



ADDENDUM #03

RFP-FY26-800-02 – Unarmed Security Guard and Patrol Services

Questions and Answers

This acknowledgement of receipt for Addendum #03 must be signed and included in your proposal response submission in eVA. The signature on this addendum does not substitute for your signature on the original proposal document. The original proposal document **must** be signed.

Satoria Jennings
Procurement Specialist, VCA

Signature

Name, Title

Company Name

RFP-FY27-800-02 – Unarmed Security Guard & Patrol Services

The following Questions & Answers have been prepared in response to submissions received by the due date of October 2, 2026

Solicitation / Contract

Please confirm the correct solicitation number. The cover and Exhibit B identify FY27-800-02, while Exhibit A identifies FY27-800-01.

An addendum has been posted to clarify the RFP number referenced in Exhibit A. The correct RFP number is **RFP-FY27-800-02**. The reference to RFP-FY27-800-01 in Exhibit A was a typographical error.

Exhibit D states that the contract term will be three (3) years with the option for the Authority to extend annually for a maximum of two (2) additional years. Article 3 of the Standard Agreement in Exhibit I, however, provides for an initial one-year term with up to five (5) additional one-year extensions. Please confirm the intended initial contract term and available option periods for this procurement.

The Service Provider Agreement included in the solicitation is provided as a **sample agreement for reference purposes only**. The agreement is clearly identified with a “SAMPLE” watermark, and the one-year initial term with up to five one-year extensions contained in the sample agreement does not supersede the contract term stated in the RFP. The contract term for this solicitation is **three (3) years with up to two (2) additional one-year extensions**, as stated in the RFP.

When was the current contract awarded, and if possible, could you please provide a copy of the contract?

The contract was awarded in 2023 and a FOIA request would need to be submitted to the Authority.

What is the current contract’s start date, term, and remaining renewal options?

The current contract started in June 2023 is currently month-to-month.

Is there a project-specific DBE or other participation goal for this solicitation?

No.

I didn't see any DBE/MWBE participation requirements; Are there any or would it be advantageous for a prime to submit a current sub partnership in response to this solicitation?

No

I saw a reference to a list of DBE providers. How does MGS become an approved DBE provider for ORF?

DBE certification does not provide a preference or ranking advantage under this solicitation, as no project-specific DBE participation goal has been established.

Is a bid bond or performance bond required? If yes, how much?

A bid bond is not required. The successful offeror shall provide a performance bond in the amount of \$100,000, issued by a surety authorized to do business in the Commonwealth of Virginia, or an irrevocable letter of credit in the same amount from a bank insured by the FDIC. The performance bond or letter of credit shall be provided upon execution of the contract and shall remain in the Authority's possession for the full contract term to ensure the full, faithful, and prompt performance of the contract's provisions, terms, and conditions. This requirement is being established by formal addendum to the solicitation.

The last page of the RFP, Exhibit "O" Vendor reference evaluation form says "financial services consulting RFP." Should this form be used for this security RFP?

Disregard the reference-form instructions/content and complete only the top portion of Exhibit O; the Authority will distribute the form to references for completion.

Please confirm the number of guards required simultaneously at each post. Do Parking Garages A–D require one shared patrol or a separate guard for each garage? Do the North and South curbs require separate guards?

The garages can be a motorized shared patrol. Departures North and South do not require separate guards.

Please confirm the number of simultaneous personnel required for each listed post. Specifically, do Parking Garages A-D require one combined motorized patrol or one guard for each garage, and do Departures South and North curbside require one combined guard or one guard at each curbside location? Also, does the Authority anticipate awarding the full scope to one contractor, or may individual posts/services be awarded to multiple contractors?

The garages can be a motorized shared patrol. Departures North and South do not require separate guards. The Authority intends to award one contractor.

Please provide the required officer headcount and weekly coverage hours for each post in Exhibit C, including supervisors. Please distinguish minimum scheduled coverage from variable or additional staffing.

Each post is one (1) guard for the hours specified. The headcount to achieve the goal would be company specific. The average weekly hours based on the RFP would be approximately 770 hours for guards and 168 for supervisors.

Please provide the anticipated daily operating hours for the Employee Parking Lot, Parking Garages A–D, Departures South & North Curbside, and Concourse B Exit Door posts to assist Offerors in developing an accurate staffing schedule.

Employee Lot – Dusk to dawn, Garages – 8 hr./day, Dep. North/South – 6hr./day, CCB Exit – 8hr./day.

For “Departures South & North Curbside – 6 hours/day,” is one security officer expected to cover both areas, or is one officer required at each location?

Either is acceptable but needs to be stated clearly in bid.

Does the eight-hour daily requirement represent one officer covering all four garages, or separate coverage for each garage? Please confirm the required headcount and schedule.

The garages can be a motorized shared patrol.

Please confirm the required days of coverage, starting time, and how "8 hours/day or until last flight" should be interpreted for Concourse B. If the last flight extends coverage beyond eight hours, are those additional authorized hours billable at the applicable contract rate?

Seven (7) per week including holidays. The post typically starts around 8:30PM. The coverage can extend until last flight and these hours would be billable at the agreed contract rate.

Please confirm the scheduled start time and how the “eight hours/day or until last flight” requirement operates. Please provide typical and maximum coverage hours, including historical extensions caused by delayed flights.

Seven (7) per week including holidays. The post typically starts around 8:30PM. The coverage can extend until last flight and these hours would be billable at the agreed contract rate.

What is the estimated total number of annual hours for this contract?

Approximately 51,000 based on hours/day.

What is the estimated total number of annual billable hours?

Approximately 51,000 based on hours/day.

What is the estimated annual volume of special-duty hours, including Airport Worker Screening (AWS)? Section B states special duties will be billed at the same rate as scheduled personnel. Does this include requests made on short notice that require overtime?

The hours vary because we use unmanned guards for AWSS and construction gates. The AWSS is approximately 50-60 hours per week. The construction gates vary based on contractor need, and usually a two-week notice is provided.

Should the bid include an additional 168 to 200 hours per week for supervisory coverage? Will the supervisor also serve as one of the guards assigned to a post, or must the supervisor perform supervisory duties only?

Yes, and the supervisor will not count as a guard, but can be used to provide breaks, etc. for guard positions.

Is the required on-site supervisor additional to all scheduled guard posts and separately billable under the pricing proposal? Does the stated 200-hours-per-week maximum apply to total supervisor coverage across the contract? May the on-site supervisor provide temporary break or relief coverage without violating the supervisor requirement?

Yes, and the supervisor will not count as a guard, but can be used to provide breaks, etc. for guard positions.

The Scope requires a minimum of one on-site supervisor at all times and references a maximum of 200 supervisor hours per week. Please clarify whether the Authority intends the supervisor to be a dedicated, separately staffed and billable position, or whether a qualified supervisor may simultaneously fulfill a scheduled security officer post while performing supervisory responsibilities.

Yes, and the supervisor will not count as a guard, but can be used to provide breaks, etc. for guard positions.

Please confirm whether the requirement for an on-site supervisor at all times means 168 dedicated supervisor hours per week, separately billable from guard posts. May supervisors also cover guard posts, and how does the 200-hour weekly limit apply? Is a dedicated project/account manager required in addition to on-site and on-call supervision? If so, please specify required coverage and whether those hours are separately billable.

Yes, and the supervisor will not count as a guard, but can be used to provide breaks, etc. for guard positions.

Is there a current contractor providing these services? If so, could you please share their profile name with their prices?

There is a current contractor, but the Authority will not provide this information.

Who is the current incumbent?

There is a current contractor, but the Authority will not provide this information.

Is the incumbent fully staffed and fulfilling all the required service hours/posts?

Yes.

What are the current pay rates and billing rates by labor category?

The Authority will not be providing this information. Offerors should use their own methodology to propose a price based on their agency.

What are the current bill rates for each labor classification?

The Authority will not be providing this information. Offerors should use their own methodology to propose a price based on their agency.

What was the total amount spent on the contract over the past 12 months, and what was the most recent monthly expenditure?

The Authority will not be providing this information. Offerors should use their own methodology to propose a price based on their agency.

What is the current turnover rate for assigned security personnel, and are there any retention challenges the Authority has experienced?

The current contractor deals with these type of issues, but the Authority has been satisfied with the handling of scheduling challenges.

Does the current contract include liquidated damages or performance penalties? If so, could you please provide details?

The Authority is not providing the terms of the current incumbent contract as part of this solicitation.

The solicitation does not establish a specific schedule of liquidated damages or performance penalties. Offerors should refer to the solicitation and resulting contract for the applicable performance requirements, remedies, and contractual obligations.

Are subcontractors currently being used under the existing contract? If so, how many and what services do they perform?

No.

Is the current contract utilizing patrol vehicles? If so, how many?

Yes, approximately 1-3.

Are there any known upcoming changes to the facilities, locations, operating hours, or security needs that may impact service requirements during the contract term?

There are major infrastructure changes occurring over the next three (3) years that could have impact on this contract. This RFP pertains to existing conditions, and future addition would be negotiated with winning bidder.

Does the Authority have a preference to retain incumbent employees that are in good standing and meet the hiring criteria of the proposer?

The Authority will allow the winning bidder to hire personnel as they choose.

Will the incumbent Security Personnel be grandfathered for training requirements or are they required to be retrained?

This would be based on the winning bidders company policy and could be negotiated with the Authority.

Will the incumbent Security Personnel be grandfathered for background investigation/screening requirements or are they required to be rescreened?

This would be based on the winning bidders' company policy and could be negotiated with the Authority.

Which locations are the incumbent Security Personnel unionized & which union are they represented by?

There is no union.

Are security personnel working on this program currently unionized or covered by a living wage? If so, please provide the CBA or living wage ordinance number.

There is no union.

If personnel are unionized and a CBA is unavailable, please provide the name of the union(s) that represent Officers.

There is no union.

Can the Authority please provide a seniority list?

The Authority does not have this information.

Please provide available anonymized incumbent wage rates by position, benefit requirements, vacation/PTO and sick-leave allowances, and seniority schedules. Must any existing benefits or accrued balances be maintained or assumed? Are vacation/PTO costs separately reimbursable, or must they be included in hourly rates?

These are company specific policies and should be based on offerors policies.

What is the anticipated service start date, and how much time will be allowed after award for recruitment, training, SIDA badging, and mobilization?

The Authority will discuss this with the winning bidder.

Exhibit B states that services will begin immediately upon execution of the Authority's standard contract. Will the selected Offeror receive a transition/mobilization period between notice of award and full assumption of services to allow for recruiting, personnel onboarding, Virginia guard registration/certification, SIDA badging, Airport-specific training, and post familiarization? If so, please provide the anticipated transition period.

The Authority will discuss this with the winning bidder.

What service start date and transition period should Offerors assume following award? Please describe the Airport sponsorship/badging process, expected SIDA processing lead time, applicable training/badge costs, and any requirements that must be completed before personnel may begin work. May the selected contractor recruit or hire qualified incumbent personnel, subject to applicable law and Airport requirements?

The Authority will discuss this with the winning bidder.

With the expected intent to award scheduled for November 13, 2026, please confirm the anticipated contract-execution date and operational start date. What mobilization period will be allowed for recruiting, background screening, SIDA badging, training, and transition before full staffing must be in place?

The Authority will discuss this with the winning bidder.

What mandatory training, certifications, or airport-specific clearances (SIDA, AOA, badging timelines) must officers complete prior to deployment, and will the Airport sponsor or reimburse any portion of these?

Offeror shall ensure that all personnel reporting for work shall be properly trained, qualified and certified by the State of Virginia to assume those duties and responsibilities associated with the job to which he or she is assigned. Offerors personnel shall be trained to

understand they are not authorized to detain people for "non-breach-of-the- peace" misdemeanors. Personnel shall receive a minimum of four (4) hours of training which is directly related to those duties and responsibilities associated with their duty post before assuming duties at that post. The offeror will be responsible for SIDA badge costs.

Who provides the required Airport, TSA, and AWS training? Who pays for training, background processing, and SIDA badges, and what is the expected processing time?

Typically, the Airport Police Department will provide this type of training.

Could you please describe the anticipated SIDA badging process and timeline. Which Airport- or TSA-specific training courses will the Authority provide, and should offerors include associated training time, badging fees, parking, or credentialing costs in their proposed hourly rates?

The process requires fingerprinting and background investigation looking back 10 years for certain criminal violations. The winning bidder is responsible for all badging, training, and parking costs.

Please clarify which company-level licenses, certifications, and personnel registrations must be active at the time of proposal submission versus those that may be obtained prior to contract execution or commencement of services.

Guards need to be registered (licensed) through the Virginia Department of Criminal Justice Services (DCJS) upon commencement of services.

The RFP requires personnel assigned to Airport posts to be SIDA-authorized. Will the Authority facilitate the SIDA badging and Airport-specific training process for personnel proposed by the selected Offeror? If so, please provide the anticipated process and typical timeframe for completing these requirements following contract award.

The process requires fingerprinting and background investigation looking back 10 years for certain criminal violations.

Please clarify whether personnel assigned to this contract are required to hold or obtain any federal security clearance (e.g., Confidential, Secret, or higher) in addition to the background screening, SIDA badging, Virginia certification, and Airport/TSA training requirements identified in the RFP. If a security clearance is required, please identify the required clearance level and whether it must be held at the time of proposal submission, contract award, or prior to an employee beginning work at the Airport.

All security personnel are required to obtain a SIDA badge. The issuing of SIDA badges will occur during the transition/onboarding process.

Please specify required initial, on-the-job, TSA/Airport, and recurring training by position, including hours, frequency, provider, and required certifications. Who pays training fees and employee training time, and may any training hours be billed separately?

Offeror shall ensure that all personnel reporting for work shall be properly trained, qualified and certified by the State of Virginia to assume those duties and responsibilities associated with the job to which he or she is assigned. Offerors personnel shall be trained to understand they are not authorized to detain people for "non-breach-of-the- peace" misdemeanors. Personnel shall receive a minimum of four (4) hours of training which is directly related to those duties and responsibilities associated with their duty post before assuming duties at that post. The offeror will be responsible for SIDA badge costs.

Please provide the anticipated SIDA badging process and timeline, including responsibility for background checks, fingerprinting, badges, training, and associated costs.

The process requires fingerprinting and background investigation looking back 10 years for certain criminal violations.

Must the contractor provide vehicles, and is a separate vehicle required for the Employee Parking Lot and Parking Garages A–D? What vehicle and equipment specifications apply?

Yes, and the offeror can dictate how vehicles are used to accomplish the job.

For the Employee Parking Lot and Parking Garages A–D posts requiring motorized patrol capability, will the Norfolk Airport Authority provide the patrol vehicle(s), or is the Contractor responsible for furnishing them? If Contractor-furnished, please provide any requirements regarding the number of vehicles, type, markings, equipment, insurance, or Airport/SIDA authorization.

The contractor is responsible for the vehicles. All vehicles must meet DOT and state compliance and be clearly marked on three (3) sides.

May one patrol vehicle support both the Employee Parking Lot and Parking Garages A–D assignments, or are separate vehicles required?

Yes.

Please clarify which party is expected to provide the vehicles/carts used for motorized patrols, fuel, maintenance, radios/communications equipment, uniforms, parking/access credentials, workspace, and reporting equipment. Are any patrol routes airside or within the AOA, and if so, what driver training, vehicle permitting, or escort requirements apply?

The contractor and there should be no driving within the AOA.

Please confirm the number of patrol vehicles required, whether the Authority or contractor supplies them, and the required or preferred vehicle type, make/model, markings, safety features, and equipment. Are separate vehicles required for the employee parking lot and parking garages?

The contractor is responsible for the vehicles. All vehicles must meet DOT and state compliance and be clearly marked on three (3) side. No, separate vehicles are not required.

If Contractor-supplied, is a marked patrol vehicle required, or are golf carts, UTVs, or other low-speed vehicles acceptable, particularly inside the garages?

The contractor is responsible for the vehicles. All vehicles must meet DOT and state compliance and be clearly marked on three (3) side.

Are there marking, light bar, emergency lighting, or other equipment requirements?

The contractor is responsible for the vehicles. All vehicles must meet DOT and state compliance and be clearly marked on three (3) side.

Will the Authority provide on-site parking, fueling, or charging for Contractor vehicles?

Parking curbside will be allowed for security vehicles, but no fueling or charging will be provided.

What is the estimated annual mileage that vehicles are driven on this program?

The Authority does not have this information.

What incident reporting systems, access control platforms, or technology integrations will officers be required to use, and does the Airport provide the hardware/software or expect the vendor to supply it?

These would be company specific, and reports can be requested by the Authority as needed.

Does the Authority provide or require the use of any specific systems for scheduling, time and attendance, patrol/tour verification, daily activity logs, incident reporting, training records, or supervisory oversight? If not, may the Contractor use its own security workforce-management and reporting platform to satisfy these requirements? Please identify any required interfaces, cybersecurity, data-retention, or record-export requirements that would apply.

These would be company specific and reports can be requested by the Authority as needed.

Please identify all Authority-provided and contractor-furnished equipment and resources, with required quantities and specifications.

The Authority provides no equipment.

Are radios required for any or all posts, and will the Authority issue them? If contractor-furnished, please specify quantity, make/model, technical requirements, accessories, and Airport-system compatibility.

The Authority will provide preprogrammed radios that operate on the Authority's radio system.

Is an existing repeater system available for contractor use, or must the contractor supply a repeater or other coverage infrastructure? Who is responsible for programming, licensing, maintenance, replacement, and related costs?

The Authority will provide preprogrammed radios that operate on the Authority's radio system.

Are a guard-tour/reporting platform, laptops, smartphones/data plans, bicycles, medical-response equipment, or other devices required? Please identify any mandated system, such as Lighthouse, and the quantities needed.

These would be company specific policies and supplied by the contractor.

Are facial-recognition devices, metal detectors, or other Airport Workers Screening equipment required, and who supplies and maintains them?

No.

Will the Authority provide office space, furniture, storage, charging facilities, internet access, and employee/patrol-vehicle parking? Please identify any parking, permit, or other access fees.

The Authority currently supplies a very small space to the contractor with limited support. The patrolling vehicle can be parked at the curbside.

Since no pricing sheet is provided, should offerors create their own pricing schedule for regular, overtime, holiday, supervisor, and special-duty rates?

Yes.

Exhibit F does not include a price schedule. Is there a required pricing form, or should Offerors provide hourly rates by position in their own format (regular, overtime, holiday, supervisor, and special duty)?

Yes.

Does the Authority expect separate hourly rates for each contract year, and should proposed rates be fully burdened to include items such as uniforms, training, SIDA/badging, vehicles, fuel, equipment, insurance, relief staffing, overhead, and other operating costs?

The hourly, overtime, and holiday rates should be specified for officers and supervisors. The rest should be based on the bidder's submission.

How does the Authority wish to be billed? Should hourly rates be all-inclusive or can certain costs (such as health insurance, vehicles, uniforms, training, holidays, etc.) be billed separately?

This can be negotiated with the winning bidder.

Are proposed rates fixed for the full initial contract term, or will annual rate adjustments be permitted?

This is the bidder's choice and will be judged based individually.

Given the scheduled Virginia minimum wage increases on January 1, 2028, will the Authority consider annual price adjustments or escalation for contract years 2 and beyond?

This is the bidder's choice and will be judged based individually.

Please confirm how overtime and holiday hours should be priced and whether special-duty/AWS hours are always billed at the same regular guard rate.

The special duty assignments should be billed appropriately based on the date and time. Overtime and holidays should be paid at 1 ½ times the normal rate.

Please clarify whether overtime and holiday rates proposed under Section D.2(f) may be applied when special-duty, emergency, or special-event assignments result in overtime or holiday work, or whether all such hours must be billed at the regular security-officer hourly rate.

The special duty assignments should be billed appropriately based on the date and time. Overtime and holidays should be paid at 1 ½ times the normal rate.

Does the Airport anticipate surge staffing needs for irregular operations, weather events, or seasonal passenger volume, and should bidders include contingency rates or on-call staffing in the proposal?

No.

Please provide anticipated Airport Workers Screening, special-event, and emergency staffing volumes, qualifications, notice periods, and response expectations.

The hours vary because we use unmanned guards for AWSS and construction gates. The AWS is approximately 50-60 hours per week. The construction gates vary based on contractor need, and usually a two-week notice is provided.

Please provide the approximate number of regular, overtime, holiday, and special-duty hours utilized during the most recent 12-month period, including additional staffing associated with the Airport Workers Screening Program, special events, or emergencies.

Each post is one (1) guard for the hours specified. The headcount to achieve the goal would be company specific. The average weekly hours based on the RFP would be approximately 770 hours for guards and 168 for supervisors.

If an Offeror proposes a subcontractor to perform a portion of the security services, may the subcontractor's relevant experience, personnel qualifications, and past performance be considered as part of the Authority's evaluation of the Offeror under the Experience & Qualifications, Staffing & Credentials, and References criteria?

Subcontractor should not be used. The bidder is expected to provide all unmanned security services.

Would the Authority approve a prime contractor that subcontracts guard and on-site supervisor field labor to a named Virginia-licensed Norfolk/Hampton Roads security operator while the prime retains contract management, quality/compliance oversight, invoicing, and overall Airport accountability? If so, may the subcontractor's relevant experience, local facilities/accessibility, staffing capacity, and references be considered in the evaluation? Must the subcontractor be named with the proposal, and is any minimum prime self-performance required?

No.

Are there any subcontractors being used for the current contract? If so, how many and what services do they perform?

No.

Exhibit E requires a minimum of three references for which similar services have been performed. Would the Authority consider relevant unarmed security experience performed in non-airport environments—such as government facilities, commercial facilities, educational institutions, event venues, or other controlled-access environments—to

satisfy the similar-services requirement, provided the Offeror demonstrates comparable staffing, supervision, access control, patrol, and reporting responsibilities?

Yes.

Please confirm whether comparable government, transportation, or other high-security facility experience and references may satisfy the qualifications requirements, or whether prior airport-specific contracts are required.

Yes. The experience will be judged individually and may or may not satisfy the qualifications.

Please explain how "Facilities & Accessibility," weighted at 15%, will be evaluated. Is a local office required, and are there maximum distance, response-time, or local management-presence requirements?

"Facilities & Accessibility" will be evaluated based on the Offeror's demonstrated ability to support and effectively perform the required services at Norfolk International Airport, including the adequacy and accessibility of its facilities and operational resources.

A local office is not required by this solicitation, and no specific maximum distance, response-time requirement, or local management-presence has been established as a separate evaluation criteria.

Offerors should describe the facilities, operational resources, management structure, and other capabilities they propose to support the services required under this RFP. The offeror must, however, meet all mandatory staffing and operational requirements stated in the Scope of Work, including the requirement for a minimum of one on-site supervisor at all times and a 24/7 on-call supervisor or operations office.

Please describe what the Authority will evaluate under "Facilities & Accessibility" (15%). Is a local office in the Hampton Roads area required or scored? If so, is there a required distance or response time?

"Facilities & Accessibility" will be evaluated based on the Offeror's demonstrated ability to support and effectively perform the required services at Norfolk International Airport, including the adequacy and accessibility of its facilities and operational resources.

A local office is not required by this solicitation, and no specific maximum distance, response-time requirement, or local management-presence requirement has been established as a separate evaluation criterion.

Offerors should describe the facilities, operational resources, management structure, and other capabilities they propose to support the services required under this RFP. The Offeror

must, however, meet all mandatory staffing and operational requirements stated in the Scope of Work, including the requirement for a minimum of one on-site supervisor at all times and a 24/7 on-call supervisor or operations office.

Can client please clarify how evaluators will approach scoring when the solicitation requests extensive information but limits the number of pages allowed?

The Authority will evaluate proposals based on the evaluation criteria and weighting identified in the RFP. Offerors should prioritize the information specifically requested and provide clear, concise responses demonstrating their qualifications, staffing capabilities, operational approach, and ability to meet the Scope of Work. The 50-page proposal limit is intended to encourage concise and focused responses while allowing Offerors sufficient space to address the requirements of the RFP.

We want to be sure our proposal is both concise and complete; can client share any guidance on the level of detail or use of supporting materials that evaluators would find most helpful within those page constraints?

Offerors should provide sufficient detail to demonstrate their ability to satisfy the requirements of the RFP, with emphasis on relevant experience, staffing and credentials, scheduling capability, facilities and operational resources, reporting and recordkeeping, and other information responsive to the stated evaluation criteria. Information should be presented clearly and concisely. Offerors are not expected to include extensive narrative or materials that do not directly support their response.

Would the agency permit the inclusion of appendices or supplemental materials (such as sample dashboards, heatmaps, or client reporting visuals) allowing vendors to illustrate program capabilities without impacting the page count?

The RFP permits information that does not fall within the stated requirements to be attached at the end of the proposal and designated as additional material. However, the RFP establishes a total proposal limit of 50 pages, excluding the required exhibit pages included in the RFP. Accordingly, supplemental or additional materials should be included within the 50-page limit unless otherwise specifically identified as an exempt required exhibit.

Please clarify whether any performance standards or service-level expectations (e.g., post fill rate, response times) the Authority will apply, and are liquidated damages or deductions assessed for unfilled posts?

The solicitation does not establish a specific post fill-rate percentage, response-time service level, or predetermined deduction or liquidated-damages schedule for unfilled posts.

The Contractor is required to provide the staffing and coverage identified in the Scope of Work, including the required 24/7/365 posts, scheduled daily coverage, and a minimum of one on-site supervisor at all times. The Contractor must also provide additional security personnel for special duties when requested by the Authority, subject to the requirements stated in the Scope of Work.

Failure to perform in accordance with the Contract may be subject to the remedies provided in the Authority's General Terms and Conditions and the resulting contract, including recovery of additional costs incurred by the Authority in obtaining required services from other sources.

Can the Airport define the performance metrics, KPIs, and any associated penalties or incentives tied to contract compliance, response times, or audit results?

Currently, there are none.

Please confirm whether any prevailing wage, living wage, Service Contract Act wage determination, collective bargaining agreement, incumbent-retention requirement, or minimum benefit requirement applies to this procurement.

The solicitation does not establish or identify any project-specific prevailing wage, living wage, Service Contract Act wage determination, collective bargaining agreement, incumbent-retention requirement, or minimum benefit requirement.

The Contractor is responsible for complying with all applicable federal, state, and local laws and regulations governing wages, overtime, benefits, and employment practices, including the Federal Fair Labor Standards Act (FLSA), as incorporated into the solicitation.

Are services subject to prevailing-wage, living-wage, wage-determination, minimum-compensation, or required benefit provisions beyond generally applicable law? If so, please provide the governing requirements and schedules.

No additional prevailing-wage, living-wage, wage-determination, minimum-compensation, or required-benefit provisions are established by this solicitation beyond generally applicable federal, state, and local laws and regulations.

Offerors are responsible for determining and complying with all applicable legal requirements, including applicable wage, overtime, and employment requirements, throughout the term of the resulting contract.

Are security personnel working on this program currently unionized or covered by a living wage? If so, please provide the CBA or living wage ordinance number.

No union.

Are there any prevailing wage, living wage, local ordinance, or contract-specific wage requirements beyond applicable state and federal minimum wage requirements?

No. The solicitation does not establish a separate prevailing wage, living wage, local ordinance, or contract-specific wage requirement. The Contractor must comply with all applicable federal, state, and local wage and labor laws, including the Federal Fair Labor Standards Act (FLSA) and applicable minimum wage and overtime requirements.

If personnel are unionized and a CBA is unavailable, please provide the name of the union(s) that represent Officers.

No union.

Are paid meals while officers remain on duty permitted, or must officers receive uninterrupted meals away from their posts? Please specify relief requirements by assignment, including traffic posts, and whether additional relief or overlapping coverage hours are separately billable or must be included in standard rates.

Company policies will dictate these procedures. Supervisors can be used to provide restroom or meal breaks.

Will personnel be self-relieving and/or relieved by existing personnel who are already scheduled in billable positions?

Company policies will dictate these procedures. Supervisors can be used to provide restroom or meal breaks.

If personnel are not self-relieving or relieved by existing billable personnel, please confirm that any dedicated breakers required for the program will be billable?

Company policies will dictate these procedures. Supervisors can be used to provide restroom or meal breaks.

Can supervisors be used to provide relief for rest and meal breaks?

Company policies will dictate these procedures. Supervisors can be used to provide restroom or meal breaks.

Please confirm applicable insurance limits and endorsements, including the business automobile limit and whether pollution liability or any airfield/aviation-specific coverage is

required. Please identify any insurance requirements that apply differently to the locations or duties in this scope.

The insurance requirements are in exhibit “K” and no airfield coverage is needed.

The Scope of Work includes AOA vehicle authorization, vehicle inspections, SIDA-authorized personnel, and Concourse B exit-door control. Exhibit K, however, is titled “Products and Services – Off the Airfield.” Please clarify which, if any, required posts or duties are considered airside/AOA operations and confirm whether Exhibit K contains the complete insurance requirements applicable to all services under this contract.

Only the Departures Service Area is within the AOA, but driving will not be necessary.

Please confirm the permitted invoicing frequency, submission method, required invoice breakdown, and supporting documentation. Are manual or client-signed timesheets required, or will electronic timekeeping records be accepted? Please confirm payment within 30 calendar days after receipt of an acceptable, properly documented invoice.

Billing is typically done monthly and grouped by certain posts. The Authority will discuss with winning bidder.

Can the Airport provide detailed post orders for each location, including any TSA-driven requirements, restricted-area protocols, and expected officer actions during irregular operations?

This information will be provided once an award is made.

Are any patrol routes airside or within the AOA, and if so, what driver training, vehicle permitting, or escort requirements apply?

No.

Under the new contract, where do you see the greatest opportunities for us to strengthen or enhance the security program?

All posts provide a strengthening of our security.

Will you clarify which functional areas will be represented in the evaluation process, such as procurement, operations, security, facilities, finance, or end-user stakeholders?

The Authority does not intend to identify the specific functional areas or individual personnel who may participate in the evaluation process. The Authority may utilize appropriate subject-matter expertise and internal stakeholders as necessary to evaluate proposals against the criteria established in the RFP.

Evaluation will be conducted in accordance with the evaluation criteria and weighting identified in Exhibit “D” of the RFP.

Please describe the role of artificial intelligence (AI) in your proposal evaluation process, including whether it is used to assist evaluators, analyze content, or score submissions?

AI is not used at this time in the evaluation process.

We are currently providing similar service for the Metropolitan Washington Airport Authority as a sub-contractor. It would be ideal to extend this partnership to ORF, would that favorably impact our ranking given the proximity and scope of services we're providing for MWAA?

The bid will be evaluated individually.

Do any positions require specialty uniform safety items, such as safety vests, hard hats in construction areas, and/or other high-visibility uniform items?

All posts require uniform and safety vest. Other safety items will be addressed as needed.

We would like to understand how much emergency or temporary services are requested. Over the past year, how many hours have been requested each month by location? What is the typical notice given?

The hours vary because we use unmanned guards for AWSS and construction gates. The AWS is approximately 50-60 hours per week. The construction gates vary based on contractor need, and usually a two-week notice is provided.

What percent of incumbent personnel would you like to retain? Do the incumbent personnel meet the statement of work qualification standards by role (e.g., age, education, experience, training, certifications)? If not, please provide information regarding waiver policies.

This would be a decision for the offeror.

Is there a required Airport-specific orientation or onboarding program that must be completed before an officer can independently work at the Airport?

Yes, and this will be handled with the winning bidder.

Are officers required to receive training related to active threats, emergency response, evacuation, lockdown procedures, suspicious packages, or other airport-specific emergency scenarios?

Yes, and the Airport Police Department will provide any necessary training.

Is any airport-provided or vendor-provided training separately billable? If so, please provide a detailed breakdown/description.

No.

Are FIS access and CBP seals required for any posts under this contract?

No.

How many lanes are there in each Delivery Area (Departures Terminal Service, Departures South Service, Arrivals Terminal Service)?

Currently, only one in each service area.

Are Operator's vehicles expected to operate off the airport property to perform these security services?

No.

Is fuel for the required vehicles available to Operators on airport property or must they be refueled off airport property?

The contractor will provide their own fuel.

Is there a cost of an Airfield Permit for Operator's vehicles? If so, what is the cost and how long does it take to get the required Airfield Permit?

No.

Do all officer posts have immediate access to restroom areas?

Most do and other are in close proximity to the post.

Are any performance incentives or penalties applicable to this contract? If so, for what actions and in what amounts?

Can be discussed with winning bidder.

What potential liability caps are available to Operators? If none, pending a notification of award, would the Authority agree to discuss a mutually agreeable modification of terms to include a liability cap in the agreement (example: 3-5 times the total contract value, etc.)?

The solicitation does not provide for a general limitation or cap on the Contractor's liability. The Contractor will remain responsible for its obligations and liabilities as provided in the solicitation and resulting contract, including the applicable insurance and indemnification requirements.

The Authority is not agreeing at this time to a post-award modification establishing a general liability cap. Any proposed changes to the solicitation or resulting contract would be subject to the Authority's applicable procurement and legal requirements and would require the Authority's approval.

Would the Authority agree to mutually agreeable language allowing requests for equitable adjustments for unforeseeable, future changes in applicable ordinances, regulations, mandates, federal laws or collective bargaining agreements that materially affect the Contractor's cost basis (e.g., living wages, prevailing wage rates, increases to Workers Compensation, changes to state unemployment insurance, laws leading to increased benefits (e.g., Patient Affordable Care Act), public health mandates, licensing fees, municipal agreement to an applicable collective bargaining agreement, etc.)?

The Authority is not agreeing to a general or automatic equitable adjustment provision for future changes in the Contractor's costs.

The Contractor is responsible for complying with all applicable federal, state, and local laws, regulations, ordinances, and other applicable requirements during the term of the contract. Any adjustment to the contract resulting from a future change in applicable law or other circumstances would be subject to the terms of the resulting contract, the Authority's applicable procurement requirements, and the Authority's approval.

The Authority will not provide a guarantee of reimbursement or price adjustment for increases in the Contractor's labor, benefits, insurance, licensing, or other operating costs.

Beyond a fingerprint based Criminal History Records Check and a name-based background check initiated by the Airport for a Security Threat Assessment (STA) would the Authority please specify what types of other employee pre-employment screening and the specific threshold levels for both initial and confirmatory tests are required, if any (e.g., other background checks, how many panel drug testing, alcohol tests, physical test, etc.)? If yes, does the Authority require DOT compliant testing? If some tests are more frequent than at initial hire, can the Authority please confirm the frequency to perform each test (e.g., alcohol, drug testing, physical, etc.)?

Beyond the SIDA CHRC and STA, all other pre-employment testing would be company specific.

If drug testing is required, can the Authority please define or list which drugs or synthetics must be tested negative for and please specify which type of drug tests are required to be taken (i.e. urine, saliva, hair, blood, etc.)?

This is company specific. The Authority complies with federal standards and has a zero-tolerance drug policy.

Would the Authority consider a mutual default and termination clause of 30 days in the agreement? If 30 days is not acceptable to the Authority, how many days' notice would be acceptable to the Authority?

The Authority is not agreeing to modify the default and termination provisions of the solicitation to establish a uniform 30-day notice period.

Default and termination will be governed by the terms and conditions of the solicitation and the resulting contract. The Authority will retain the rights and remedies provided therein, including those applicable to circumstances requiring immediate action or termination.

Any proposed modification to the default or termination provisions would be subject to the Authority's applicable procurement and legal requirements and approval.

What is the Authority's annualized budget for the ORF security services covered by this scope of service?

This information will not be released.

What are the average monthly run rates of invoicing by the incumbent over the last 12 months for this scope of service?

The Authority is not providing incumbent-specific invoicing information as part of this solicitation. Offerors should develop their proposals based on the requirements and scope of services outlined in the RFP

Regarding Aviation Worker Screening (AWS), is the AWS team required to include at least one male and one female officer?

Yes.

Regarding Aviation Worker Screening (AWS), are officers to be pulled from other duties in order to perform AWS activities?

No, they should be staffed separately.

What type of equipment will the AWS team use (i.e. HHMD, WTMD, ETD, x-ray, etc.)?

This is subject to change based upon current TSA regulations and directives.

Which party would be responsible for maintaining AWS equipment and at whose cost?

ORF provides the equipment. Contract company required to secure and maintain equipment and report any issues.

If the Operator is required to provide radios, please advise the make, model and any specific configurations/security (e.g. AES encryption, Trunking, etc.) associated with the radios that Operator must provide.

Authority will provide.

How many radios are currently in use and how many are required for this contract?

Authority will provide.

If the Operator is required to provide radios, please advise if the Authority will perform the programming for radios to operate on their frequencies (if applicable).

The Authority will provide radios.

If the Operator is required to provide radios and if programming is charged back to the Operator, please advise the cost (per unit) for programming.

The Authority will provide radios.

If office/breakroom space is provided, can the Authority please advise what is the approximate size of the space provided, and does this space include utilities and internet at no charge to the Operator?

The space is very small, and the operator would need to provide their own Internet Service Provider.

If office/breakroom space is provided, can the Authority please advise where the space is located (i.e. landside or airside)?

The space is landside.

Is space provided for the Operator at no cost to conduct initial training? Is AV equipment included?

The contractor can request an Authority training room through HR at a cost.

If there is a cost for initial training space, can the Authority please advise the cost per day or per week for such space? Is AV equipment included in that cost?

The contractor can request an Authority training room through HR at a cost.

Is any CPR/AED/First aid/Fire Guard or other training required?

There is no requirement, but CPR/AED training is preferred.

If CPR training is required, is Red Cross or AHA certification required or only awareness training?

There is no requirement, but CPR/AED training is preferred. The Authority uses AHA.

Will the Authority provide Post Orders to a new Operator for collaborative review, potential recommendations, for updating procedures and for tailoring Training courses at least 30 days prior to all impacted deliverables?

Yes.