

***John F. Kennedy International,
LaGuardia, Newark Liberty
International, & Stewart International
Airports
Customer Care Representative
Services Contract***

Committee on Operations

February 24, 2011

Customer Care Representative Services

Duties

- Provide information to customers
- Train airport employees in PA Customer Care Standards
- Added “eyes and ears”

Located at: Welcome Centers, terminals, AirTrain stations, and federal inspection facilities



Procurement Process

Process

- Publicly advertised
- Two-step evaluation
- 10 submitted
- 6 top ranked invited to present
- 2 respondents requested to bid

Evaluation Criteria

- Management Approach – 40%
- Customer Service – 35%
- Experience & Capability – 25%



Recommended Award



Recommended Awardee

→ Gateway Security, Inc.

Highly Qualified at Lowest Cost

→ Comprehensive training program with all aspects of customer service

→ High employee retention rate

→ \$15 million lower than next bid

Relevant Experience

→ Airport contracts

→ Positive feedback from customers and partners

Contract Terms – Gateway Security, Inc.

Five-Year Base Contract

→ \$74.9 Million over a 5-year term

Option Periods

→ One 2-year renewal option

→ 120-day extension

