

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

SOLICITATION, OFFER AND AWARD

CONTINUATION SHEET

THE UNDERSIGNED ACKNOWLEDGES RECEIPT OF THE FOLLOWING AMENDMENTS

TO SOLICITATION **RFP CQ16038/AMB**

Amendment Number A001 Dated 9/21/15

Amendment Number A002 Dated 9/25/15

Amendment Number A003 Dated 10/1/15

Amendment Number _____ Dated _____

Amendment Number _____ Dated _____

Amendment Number _____ Dated _____

Failure to acknowledge receipt of all amendments may render the offer unacceptable.

Authorized Signature

Company Name

Date



WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
600 Fifth Street, NW, Washington, DC 20001-2651

AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT

1. AMENDMENT/MODIFICATION A003	2. EFFECTIVE DATE 1 October 2015		
3. ISSUED BY PURCHASING SECTION Office of Procurement and Materials Alicia M. Blanton, Contract Administrator 600 Fifth Street, N.W. Washington, DC 20001	4. ADMINISTERED BY (If other than block 3)		
5. CONTRACTOR NAME AND ADDRESS (Street, city, county, state, and Zip Code)	6. FORM TYPE (Check only one) <input checked="" type="checkbox"/> AMENDMENT OF SOLICITATION NO CQ16038/AMB DATED <u>September 2, 2015</u> (see block 7)		
7. THIS BLOCK APPLIES ONLY TO AMENDMENTS OF SOLICITATIONS <input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in block 10. The hour and date specified for receipt of Offers <input checked="" type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offerors must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation, or as amended, by one of the following methods; (a) By signing and returning <u>two</u> copies of this amendment; (b) by acknowledging receipt of this amendment on each copy of the offer submitted; or (c) by separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE ISSUING OFFICE PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If, by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided such telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.			
8. ACCOUNTING AND APPROPRIATION DATA (If required)			
9. THIS BLOCK APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS (a) <input type="checkbox"/> This Change Order is issued pursuant to _____ The Changes set forth in block 10 are made to the above numbered contract/order. (b) <input type="checkbox"/> The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation data, etc.) set forth in block 10. (c) <input type="checkbox"/> This Supplemental Agreement is entered into pursuant to authority of _____ It modifies the above numbered contract as set forth in block 10.			
10. DESCRIPTION OF AMENDMENT/MODIFICATION A. Solicitation CQ16038/AMB is amended for the following: 1. Attachment# 1 - Modification of the Technical Specifications. 2. Attachment# 2 - Answers to Questions from Suppliers. Except as provided herein, all terms and conditions of the document referenced in block 6, as heretofore changed, remain unchanged and in full force and effect.			
11. <input checked="" type="checkbox"/> CONTRACTOR/OFFEROR IS REQUIRED TO SIGN THIS MODIFICATION AND RETURN <u>TWO</u> COPIES TO ISSUING OFFICE.	<input type="checkbox"/> CONTRACTOR/OFFEROR IS NOT REQUIRED TO SIGN THIS DOCUMENT		
12. NAME OF CONTRACTOR/OFFICE BY _____ (Signature of person authorized to sign)	15. WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY  BY _____ (Signature of Contracting Officer)		
13. NAME AND TITLE OF SIGNER (Type or print)	14. DATE SIGNED	16. NAME OF CONTRACTING OFFICER (Type or print)  Allison R. Robertson	17. DATE SIGNED 10/1/15

Attachment# 1

CQ16038
TECHNICAL SPECIFICATIONS

REVISED OCTOBER 1, 2015

I. BACKGROUND

The Washington Metropolitan Area Transit Authority (WMATA), a transportation agency serving the Washington Metropolitan Area, is seeking a highly qualified, responsive, and responsible Contractor to provide security services to the Revenue Collection Facility and Operation.

II. OBJECTIVES

The primary program objectives are:

- To engage a contractor to provide Armed Security inside the revenue facility at Alexandria, VA rail yard for facility protection, surveillance and CCTV monitoring; and prevent internal theft with a visible presence.
- To engage a contractor to provide armed security to serve as escorts for the technicians who service metro station fare machines. Security guards are not required to cross jurisdictional boundaries. Guards with security capabilities in MD/DC would service those stations and the same with security capabilities in DC/VA. WMATA is willing to split the DC responsibility between two contractors based on functionality/geography.
- The contractor will need to assume all current duties that MTPD officer are currently performing.

III. SCOPE OF SERVICE:

1. Required License(s)

- a. Contractor personnel must be fully licensed to provide armed security services in Washington, D.C., Virginia, and Maryland jurisdictions; however, there is no requirement to cross jurisdictional boundaries.
- b. Other required licenses, if applicable

IV. ARMED SECURITY SERVICES

- a. The Contractor shall provide armed security guards to provide protection of persons and property at the Revenue Collection Facility, escort and protect WMATA personnel and property while collecting currency and coins at the designated locations in transit system, and transport WMATA assets to a designated depository, and retrieve mobile bus vaults from bus garages;
- b. The contractor shall provide weapons and guards that are licensed to carry handguns in Washington, D.C., Maryland, and Virginia. WMATA will provide a safe for storage of weapons.
- c. The Contractor shall comply with the most recent versions and any future revisions to all applicable federal, state and District laws, Court Orders, regulations, policies in the fulfillment of the required services. WMATA estimates 43 percent of revenue work is performed in Washington, D.C., 30 percent in the State of Maryland, and 27 percent

in the Commonwealth of Virginia daily.

- d. The contractor shall provide services during normal business hours (Sunday – Friday 04:00 – 18:00) and additional hours maybe necessary in the event of an emergency and/or special events (see work schedule);
- e. In case of an emergency requiring immediate attention, the contractor on-site supervisor or the shift supervisor shall take action at the direction of or coordination with the COTR and WMATA police commander.
- f. The Contractor shall furnish only carefully screened, trained and qualified armed guards, supervisors and managers of exemplary character, who have excellent attendance records;
- g. The Contractor shall supervise the security personnel assigned to Revenue Collection Facility. The Contractor shall ensure security personnel are properly performing their duties according to the requirements of the Contract;
- h. In some situations, security guards may be required to act independently as the primary security response until law enforcement assistance arrives.
- i. The Contractor shall provide the COTR with a list of names and contact information for 24/7 access to the company's designated senior managerial personnel in the event of an emergency;
- j. The Contractor shall be required to maintain, at all times, an on-call reserve force. This reserve force shall be of sufficient size to provide the amount of temporary or emergency staffing services. (e.g., service in the event of natural disaster, civil disturbance, or other unanticipated event)
- k. The Contractor shall provide immediate written notice to the COTR or his/her designee of the denial, revocation, suspension or expiration of licenses for any security guard, supervisor or manager furnished under this Contract. The Contractor shall provide to the COTR all records pertaining to guard registration, certifications and training, including detailed information for Washington, D.C., Maryland, and/or Virginia;
- l. The Contractor shall be responsible for keys which allows access to revenue facilities, areas and equipment which includes all keys that shunt alarms to revenue areas or equipment. The contractor shall control and secure these keys while under their control and in their possession.
- m. The Contractor shall provide all training, uniforms, equipment, unless provided by WMATA as defined in the SOW to protect WMATA persons or property The selected uniforms will be approved by WMATA and would be similar to the MTPD's uniforms.
- n. All security personnel shall be in uniform and ready to begin work promptly at the start of their shift and remain on the job and in full uniform until the end of their full tour of duty.

- o. Contractor shall ensure all security guards are familiar with the areas of their posts. Off-going guards should provide a brief and log to on-coming guards of the events and occurrences that have recently occurred, and continuing, or are anticipated for the post.
- p. The Contractor shall prevent and report safety and security risks, damage, pilferage, removal, misuse, larceny, theft, or any other improper or unlawful threats or acts to MTPD at 202-962-2121, and the COTR at immediately upon notification.
- q. Discover and detain persons attempting to gain unauthorized access to, or having unlawfully entered the property or secured areas; this includes but is not limited to monitoring building intrusion detection systems such as CCTV, conducting patrols and any other related duties as determined by the COTR. The Contractor shall require the security guard who has detained an individual to alert MTPD, the COTR and his/her supervisor immediately.
- r. The contractor will be responsible for assisting revenue operations in the event the Continuity of Operations Plan (COOP) is activated.
- s. The contractor must perform/adhere to WMATA Standard Operating Procedures and propose more efficient procedures when applicable.

4.1 Revenue Collection Facility (RCF) – Armed Security Guards

- a. The Contractor shall fully staff the RCF within 10 days of the Notice to Proceed;
- b. The contractor shall provide the following coverage:
 - 1. Surveillance of entire facility (approximately 10,000 sq. ft.)
 - 2. Identify all persons entering and exiting facility;
 - 3. Visitor and employee clearances
 - 4. A visual inspection of packages, briefcases, handbags, backpacks, etc. to identify unauthorized contraband, etc.
 - 5. Vehicle inspection
 - 6. Safeguard all revenue related keys and equipment
 - 7. Physically investigate, clear, and report on all alarm events/activations
 - 8. Emergency and event response
 - 9. Communications and dispatching
 - 10. Apprehend and detain persons suspected of committing crimes
- c. Contractor will patrol the facility and surrounding area to observe, detect, report, and respond to all suspected or apparent security violations. Roving security guards will be responsible for maintaining logs, reports, and files of all incidents and occurrences encountered during the patrol tour. Contractor will provide patrol vehicle, if deemed necessary.
- d. Contractor shall notify and receive verbal or written approval from the COTR prior to transferring and/or temporarily assigning an armed guard (s) or supervisor assigned to RCF;

- e. Contractor will issue, disable, and manage access cards for the facility;
- f. Contractor shall be knowledgeable of the location and use of the nearest first aid kit, fire extinguisher, fire alarm, emergency exit, AED, and duress alarm, and shall be ready, willing, and able to use them as necessary and required.
- g. The COTR may request dismissal of any personnel in active duty at any time if an individual is unfit for duty or failing to perform satisfactorily. Any such personnel shall be replaced within four (4) hours of such dismissal by another guard, who must be approved by the COTR.
- h. The Contractor shall ensure that meal breaks do not interfere with or obstruct the continuous visible presence and protective services required of the guards;

4.2 Revenue Collection Escorts – Armed Security Guards

- a. When escorting personnel assigned to revenue service teams, the contractor will follow at a distance which provides good vision of surroundings. However, they will remain close enough to protect the revenue service team members. Officers should maintain a distance of no more than 10 feet.
- b. Officers will remain alert at all times for signs of danger, suspicious circumstances or occurrences, violations of proper security procedures, or unsafe acts.
- c. Officers will position themselves to provide the best possible vision of the area and the TRES team.
- d. When leaving any Automatic Fare Collection (AFC) machine or revenue holding vault, the officers will physically check for proper security of machines and vaults.
- e. Officers will refrain from unnecessary and/or excessive conversations or actions which may distract themselves and the Revenue team.
- f. Upon unusual circumstances which may be of a concern to revenue protection, particularly those in which follow-up action is required, the officer will make the necessary notifications to the on-duty supervising official and COTR. Upon receiving instruction, the officer will submit a written report concerning the incident. These include, but are not limited to, unlocked doors or locks, malfunctioning alarms, locks or other parts, or any situation involving Washington Metropolitan Area Transit Authority (WMATA) revenues or future security interests.
- g. Officers escorting service teams will remain with the team at all times, including lunch. In the event of an emergency, officers should obtain instruction from supervising officer and COTR.
- h. Officers will not perform revenue related functions (push carts, handle

farecards, clear AFC problems, empty faregates of used farecards, carry any revenue fare media, money, bag or any other item that is handled by the service team).

- i. Officers will not handle, take possession of, process or personally transport any WMATA revenue related monies without the approval of a supervising officer and COTR.
- j. Officers will immediately report any surplus of funds or observation of theft or attempts to defraud by any employee to the COTR and the Chief of MTPD or his or her designee at 202-962-2150.

Minimum Qualifications for Personnel

The Contractor's personnel shall have demonstrated a stable employment history, possess exemplary references, have the ability to successfully perform in a high stress environment; excel in oral and written communication in the English language; efficiently comply with verbal or written direction; deal diplomatically and in a compassionate nature with the public, demonstrated ability to follow direction and work with minimum supervision.

The Contractor shall ensure all security guards assigned to this Contract are in good general physical and mental health without physical or mental defects or abnormalities that would interfere with the full performance of their duties and/or working with the public.

Standard Operating Procedures

Upon award of contract and execution of Non-Disclosure Agreement (NDA), contractor will be provided a copy of the standard operating procedures. Contractor will be afforded the opportunity to propose more efficient procedures during award period.

SECURITY REPORTING:

The Contractor must maintain and submit to the COTR or designee, as requested, reports that detail the following:

- Incident Reports
- Key Control Manifest
- Custody and Destruction of Damaged Key Logs
- Visitor Logs

Attachment# 2

CQ16038 - Questions and Answers for the Armed Security Services

1. Evaluation Criteria and Basis for Award Criteria 1 states as an evaluation factor “Contractor must detail and describe how they will provide where applicable, the following: Revenue Operation Armored Car Service – Armed Security Guards Optional”

A. By “optional” does WMATA mean that vendors may elect NOT to bid on this work?

Answer: WMATA does not require these services, and they are removed from this RFP.

If so, will that adversely affect their scoring?

Answer: See above. This shall not be priced.

B. Can WMATA please describe what is meant by Revenue Operation Armored Car Service – Armed Security Guards”? Does this mean vendors are to provide actual armored car vehicles?

Answer: See above, and attached updated Technical Specifications. WMATA seeks only stationary armed security officers.

C. If vendors are expected to provide actual armored car services, how many pick-ups are required daily to the bus garages? Once collected where are the monies to be delivered? How much cash is contained in each vault? What are the vault dimensions and weight?

Answer: See above and attached updated Technical Specifications.

2. Armored Vehicle operations are “OPTIONAL”, however there is a requirement for Personnel to be fully licensed to operate armored cars.

A. There is no clarity around how many officers, equipment needs, or if we will need to supply the armored car equipment needed

B. If the officer must remain with the revenue team at all times including lunch, is the lunch billable?

Answer: See above and updated Technical Specifications.

3 The RFP requires a first aid Kit on site. Can WMATA please specify how many first aid kits are required?

Answer: WMATA leaves it to the individual vendors and designated teams.

4 The RFP states that a “safety supervisor” with a “red cross certificate” must be assigned. Is this a billable position? Is it a full time position or can this requirement be satisfied with a part time person? Are these “red cross certificates” applicable to Security Officers? If so, is American Heart Association CPR/AED First aid acceptable?

Answer: WMATA has updated the Technical Specifications. Please review. WMATA would prefer a Red Cross certified applicable to the Security Officers and can provide classes for certification.

5 Criminal background check on Page 72 of the RFP.

A. Does the 1 year validity line item imply that we need to redo annually?

Answer: No

B. It appears that someone with a background check at any time in the last year does not need one when we bring them to this job.

Answer: All Contractors will need a background check conducted before working at WMATA.

6 Armed Security inside Revenue Facility in Alexandria, VA – Sunday-Friday 0400-1800.

Q: There is no indication in this RFP about how many officers or their posts/Equipment needs?

Answer: Four (4) Officers on Post on Sundays; Six Officers on Post Monday – Friday; Three (3) Officers on Post every last Saturday of the Month. Equipment Handgun, OC, impact weapon, handcuffs, and flashlight.

7 Armed Escorts for revenue staff collection from metro station fare machines (prior “money train”). There is no indication in this RFP about how many officers or their posts/Equipment needs?

Answer: Six (6) Officers needed for Money Train (3 per Train) Equipment Handgun, OC, impact weapon, handcuffs, and flashlight.

8 WMATA’s Tax Exempt Status states that the Authority’s tax exempt status has been applied to “purchases of materials” –does this apply to services as well?

Answer: It may apply to services based on the different jurisdictions where the work is performed, but must be factored into the proposal. It may not be utilized as the basis for a price increase after Contract Award.

9 Objectives states “the contractor will need to assume all the current duties that MTPD officers are currently performing”. Will WMATA please share what those duties entail?

Answer: Protect WMATA’s assets, money, and Revenue personnel.

10 Scope of Services 1. Required Licenses states “contractor personnel must be fully licensed to operate an armored car...” If this is an optional service why is this a base requirement? Do all the security officers have to be licensed to operate an armored car? Can WMATA please reference the applicable regulations for the respective jurisdictions covering this requirement?

Answer: See above and updated Technical Specifications

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1. Required License(s)

- A. Contractor personnel must be fully licensed to provide armed security services in Washington, D.C., Virginia, and Maryland jurisdictions; however, there is no requirement to cross jurisdictional boundaries.
- B. Contractor personnel must be fully licensed to operate armored car vehicles in Washington, D.C., Virginia, and Maryland jurisdiction;

Q: Is it required for each individual officer/ employee to hold licenses in all three jurisdictions?

Answer: Officer must be licensed in the jurisdiction it is supporting.

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- 12. The contractor shall provide weapons and guards that are licensed to carry handguns in Washington, D.C., Maryland, and Virginia. WMATA will provide a safe for storage of weapons.

Q: What type of firearms are required?

Answer: Handgun

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- 13. The Contractor shall provide all training, uniforms, equipment, unless provided by WMATA as defined in the SOW to protect WMATA persons or property. The selected uniforms will be approved by WMATA and would be similar to the MTPD's uniforms. Can WMATA provide a list of uniform items that the MTPD is currently using?

Answer: BDU Shirt and Pants (ANY COLOR OTHER THAN NAVY BLUE), handgun, OC spray, impact weapon, handcuffs, and flashlight.

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- 14. The Contractor shall fully staff the RCF within 10 days of the Notice to Proceed; Is it the intent to give 10 days to transition from award/ or is Notice to Proceed after the scheduled transition period?

Answer: Contractor shall propose an adequate transition plan based on its methodology proposed, and all transition plans shall be subject to WMATA acceptance.

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15. Contractor will patrol the facility and surrounding area to observe, detect, report, and respond to all suspected or apparent security violations. Roving security guards will be responsible for maintaining logs, reports, and files of all incidents and occurrences encountered during the patrol tour. Contractor will provide patrol vehicle, if deemed necessary. Is it required for the contractor to provide a vehicle? This requirement is not clear.

Answer: Supervisor may need to transport an officer to relieve another officer in the system.

16. General Question:

1. Is there a list of WMATA furnished property for this contract?

Answer: No.

2. Is it the intent to provide armored car service as part of the contract from Notice to Proceed, it is listed as optional?

Answer: No. See updated Technical Specification.

3. Is there a schedule/requirement for security personnel?

Answer: See Scheduled Attached.

4. How many officers are required at the facility and how many collection teams do you have every day?

Answer: Two (2) Officers on Sunday; Six (6) Officers Monday – Friday; Three (3) Officers every last Saturday of every month inside RCF. Seven (7) Tours Daily Monday – Friday. One (1) Officer per team.

5. As there appears to be no goal for an SBLPP contractor (0%) do the requirements of this section still apply? (Ex forms? Good Faith Effort?)

Answer: There is no specific goal. SBLPPs may bid as prime contractor, and can be used as a Subcontractor as this is funded with WMATA operating dollars.

6. In several parts of the RFP WMATA references that security guards are to "detain" individuals. As such is WMATA expecting officers to have arrest authority? And therefore are all Security Guards expected to be Special Police Officers and/or Special Conservator's of the Peace?

Answer: No. Contractor shall not have arrest authority or policing powers.

REVENUE PROTECTION DIVISION

DAY TOUR: 0400-1430, 0530-1600 MID DAY TOUR 0930-1800

DEPARTMENT OF JUSTICE CR 107 202.345.0802 10/00/1997

SERGEANT ERIC WASHINGTON CR102 202.345.0802 10/00/1997

[illegible]

REVENUE PROTECTION DIVISION

DAY TOUR: 0400-1430, 0530-1600 MID DAY TOUR: 0930-1800

DAY TOUR	BADGE	LOCATION	ASSIGNMENT	SECONDARY ASSIGNMENTS / DETAILS	
[REDACTED]	[REDACTED]	MMB	FRONT/REAR POST	POST RELIEF BUILDING SECURITY	
[REDACTED]	[REDACTED]	DAVIS	FRONT/REAR POST	POST RELIEF BUILDING SECURITY	
PATTERSON,	[REDACTED]	DAVIS	FRONT/REAR POST	POST RELIEF BUILDING SECURITY	
[REDACTED]	[REDACTED]	DAVIS	FRONT/REAR POST	POST RELIEF BUILDING SECURITY	
[REDACTED]	[REDACTED]	DAVIS	EMERGENCIES	ROAMING/BUILDING SECURITY	
[REDACTED]	[REDACTED]	DAVIS	EMERGENCIES	ROAMING/BUILDING SECURITY	
MID DAY TOUR	BADGE	LOCATION	ASSIGNMENT	SECONDARY ASSIGNMENTS / DETAILS	
[REDACTED]	[REDACTED]	DAVIS	EMERGENCIES	ROAMING/BUILDING SECURITY	
LINC, A.	[REDACTED]	DAVIS	EMERGENCIES	ROAMING/BUILDING SECURITY	
MID DAY TOUR	BADGE	LOCATION	ASSIGNMENT	SECONDARY ASSIGNMENTS / DETAILS	
DAYS OFF			LEAVE	DETAILED	
* Reported at 0630					

END OF AMENDMENT A003