

PART 2

nhulunbuy corporation

SPECIFICATION

Request for Tender (RFT)	PROVISION OF SECURITY SCREENING SERVICES AT GOVE AIRPORT
Closing Time:	3PM (CST), 31ST MAY 2019
RFT Number:	19/04

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1 INTRODUCTION

The Nhulunbuy Corporation Limited (NC) is committed to ensure the security of passengers, aircraft and members of the public that access and utilise the Gove Airport facilities. .

2 BACKGROUND INFORMATION

BACKGROUND

The Gove Airport is operated by the Nhulunbuy Corporation Limited (NC)

The NC is the designated screening authority for the airport and has a regulatory commitment associated with being the screening authority.

In order to fulfil the security commitments, NC requires specialist security services to be provided to control the security screening of people, hand luggage, checked baggage and general security and related functions with a customer service focus.

Term of Contract

The term of the contract will be for twelve (12) months and will commence on 1 July 2019 through to 30 June 2020.

Subject to satisfactory performance at the sole discretion of NC, has the option to extend the agreement by four (4) further periods of twelve (12) months each.

SCOPE OF WORKS

The provided services include maintaining security screening of people and baggage during scheduled operating hours and as amended from time to time. Services will include operating a security screening point, checked baggage security screening system, explosive trace detection of unattended items and clearing of aircraft.

Terminology

Airside – refers to the area of the airport that is within the secure perimeter fence and is maintained for the safe, secure operations and parked aircraft.

ASIC – refers to an Aviation Security Identification Card

CBS – refers to Checked Baggage Screening

CCTV – refers to Closed Circuit Television

Contractor's Representative – refers to a person duly authorised by the Contractor in writing to act on their behalf for the purpose of the Contract

NC – refers to the Nhulunbuy Corporation Limited

ETD – refers to Explosive Trace Detection

Hours of Service – refers to the hours or times the service is provided each day

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Principal's Representative – refers to a person duly authorised by the Principal in writing for the purpose of the Contract. The Principals representative will be the Manager Aviation and Compliance or acting representative

RPT – refers to Regular Public Transport

Services – refers to activities and duties completed by suitably qualified and licenced persons in accordance with the lawful needs of the Principle

Standard Operating Procedure – refers to a documented procedure or list of procedures provided by the Principle. The procedure/s will be referred to in abbreviated form as a SOP

The Airport – refers to Gove Airport facility that is owned by RioTinto Australia and Operated by the Nhulunbuy Corporation Limited

VIC – refers to a Visitor Identification Card

WH&S – refers to Work Health and Safety

WTMD – refers to a Walk Through Metal Detector

3 PARTICULARS OF SERVICES

3.1 Services

3.1.1 The Supplier is required to provide security screening services role on a daily basis for the duration of the contract, unless notice is given to stand down the service. During the Operational Hours of the Airport the Supplier is required to provide the following services;

- a) Passenger Screening Point including the operations and monitoring of Walk Through Metal Detector (WTMD), X-ray observation equipment, Explosive Trace Detection (ETD) Loading and queue combing as required.
- b) Checked Baggage Screening (CBS) point including the operation of the X-ray observation equipment, ETD and Out of Gauge baggage.
- c) Security and integrity of the sterile area including clearing / establishing the area to the regulated requirements.
- d) Explosive trace detection testing on unattended items on request by the Principal's representative
- e) Appropriate service levels and performance standards are implemented for core screening functions and customer service.
- f) Other security and related services as requested from time to time
- g) Maintain the cleanliness of offices and work stations.

3.1.2 The services will be conducted in the Regular Public Transport Terminal Building of the Gove Airport. The services may be required in other areas of the airport at the direction of the NC if regulatory requirements change. The hours of service required;

- a) Person and personal effects screening – Operational period of the RPT Schedule, seven (7) days a week (see Attachment A for current RPT Schedule)
- b) Checked Baggage Screening – Operational period of the RPT Schedule, seven (7) days a week
- c) Site Supervisor – Operational period of the RPT Schedule, seven (7) days a week
- d) provide general airport security and related functions with a customer service focus

3.1.3 The personnel employed for these duties need to be dedicated staff for these roles to ensure the highest level of competency and consistence with service delivery.

3.1.4 NC may adjust the level and hours of service required according to operational requirements.

3.1.5 The supplier is required to train and maintain competency levels of all employees to perform the duties of service as stated in the Office of Transport Security Aviation Screening Notice and Standard Operating Procedures (SOP'S) developed by Airport Management in conjunction with the supplier. The supplier is to ensure their employees have appropriate accreditation and meet all statutory requirements to perform the service.

3.1.6 All activities completed will be logged and all events or incidents observed are to be recorded to the satisfaction of NC. Log sheets, Incident sheets and other daily reports are submitted to NC on a daily

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basis. Occurrences or incidents that require immediate reporting are to be made directly to the provided contact number.

3.1.7 It is the supplier's responsibility to ensure all statutory requirements for accessing the sterile area are met, including compliance with legislated requirements.

3.1.8 Provide and deliver an annual quality assurance program including covert and overt systems testing and documentation audits and report results.

3.1.9 The Australian Aviation Security Regulator will conduct audits and systems testing throughout the term of the Agreement.

3.1.10 If any non-compliances are reported by the Aviation Security Regulator resulting from an audit or systems test, a \$1000 penalty may be payable to NC for each non-compliance.

3.1.11 The OTS audits will be conducted against the Aviation Screening Notice, Aviation Transport Security Act 2004 and Aviation Transport Security Regulations 2005.

3.1.12 The supplier is required to provide indemnity and maintain valid aviation liability insurance (unlimited) applicable to the risk of providing the service.

3.2 Scope of Services

The principal objectives of the scope of services are:

- to ensure that aviation security screening services are provided for all departing passengers and baggage (both carry-on and checked) on screened air services at Gove Airport in accordance with the Australian Government requirements and legislative framework for aviation security;
- to ensure that appropriate service levels and performance standards are implemented for core screening functions and customer service.
- to provide general airport security and related functions with a customer service focus.

The scope of services required is specified in the *Aviation Transport Security Act 2004*, the *Aviation Transport Security Regulations 2005* and the Methods, Techniques and Equipment to be used for Screening (ASN) ATSR 4.17 as issued from time to time by the Australian Government Office of Transport Security (OTS).

3.2.1 Legislative Framework

The legislative framework governing the roles and responsibilities of Airport Security and Screening Officers is set down in the:

- *Aviation Transport Security Act (2004)* (the "Act");
- *Aviation Transport Security Regulations (2005)* (the "Regulations");
- Methods, Techniques and Equipment to be used for Screening (the "ASN" regulation 4.17).

Gove Airport, as a Security Controlled Airport under the Act, also has its own Transport

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Security Program (TSP). This outlines the procedures to be implemented on a day-to-day basis in protecting the security of the travelling public and the successful Tenderer must adhere to the procedures contained within the Transport Security Program at all times.

3.2.2 General

The General Conditions of Contract for this contract shall be those set out in the document produced by the Australian Standards Association, AS 4920 General conditions of contract for the provision of asset maintenance and services (principal version).

3.2.3 Occupational, Health, Safety and Rehabilitation

Whenever work is carried out on the Principal's premises or work sites, the Contractor and any subcontractors and agents shall comply with the Principal's Occupational Health and Safety System.

3.2.4 Compliance with Standards and Codes

Where the Contract requires the Contractor to comply with any Standard or Code, unless otherwise specified, that Standard or Code shall be that edition published 14 days prior to the closing date of Tenders.

3.2.5 Insurances Required

Public Liability
 Workers Compensation
 Professional Indemnity
 Product Liability
 War and Terrorism
 Aviation Liability Insurance

Tenderers are able to provide an undertaking to purchase Aviation Liability Insurance and need only provide proof in the form of a certified certificates of currency of this insurance within 7 days of acceptance of tender.

3.2.6 Price Schedule

Payment for this contract is to be made on a Schedule of rates basis for a fixed and variable amount, nominated by the Contractor, and shown as the Price Schedule in section 3.3 of this tender document.

The Price and the rates and prices listed in section 3.3, are deemed to include the cost of the whole of the services under the Contract, and other incidentals associated with or necessary for the execution of the work under the Contract and the performance of the obligations of the Contractor under the contract.

Tenderers must provide an undertaking to purchase Aviation Liability Insurance and need only provide proof in the form of a certified certificates of currency of this insurance within 7 days of acceptance of tender.

The NC will not accept invoices for items of materials deemed by the NC to be part of the successful Tenderer Tools and Equipment required for completion of the Service.

The Price Schedule is inclusive of any costs of complying with the requirements of the Contract including for the avoidance of doubt:

- a) the mobilisation and demobilisation of any Personnel and equipment;

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- b) the cost of supplying and maintaining a reasonable range of tools and consumables necessary for the satisfactory performance of the Services;
- c) the costs of all transport facilities provided by the successful Tenderer; and
- d) fixed for the Term subject to the Annual Price Review.

The successful Tenderer may request and seek approval from the NC Representative for an increased level of personnel should the requested Services increase.

The NC reserves the right to increase or decrease in the level of successful Tenderer Personnel, at its sole discretion, in which case Pricing Schedule shall be updated to remove/add the fixed costs for the applicable personnel who have been either removed or added. Such changes to be effective on and from the date the successful Tenderer receives notice from the NC to remove/add such personnel.

The Tenderers acknowledges and agrees that the Variable Costs as requested in the Pricing Schedule must:

- a) only be payable by the NC upon the successful Tenderer providing its proof of expenditure to the NC's satisfaction; and
- b) not exceed the Variable Cost Allowance amount as set out in the Pricing Schedule unless otherwise approved by the NC Representative in writing, such approval not to be unreasonably withheld.

On each anniversary date of the Contract, the Contractor may be entitled to adjust the Contract Price for the Services. The Contract Price shall be reviewed and adjusted by the percentage movement as published in the Consumer Price Index (CPI) since the last anniversary date.

If the successful Tenderer fails to achieve the agreed KPI score on the anniversary date of the Contract the successful Tenderer will not be entitled to the CPI increase, except if approved by the Company in writing.

The failure to achieve the agreed KPI score will constitute a breach of the Contract and the Company may (in its sole discretion) exercise its rights to not renew the Contract.

The NC shall review the Contract Price for the Services on the anniversary date and following such review the Contract Price shall be deemed to be fixed until the next anniversary date.

The NC reserves the right to, at any time, request and review any data, information or pricing components pertaining to or influencing the pricing schedule and reporting mechanisms specified from the successful Tenderer.

Until the Parties reach agreement as to the terms of the Price Review and the adjustment (if any) to the pricing schedule, the prevailing prices will continue to apply.

4 SPECIFIC REQUIREMENTS OF THE CONTRACT

4.1 Functional Characteristics

1. Check to ensure all doors in the terminal are locked at start of each shift.
2. Establish the sterile area for each operational period.
3. Conduct start up test procedures as per ASN and manufacturers specifications.
4. Implement proper management and crowd control of the screening point and departures lounge at all times.
5. Operate the screening point as prescribed in the Aviation Screening Notice 2013 and any future amendments.
6. Any item/s not allowed into the sterile area is stored in lockable containers at the screening point. The disposal of these items will be at the discretion of the NC.
7. Conduct an ETD test/s on unattended items found within the RPT Terminal and airport surrounds.
8. At the request of the NC provide other security related services
9. Conduct random inspections for the integrity of the sterile area each shift. The inspection will include, but not limited to departure doors, boarding desks, general seating, floor areas and window ledges.
10. Offer assistance to customers using the screening point.
11. Respond to passenger queuing problems at the screening point
12. Routine day to day maintenance of screening equipment (within the scope of training and capabilities).
13. Provide representation for Airport Security Committee and Aerodrome Emergency Committees and to assist with emergency exercises or debriefs.
14. After the departure of each flight, screening officers to conduct a sweep of the departures lounge to detect any items or personal belongings that have been left behind. Record and report lost property items.
15. Provide monitoring and responses to duress alarm system.
16. At the end of the operational period, all equipment is to be securely stowed, doors and security grill at the screening point be closed and locked and the work area be left in a clean and tidy state.
17. Provide assistance to airline and ground handling staff inside the sterile area.

4.2 Performance Characteristics

4.2.1 Satisfactory completion of the security screening services will include:

- a) Manning the screening lane and checked baggage screening with sufficient number of personnel to meet the regulatory requirement (ASN):
 - 1 x Loader

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- 1 x X-ray Operator (screening lane)
 - 1 x X-ray Operator (CBS)
 - 1 x WTMD operator
 - 1 x ETD Operator
- b) Continuous operation of the screening point for passenger convenience
- c) The queue time for screening of passengers should not exceed ten (10) minutes
- d) Assisting the general public, airport clients and airport stakeholders in a friendly manner. Employees will need to be trained appropriately by the supplier to provide strong customer service skills.
- e) Providing the service without valid service complaints being reported to NC by passengers and the general public.
- f) Accurate timely reports requested by NC. These reports could include but not limited to:
- Passenger Screening Performance
 - CBS Screening Performance
 - Customer Service Performance
 - WTMD Statistics, throughput, alarm
 - ETD throughput
 - New and Departing Staff
 - Training undertaken and received including records
- g) Maintain safe and secure custody of public property found in the screening point and terminal areas.

4.3 Technical Characteristics

4.3.1 All employees of the supplier must be licenced to complete security activities in accordance with the State Government licencing requirements. Licences must remain current.

4.3.2 All employees of the supplier must have completed Radiation Awareness Training. This training is to be conducted annually.

4.3.3 All employees of the supplier required to operate the passenger and checked baggage screening points must obtain and display a current Aviation Security Identification Card.

4.3.4 The supplier must conduct a Workplace Health and Safety risk assessment for all activities involved in this contract and provide this to Airport Management prior to commencing work on site. All NC WH&S obligations are to be met prior to commencing work on site. The supplier must participate fully in the Airport's Safety Management System.

4.3.5 All employees of the supplier required to operate the screening point, enter the sterile and / or airside access areas will maintain compliance with the drug and alcohol management requirements of the Civil Aviation Safety Authority. The contractor will provide NC with a current copy of the compliant plan with the tender documents and forward all ongoing revisions.

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4.3.6 The legislative framework governing the roles and responsibilities of Airport Security and Screening Officers is set down in the:

- *Aviation Transport Security Act (2004)* (the "Act");
- *Aviation Transport Security Regulations (2005)* (the "Regulations");
- Methods, Techniques and Equipment to be used for Screening (the "ASN").

4.4 Other Characteristics

4.4.1 All operational logs and reports, equipment testing will be completed and submitted to NC.

4.4.2 All safety / security incidents, near misses or hazards observed will be reported to NC on the appropriate form.

4.4.3 Training requirements:

A. The Supplier is responsible for all staff completing these services to be trained to conduct and/or monitor:

- I. X-ray observation equipment ‘
- II. Walk Through Metal Detector
- III. Explosive Trace Detection
- IV. Hand Held Metal Detector – screening point
- V. Any additional process or function introduced by Legislation
- VI. Any additional process required by NC to improve efficiency

B The supplier is responsible for all staff completing Customer Service Training

C the Supplier is responsible for all staff completing conflict management, discrimination and harassment.

4.5 Communications and Information Technology Testing

A Site Supervisor – requires a mobile smart phone with camera, desktop computer and printer

B Team Leader – requires a mobile phone with camera

C Office space will be provided by the NC

4.6 Contract Compliance Testing

The following methods will be used by the NC to ensure the service provided meets the requirements of the contract:

- A Daily Reports will be monitored for activities that have occurred at the screening point;
- B CCTV recordings will be used to monitor daily activities;

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- C Customer and stakeholder feedback will be used to assess the suitability of the services provided; and
- D Quarterly contract meetings will be held with the provider's representative to review the providers performance.

4.7 Regulations and Standards

4.7.1 Aviation specific legislation referred to in this agreement and associated with the performance of these services includes;

- A The Aviation Transport Security Act 2004 as amended;
- B The Aviation Transport Security Regulations 2005 as amended; and
- C Aviation Screening Notice 2013

4.7.2 All State and Federal legislation relevant to the performance of this agreement apply, in particular legislation applicable to the provision of security services.

4.8 Hours of Work

4.8.1 The Supplier will be required to provide flexibility in its resourcing to allow for adjustments in the rostered shifts to accommodate for any delayed, rescheduled or additional flights.

4.8.2 Notwithstanding regulation 4.01 ATSR, it will be required for the Supplier to be in attendance at the Airport to commence screening of passengers no less than 90 minutes prior to the scheduled departure of the first aircraft unless the scheduled aircraft is delayed or rescheduled by more than two (2) hours. In the case of a flight that has been delayed or rescheduled, screening is to commence no less than 90 minutes prior to the rescheduled departure of the air service to be screened; and 30 minutes after actual departure of the last aircraft, of that operational period. The rostered operational periods are to be approved by the applicable Airport Manager.

4.8.3 The Supplier will be advised as soon as practical of any delayed, rescheduled or additional flights by either airline staff or NC staff. Should the supplier be made aware of a flight change by the airline then they are to advise NC staff of the change.

4.9 Equipment Maintenance and Servicing

4.9.1 The NC is responsible for the servicing and maintenance of the screening equipment.

4.9.2 The Supplier is to immediately notify the NC of any equipment malfunction that interrupt the screening operation.

4.9.3 The Supplier is to monitor the stock of consumables and will inform the NC to replenish to ensure the uninterrupted operation of the specified security screening services.

4.9.4 The Supplier is required to ensure that screening equipment is securely stored and locked away in the areas provided when not in use.

4.10 Work Areas and Staff Amenities

4.10.1 The Supplier is required to keep the work areas in a clean and tidy condition, including the regular cleaning of the work station equipment supplied by NC.

4.10.2 At the expiration or other termination of the Contract, the Supplier is required to surrender to NC the work areas in the same order and condition as received by it, reasonable wear and tear

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excepted. The Supplier will be required to pay to NC the cost of repairs other than those caused by reasonable wear and tear.

4.10.3 Recreational activities are not to be undertaken in the screening areas.



TABLE 1. AIRLINE SCHEDULE

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Date	15/04/2019	7/5/19 - 24/9/19		1/4/19 - 31/10/19			14/04/2019
Aircraft	Embraer E170 Jet	Embraer E170 Jet	Embraer E120	Embraer E170 Jet	Embraer E170 Jet	Embraer E120	Embraer E170 Jet
Flight #	TL160	TL160	TL414-TL415	TL160	TL160	TL414-TL415	TL160
ETA	08:45	08:00	08:50	08:00	08:45	08:50	08:45
ETD	09:30	08:35	09:40	08:35	09:30	09:40	09:30
Route	DRW-GOV-CNS	DRW-GOV-CNS	GTE-GOV-DRW	DRW-GOV-CNS	DRW-GOV-CNS	GTE-GOV-DRW	DRW-GOV-CNS
Aircraft	Embraer E170 Jet	Embraer E170 Jet	Embraer E170 Jet	Embraer E170 Jet	Embraer E170 Jet	Embraer E170 Jet	Embraer E170 Jet
Flight #	TL161	TL161	TL160	TL162	TL161	TL160	TL161
ETA	13:55	12:50	08:45	11:55	14:55	08:45	13:55
ETD	14:25	13:25	09:30	12:25	15:25	09:30	14:25
Route	CNS-GOV-DRW	CNS-GOV-DRW	DRW-GOV-CNS	DRW-GOV-CNS	CNS-GOV-DRW	DRW-GOV-CNS	CNS-GOV-DRW
Aircraft		Embraer E120	Embraer E170 Jet	Embraer E170 Jet		Embraer E170 Jet	Embraer E120
Flight #		TL416	TL161	TL161		TL161	TL416
ETA		16:10	14:55	12:50		14:55	17:10
ETD		16:40	15:25	13:25		15:25	17:40
Route		DRW-GOV-GTE	CNS-GOV-DRW	CNS-GOV-DRW		CNS-GOV-DRW	DRW-GOV-GTE
Aircraft		Embraer E170 Jet		Embraer E170 Jet			
Flight #		TL162		TL163			
ETA		12:15		21:25			
ETD		12:50		21:55			
Route		DRW-GOV-CNS		CNS-GOV-DRW			
Aircraft		Embraer E170 Jet					
Flight #		TL161					
ETA		18:30					
ETD		19:05					
Route		CNS-GOV-DRW					

Please be mindful that short notice changes can occur

5 TIMETABLE FOR PROCUREMENT

Place Advertisement in Newspaper*	9th May 2019
Issue Request for Tender	9th May 2019
Closing Time*	31 st May 2019
Evaluation of Tender Responses*	14th June 2019
Submission to the Principal*	18th June 2019
Acceptance of Tender*	30th June 2019

**Dates are subject to alteration by the Principal in its discretion.*

6 IMPLEMENTATION TIMETABLE

The proposed implementation schedule will be in accordance with the Timetable for Procurement above.

7 ADDITIONAL INFORMATION

Appendix 1 – Floor Plan of Gove Airport Terminal Building

Version Date:	01/05/2019
Revision Number:	2019.04

