling the entire contract. However, proposers may request changes to proposed contract language in Attachment 11, including proposed LDs, in Section 1 of their proposal (under "Company Information"). As noted in the RFP: "If your company is making any exceptions to the Port's Professional Services Agreement (Attachment 11) and/or this RFP, they must be clearly set forth in your proposal and noted in this section. Exceptions are discouraged and may result in lower evaluation points during the Port's evaluation of your proposal." The Port's existing contract for these services (for the past 7.5 years) has similar LD provisions, and the Port has never assessed any LDs over the term of the contract to-date. Finally, the Port believes the proposed LDs are fair and reasonable. For example, the RFP / proposed contract requires a 2-hour response time for a qualified technician to arrive on-site to affect repairs (see 1.3.2). The Port could assess LDs only if a qualified technician fails to arrive on-site at the Airport after 3 hours, a 50% buffer to account for communication issues, traffic, etc.*

12. **Question:** What server is the PACS system running on? For the controller upgrade, the server must be Windows 2016 or later since it needs to support TLS 1.2 or later.

*Answer: CCURE 9000 runs on Windows 2019 Datacenter version.*

13. **Question:** What is the established protocol for escalating security system issues at OAK?

*Answer: For service calls under the Port's existing contract, the Port contacts the on-call technician directly (cell phone) and/or the on-call technician's manager (cell phone) if no answer and/or the contractor's 24/7 service center if no answer. If the on-call technician is unable to resolve an issue, he will generally engage the manufacturer (even if after-hours; the Port's software support agreements generally have after-hours / emergency support). The Port recommends that proposers describe their company's escalation procedures in their proposals, Plan and Approach section.*

14. **Question:** During hours outside of normal business, please describe the path for escalating issues and the expected role of the contractor in problem resolution with devices and systems that integrate with those the contractor is primarily responsible for maintaining. For example, if there is an issue with badging hardware and the technician is unable to resolve without contacting the badging software company, what is the notification path?

*Answer: Currently, escalation outside of normal business hours is the same as escalation described in our response to Question #13. The selected contractor will be responsible for all Airport Security Systems described in the RFP (see 1.2.2 through 1.2.8), including the integrations shown in "About Airport Security Systems" on p. 2 and 26 of the RFP. The Port's badging software is currently CCURE 9000, and the Port's badging printers (hardware) are HID products. The Port would rely on the expertise of the contractor's technician(s) to troubleshoot problems and contact the most appropriate manufacturer for*

*support and resolution (Software House or HID in this example, depending on whether the issue is more likely a software vs. hardware issue). The contractor may need to order parts (e.g., if it's a hardware issue) or use parts from inventory (see 1.2.1). It is likely that highly rated proposers will describe in detail an internal escalation / resolution procedure (e.g., the assigned technician contacting an in-house integration engineer for technical assistance). See Port's response to Question #13. Of course, the contractor is expected, at all times, to keep the Port well informed on the progress of repairs (to avoid LDs).*

**15. Question:** What software system does OAK use for badging?

*Answer: OAK currently uses CCURE 9000 for badging. OAK plans to issue a separate RFP for implementation of an Identity Management System (IdMS), which may replace CCURE 9000 for badging in the future. Once implemented, the Port anticipates that IdMS will not be a part of this maintenance contract, except badge printers identified in 1.2.3.*

**16. Question:** If a subcontractor is used for one of the allowable security systems or functions, is the primary contractor allowed to act as the Authorized Signatory for that subcontractor?

*Answer: Yes, in fact, the primary contractor must be the Authorized Signatory for any proposed subcontractors.*

**17. Question:** Will “all available documentation and maintenance records, including record drawings and records available electronically within Airport Security System applications” be available after the contract award date but prior to “upon commencing services...” to begin assessment and planning?

*Answer: Yes.*

**18. Question:** How many techs need to be certified at the Master Level onsite during business hours?

*Answer: Technicians should meet the requirements described in Minimum Qualifications, “Firm’s Assigned Technicians.” The “master technician” designation described in the 3<sup>rd</sup> bullet point under “Firm’s Assigned Technicians” (on p. 2 of the RFP) states that only 1 of the 2 proposed on-site technicians needs to be a “master technician” at the start of the contract or within 9 months thereafter (to the extent this designation is available from Software House and/or Milestone).*

**19. Question:** Do we need the on-call techs certified at Master Level?

*Answer: No, but on-call technicians must meet all other requirements described in Minimum Qualifications, “Firm’s Assigned Technicians.”*

**20. Question:** Do we need more than one on call tech available after hours?

*Answer: Each proposer should determine and propose the number of on-call technicians it needs to meet or preferably exceed all contract requirements, including those described in 1.3.1, 1.3.2, 1.3.4, and 1.3.6.*

21. **Question:** Confirm that the Liquidated Damages are very rarely enforced and/or that we can exclude them and not be disqualified.

*Answer: See response to Question #11.*

22. **Question:** Are all the software support agreements (SSA) up to date? Are software support agreements to be included in this contract? If so, please provide all software ID's.

*Answer: Yes, all Airport Security System SSAs are up-to-date. The Port will request future renewals through the selected contractor subject to the pricing described in 1.1.9 and 2.5.1.*

23. **Question:** What is the current status of the airport's record drawings? Are they up to date and accurate? Are they available in CAD format?

*Answer: Record drawings are generally out-of-date and not available in CAD (drawings may need to be converted to CAD). See descriptions in 1.1.1 and 1.3.9, as well as Proposal Worksheet, Section 1, Line 3.*

24. **Question:** The contract documents call for the Preventive Maintenance to be done on a continual basis. Section 1.3.3 page 10 of 16. Is this to be done by one of the 2 full time technicians? The pricing document also calls for costs to provide preventive maintenance (price items 4, 5 and 6). Please clarify.

*Answer: Both (two) on-site technicians described in 1.3.1 will perform preventative maintenance on a continual basis (and generally not repairs). See second paragraph of 1.3.1 for further details on using one or both on-site technicians for urgent repairs. Proposed costs for the two on-site technicians should be captured on the Proposal Worksheet in Section 1, Lines 4, 5, and 6 (and 1 if needed). Lines 7 and 8 are for service calls (i.e., repairs not performed by the on-site technicians, as described in 1.3.1 and 1.3.2).*

25. **Question:** In the proposal worksheet, where are we to price the 2 full-time technicians?

*Answer: See Response to Question # 24.*

26. **Question:** There is insufficient information to price the Upgrade projects. Is more information being provided?

*Answer: The Port respectfully disagrees, and therefore no additional information is being provided at this time. The upgrade projects are design-build in nature and necessary scoping information (for pricing on the Proposal Worksheet) is provided in Attachments 12, 13, 14, and 16. The company / individual asking this question does not state specifically what information it believes is lacking or what additional information is needed. The intent of this Q&A is to provide clarification on the RFP and its scope.*

27. **Question:** For the digital Camera Installation, how many analog cameras are being replaced?

*Answer: The Port typically installs 5-20 IP cameras per year but cannot guarantee any minimum or maximum amount. The Proposal Worksheet, Section 2, Lines 4(a-h) are a "per camera installed" price (based on the assumptions described in Attachment 12 (see Section B, Part 4).*

28. **Question:** Is the Airport able to provide an extension of 1 to 2 weeks? With an RFI response on 22<sup>nd</sup> not much time to accommodate clarifications and addendums?

*Answer: No, the Port does not intend to change the due date for proposals (Nov. 5, 2021 at 11:00 AM). See also our response to Question #2.*

29. **Question:** Is there a development environment to do integration and testing prior to full system implementation?

*Answer: The Port does have rudimentary lab environment for CCURE 9000 only.*

30. **Question:** 1.1.7 Weekly Mtg. w/ Port, what is the Ports preferred tracking tool e.g. Smartsheet, MS Project?

*Answer: The Port does not have a preferred tracking tool. The Port currently uses standard Microsoft Office products, Microsoft Project, and Adobe Acrobat. If the selected contractor proposes to use other software, contractor will need to convert data / documents into a format that can be viewed using a web browser or easily read by / imported into Microsoft Office products, Microsoft Project, and/or Adobe Acrobat.*

31. **Question:** 1.1.3 Monthly Report, what is the Ports preferred tracking tool e.g. Smartsheet, MS Project?

*Answer: See response to Question #30.*

32. **Question:** Does the video feed on the Jetways require 24 x 7 live video to be viewed in the SoC?

*Answer: Yes, new IP cameras in the cabs of Passenger Boarding Bridges (PBBs) must be cabled to a security network switch (via patch panel) located in the nearest IDF. Camera streams will be added to Milestone, which will allow viewing in the Security Operations Center (SOC) as well as recording.*

33. **Question:** Section #2 / Line 5b(3) Bid form, During the Mandatory Pre-bid Mtg. it was mentioned the Port has an "in-house" Electrical contractor. Would they be responsible for this scope?

*Answer: No. Proposers are requested to perform this work in support of Aviation Security Systems (only) and provide pricing on the Proposal Worksheet subject to the description / limitations described in 2.5.3, Attachment 14, and Proposal Worksheet, Section 2, Line 5b.*

34. **Question:** 1.3.5, Please confirm that this project scope is to be proposed using normal business hours rates?



*Answer: No, the RFP (1.3.5) states: "Contractor shall assume all software updates / upgrades will occur overnight (outside normal business hours) ..."*

35. **Question:** Will As-built drawings with existing ACP locations be provided by the Port?

*Answer: Existing / record drawings (see response to Question #23) will be provided to the selected contractor only.*

36. **Question:** Will the Port provide detailed loading schedules, system reports?

*Answer: Yes, but to the selected contractor only.*

37. **Question:** Please confirm system programming will be performed by the Port?

*Answer: The Port does have in-house system configuration / programming capabilities. However, contractor shall assume that it is responsible for all system configuration / programming, unless otherwise directed by the Port on a case-by-case basis.*

38. **Question:** 1.2.9 Warranty, please confirm the contractor will be responsible for the warranty of existing on-site inventory? If yes, will the Port provide associated documentation for the administration of the process?

*Answer: Yes (for remaining warranty durations as of July 1, 2022) and yes.*

39. **Question:** 1.3.4. Maximum Time to Repair Critical Airport Security System Elements, "Certain VSS cameras" (last bullet): can you please list all cameras under this section?

*Answer: The Port reserves the right to determine which cameras are considered critical (and therefore subject to the provisions of 1.3.4) and which ones are not, based on security / threat considerations and operational need, in its sole discretion. When a repair is requested, the Port will advise the contractor if a camera is critical or not. For the purposes of the RFP, proposers can assume that approximately 1/4 of the Airport's CCTV cameras fall in this critical category and include most or all of the different types of cameras listed in 1.2.6. Critical cameras are typically located in the vicinity of TSA-regulated boundary doors / gates, gate hold rooms / boarding bridge doors, and TSA security checkpoints. The Port will work with the contractor to ensure appropriate spare parts are maintained on-site to meet the provisions described in 1.3.4. Also, please see our response to Question #11 regarding assessment of liquidated damages.*

40. **Question:** I. Project Overview - About Airport Security Systems, Is it assumed that for all new IP cameras added to the Milestone system no storage calculations are required on behalf of the integrator /service provider? See comment, "Storage Area Network, provided and maintained by the Port (not a part of this RFP)"

*Answer: Yes in general; however, depending on the IP camera technology, Port may request, and contractor shall provide, technical information from the manufacturer to allow*

*Port to make informed decisions regarding frame rate and resolution settings, anticipated storage needs, etc.*

41. **Question:** B. Airport Security System Upgrade Projects, ii, "ii. Configure new controllers with doors one week prior to install. Build/provision all new controllers at offsite location and burn-in for 24 hours. Test controllers and ensure 100% functionality prior to delivering to site." Will the offsite provisioning of hardware controllers count as equivalent to onsite worktime?

*Answer: The Port does not fully understand the question or what "onsite worktime" is. Contractors must document off-site testing and burn-in prior to implementation work on-site. Costs should be "built into" pricing provided on the Proposal Worksheet. Also note that contractors may not use on-site technicians to complete Section 2 work (for more details, see 1.3.1), and if they do, a fully qualified replacement technician must be provided to backfill for the normally assigned on-site technician (to continue to perform preventative maintenance) at no additional cost to the Port.*

42. **Question:** B. Airport Security System Upgrade Projects, ix, for updating map within the Milestone application, will the Port be providing an administrative Milestone user for application access and configuration?

*Answer: Yes.*

43. **Question:** Will the Port provide parking for the service techs?

*Answer: Yes. Currently, company-owned vehicle (service truck) parking is provided on the ramp outside the space described in 1.1.5.*

44. **Question:** Will there be provisions for current & future electric fleet vehicles?

*Answer: The Port will use best efforts and work with selected contractor to obtain charging for electric vehicles, if so proposed. However, electric vehicle charging at the Airport cannot be guaranteed at this time.*

45. **Question:** 1.1.5 and Attachment 11, Appendix A, 3.1.5, please provide the location and size of the storage/office for the on-site techs?

*Answer: The on-site office / workshop / storage is currently located on the lower level of Terminal 1 concourse (Building M-103) under Gate 7. It is approximately 175 sq. ft.*

46. **Question:** In reference to the requirement "Responses may not be longer than 20 pages (one sided or 10 pages double sided), printed on 8½" x 11" paper and formatted in no smaller than 10-point font. Each section shall be labeled according to the sections below." Does the 20-page limit include forms?

*Answer: No, 20-page limit doesn't include Port forms.*

47. **Question:** In reference to the requirement “Responses may not be longer than 20 pages (one sided or 10 pages double sided), printed on 8½” x 11” paper and formatted in no smaller than 10-point font. Each section shall be labeled according to the sections below.” Can we provide additional information in an Appendix?

*Answer: Yes*

48. **Question:** Will there be any overlap between contractors (existing and newly selected one) to allow for knowledge transfer / information sharing?

*Answer: No, Port staff will provide the bridge to bring the new contractor up-to-speed.*

49. **Question:** Does the Port’s Maritime and Aviation Project Labor Agreement (MAPLA) apply to this work.

*Answer: No. Also see response to Question #4.*

50. **Question:** Does the maintenance bond need to be returned with the proposal?

*Answer: No. See RFP, Table of Contents (p. 2 of 2), Attachment 11. Maintenance bond requirements are described in 1.1.11. The cost of obtaining the required maintenance bond shall be factored into contractor’s pricing submitted on the Proposal Worksheet (i.e., the Port will not reimburse the contractor separately for its costs for obtaining / maintaining the required maintenance bond). The “penal sum” of the maintenance bond will be calculated as described in 1.1.11 of the RFP. The maintenance bond shown in Appendix G of the draft Professional Services Agreement (Attachment 11 of the RFP) will be amended to read: “...in the penal sum of fifty percent (50%) of the Contract Sum, which is ....” For clarity, the “Contract Sum” on the sample maintenance bond in Attachment 17 of the RFP (as well as the one in the draft Professional Services Agreement just described) is the same as “the sum of the following Line Items from the Proposal Worksheet” described in 1.1.11 of the RFP.*

There are no other questions to RFP No. 21-22/02.