

**INVITATION TO BID
CITY OF NEW ORLEANS
SECURITY GUARD SERVICES**

**ATTACHMENT "A"
SPECIFICATIONS**

General Specifications

The City of New Orleans by and through the New Orleans Aviation Board (collectively referred to as "Airport") is seeking bids from eligible individuals and/or agencies to perform certain security services for the Louis Armstrong New Orleans International Airport. Security personnel will enforce security rules and regulations on Airport property. Contractor shall provide all labor, personnel, materials, tools, supplies, equipment, uniforms, vehicles, transportation, supervision, technical and professional services; and all operations necessary to provide Security Services outlined herein. The initial term of this contract agreement shall be one (1) year, with up to four (4) one-year renewal options at the exclusive option of the NOAB (the "Contract").

Technical Specifications

Contractor shall be responsible, qualified and must be able to provide Security Services in accordance with, but not be limited by, the following:

- A. Contractor must be approved by the Louisiana State Board of Private Security Examiners (LSBPSE) in accordance with Louisiana Revised Statute 37:3270 et al. The Security Officers must be in compliance with all rules and regulations of the LSBPSE.
- B. Personnel
 1. Security Services personnel must be trained and qualified to serve as armed and unarmed security officers in accordance with applicable governmental requirements, including the State of Louisiana standards, for armed and unarmed security officers.
 2. All personnel must be able to effectively communicate in English to include the comprehension of verbal and written instructions. Personnel must be able to read and understand established procedures, communicate by telephone and/or two-way radio, complete required reports, and relay information to appropriate officials.
 3. All personnel must hold a high school diploma or graduate equivalent diploma.
 4. All personnel should exhibit a high level of maturity and responsible behavior.
 5. All personnel must be U.S. citizens or registered resident-alien.
- C. Staffing Levels
 1. Contractor shall maintain staffing levels as requested to provide required services.
 2. Contractor shall be responsive to Airport requests during emergency and/or other unplanned events.
 3. Contractor shall hire a sufficient number of employees to fully staff all employee shifts on a daily basis, including weekends, holidays, and missed shifts by assigned personnel due to illness, injury, or other unforeseeable reasons.
 4. Any additional hours/posts requested by the Airport will be requested twenty-four (24) hours in advance. Contractor shall provide such additional staffing as may be requested by the Airport.
- D. Uniforms and Equipment
 1. Contractor must supply all uniforms and equipment required for the performance of duties with the

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exception of radios. Contractor will not have the responsibility of supplying radios; radios will be provided by NOAB. Contractor shall supply a vehicle(s) for its personnel assigned to perform the services hereunder, including providing any necessary transportation to the post positions. It is up to the Contractor's discretion to determine how many vehicles are needed for their employees to utilize on the property with the proper insurance to meet the scope of work.

E. Training

1. Prior to assignment of duty as a security officer, each individual will have to complete at least sixteen (16) hours of classroom training and twenty-four (24) hours of supervised on-the-job training, with all training to be provided by the Contractor at its expense. Contractor is responsible for all costs of providing the necessary training before assignment of personnel to perform the services required hereunder.
2. Before services in a supervisory position, an individual must have at least forty (40) hours of supervised training in gate guard security services operations and must be fully qualified to perform all of the duties of the various positions.
3. Training must include appearance, attitude, conduct, and customer service, incident reporting and other duties required by the Airport.
4. Contractor shall provide personnel with training and insure attendance at Office of Homeland Security training as required, including an anti-terrorism awareness course at no additional cost to Airport. All personnel shall be trained and certified in basic first aid, cardio-pulmonary resuscitation (CPR), and the use of automated external defibrillators (AED).

F. Contact

1. Contractor shall provide the name and contact information of a single individual point of contact for Airport.
2. Contractor shall coordinate the response to any special events or occurrences with Airport.
3. Contractor shall provide effective communication and interaction with Airport and other parties as directed.

G. Payment

1. Contractor will submit invoices for the following area at the frequency listed:
 - a. Security Services – monthly invoice.
2. Payment will be made at the unit prices established in this bid.
3. Invoices will be processed for payment only after review and approval by Airport staff. Contractor shall be responsible for resolving any discrepancies noted by Airport. Approval for payment shall not be granted until any discrepancies in service delivery are resolved to Airport's satisfaction.
4. The Contractor must submit invoices monthly (unless agreed otherwise between the parties to this Contract) to the Airport electronically, via the City of New Orleans' supplier portal, for goods and/or services provided under this Contract no later than 10 calendar days following the end of the period covered by the invoice. Untimely invoices may result in delayed payment for which the Airport is not liable. At a minimum, each invoice must include the following information: contract or purchase order number issued by the City, and the name of the city department (i.e., "NOAB") to be invoiced. The Airport may require changes to the form or the content of the invoice. The Airport may also require additional supporting documentation to be submitted with invoices.
5. The Contractor shall not be entitled to invoice or receive payment for any amounts other than the applicable unit price charges. No other amounts will be paid by Airport including, but not limited to taxes, benefits, handling charges, equipment, mileage, rentals, per diem, housing, production, supervisory tasks, record keeping tasks, quality control, verification/validation tasks, overhead, profits, administrative, reporting and/or clerical expenses, record keeping, reporting, quality control, and

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verification/validation expenses.

6. No overtime rates shall be paid by the Airport.
7. Original time sheets shall be made available to the Airport upon request.

Scope of Services

- A. **Security Services:** Contractor shall provide armed and unarmed security officers to work at designated gates, posts or positions to regulate the ingress/egress of personnel and/or vehicles in restricted areas of Airport as outlined in the Security Service Standard Operating Procedure (SOP) manual furnished by Airport. Security Officers must perform visual checks of employee airport identification badges to make sure the badge matches the face of the person in possession of the airport badge. Security Officers will also verify and inspect vendor deliveries/merchandise, vendor employees, and delivery personnel to ensure they are not in possession of TSA prohibited items, unless it is necessary for job performance. Security Officers will inspect vehicles, vehicle operators and passengers. The inspections must verify that the vehicles are properly identified and passengers have appropriate and valid airport access media. Positions will include only those listed in the Security Services Personnel Requirements set forth in this provision or contingency security positions approved in advance, in writing, by Airport's Authorized Representative.
 1. The services described herein will be supervised by Airport's Security Department.
 2. The Airport Security Manager will provide Contractor with information or any necessary changes to hours or days of operation.
 3. Physical locations and posts are set by Airport as described in Section D (2) below and may be changed from time to time in accordance with federal regulations or as may be required by Airport for its operations.
 4. Contractor personnel, depending on assigned post position, will be either armed or unarmed.
 5. Contractor shall provide its employees with appropriate uniforms and other equipment as required by company policy and approved by the Airport.
 6. Contractor will receive formal training of rules, regulations, and policies annually and as needed when required by Airport.
 7. Contractor shall schedule quarterly meetings with the Airport Security Manager and attend any meetings required by Airport to evaluate the performance of all contract functions.
 8. Contractor shall ensure all personnel are trained in security functions and directives as necessary.
 9. Contractor shall ensure that its employees maintain cleanliness of all workspaces and maintain all equipment in good working order.
 10. Any equipment or maintenance discrepancies shall be reported to the Airport Communications Department (AVCOM) and have a work order placed.

Contract Requirements

- A. Airport reserves the right to add to or delete from the scope of work as described above, by giving 10 days written notice to the Contractor. Airport additionally reserves the right to cancel said Contract in its entirety if, in its sole discretion, it is determined that such services are no longer required or that Contractor is not fulfilling its duties to Airport's satisfaction. Airport shall provide to Contractor thirty (30) days advance notice in writing if such cancellation of Contract is required.
- B. Contractor is responsible to develop and manage its personnel and establishing such shift(s) as necessary that will meet the number of hours of coverage required by the Airport for all post positions.

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- C. Training must include appearance, attitude, conduct, and customer service, incident reporting and other duties outlined in the Security Service SOP. Since these procedures contain Sensitive Security Information (SSI) as defined by the Transportation Security Regulations (TSR) 1520, they will be released only to the successful bidder prior to the issuance of the Notice to Proceed.
- D. All security officers must be able to obtain and maintain a Security Identification Display Area (SIDA) badge in accordance with the procedures outlined in TSR 1542. All personnel must undergo a ten (10) year employment history investigation and a Federal Bureau of Investigation (FBI) fingerprint based criminal records check prior to assuming duties under this contract. Contractor will provide a written training certification to the Airport Security Manager or designated representative prior to allowing individuals to work on the contract. All such training, security badges and background checks will be at Contractor's expense.
- E. Contractor will ensure that all personnel have a general knowledge of security practices and procedures, to include preventing unauthorized access to a restricted area, controlling movement of personnel and vehicles through checkpoints, requesting law enforcement support, handling emergency situations at security posts, etc.
- F. Contractor will also ensure that the security guard supervisor reports damage to Airport properties or facilities and injuries to passengers occurring during his/her tour of duty. Supervisors must ensure that guards complete a property damage incident report. Supervisors must also immediately notify Airport Communications (AVCOM) providing detailed information regarding the damages or injuries. Contractor will be financially responsible for any property damages that are not reported as required by employees of the contractor or subcontractors.
- G. Contractor will be financially responsible for all Federal Civil Penalties assessed against the Airport for security/safety violations as a result of negligent acts or omissions by employees of the Contractor or sub consultants and/or subcontractors.
- H. During the performance of this contract, Contractor shall be responsible for correcting any notices of violations issued as a result of actions or operations of Contractor. Corrections for any such violations shall be at no additional cost to Airport. Contractor shall be responsible for paying any and all costs associated with violations of law or regulations relative to Contractor's activities. Such costs might include but are not limited to: fines, administrative and civil penalties, third party claims imposed on Airport by any regulatory agency or by any third party as a result of noncompliance with federal, state, or local environmental laws and regulations or nuisance statutes by Contractor, its sub-contractors, or any other persons, corporations or legal entities retained by Contractor under this contract.
- I. The safety of the contract personnel and equipment are the responsibility of Contractor. Additionally, Contractor shall pay for all materials, personnel, taxes, and fees necessary to perform work under the terms of the proposed contract.
- J. Airport reserves the right to order the removal of any Contractor personnel not acceptable to Airport for any reason as determined by Airport in its sole discretion without prior notice to Contractor.
- K. Contractor shall supervise and direct all work using qualified labor and proper equipment for all tasks. Contractor will provide an electronic means of record keeping including an electronic time clock and scheduling that has reporting capabilities.
- L. Contractor shall coordinate with Airport to ensure all posts are covered during contract hours and must be prepared to fill any post left vacant due to sickness, injury or no-show.
- M. Contractor shall develop a policy and procedure manual and training course for all personnel, including a customer service training course for personnel required to interact with passengers. The manual and training course must be submitted for approval by the NOAB thirty (30) days after the selection of the successful bidder. The policy and procedure manual must include the company's policies on uniforms and grooming standards and corrective action.

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- N. Contractor shall ensure corrective action in case of a security or ground transportation issue, poor performance, or failure to meet appropriate appearance and demeanor standards.
- O. Contractor shall investigate and coordinate with Airport to effectively respond to all problems including public complaints.
- P. Contractor shall interact with the public and Airport on quality of service related issues.
- Q. Contractor shall conduct random integrity checks and inspections on all of its employees assigned to work specified posts.
- R. Contractor shall comply with any investigations required by the Inspector General or other City, State or Federal agency.

Staff Requirements

The following provides a description of the positions and duty of the personnel to be provided. Contractor shall schedule work for all personnel on a daily basis. Contractor shall hire, manage and coordinate all personnel as directed below.

A. Contract Manager

The Contract Manager position requires experience managing operations at a facility similar in size and with a similar number of employees as specified herein. The Contract Manager is responsible for Contractor’s entire staff assigned to work at the Airport and is the primary point of contact for the NOAB. Contract Manager shall ensure compliance with all obligations under the contract. Contract Manager shall be at Airport as indicated below and shall carry a cellular phone at all times. Contract Manager shall be available to Airport’s Authorized Representative or designee at all times. The Contract Manager will ensure that all Airport directives are properly communicated to staff. In the event a position is not filled, the Contract Manager shall perform such duties as required for the position not filled until such time as personnel report to fill the position. The Contract Manager shall also be responsible to cover any breaks/lunches should there be insufficient staffing to cover same. Contract Manager is required to immediately report all incidents to AVCOM and the Airport’s Security Department management and will submit within 24-hours of the incident a formal report indicating the time, date, name of persons involved in the incident, a description of the incident and the incident’s resolution.

Contract Manager will be on site eight (8) hours per day, five days per week and will also be on call twenty-four (24) hours per day, seven (7) days per week.

Reference Code	Position	Staff	Hours/Day	Days/Week	Hours/Year
CM-1	Contract Manager	1	8	5	2,080

B. Security Officers - Post Positions

Security Officers will perform the duties specified in this contract as specified in the Security Service SOP at assigned locations as follows:

1. **Access Gate:** Contractor will provide a Security Officer at the Gate 167V post and, upon activation, a Security Officer at the Gate 335V post (or such other gate designation as the Airport may select in the future) on the perimeter of the Airport. Security Officers will be posted at the vehicle access gate, which provides direct access to the secured area, to verify both vehicle operator and passenger(s) security identification display area (SIDA) ID badge and applicable vehicle access authority. The individual(s) conducting this verification process must momentarily make physical contact with the SIDA ID badge and visually inspect it in order to ensure a positive photographic comparison and

determine if the media is expired or has been altered. The verification process is required to take place before the vehicle operator and passenger(s) are authorized to enter Airport property through the vehicle access gate. Security Officer will conduct vehicle inspections, in accordance with the criteria stated in the Security Services SOP manual to provide security of this area. The Security Officers are required to sign in anyone entering the property, check for proper identification, do a visual search of all vehicles entering on the property, and perform such other responsibilities as outlined in the Security Services SOP. Currently, Gate 167V shall be staffed twenty four (24) hours a day, seven (7) days a week. Once Gate 335V (or such other designated gate number assigned) is activated, Gate 167V will be staffed during the hours established by the Airport, which is currently estimated to be approximately six (6) hours a day, seven (7) days a week and Gate 335V shall be staffed twenty four (24) hours a day, seven days a week. For purposes of this ITB, Contractors are to bid on staffing Gate 335V 24 hours a day and Gate 167V 6 hours a day.

2. **Concourse:** Contractor will provide a Security Officer for the concourse secured area post. The Security Officer will be tasked to conduct inspections of individuals entering the sterile area at Airport-designated entry points to verify that persons entering the sterile area have appropriate and valid ID and access control badge, and to determine if they are carrying prohibited items other than those required for operational needs. These Security Officers will perform such other inspection tasks as may be requested by the Airport's Security Department, including those outlined in the Airport's SOP. The Airport's Security Department will identify the locations where the Security Officers shall perform such work. The Concourse post will be staffed twenty (20) hours per day, seven (7) days per week as designated by the Airport.
3. **Concession Deliveries:** Contractor will provide Security Officers for the concession delivery posts. The Security Officers will inspect vendor deliveries/merchandise, vendor/tenant employees, and delivery personnel to ensure they are not in possession of items on TSA's Prohibited Items List. They will ensure that all packages have been commercially prepared, labeled, and sealed. These Security Officers will perform such other inspection tasks as may be requested by the Airport's Security Department, including those outlined in the Airport's SOP. The Airport's Security Department will identify the locations where the Security Officers shall perform such work. The post positions may be at the terminal or designated remote locations on the Airport property, including but not limited to areas at the South Campus. The Security Officers will provide the security services for concession deliveries at such designated locations. The concession delivery post shall be staffed by three (3) Security Officers 16 hours a day, seven (7) days per week as designated by the Airport.
4. **South Campus:** Contractor will provide an armed Security Officer and an unarmed Security Officer to provide security for the South Campus, which includes the former terminal and former short term parking garage (which has been converted to an employee parking facility and overflow for Economy parking). These Security Officers shall perform visual inspections throughout the former terminal and the designated Airport Operations Area (AOA). The inspections include ensuring all gates and doors are locked and secured. The Security Officer will randomly verify employees' Airport identification badges within the AOA and must verify that the employee has the appropriate and valid ID badge and determine if the badge is expired or has been altered. The Security Officers will patrol the former short-term parking garage to provide security for employees and others that will be authorized to park in said garage facility. The armed Security Officer will also patrol the South Campus AOA to provide security of this area. The armed Security Officer position shall be staffed twenty four (24) hours per day seven (7) days per week as designated by Airport. The unarmed Security Officer position shall be staffed sixteen (16) hours per day seven (7) days per week as designated by Airport.

C. Security Force Supervisor

One (1) Security Force Supervisor must serve on each shift. The on-duty Security Force Supervisor must carry a cellular phone and be available to on-duty Security Officers. The Supervisor shall review Security Officers' reports and ensure that the necessary notifications of incidents are performed during his/her tour of duty. The Supervisor shall:

- 1) Have a minimum of two (2) years of supervisory experience in security, military, or law enforcement operations; and
- 2) Possess a valid Louisiana driver's license and complete the Airport provided drivers training program before assuming duty as a Supervisor.
- 3) Provide coverage for any breaks and lunch periods so that all posts are covered for the full designated period.
- 4) Provide coverage for any post position for which personnel has not been filled until such time as the personnel arrives to cover said position.
- 5) Provide assistance to any post position as may be necessary.

D. Required Post Positions:

Below is a summary of the required post positions, as described in Sections B and C above.

Reference Code	Position	Staff	Hours/Day	Days/Week	Hours/Year
SEC-1	Gate 335V***	Security Officer	24	7	8,760
SEC-2	Gate 167V***	Security Officer	6	7	2,190
SEC -3	Concession Delivery	3 Security Guards	16 (each guard)	7	17,520
SEC-4	Concourse	Security Officer	20	7	7,300
SEC-5	Security Force Supervisor	Security Force Supervisor	16	7	5,840
SEC-6	South Campus	Armed Security Officer	24	7	8,760
SEC-7	South Campus	Security Officer	16	7	5,840

*As needed. ** Hours estimated. *** Please refer to Section B.1. above.

E. UNIT PRICING

Contractor shall provide unit prices for each position as listed in Section D above using the Unit Price Form in Attachment "C". Hours required are subject to change by the Airport and shall be compensated only at the unit prices provided.

F. BIDDER INFORMATION

1. **ADDITIONAL INFORMATION:** Airport may require additional information from bidders and conduct inquiries to determine the bidder's responsibility or the accuracy of furnished information. The Airport reserves the right to reject any bid if the evidence submitted by, or investigation of, such bidder fails to satisfy Airport that such bidder is properly qualified to carry out the obligations of the bid documents.
2. **SUPPLIER REGISTRATION:** All prospective bidders must be registered as a supplier with the City of New Orleans' Supplier Portal in order to access and upload bid documents and submit invoices electronically. Please visit <https://www.nola.gov/purchasing> for more information.

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3. **CONFIDENTIALITY:** The provisions of the Louisiana Public Records Act (La. R.S. 44.1 *et. seq.*) will be in effect for this solicitation. All submittals, proceedings, records, contracts, and other public documents relating to this solicitation shall be open to public inspection. Respondents are reminded that while trade secrets and other proprietary information submitted in conjunction with this solicitation may not be subject to public disclosure, protections must be claimed by the proposer at the time of submission. *See* La. R.S. 44:3.2 Information deemed proprietary and/or confidential that is included in the submittal **must be printed on PINK PAPER**. The Airport reserves the final judgment on all information deemed proprietary and confidential.

-END OF SECTION-

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