
DULUTH AIRPORT AUTHORITY

DULUTH INTERNATIONAL AIRPORT

REQUEST FOR PROPOSALS:

19-4404

SECURITY SYSTEMS UPDATE

AND

SERVICE ASSURANCE AGREEMENT

NOVEMBER 2019

REQUEST FOR PROPOSALS

SECURITY SYSTEMS UPDATE PROJECT

CONTENTS

SECTION ONE - SOLICITATION OF PROPOSALS:.....	1
SECTION TWO – INSTRUCTIONS:	1
SECTION THREE – BACKGROUND INFORMATION:	3
SECTION FOUR – PROJECT DETAILS:.....	3
SECTION FIVE – PROJECT SCOPE:	4
SECTION SIX – SERVICE ASSURANCE AGREEMENT:.....	6
SECTION SEVEN – CERTIFICATIONS AND STATEMENTS:.....	7
SECTION EIGHT – EVALUATION CRITERIA:	9
MANDATORY PROPOSAL DOCUMENTS AND REQUIRED FORMS.....	11
FORM A SERVICE COST STATEMENT	12
FORM A PROJECT COST STATEMENT.....	12
FORM B GENERAL INFORMATION QUESTIONNAIRE.....	14
FORM C.....	17
REFERENCES	17
FORM D NON-COLLUSION AFFIDAVIT	18
FORM E INSURANCE.....	19
FORM G SIGNATURE PAGE	22
 APPENDIX A EXISTING SECURITY SYSTEMS SUMMARY	23
 APPENDIX B SERVICE LEVEL AGREEMENT	24

DULUTH AIRPORT AUTHORITY

DULUTH INTERNATIONAL AIRPORT

SECURITY SYSTEMS UPDATE AND SERVICE CONTRACT

REQUEST FOR PROPOSALS

SECTION ONE - SOLICITATION OF PROPOSALS:

- 1.1. The Duluth Airport Authority (hereinafter "DAA") is soliciting proposals from all interested and qualified parties (hereinafter "Proposer(s)") to provide security systems support at the Duluth International Airport (hereinafter "Airport"). These services must meet the requirements of the DAA, the State the Federal Aviation Administration (FAA) and Transportation Security Administration (TSA) and other governmental agencies for all applicable laws, rules and standards, regulations and codes.
- 1.2. Sealed proposals are due in the DAA administrative offices addressed to Airport Security Coordinator, by **2:00pm 2 December 2019**, at which time they will be opened. Late proposals shall not be considered. Proposers are solely responsible for ensuring that proposals are submitted by the date and time indicated.
- 1.3. Site visit – A site visit may be arranged prior to the bid due date, coordinated through the airport contact listed in 2.12.

SECTION TWO – INSTRUCTIONS:

- 2.1. **One (1) original (marked Original) and four (4) complete copies** of the proposal must be submitted in a sealed envelope/package clearly marked with Proposer's name and the words "PROPOSAL FOR SECURITY SYSTEMS UPDATE AND SERVICE AGREEMENT - DO NOT OPEN".

The diagram illustrates the layout of a proposal envelope. It features a light gray background with a black border. In the top left corner, there is a rectangular box labeled "Proposers Name & Address". In the top right corner, there is a circular area for a stamp and a rectangular area for a postage stamp. In the center right, there is a rectangular box labeled "TO:" containing the address: "Airport Security Coordinator", "Duluth Airport Authority", "4701 Grinden Dr.", and "Duluth, MN 55811". In the bottom left corner, there is a rectangular box labeled "PROPOSAL FOR SECURITY SYSTEMS UPDATE AND SERVICE AGREEMENT– DO NOT OPEN".

- 2.2. Proposals must be submitted in such a manner as to make them complete and free of ambiguity, without alterations or erasures. In the event of a discrepancy between the dollar amount written and that given in figures on any portion of a proposal, the amount in writing shall be considered the proposal.
- 2.3. Each proposal must be typewritten, and must give all required information, in the form of a typewritten report, on a standard 8 ½" x 11" page format, and accompanied by a cover letter on Proposer's letterhead.
- 2.4. Each proposal must be bound and tabbed (indexed) and organized into the sections outlined below:

- Table of Contents
- Cover Letter
- Executive Summary
- Background and Company Information
- Minimum Qualifications
- Knowledge and Experience
- Form A – Cost Statement
- Form B – Information Questionnaire
- Form C – References
- Form D – Non-Collusion Affidavit
- Form E – Insurance
- Form F – Acknowledgement and Signature
- Form G – Signature Page

2.5. **Submittal Format:** Response shall be no more than 50 pages (one sided or 25 pages double sided, including required forms) in total, printed on 8½” x 11” paper, and formatted in no less than 10-point font size. Each Section shall be labeled as below:

2.5.A. **Background and Company Information:** Submit an executive summary detailing the company structure as well as a letter of introduction. Letter must include name of company, business address, email address, phone and fax numbers, and contact person submitting this proposal.

2.5.B. **Minimum Qualifications:** Submit supporting documentation identifying firm’s ability to meet the following minimum qualifications.

- 2.5.B.1. Proposer company must be factory certified to sell and service C-Cure 9000, VideoEdge and Victor products. Proposer must have at least two technicians who are certified in C-Cure 9000, VideoEdge and Victor products who will be assigned to support DIA’s integrated solution.
- 2.5.B.2. Proposer must describe how they are able to support Duluth International Airport, using product certified technicians, to meet the response requirements of the SLA in Attachment B, which will be executed upon award.
- 2.5.B.3. Proposer must have a Minnesota or Wisconsin based service staff and dispatch available by phone 24 hours per day/7 days a week.
- 2.5.B.4. Proposer’s employees working at the Airport must complete a favorable FBI fingerprint based Criminal History Records Check (CHRC), take the appropriate SIDA and AOA training, and comply with DAA ID Badging requirements.

2.5.C. **Knowledge and Experience:** Provide firm’s background and qualifications. Firm should detail contracts of similar size at airports and ability to perform services as described in Section 4.3.

- 2.6. Additional data, exhibits, and explanations may be included should Proposer deem them important to the evaluation of its proposal by the DAA.
- 2.7. It is the intention of the DAA to accept proposals in the manner described in this document, and after review and coordinating discussions with the successful Proposer, to recommend to the DAA Board to award an Agreement to the Proposer with the proposal that best serves the interests of the DAA.
- 2.8. The selection of the proposals will be by written Notice of Award, specifically indicating selection.
- 2.9. At any time after the opening of proposals, DAA may give oral or written notice to any Proposer to furnish additional information, either in writing and/or in a verbal presentation, to representatives of DAA relating to its qualifications to perform the obligations imposed by the project including, but not limited to, information which may be required to supplement that which is required herein to be submitted with the proposal. Additional requested information shall be furnished within the time

frame specified by the DAA. DAA reserves the right to consider such additional information obtained from Proposer. The giving of the aforesaid notice to Proposer shall not be construed as an acceptance of said Proposer's proposal.

- 2.10. DAA may obtain and consider additional information obtained from sources other than Proposer in its evaluation and selection process.
- 2.11. Proposals may be withdrawn until the proposal due date and time specified in Section 1.2. On and after the date and time in Section 1.2 the Proposer's, proposal shall be deemed irrevocable. Proposer shall be liable for any damages incurred by DAA, directly or indirectly, foreseeable or not, related to Proposer's revocation or attempted revocation of a proposal after that time, including, without limitation, administrative and attorney fees.
- 2.12. It is the intent of DAA to fully evaluate all complete proposals received by the deadline and to select the Proposer with the proposal that best serves the interests of the DAA. If a proposal does not comply with the conditions specified herein, it may be rejected without further consideration. These restrictions are not intended to impede proposal preparation; rather, they will provide uniformity in the responses to this Request for Proposals (RFP).
- 2.13. Comments or questions in accordance with this RFP must be received before 2:00pm November 19th and should be directed in writing to:

Douglas Button
Advanced Security Consulting, LLC
douglas@adseco.com

SECTION THREE – BACKGROUND INFORMATION:

THE FOLLOWING BACKGROUND IS FOR INFORMATIONAL PURPOSES ONLY. THIS INFORMATION IS HISTORICAL IN NATURE AND IS NOT NECESSARILY REPRESENTATIVE OF FUTURE CONDITIONS. PROPOSERS ARE ADVISED TO CONDUCT THEIR OWN INVESTIGATIONS AND ANALYSIS BEFORE SUBMITTING A PROPOSAL.

3.1. General Airport Information

Airport Name	Duluth International Airport
Owner/Operator	City of Duluth/ Duluth Airport Authority
Airport Rank	3rd in the State of Minnesota
Number Airline	3 passenger 3 cargo
Average Daily Departures	15 daily non-stop flights to 2 destinations
Average Daily Passengers	850
Average Annual Operating Revenues	\$3,500,000
Airport Employees	21

DAA is a financially self-supporting enterprise of Duluth, Minnesota. The City of Duluth owns the real property of the Airport. DAA operates and maintains the Airport. DAA is under the management of a seven- member Board of Directors appointed by the City of Duluth Mayor.

3.2. Anticipated Schedule:

Site visit	As requested
Proposals due	2 December 2019
Proposal Approval - Authority Board	17 December 2019
Service Agreement – Effective Notice to Proceed	15 January 2020

SECTION FOUR – PROJECT DETAILS:

4.1. Project Summary:

Duluth International Airport opened their new terminal January 2013, which included the initial implementation of a Software House C-Cure 9000 Computerized Card Access System (CCAS) for ID Badging, door and gate access control, and alarm monitoring, and an American Dynamics Victor Video Management System (VMS) with VideoEdge network video recorders for interior and exterior video surveillance. These systems have been maintained through a break-fix approach since that time, operating on the original server and software versions and have not undergone any software or hardware updates. DAA is requesting bids for work, hardware and software to update all systems server Operating Systems and system software to current version on the existing client and server hardware. Unless specified below, existing computer hardware is to be used. This bid request also includes a five-year Service Contract for on-going maintenance on CCAS, VMS and the associated field hardware. An optional price is requested to replace with current models, client and server PCs which are not specified for replacement in the project scope.

The C-Cure 9000 software is running on EMC Autostart server replication system, which is obsolete. This work is to replace the EMC system with a Stratus everRun, SplitSite solution to provide high availability and redundancy.

4.2. Existing Conditions

4.2.A. A Systems Summary spreadsheet is provided in Appendix C, showing the system server, software, hardware, controller and device count information, to provide computer build information, OS and software versions, and system size.

4.2.B. All iStar controllers are installed in common data closets, along with power supplies for electric door locks. Power supplies for VonDuprin E99 and Chexit hardware are installed near the controlled doors.

4.2.C. Schlage AD-400 wireless door leversets are used throughout the terminal. PIM400-485 communication modules are distributed to provide adequate coverage.

4.2.D. Remote airfield gates are controlled by the C-Cure 9000 system and controller communication is provided by a wireless mesh ethernet network. All network infrastructure LAN, WLAN and WAN is supported by DIA's technology vendor and is not included in this project scope.

4.2.E. Non-PoE camera power supplies are installed in data closets.

4.3. Project Timeline

4.5.A. The Service Assurance Agreement will begin immediately upon Notice to Proceed and will include maintenance and support for all existing CCAS and VMS products.

4.5.B. The system updates will be phased to provide completion of the C-Cure 9000 system first, then, the VideoEdge/Victor system. Once both systems have been updated, configuration of the two systems for integration will be implemented.

- 4.1.B.1. Update of the C-Cure 9000 system shall be completed within 1 month of notice to proceed, which will be issued once procurement process is complete and contractor is approved for work with the DIA.
- 4.1.B.2. From notice of Substantial Completion for the C-Cure 9000 update, the VideoEdge/Victor system shall be completed for approval by DAA within 1 month.
- 4.1.B.3. From acceptance of completed system updates, the Integration activities shall be completed within 1 month.

SECTION FIVE – PROJECT SCOPE:

5.1 All work on new and existing systems must be coordinated at least two weeks in advance with DAA Security and the Airport Facilities Manager.

5.2 Software House C-CURE 9000/Stratus system testing

- 5.2.A Furnish and Install two (2) new Stratus everRun SplitSite servers in designated data closets, connect to the DAA network, test and commission.
- 5.2.B Install the most recent version of C-CURE 9000 on both servers, (if not pre-loaded) and configure as a simple, stand-alone system.
 - 5.2.B.1 DAA will furnish one Windows 10 workstation for installation of the C-CURE 9000 client software for testing purposes.
 - 5.2.B.2 Contractor will install a simple hardware test environment in a designated location. Furnish and install an iStar door controller and two HID RK40 card readers, with switches and lights to simulate two separate door operations. Configure for card control and alarm operation on the new C-CURE 9000 system.
 - 5.2.B.3 Program 3 test users with access cards for operation on the test environment.
- 5.2.C Test fail-over operations between the two servers to simulate maintenance tasks on each server and network outages of each and confirm uninterrupted operation of the test environment and client workstation.

5.3 DAA Production C-CURE 9000 system update

Upon successful testing of the new C-CURE 9000 system on the Stratus platform and acceptance by DIA, begin migration of the production CCAS to the new platform. Verify all update sequencing with manufacturer to ensure the most effective outcome with lowest down time.

- 5.3.A All workstation PCs must be updated to Windows 10 PRO operating system in the update process.
- 5.3.B Furnish and install a new workstation in main Security office that will run both C-CURE 9000 and Victor and will remain as a backup workstation. Implement new backup workstation on new C-CURE 9000 platform and test for operability.
- 5.3.C Update badging workstation with new software, establish connection with new C-CURE 9000 platform, and test functionality.
- 5.3.D update C-CURE 9000 on Security workstation in Security Manager's office, establish connection with new C-CURE 9000 platform and test functionality.
- 5.3.E Perform backup of current DAA C-CURE 9000 database and restore onto new platform. Validate database on new platform.
- 5.3.F Reassign test environment controllers to new platform and validate functionality of test readers before proceeding.
- 5.3.G Begin migration of production control panels to new C-CURE 9000 platform. Update panel firmware if needed during migration. Coordinate with DAA security to establish order of priority for control panel migration. Assume terminal panel migration is to be accomplished between 7:00am and 3:00pm. Airfield drive gate migration can be done the following day without time restriction. Coordinate with DAA operations to ensure there are no scheduling conflicts.
- 5.3.H Test controller and card readers to remain with DAA and be left operational.

5.4 American Dynamics VideoEdge and Victor system update

To the extent possible, updates will be performed on the servers in off-line mode, leaving the system operational on the active server. If the update circumstances do not allow this, the update sequence must be coordinated with DAA Security to minimize operational down time. Verify all update sequencing with manufacturer to ensure the most effective outcome with lowest down time.

- 5.4.A All workstation PCs must be updated to Windows 10 PRO operating system in the update process.
- 5.4.B The current configuration splits the camera assignments between the two primary NVRs. A third NVR is redundant to take over if one of the primary NVRs goes offline. The same configuration shall be maintained once all servers are updated.
- 5.4.C Update the Victor Site Manager to the latest version.
- 5.4.D Update the VideoEdge software on the 3rd, Redundant NVR first.
- 5.4.E Install Victor Client on the new backup workstation in the security office and establish connection with the updated redundant NVR.
- 5.4.F update the VideoEdge software on the Security workstation in the Security Managers office and establish connection with the updated redundant NVR.
- 5.4.G Redirect the cameras associated with the 2nd primary NVR to the updated redundant NVR and ensure visibility and operability on the updated workstations.
- 5.4.H Update the VideoEdge software on the 2nd primary NVR. Reestablish camera recording on the 2nd NVR and ensure visibility and operability on the updated workstations.
- 5.4.I Redirect the cameras associated with the 1st primary NVR to the updated, Redundant NVR and ensure visibility and operability on the updated workstations.
- 5.4.J Update the VideoEdge software on the 1st primary NVR. Reestablish camera recording on the 1st primary NVR and ensure visibility and operability on the updated workstations.
- 5.4.K Update the Victor software on the primary workstation in the Security Office and ensure full system operability.

5.5 Integration

Integration between the C-CURE 9000 alarm points and the Victor Cameras exists, but is not developed to the highest potential.

- 5.5.A Upon update completion for both systems, the contractor shall configure integration between systems to associate all related cameras with each door or alarm point. Assume two cameras will be associated to every door and alarm point. Any C-CURE 9000 alarm shall automatically display the associated camera(s) on the alarm display monitor.
- 5.5.B Alarm events shall tag the video recording of those cameras for a pre-determined time frame to retain camera information and provide display of the recorded video clip upon review of alarm events in the event log or from searches. Alarm events shall provide indication if there is associated video.

5.6 Optional Pricing

- 5.6.A New VideoEdge servers (3)
- 5.6.B Replace existing workstation PCs with new models meeting manufacturer recommendations.

SECTION SIX – SERVICE ASSURANCE AGREEMENT:

6.1 Commencement of this Service Assurance Agreement shall begin immediately upon notice to proceed for all CCAS and VMS systems and associated controllers and field devices, which includes cameras, camera mounting hardware, camera power supplies, card readers, electric locking devices, door sensors, motion detectors, request to exit, indicators, switches, controller and lock power supplies and all associated device cabling.

6.2 The Service Assurance Program includes a Service Level Agreement (SLA) which is attached as Appendix A, to be executed upon award.

6.3 Network LAN, WAN, WLAN and ISP infrastructure is excluded. Support of these system is provided by DIA's technology contractor and resources for the security systems shall be coordinated through the Airport Facilities Manager.

6.4 Maintenance and repair services shall be provided as follows.

- 6.4.A On-call repair services shall be provided as requested by DIA, with response time to meet the SLA Response Matrix in Appendix A.
- 6.4.B Maintenance tasks such as Software, Firmware & OS updates and patches shall be provided as they are available or in accordance with manufacturer's recommendations to ensure effective operations, minimize vulnerabilities and maintain manufacturer supportability. Coordinate timing of all update work with the Airport Facilities Manager, identifying the expected costs, estimated time to complete, proposed schedule and if the update will cause any operational outages.
- 6.4.C Preventative maintenance tasks will be scheduled based on a PM program to be developed by DIA.
- 6.4.D Cost for completed and approved on-call repairs and maintenance activities shall be invoiced monthly. Send invoices to:

Duluth International Airport
Airport Facilities Manager
4701 Grinden Dr.
Duluth, MN 55811

6.5 Out of Scope

- 6.5.A Customs and Border Patrol passenger processing space is supported by a separate video surveillance system. That system and the associated cameras are not included in this update project or the Service Assurance Program.
- 6.5.B Network infrastructure LAN, WAN and ISP services.
- 6.5.C The Sterile area exit Breach Control System is not included in this project or the Service Assurance Program.

SECTION SEVEN – CERTIFICATIONS AND STATEMENTS:

7.1. Proposer, for itself, its personal representatives, successors in interest, and assigns, as a material part of the consideration for the award of a contract, covenants and agrees:

- 7.1.1. that no person on the grounds of race, color, creed, sex, age, or national origin or handicap shall be excluded from participation, denied the benefits of, or be otherwise subjected to discrimination in the use of its facilities;
- 7.1.2. that, in the construction of any improvements on behalf of Proposer and the furnishing of services, no person shall be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination on the grounds of race, creed, color, sex, age, national origin, or handicap;
- 7.1.3. that Proposer shall use the Airport facilities in compliance with all other requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Subtitle A, Office of the Secretary, Part 23, Nondiscrimination-Effectuation of Title VI of the Civil Rights Act of 1964, as amended; and that in the event of breach of any of these nondiscrimination covenants, the DAA shall have the right to terminate the Agreement. Proposer assures that it will undertake an affirmative action program as required by 14 CFR Part 152, Subpart E ("Subpart E"), to ensure that no person shall, on the grounds of race, creed, color, national origin, or sex, be excluded from participating in any employment activities covered in Subpart E. Proposer assures that no person shall be excluded on these grounds from participating or receiving the

services or benefits of any programs or activity covered by the Subpart E. Further, Proposer agrees that it will require that its covered sub-organizations provide assurance to the DAA that they similarly will undertake affirmative action programs and those they will require assurances from their sub-organizations, as required by Subpart E, as to the same effect.

- 7.2. Proposer shall comply with all Federal, State of Minnesota, St. Louis County, City of Duluth, and all other applicable local codes, laws, regulations, standards, ordinances, including but not limited to Occupational Safety and Health Administration (OSHA) , the Federal Aviation Administration (FAA), the Transportation Security Administration (TSA), and all DAA rules and standards, regulations, and orders governing the performance of work.
- 7.3. If selected, Proposer shall agree to defend, hold harmless and indemnify, the DAA and the City of Duluth, their agents, officers and employees, from and against any and all liabilities, losses, suits, claims, judgments, fines, demands or damages (including but not limited to direct, indirect, and special or consequential damages such as lost profits, loss of investment or business interruption), arising by reason of violation or deprivation of any legal right or injury or death of any person or damage to any property of whatsoever nature or kind, (including but not limited to reasonable attorneys' fees, court costs, and expert fees), arising out of, resulting from, or incident to performance of services or use of or occupancy of the Airport by the Proposer, its employees, agents, or subcontractors; and on ten days' written notice from the DAA or the City of Duluth, Proposer will appear and defend all lawsuits against the DAA and/or the City growing out of such violation, deprivation, injuries or damages.
- 7.4. In submitting a proposal, Proposer declares that the only person or party interested in the proposal as principal are those named in the proposal and that the proposal is made without collusion with any other parties, firms or corporations. Reasonable grounds for believing that any Proposer has a business or financial interest in more than one proposal in response to this request will cause rejection of all proposals in which such Proposer has interest. If DAA believes, in its sole discretion, that collusion exists among Proposers, none of the participants in such collusion will be considered.
- 7.5. DAA is soliciting competitive proposals pursuant to a determination that such a process best serves its own interests. DAA reserves the right to accept or reject any or all proposals; to waive any formality of the proposal form; to modify or amend, with the consent of Proposer, any proposal prior to acceptance; to negotiate with the selected Proposer; to waive irregularities and nonconformities, and; to make a recommendation not based solely on the lowest cost proposal, all as DAA in its sole judgment may deem to be in the DAA's best interest. If selected and Proposer refuses to enter into an Agreement with DAA, DAA reserves the right to accept the proposal of any other qualified Proposer without re-advertising.
- 7.6. **TENNESSEN WARNING.** Persons who supply data about themselves in response to this RFP are entitled to know the following information under the Minnesota Government Data Practices Act:
 - 7.6.1. the information requested will be used to evaluate the Proposer's qualifications;
 - 7.6.2. the Proposer is not legally required to supply this information;
 - 7.6.3. failure to supply information may result in a determination by DAA that the proposal is non-responsive; and
 - 7.6.4. the public may be authorized to access information that is not classified by law as private, confidential, or non-public data
- 7.7. This document shall in no manner be construed a commitment on the part of DAA to award a contract, to pay any cost incurred in the preparation of proposals to this request for proposals request, or to procure or contract for any services.
- 7.8. Nothing indicated verbally by DAA will contradict or override anything in this document. If a Proposer feels they have been told anything that is inconsistent with the information contained in this document, it will not be considered valid unless and until confirmation is received in writing from DAA. Should there be any doubt as to the meaning or content of these proposal documents, Proposer shall at once notify DAA in writing.

- 7.9. Corrections, changes or clarifications, if required, will be made in written addenda to all parties who attended any pre-proposal meeting (as applicable), identified by the DAA to receive an RFP, and/or otherwise officially declare (in writing) their intention to submit a proposal, as appropriate. The DAA will not be responsible for any other instructions, interpretations, or explanations. Any written addenda to the proposal documents issued by DAA prior to the proposal acceptance deadline will be considered a part of these documents.
- 5.10. The submission of a proposal shall be considered evidence that Proposer has: (1) investigated all conditions related to the requested service herein described; (2) ascertained that all areas/conditions are as specified; and (3) has reviewed all RFP documents. No claim for adjustment of the provisions of the RFP or any subsequent Agreement to be awarded shall be honored on the grounds that Proposers were not fully informed of existing conditions.
- 5.11. Proposer warrants that its service to be provided under this RFP and subsequent agreement shall conform to its proposal's description and any applicable specifications shall be of good quality and for the known purpose for which it is intended. This warranty is in addition to any standard warranty or service guarantee given by the Proposer.
- 5.12. Proposer shall maintain compliance with all regulatory measures (i.e. Airport Rules and Standards, City of Duluth, State of Minnesota, and Federal programs, laws etc.).

SECTION EIGHT – EVALUATION CRITERIA:

Proposals will be evaluated based upon criteria formulated around the most important features of the service, of which quality, capabilities, service offerings, customer experience and references may be overriding factors in the issuance of a contract or award. The proposal evaluation criteria, included but not limited to those identified in this document, should be viewed as standards, which measure how well a Proposer's approach meets the desired requirements and needs of the DAA. A selection committee will review the Proposals and make a recommendation to the DAA on the best Proposal. The selection committee when evaluating the Proposals will consider the following factors and their coinciding weight:

BACKGROUND AND COMPANY INFORMATION	10%	Proposer's ability to provide professional security services as evidenced by company information, resources (logistics/support) and performance specifications as defined herein.
MINIMUM QUALIFICATIONS	35%	Proposer's ability to meet the minimum qualifications as defined herein.
KNOWLEDGE AND EXPERIENCE	35%	Proposer's successful experience providing this type of security service at airports, general experience of company, and/or experience of the individuals who have security responsibilities.
GENERAL RFP COMPLIANCE	10%	Proposer's compliance with respect to all sections of the RFP.
COST	10%	Overall expenses to provide requested services outlined in the RFP.

In the process of evaluation, DAA may acquire and utilize, to the extent deemed necessary, information obtained from the following sources:

1. Proposer, including representations and other data contained in the proposal, or other written statements of commitments, such as financial assistance, subcontracting, and references.
2. Other existing information available to DAA, including financial data and records concerning Proposer's performance.
3. Publications, including credit ratings, trade and financial journals or reports.
4. Other sources, including banks, other financial companies, state, county, municipalities, and agencies and other public airports.

5. Background investigations of Proposers submitting proposals may be made to verify information furnished or to secure additional information DAA may deem necessary or desirable.

MANDATORY PROPOSAL DOCUMENTS AND REQUIRED FORMS

Proposals must be made in accordance with the conditions described above and include the following information and documents (*Forms A – G*) to be considered a valid proposal for review. Statements must be complete, accurate, in the requested form and must be signed (before a Notary), by an authorized officer of Proposer.

If all information requested by the following forms/questionnaires cannot be adequately answered using the space provided, use additional sheets of paper. Be sure to provide adequate reference to the location of additional pages if other than immediately adjacent to the location of the question.

BY SUBMITTING A PROPOSAL IN RESPONSE TO THIS REQUEST FOR PROPOSALS, PROPOSER AUTHORIZES THE DULUTH AIRPORT AUTHORITY TO MAKE ANY INQUIRIES NECESSARY TO DETERMINE THE VALIDITY AND ACCURACY OF THE INFORMATION PROVIDED. PROPOSER FURTHER REPRESENTS AND WARRANTS ALL INFORMATION PROVIDED IS TRUE AND COMPLETE. FAILURE TO PROVIDE THE REQUESTED INFORMATION, INCOMPLETE INFORMATION, MISSTATEMENTS, OR INACCURATE INFORMATION MAY RESULT IN THE REJECTION OF THE PROPOSAL.

FORM A SERVICE COST STATEMENT

The Duluth International Airport intends to pay Proposer for all services required under the service contract based on all-inclusive hourly rates that will encompass all of Proposer's labor costs, vehicles, and any other factors necessary to perform service work specified in this RFB. The all-inclusive hourly rate should include a complete breakdown of the hourly cost billing rate in accordance with (Proposal Worksheet) set forth in this RFB.

RESPONDENT PROPOSES TO THE FOLLOWING FEES:

Primary - Security Officer Services Factor	Cost/Hour			
	Standard	After- hours	Weekend	Holiday
A. Security Technician Wage (Include Benefits)				
B. Vehicles				
C. Equipment				
D. Other: _____				
E. Other: _____				
F. Other: _____				
Sum Of Security Officer Service Factors A. Through F. = Total All Inclusive Hourly Rate				

FORM A PROJECT COST STATEMENT

The Duluth International Airport intends to pay Proposer for all services and materials required under the project based on all-inclusive lump-sum that will encompass all of Proposer's labor costs, materials, vehicle costs and any other factors necessary to perform project work specified in this RFB. The all-inclusive lump-sum amount should include a breakdown of the project costs in accordance with (Proposal Worksheet) set forth in this RFB

Security Systems Update Project
A. C-CCURE 9000 Software costs, update and licenses including Windows 10 PRO
B. Stratus everRun SplitSite Server system
C. Security Office Backup Security workstation
D. C-CURE 9000 update project labor cost
E. Victor software costs, update and licenses including Windows 10 PRO
F. VideoEdge software costs, update and license
G. VMS update project labor cost
H. Other: _____
Sum Of Parking Enforcement Security Officer Service Factors A. Through H. = Total lump-sum cost

Optional Project Pricing
A. New VideoEdge Servers: Cost Each \$ _____, Total Cost \$ _____
B. Labor to install new VideoEdge Servers
C. New Alarm Security Workstations (2): Cost each \$ _____, Total Cost \$ _____
D. New VMS Workstations (3): Cost each \$ _____, Total Cost \$ _____
E. New ID Badging Workstation (1): Cost \$ _____
F. Labor to install new Security Workstations (6): Cost each \$ _____, Total Cost \$ _____
G. Other: _____

The undersigned represents and warrants that he/she has been authorized to sign on behalf the Proposer.

COMPANY/BUSINESS NAME	
SIGNED :	_____
NAME / TITLE :	_____

SUBSCRIBED AND SWORN TO BEFORE ME THIS _____ DAY OF _____, 20__.

MY COMMISSION EXPIRES: _____

– FORM MUST BE SIGNED AND NOTARIZED –

FORM B

GENERAL INFORMATION QUESTIONNAIRE

NAME OF FIRM:

(EXACTLY AS IT WOULD APPEAR ON AGREEMENT)

PRINCIPAL OFFICE ADDRESS:

PRIMARY CONTACT

NAME:

POSITION:

TELEPHONE:

FAX:

EMAIL:

ALTERNATE CONTACT

CONTACT NAME:

POSITION:

TELEPHONE:

FAX:

EMAIL:

FORM OF BUSINESS:

☐

SOLE PROPRIETORSHIP

☐

CORPORATION

☐

PARTNERSHIP

☐

JOINT VENTURE

☐

OTHER (PLEASE SPECIFY)

Is Proposer a certified Airport Concession Disadvantaged Business Enterprise (ACDBE)? ☐ Yes ☐ No

Proposer ☐ DOES ☐ DOES NOT wish consideration as ACDBE?

Proposer has satisfied the requirements of the Request for Proposal scope for utilizing Airport Concession Disadvantaged Business Enterprise by the following (*please indicate one*):

_____ The Proposer is committed to a minimum of 1 (one) % ACDBE participation on this agreement.

_____ The Proposer, if unable to meet specific ACDBE participation, is committed to demonstrating and documenting good faith efforts toward ACDBE Participation. (Please attach documentation demonstrating good faith efforts toward ACDBE Participation)

(If certified, provide appropriate documentation.)

SOLE PROPRIETORSHIP INFORMATION

If a business is operating as a sole proprietorship, please provide the following information:

PROPRIETOR'S NAME: _____

ADDRESS: _____

COMPANY NAME: _____

COMPANY ADDRESS: _____

CORPORATION INFORMATION (use for other form or organization such as LLC)

If a business is operating as a corporation, please provide the following information:

1. When incorporated? _____

2. Where incorporated (state)? _____

3. Is the corporation authorized to do business in Minnesota? ☐ Yes ☐ No

If yes, as of what date? _____

Please supply the following information for each principal officer. (Attach additional pages, if necessary.)

Officer's Name	Position

PARTNERSHIP INFORMATION

If a business is operating as a partnership, please provide the following information:

1. Date of organization: _____
2. Type of partnership: ☐ General ☐ Limited
3. Business purpose of partnership: _____
4. Has the partnership done business in Minnesota? ☐ Yes ☐ No
If so, when? _____

Please provide the following for each General Partner. (Attach additional pages, if necessary.)

General Partner's Name & Address	% of Ownership

JOINT VENTURE INFORMATION

If a business is operating as a joint venture, please provide the following information:

1. Date of organization? _____
2. Purpose of joint venture: _____
3. Has the joint venture done business in Minnesota? ☐ Yes ☐ No
If yes, when? _____

Please supply the following information for each joint venture participant. (Attach additional pages, if necessary.)

Joint Venture Participant's Name & Address	% of Ownership

FORM C

REFERENCES

Proposer submits the following list of persons or firms with whom Proposer has conducted business with during the past three years substantially related to its parking management business operations, and who may be contacted by the DAA. If firms are used, give the name of the firm and/or person whom we may contact. Attach letters of reference from each of the entities/firms listed below.

Business Reference #1

NAME: _____
TITLE: _____
FIRM: _____
ADDRESS: _____

PHONE & FAX NUMBER: Ph _____ Fax _____

Business Reference #2

NAME: _____
TITLE: _____
FIRM: _____
ADDRESS: _____

PHONE & FAX NUMBER: Ph _____ Fax _____

Business Reference #3

NAME: _____
TITLE: _____
FIRM: _____
ADDRESS: _____

PHONE & FAX NUMBER: Ph _____ Fax _____

FORM D

NON-COLLUSION AFFIDAVIT

DULUTH AIRPORT AUTHORITY
DULUTH INTERNATIONAL AIRPORT
REQUEST FOR PROPOSALS – PROFESSIONAL SECURITY SERVICES
DULUTH, MINNESOTA

NON-COLLUSION AFFIDAVIT

State of _____)
) : SS
County of _____)

The undersigned Proposer or agent, being duly sworn, on oath says that he/she has not, nor has any other member, representative, or agent of the firm, company, corporation, or partnership represented by him/her, entered into any combination, collusion or agreement with any person relative to the price to be proposed by anyone at such letting, nor to prevent any person from submitting a proposal, and that this proposal is made without reference to any other proposal and without any agreement, understanding or combination with any other person in reference to such proposals in any way or manner what so ever.

PROPOSER OR AGENT

For _____
FIRM OR CORPORATION

SUBSCRIBED AND SWORN TO BEFORE ME THIS _____ DAY OF _____, 20__.

MY COMMISSION EXPIRES: _____

- FORM MUST BE SIGNED AND NOTARIZED -

FORM E INSURANCE

CERTIFICATE OF INSURANCE

Contractor shall provide Public Liability and Automobile Liability Insurance with limits not less than \$1,500,000 Single Limit, and twice the limits provided when a claim arises out of the release or threatened release of a hazardous substance; shall be with a company approved by the City of Duluth and DAA; and shall provide for the following; Liability for Premises, Operations, Completed Operations, Independent Contractors, Contractual Liability and Automobile Liability.

“City of Duluth” and the “Duluth Airport Authority” shall be named as Additional Insureds under the Public Liability, Excess/Umbrella Liability,* and Automobile Liability, or as an alternate, Contractor may provide Owners-Contractors Protective policy, naming itself and the City of Duluth and DAA. Contractor shall also provide evidence of Statutory Minnesota Worker’s Compensation Insurance. Contractor to provide Certificate of Insurance evidencing such coverage with 30-days notice of cancellation, non-renewal or material change provisions included. Neither the City of Duluth nor the Duluth Airport Authority represent or guarantee that these types or limits of coverage are adequate to protect the Contractor’s interests and liabilities.

If a certificate of insurance is provided, the form of the certificate shall contain an unconditional requirement that the insurer must notify the City of Duluth and DAA without fail not less than 30 days prior to any cancellation, non-renewal or modification of the policy or coverage’s evidenced by said certificate and shall further provide that failure to give such notice to the City of Duluth and DAA will render any such change or changes in said policy or coverages ineffective as against the City of Duluth and DAA.

**An umbrella policy with a “following form” provision is acceptable if written verification is provided that the underlying policy names the City of Duluth and Duluth Airport Authority as additional insureds.*

Questions regarding these requirements should be directed to Airport Operations Manager at DAA (218) 625-7767.

Complete the following insurance company information:

Firm Name: _____

Address: _____

Agent: _____

Phone No: _____

Fax No: _____

PROPOSER OR AGENT

For _____
FIRM OR CORPORATION

**PROOF OF
INSURANCE MUST
BE PROVIDED
WITH PROPOSAL**

Form F

Acknowledgement and Signature Form

The undersigned having carefully examined the location of the proposed work, the local conditions of the place where the work is to be done, the Invitation, the General Conditions, the Specifications and all of the documents for this project, proposes to enter into a contract with the Duluth International Airport to perform the work listed in this RFP, including all of its component parts, and to furnish any and all required labor, materials, equipment, insurance, bonding, taxes, transportation and services required for this project in strict conformity with the plans and specifications prepared, including any Addenda, within the time specified.

Addendum Acknowledgement

The following addendum (addenda) is (are) acknowledged in this RFP: _____

Acknowledgement and Signature:

1. No Proposal is valid unless signed in ink by the person authorized to make the proposal. By signing below, the undersigned certifies that he/she is authorized to make the proposal.
2. I have carefully read, understand and agree to the terms and conditions on all pages of this RFP. The undersigned agrees to furnish the services stipulated in this RFP
3. The Proposal submitted by Proposer is accurate and complete.

Respondent's Name and Title: _____

Company Name: _____

Address: _____

Telephone: _____ Fax: _____

Email: _____ Cell Number: _____

Contractor License # (if applicable): _____ Expiration Date: _____

Federal Tax Identification Number: _____

Authorized Signature: _____ Date: _____

FORM G

SIGNATURE PAGE

Each individual executing this proposal on behalf of a corporation or business represents and warrants that he/she has been authorized to do so by the Board of Directors or other concerned parties who have an interest in the business.

Each individual executing this proposal certifies with their signature below that the information contained in the proposal is true and accurate to the best of their knowledge and acknowledges that the Duluth Airport Authority reserves the right to reject any proposal found to contain fraudulent information.

No proposal shall be accepted which has not been signed in the appropriate space(s) below.

DAA is soliciting competitive proposals pursuant to a determination that such a process best serves the interests of the DAA. DAA reserves the right to accept or reject any or all proposals; to waive any formality of the proposal form; to modify or amend, with the consent of Proposer, any proposal prior to acceptance; to waive irregularities, and; to make a recommendation not based solely on the best proposal, all as the DAA in its sole judgment may deem to be in its best interest. Proposers shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals, and such revisions may be permitted after submissions and prior to award for the purpose of obtaining best and final proposals. In conducting discussions, there shall be no disclosure of any information derived from proposals submitted by competing Proposers. If successful Proposer refuses to enter into the Agreement, the right is reserved to accept the proposal of any other qualified Proposer without re-advertising.

I affirm that I have read and understand all the provisions set forth in this RFP invitation. I, the undersigned, guarantee our Proposal meets or exceeds specifications contained in the RFP document. Our firm will comply with all provisions and conditions as specified. All requested information has been submitted as requested.

BUSINESS OR CORPORATION NAME

BY: _____

TITLE: _____

DATE: _____

SUBSCRIBED AND SWORN TO BEFORE ME THIS _____ DAY OF _____, 20__.

MY COMMISSION EXPIRES: _____

- FORM MUST BE SIGNED AND NOTARIZED -

APPENDIX A

EXISTING SECURITY SYSTEMS SUMMARY

Duluth International Airport - Systems Summary									
COMPONENT	PRODUCT	HARDWARE	QTY	OS	OS VER	SOFTWARE	SW VER	BUILD	
Card Access System	C-CURE 9000					C-CURE 9000	2.50	4917.0389	
CCURESER1		Dell		Windows Server	2008 R2 SP1	C-CURE 9000			
CCURESER2		Dell		Windows Server	2008 R2 SP1	C-CURE 9000			
Database	MSSQL Server								
Server Manager	EMC Autostart						5.4.0	173	
Controller	Software House	iStar Controller	21						
Card Readers	HID	R40, RK40	103						
Wireless Leverset	Schlage	AD-400	81						
Admin Workstations	C-CURE 9000	Dell Optiplex	1	Windows 10		C-CURE 9000			
Badging Workstation	C-CURE 9000	Dell PC	1	Windows 7 Pro SP1		C-CURE 9000	2.5	4917.0389	
Alarm Workstation	C-CURE 9000	Dell PC	2	Windows 7 Pro SP1		C-CURE 9000	2.5	4917.0389	
Video Management									
NVR1	VideoEdge	Dell for AD		Linux Enterprise Server 11		VideoEdge	4.2.1		
NVR2	VideoEdge	Dell for AD		Linux Enterprise Server 11		VideoEdge	4.2.1		
NVR3	VideoEdge	Dell for AD		Linux Enterprise Server 11		VideoEdge	4.2.1		
	VideoEdge Administrator running on NVR3					VideoEdge	4.2.1		
VMS Workstation	Victor Site Manager	Dell Precision R5500	1	Windows 7 Pro SP1		Victor	4.2.1	6.1.190.33	
VMS Workstations	Victor Unified Client	Dell PC	3	Windows 7 Pro SP1		Victor	4.2.1	6.1.190.33	
Cameras	American Dynamics	SpeedDome PTZ IP Camera	24	ADVEPSO35N					
Cameras	American Dynamics	Illustra 600 Fixed IP Camera	56	ADCI600-D111					

APPENDIX B SERVICE LEVEL AGREEMENT

Service Level Agreement

Security Systems

Duluth International Airport
4701 Grinden Dr.
Duluth, MN 55811

Document Control

Preparation

Action	Name	Date
Created	Douglas Button	9/27/2019

Release

Version	Date Released	Change Notice	Pages Affected	Remarks
1	10/1/2019	New		

Distribution List

Name	Organization	Title
Blaine Peterson	DAA	Airport Operations Manager
Ryan Welch	DAA	Airport Facilities Manager

Table of Contents

1. INTRODUCTION	4
1.1 Purpose.....	4
1.2 Scope.....	4
1.3 Definitions, Acronyms, and Abbreviations.....	5
1.4 References.....	6
1.5 Overview.....	7
2. PARTICIPANTS.....	8
2.1 Signatories	8
2.2 Contacts	8
2.3 Responsibilities	8
3. SERVICE OBJECTIVES AND MEASUREMENTS	11
3.1 Service Objectives	12
3.1.1 Service Hours.....	12
3.1.2 Service Availability	12
3.1.3 Service Reliability.....	13
3.1.4 Scheduled Processing.....	13
3.1.5 Exceptional Processing	14
3.1.6 Service Pricing and Invoicing	14
3.1.7 Service Performance	15
3.1.8 Maintenance Performance.....	16
3.1.9 Escalation.....	16
3.1.10 Capacity	16
3.2 Service Objectives Ratings	16
3.3 Measurement Details	17
3.4 Measurement Reporting.....	18
4. ADDITIONAL CONSIDERATIONS	19
5. SUPPORTING INFORMATION	20
5.1 List of Tables	20
5.2 Index	20

1. Introduction

This Service Level Agreement is to govern the Service Assurance Program for the Computerized Card Access System and Video Management System of the Duluth International Airport and identifies the contacts, responsibilities and deliverables for the Client - Duluth International Airport, and the Service Contractor – TBD.

1.1 Purpose

This document provides an agreement between “The Service Provider” and “The Client” as to what constitutes acceptable service in quantifiable and measurable terms. It documents the mutually service objectives, how those objectives will be measured, and the schedule of distribution for the measurements.

The intent of this Service Level Agreement (SLA) is to ensure the proper understanding and commitments are in place for effective support, measurement and resource planning in the provision of the security systems service.

1.2 Scope

The service to be provided is the repair of devices, components or operations that do not perform as they were designed and installed, firmware and software updates, general and preventative maintenance and moves, adds and changes for the included systems.

The systems to be serviced are:

- Computerized Card Access System (CCAS)
- Video Management System (VMS)

The areas to be serviced are:

- The main terminal, located at 4701 Grinden Dr., Duluth, MN
- The maintenance building, located at
- And the airfield access gates

The timeframe will be from November 1, 20xx, to October 31, 20xx.

The work included is for the CCAS and VMS systems and associated controllers and field devices, which includes cameras, camera mounting hardware, camera power supplies, card readers, electric locking devices, door sensors, motion detectors, request to exit, indicators, switches, panic buttons, controller and lock power supplies, computer workstations, printers, badge printers, credential capture devices, servers, software and all device cabling and all components related to the operation of these systems up to the point of connection to, but excluding LAN, WLAN, WAN and ISP infrastructure and other systems.

For the provision of this service, the following processes have been optimized:

- Service Request input
- Service Management and tracking.
- Request Fulfillment.
- Scheduled and preventative maintenance.

Service will not include:

- Request by personnel not belonging to the authorized list of employees from The Client.
- LAN, WLAN, WAN and ISP infrastructure
- Incidents or requests from facilities not listed in the above-mentioned document.
- Drive or pedestrian gate operators and locking devices.
- LiveScan fingerprint system
- Checkvideo ExitSentry system

1.3 Definitions, Acronyms, and Abbreviations

Term	Definition
Access Management	The process responsible for allowing users to make use of security services, data or other assets.
Agreement	A document that describes a formal understanding between two or more parties.
Availability	Ability of a service or other configuration item to perform its agreed function when required.
Escalation	An activity that obtains additional resources when these are needed to meet service level targets or customer expectations.
Event Management	The process responsible for managing events throughout their lifecycle.
Failure	Loss of ability to operate to specification, or to deliver the required output.
First-Line Support	The first level in a hierarchy of support groups involved in the resolution of incidents.
Hierarchic Escalation	Informing or involving more senior levels of management to assist in an escalation.
Impact	A measure of the effect of an incident, problem or change on business processes.
Incident	An unplanned interruption to a security service or reduction in the quality of an security service.
Incident Management	The process responsible for managing the lifecycle of all incidents.
Incident Record	A record containing the details of an incident.
Major Incident	The highest category of impact for an incident, resulting in significant disruption to the

	business.
Mean Time Between Failures (MTBF)	The average time that a repair service or other configuration item can perform its agreed function without interruption.
Mean Time Between Service Incidents (MTBSI)	The mean time from when a system or component fails, until it next fails.
Priority	A category used to identify the relative importance of an incident, problem or change.
Process	A structured set of activities designed to accomplish a specific objective.
Request Fulfillment	The process responsible for managing the lifecycle of all service requests.
Resolution	Action taken to repair the root cause of an incident or problem, or to implement a workaround.
Restore	Taking action to return a security service to the users after repair and recovery from an incident.
Role	A set of responsibilities, activities and authorities assigned to a person or team.
Service Hours	An agreed time period when a particular repair service should be available.
Service Level	Measured and reported achievement against one or more service level targets.
Service Level Agreement (SLA)	An agreement between a service provider and a customer.
Service Level Requirement (SLR)	A customer requirement for an aspect of a repair or maintenance service.
Service Level Target	A commitment that is documented in a service level agreement.
Service Request	A formal request from a user for something to be provided
Service Level Agreement Monitoring (SLAM) Chart	A chart used to help monitor and report achievements against service level targets.
Urgency	A measure of how long it will be until an incident, problem or change has a significant impact on the business.

Table 1. Definitions, Acronyms, and Abbreviations

1.4 References

None

1.5 Overview

The sections below detail how the Help Desk Service from “The Service Provider” to “The Client” must be measured and evaluated, as agreed by both parties.

Section 2 lists all the stakeholders involved in the acceptance and maintenance of this agreement. Roles and responsibilities are defined at the end of this section.

Section 3 describes the details of the agreed service levels, including how they are measured.

2. Participants

Duluth International Airport
4701 Grinden Dr.
Duluth, MN 55811

Service Contractor

2.1 Signatories

The following persons have negotiated this document and agree it will be used as the formal Service Level Agreement (SLA) for the provision of the Service.

Name	Position
<i>For "The Client"</i>	
	Executive Director
	Operations Manager
	Airport Facilities Manager
<i>For "The Service Provider"</i>	
TBD	
TBD	

Table 2. Signatories.

2.2 Contacts

Name	Position	Role
	Operations Manager	Service Level Manager
	Airport Facilities Manager	Service Coordinator
	Airport Security Manager	Security User
TBD		Service Level Coordinator
TBD		Service Manager
TBD		Service Technician
TBD		Service Technician

Table 3. Contacts.

2.3 Responsibilities

Roles	Responsibilities
-------	------------------

Security user (Customer)	<ul style="list-style-type: none"> • Communicates issues to the Service Coordinator via designated reporting methods. • Provides updates on system issues. • Confirms issue resolved once service has been completed. • Communicates any issues with the services provided to the Service Coordinator.
Service Coordinator (Customer)	<ul style="list-style-type: none"> • Ensures that monthly service levels are meeting customer needs and ensures appropriate action is being taken when they are not. • Identifies customer requirements for new or updated services • Monitors the progress of customer-related projects, such as solution development projects • Identifies service level requirements • Negotiates service level agreements • Facilitates the identification and resolution of customer satisfaction issues • Monitors the Service and service levels. • Reports on the performance of service components . • Maintains operational logs and journals, including monitoring data. • Maintain all operational knowledge bases. • Monitors system tuning.
Service Level Manager (Customer)	<ul style="list-style-type: none"> • Negotiates and agrees this and other SLAs with the Service Provider. • Negotiates and agrees with the Service Provider any Service Level Requirements for any proposed new / developing services. • Analyses and reviews Service Performance against this SLA. • Organizes and maintains regular Service Level reviews with the Service Provider which covers: <ul style="list-style-type: none"> • Review of outstanding actions from previous Reviews; • Current performance; • Review of Service Levels and targets (where necessary); • Appropriate actions to maintain / improve Service Levels. • Any actions required to maintain or improve Service Levels • Acts as co-ordination point for any temporary changes to Service Levels required (i.e. extra support hours required by the Customer, reduced Levels of Service over a period of maintenance required by the Service Provider, etc.).
Service Level Manager (Service Provider)	<ul style="list-style-type: none"> • Negotiates and agrees this and other SLAs with the Customer. • Negotiates and agrees any Operational Level Agreement required within the Service Provider for supporting the Service. • Negotiates and agrees with the Customer any Service Level Requirement for any proposed new / developing services. • Analyses and reviews Service Performance against this SLA. • Organizes and maintains regular Service Level reviews with the IT Customer which covers: <ul style="list-style-type: none"> • Review of outstanding actions from previous Reviews; • Current performance; • Review of Service Levels and targets (where necessary); • Appropriate actions to maintain / improve Service Levels. • Any actions required to maintain or improve Service Levels

	<ul style="list-style-type: none"> • Acts as co-ordination point for any temporary changes to Service Levels required (i.e. extra support hours required by the Customer, reduced Levels of Service over a period of maintenance required by the Service Provider etc.) • Ensures that changes are assessed for their impact on service levels.
Service Manager (Service Provider)	<ul style="list-style-type: none"> • Provides a managed level of service at budgeted cost to all users. Builds and manages aggregate service plan (including cost and resources forecast) for services. Identifies and manages improvements. • Forecasts medium-term volumes for services managed, in terms of service demand from all sources and capacity units (skill, space, processing, storage, and bandwidth). Acquires/manages capacity in line with policy to balance utilization and responsiveness to new demands; allocates workload across different geographic capacity pools to meet customer needs and utilization requirements. • Forecasts service demand and resource needs within cost budget; manages directly assigned workforce (customized service) within budget; provides input on customer satisfaction needs and issues to competency development. • Sponsors, leads, and funds improvement team for the delivery infrastructure. • Operates and maintains the Service. • Ensures that services operate within service level targets.
Service Technicians (Service Provider)	<ul style="list-style-type: none"> • Execute day-to-day operations, enabling Service to be provided. • Provide data on the execution of services. • Record completion of works. • Perform routine maintenance tasks. • Implement approved operational changes.

Table 4. Responsibilities.

3. Service Objectives and Measurements

The service objectives of this agreement are to ensure that the security systems included operate as they were implemented to support the security operations of DIA. The customer contacts in this agreement shall provide the final decision as to the fitness of the security systems and completion of services provided.

Security system standard operations shall support 24/7/365 operation of the following:

- Access controlled doors
 - Only allow access and egress for valid personnel as configured for each security condition.
 - Alarm when opened by invalid means.
 - Do not cause false alarms.
- Alarm points
 - Activate desired alarm notifications when monitored activity is detected during designated times.
 - Do not cause false alarms.
- Computerized Access Control System
 - Provides alarm and door event reporting for security operations as configured at the designated locations.
 - Provides real-time system, alarm, door and cardholder status and control.
 - Provides historical reporting capabilities for all system events.
 - Provides ID Badge credential creation, management, access control and reporting capabilities.
- Video Management System
 - Provides high-quality video surveillance of designated areas through fully operational cameras.
 - Provides high-quality live and recorded video viewing by operators at designated security workstations.
 - Provides remote positioning capabilities by operators for Pan/Tilt/Zoom capable cameras.
 - Provides continuous video recording of all cameras for the designated number of days.
 - Provides selection, playback and export for desired recorded video by time/date selection or by event association.
- Integration
 - Provides configured camera association to doors or alarm points for event video reference.

-
- Provides video recall of associated cameras from events in CCAS logs or reports with camera association.
 - Provides automatic call-up on video monitors of associated cameras when alarms are reported at security workstations.

Designation of a failure of any of these or other security system operations shall be by user report of malfunction or system supervisory report.

Key Performance Indicators shall be designated by the time required to restore the malfunction in relation to the criticality as identified in Section 3.1.6 Service Performance Section.

3.1 Service Objectives

The following objectives identify the parameters by which service will be provided for this agreement.

3.1.1 Service Hours

Service must be available from 8:00 AM to 10:00 PM, Monday through Friday, except when the Customer facilities are closed due to holidays, administrative closings, or inclement weather. Service can be requested or an Incident reported by telephone during working hours, or by mail or by the Web Service Portal at any time. Incidents reported or services requested outside the working hours will be served at the next scheduled working day, unless a special procedure for Major Incident is invoked (*see 3.1.5 below.*).

3.1.2 Service Availability

“The Service Provider” will seek 100 % availability during working hours for all the interfaces combined (telephone, e-mail or Web) to report or request, that means client will always have at least one mean available to report and Incident or request a service at working times. Availability of each interface alone is provided below:

Interface	Availability	Hours to Measure
Telephone	90 %	During Work Hours
E-mail	95 %	At All Times
Web Portal	99 %	At All Times

Table 5. Availability of Service.

3.1.3 Service Reliability

As part of the quality of service, "The Service Provider" has designed the service to be resilient; enhancing in that way reliability.

The commitments in this SLA are as follows:

- No more than 2 (two) Failures in 12 (twelve) months, and
- Mean Time Between Failures equal to or greater than 180 days.

For the provision of the Service covered by this SLA, a Failure will be considered any Incident with Impact = Critical. See the referenced document (*"The Client". Help Desk Service. List of Incidents and Services to Request.*) to determine the Impact of an Incident.

This measurement is only intended to convey the desired level of operation by the covered systems but does not constitute any penalties for exceeding these measurements. Recommendations provided by the service contractor to help ensure these measurements are met, will be accepted for consideration by the client.

3.1.4 Scheduled Processing

All Service Requests, Incidents, Scheduled and Preventative Maintenance will be managed according the Service Management Process below.

1. On-call repair services shall be provided as requested by DIA, with response time to meet the Service Performance in Section 3.1.6.
2. Maintenance tasks such as Software, Firmware & OS updates and patches shall be provided as they are available or in accordance with manufacturer's recommendations to ensure effective operations, minimize vulnerabilities and maintain manufacturer supportability. These events shall be managed by the Service Contractor. Coordinate timing of all update work with the Airport Facilities Manager, identifying the expected costs, estimated time to complete, proposed schedule and if the update will cause any operational outages.
3. Preventative maintenance tasks will be scheduled based on a PM program developed by DIA.
4. Cost for completed and approved on-call repairs and maintenance activities shall be invoiced monthly. Send invoices to:

Duluth International Airport
Airport Facilities Manager
4701 Grinden Dr.
Duluth, MN 55811

All service requests made by the client and Maintenance tasks from the Service Contractor will be initiated through the Service Management System Web Portal.

3.1.5 Exceptional Processing

Special procedures may be required for service management:

- Major Incidents.
- Change of Urgency.
- Request to address emergencies outside the working hours.

In those cases, it may be desired to contact the Service Contractor dispatch service directly to communicate the special circumstances and provide further direction or information.

This number is to be used by the Client to contact the Service Contractor directly.

[Service Dispatch 1-800...](#)

[This number is to be used by the Service Contractor to contact the Client directly.](#)

[Airport Security Office 1-218-](#)

3.1.6 Service Pricing and Invoicing

Prices for labor and materials related to approved service events shall be invoiced as follows:

Standard Business Hours Labor Rate \$_____/hr

After-business Hours Labor Rate \$_____/hr

Weekend Hours Labor Rate \$_____/hr

Holiday Hours Labor Rate \$_____/hr

CCAS Materials cost + _____ % mark up + overhead _____ fixed or %

VMS Material cost + _____ % mark up + overhead _____ fixed or %

Other costs:

Service Invoicing shall be submitted monthly to the Airport Facilities Manager.

3.1.7 Service Performance

The target resolution time for each Incident or Service Request depends on its Priority. Target Resolution Time shall be measured in actual time, not business hours. The Priority Level shall be conveyed to the Service Provider with the service request.

The agreed targets are as follows:

Priority	Description	Target Resolution Time
1	Critical	2 hours
2	High	8 hours
3	Medium	24 hours
4	Low	48 hours
5	Planning	Planned

Table 6. Target resolution times by Priorities.

Priority is determined by the Urgency and the Impact of the Incident or Service Request, as per follow:

		Impact		
		High	Medium	Low
Urgency	High	1	2	3
	Medium	2	3	4
	Low	3	4	5

Table 7. Determination of Priorities.

While actual circumstances will dictate the actual event priority, the following provide a general guide for determining Urgency and Impact.

Urgency is gauged by the level of need to resolve an issue in order to restore normal operations.

Impact is gauged by the extent of the issue across the operations.

A single camera or door access outage for a public area, where alternative securing methods are available would be a 4 Priority. In a SIDA area, with no limited alternatives it would be a 2 priority.

An outage of many devices would be a Priority 1.

A system outage would be a Priority 1 with Exceptional Processing.

3.1.8 Maintenance Performance

Maintenance events are planned service activities that are driven by product development or support requirements, or preventative maintenance plans.

Operating Systems, Software, Firmware, BIOS or other updates, patches or service packs that are provided by a product manufacturer shall be monitored by the Service Provider and shall be implemented on DAA's associated systems or products within the following time from final acceptance by all dependent products.

Low Critical Level – 30 Days

Medium Critical Level – 15 Days

High Critical Level – 7 Days

The Service Manager will notify DAA of these updates and coordinate timing for this work.

Preventative Maintenance events will be initiated by the PM Schedule provided the Service Coordinator. PM events shall be implemented within 30 days of notification.

3.1.9 Escalation

An event will escalate in priority if the Target Resolution Timeline has not been met. With each escalation, a notice will be sent to the listed contacts for the Client and Service Contractor.

3.1.10 Capacity

To address the potential for work at all times, the personnel for delivering the service shall be organized so that at least one qualified technician is always available during business hours 8:00am to 4:30pm.

At least one qualified technician shall be available on-call after hours for Priority 1 and 2 events.

3.2 **Service Objectives Ratings**

When possible, RAG (Red, Amber, Green) charts will be used to evaluate the Service performance and other results. These are special types of SLAM (Service Level Agreement Monitoring) charts. Two days before each Service Level Review, the Service Level Analyst will distribute the RAGs altogether with the source reports to all the participants.

Resolution time is pivotal to performance as shown in *resolution times by Priorities*.

Table 6. Target

The agreed criterion for rating the service is as follow:

	Percent of Incidents and service requests meeting target (P).
Target Breached	$P \leq 95\%$
Target Threatened	$95\% > P > 97\%$
Target Met	$P \geq 97\%$

Table 8. Rating of Service.

When the Rating is “Target breached”, a penalty may be applied upon “The Service Provider”, unless demonstrated the fault lies on the side of “The Client”. The penalty can also be waived if both parties reach an agreement to do so. If applied, Penalty will be:

$$P\$ = V\$ \times (95\% - P); \text{ where}$$

P\$: Penalty;

V\$: Payment to receive for the period;

P: Percent of Incidents and service request resolution meeting target.

Additionally, surveys will be used to measure the perception of users about the Service. The results will be used to monitor and increase the quality of service. A rating of 3.5 in a scale from 1 (lowest) to 5 (highest) will be considered satisfactory.

3.3 Measurement Details

Event Management will provide the environment for all the measurement and reporting required to monitor the components, the process and the Service itself. The primary source for monitoring the targets in this SLA is the information collected into the Service Management tool. In the case of measuring elapsed times (like resolution time which is pivotal for rating the Service), the value is calculated from the time the incident or request is created in the system until the time the incident or request is marked as closed.

When the incident or service request is reported outside the working hours, the record is actually created at the beginning of the next working hour, unless a special procedure is invoked to start resolution immediately.

3.4 Measurement Reporting

Reports will show collected measurements relevant to the targets defined in this SLA. They are of three types:

- Operational reports: to help the outgoing monitoring of Service against the targets.
- Exception reports: produced each time a service level target is breached or is about to beach.
- Periodic reports: to be discussed in scheduled Service Level Review.

The periodic reports will incorporate details of performance against all SLA targets, together with details of any trends or specific actions being undertaken to improve service quality. They will include SLAM charts at the level of the whole service. Optionally, they can be drilled down at the level of components, especially if a target is reported breached. The Service Level Analyst will distribute these periodic reports to all participants two days before the Service Level Review meetings.

The Service Level Reviews will be held every two weeks and will be led by Service Level Managers.

4. Additional Considerations

The parties agree to try resolving their differences internally in good faith. In case a difference persists, they will submit their complaints to the arbitrator. The decision of the arbitrator will be considered final and must be accepted by both parties.

5. Supporting Information

None

5.1 List of Tables

Table 1. Definitions, Acronyms, and Abbreviations.....	6
Table 2. Signatories.	8
Table 3. Contacts.	8
Table 4. Responsibilities.....	10
Table 5. Availability of Service.....	12
Table 6. Target resolution times by Priorities.....	15
Table 7. Determination of Priorities.....	15
Table 8. Rating of Service.	17

5.2 Index

Availability	12, 13	References	6
Capacity	16	Reporting.....	17
Contacts.....	8	Responsibilities.....	8
Definitions	5	Scope	4
Overview	7	Signatories	8
Performance.....	14	Target resolution time	14
Purpose.....	4	Timeframe	4
Ratings.....	16		