

**Request For Qualifications (RFQ)
Airport Security Services
Redmond Municipal Airport - Roberts Filed- (RDM)
Redmond, Oregon**

Questions due by April 11, 2018 4:00 P.M. local time

1. A. Are medical exams required or are the physical criteria review of potential officers up to the discretion of the vendor?
- B. Please identify specific elements of a physical fitness test acceptable to RDM and/or provide a reference to an acceptable fitness test.

Answer:

- A. Medical exams are not required. An agreeable physical fitness test to RDM may be achieved during contract negotiations. If your firm has a physical fitness standard or testing please indicate so in your Statement of Qualification (SOQ).
 - B. Specific elements will include ability be active on feet for long periods of time, to climb stairs and expeditiously respond under high stress circumstances as required without becoming overwhelmed or exhausted. Other specific details will be included during contract negotiations.
2. A. Are there any special training requirements required or preferred by RDM?
 - B. Please identify software suite or other skills minimums to demonstrate "effective computer skills".
 - C. Please identify any tactics, authority or training techniques that are not authorized by RDM, if available.
 - D. Please identify and exceptions or specific requirements for "customer Service experience".
 - E. Please identify acceptable source for CPR and first air training (i.e. Red Cross? Other?).
 - F. Please share any existing standards for training programs/frequency.
 - G. Please list all current training and their associated hours?

ANSWER:

- A. RDM prefers firms that have quality, robust and frequent training and training opportunities it offers to its officers. RDM requires customer service training, armed officers must also have Taser training and all officers must have CPR and first-aid training.
- B. The software suite depends on the firm, as the firm provides a computer. RDM requires typed incident reports and email correspondence. RDM uses Microsoft Office and Outlook for its software suite. RDM security officers are expected to type efficiently to produce incident reports and email correspondence. Officers must have basic computer knowledge for typing, completing reports and email.
- C. RDM will review with firm at time of contract negotiations.
- D. Customer service is extremely important to RDM. Verbal Judo training is an example of valued customer service training. RDM provides some customer service expectations and training. RDM's Airport Director wants RDM to be known for being "Fast, Friendly and Clean". Friendly customer service is expected of security officers.
- E. Red Cross and Redmond Fire & Rescue offer CPR and first aid training, St. Charles Hospital may also offer this type of training or have additional resources to share.
- F. There are not existing formal standards of training programs/frequency at this time, other than required licensing, training within RFQ including CPR and first-aid currency.
- G. As stated in RFQ – Minimally, two hours on-site at RDM security rules and regulations, two hours on-site security officer training and up to four, two-hour meetings annually.

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3. Will parking for officers be provided by RDM?
ANSWER: Previously answered in Addendum 1, number 4. Parking is provided by RDM at no cost.
4. How many incumbent officers do you expect to retain?
ANSWER: Previously answered in Addendum 1, number 3. That is up to the winning firm and if those security officers meet the requirements of the RFQ.
5. Please share any existing standards for bullet-proof vests for Armed Officers.
ANSWER: Existing bullet-proof vests, in current contract, are required to be individually fitted and issued.
6. Please identify approved frequency for random drug testing, if known.
ANSWER: To be determined with firm during contract negotiations.
7. Do you desire any contract exceptions provided with proposal or will you review and negotiate contract at the time a firm is chosen?
ANSWER: Refer to RFQ attachment 3 and complete as directed.
8. Is there a current guard tour system (electronic check points) provided by current vendor? Or is accountability of officer rounds verified through your access control points?
ANSWER: There is not a current guard tour system provided by current vendor. With existing contract officer accountability has been through limited through RDM's access control system and visual observance.
9. Please provide any upcoming special-events and hours. What is the average amount of annual hours of additional coverage?
ANSWER: There are no know upcoming special-events. The average amount of annual hours of additional coverage has been very low, ten annual hours is RDM's estimate. The Special-event coverage will be billed separately from contract billing.
10. Do you want an all-inclusive bill rate, pricing showing wage and associated bill rate, or can holidays, vacation and/or medical be billed separately?
ANSWER: Previously answered in Addendum 1 number 3. RDM wants to see the hourly wage of the security officer included in firms hourly cost and detailed by armed, unarmed, training, meeting, holiday, supervisor or lead rates in addition to any other request information within the RFQ. Firms may otherwise choose to breakout costs info further details or not. RDM does not need to see vacation or medical time used unless requested.
11. Any additional equipment preferred or requested, to be provided by vendor, beyond what is listed in RFQ?
ANSWER: Armed officers must have enough equipment and supplies to keep the on-duty armed officer fully armed with duty belt containing: company issued firearm, two extra loaded magazines, and Taser, while the on-coming shift armed officer is arming up their duty belt with company issued firearm, two extra loaded magazines and Taser (there needs to be two sets of armed officer equipment and supplies to ensure the on-shift armed officer is not in a position of being unarmed or without required supplies or equipment at any time). The current contract provides an Airport issued Taser, this Taser will be retired and not available for use in the new contract. No other requirements are currently known.