



CITY OF HOUSTON
FINANCE DEPARTMENT
Strategic Procurement Division

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Mayor

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May 13, 2020

Subject: Letter of Clarification No. 1
Consolidated and Distribution Centers (CRDC's) for the Houston Airport System

Reference: Request for Proposals (RFP) No.: S19-T29294

To All Prospective Proposers:

This Letter of Clarification is issued for the following reasons:

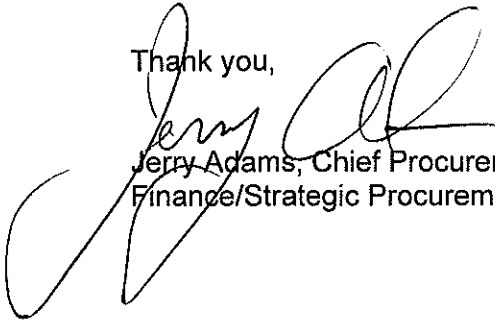
- To revise the above referenced solicitation as follows:
 1. In Part IV (Subsection B), **replace:** "page 21 of 55, with attached page 21 of 55 marked revised 5/13/2020".
- To answer the following question:
 1. Question: *Can the City provide more details in regards to the manufactures for the electronic safety and security needed?*

Answer: *The City is unable to provide specifications or details as to electronic safety and security requirements. The electronic safety and security requirements will be determined by the selected proposer.*

When issued, Letter(s) of Clarification shall automatically become a part of the Bid documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Letter(s) of Clarification. It is the responsibility of the Proposer to ensure that they have obtained any such previous Letter(s) associated with this solicitation. By submitting a response to this solicitation, Proposers shall be deemed to have received all Letter(s) of Clarification and to have received all Letter(s) of Clarification and to have incorporated them into this Proposal.

If you should have any questions, please contact Roy Korthals at (832) 393-8734 or via email at roy.korthals@houstontx.gov

Thank you,



Jerry Adams, Chief Procurement Officer
Finance/Strategic Procurement Division

Council Members: Amy Peck Jerry Davis Abbie Kamin Carolyn Evans-Shabazz Dave Martin Tiffany D. Thomas Greg Travis Karla Cisneros
Robert Gallegos Edward Pollard Martha Castex-Tatum Mike Knox David W. Robinson Michael Kubosh Letitia Plummer Sallie Alcorn
Controller: Chris B. Brown

REVISED 5/13/20

- 5.5 Provide an organizational chart of the proposed team or staff for this project.
- 5.6 Provide resumes of key personnel who will be responsible for the delivery of the services/project.
- 5.7 Provide copies of key personnel certifications and/or licenses.
- 5.8 Provide a sample project of similar quality design to develop a consolidating facility for other airports with materials and a detailed description that these included build-out, fixtures, furnishings, and equipment costs.
- 5.9 Provide a report sample of managing a Supplier Management Plan ("SMP"); provide an example of dock usage authorization and schedule in RFP.
- 5.10 Provide a sample of operating procedures or plans on how to ensure goods and supplies are delivered to the intended recipients in a timely and efficient manner.
- 5.11 Detail the customer service plan which shall include but not limited to:
 - Customer-complaint handling and procedures
 - Length of time to respond to complaints
 - Procedure for responding to the complaint
 - Employee recognition program
6. Proposed Strategy and Operational Plan: Provide a detailed description and methodology of the proposed plan for **Development and Operation of Consolidated Receiving and Distribution Center**, which should include, but not be limited to the following:
 - 6.1 A brief statement of the Proposer's understanding of the work to be provided.
 - 6.2 A detailed description of a customer support plan and operating philosophy.
 - 6.3 A detailed description that clearly defines the transition approach that will be utilized in the achievement of the RFP's intended Scope of Work.
 - 6.4 Outline a detailed facility maintenance plan for on-going maintenance and repairs/replacement of equipment, displays, fixtures, flooring, etc.
 - 6.5 Demonstrate a sample report detailing the delivery schedule in the proposal.
7. Client References: Provide reference name and contact information clients to whom Proposer has provided similar services within the past ten (10) years. Specifically, provide the following:
 - 7.1 Name and location of the project(s);
 - 7.2 "CURRENT" reference contact name, telephone numbers, and e-mail addresses;
8. M/WBE Participation: Identify an M/WBE subcontractor and submit a signed-off "M/WBE" Letter of Intent" form identifying the role of each subcontractor for this implemented project.
9. Financial Stability: If Proposer is an entity that is required to prepare audited financial statements, Proposer shall submit an annual report that includes: