

Request for Proposals

VALET PARKING SERVICES CONCESSION

Richland – Lexington Airport District West Columbia, SC

ISSUED DATE: January 18, 2023

ISSUED BY: Richland – Lexington Airport District
3250 Airport Blvd, Suite 10
West Columbia, SC 29170

POINT OF CONTACT: Lindsay Copelan, Properties Manager
Email: l.copelan@flycae.com

NON-MANDATORY
PRE-BID MEETING: January 31, 2023 at 2:00 p.m.
Carolina Room- located inside the terminal.
3250 Airport Blvd
West Columbia, SC 29170

QUESTION DEADLINE: February 1 2023; no later than 2:00 p.m. EDT
Richland – Lexington Airport District
Attn: Lindsay Copelan, Properties Manager
3250 Airport Blvd, Suite 10
West Columbia, SC 29170

PROPOSAL DEADLINE: February 16, 2023; no later than 2:00 p.m. EDT
Richland – Lexington Airport District
Attn: Lindsay Copelan, Properties Manager
3250 Airport Blvd, Suite 10
West Columbia, SC 29170

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I. PURPOSE OF REQUEST

The Richland-Lexington Airport District (“District”) through this Request for Proposal (“RFP”) invites written proposals from qualified Contractors (“Contractors”) to provide **Valet Parking Services** at the Columbia Metropolitan Airport (“Airport”)

II. INSTRUCTIONS TO PROPOSERS

A. Contractors shall submit five (3) hard copies of their proposal. Proposals must be enclosed in a sealed envelope, box or package, and clearly marked on the outside with the following: DO NOT OPEN – PROPOSAL ENCLOSED, “Valet Parking Services”, Contractor’s name, address, phone, and primary contact name. Proposals must be delivered to the following address:

Columbia Metropolitan Airport
3250 Airport Blvd, Suite 10
West Columbia, SC 29170
Attention: Lindsay Copelan, Properties Manager

B. All proposals must be delivered by **2:00 p.m. EDT, February 16, 2023**. Requests for extension of time to submit will not be granted. Late proposals will be rejected. Proposals sent via e-mail or fax will not be accepted.

C. The opening and reading of a proposal does not constitute the District's acceptance of the Contractor as a responsive and responsible Proposer.

D. It is the sole responsibility of the Contractor to insure that the proposal arrives on time and bears the handwritten signature of an official duly authorized to sign all three copies. The name, address and telephone number of the person to contact must be clearly identified.

E. Any questions about the RFP should be directed in writing to:

Lindsay Copelan
Properties Manager
3250 Airport Blvd, Suite 10
West Columbia, SC 29170
Email: l.copelan@flycae.com

F. Other than with written consent from the Point of Contact, all Proposers, including any persons affiliated with or in any way related to a Proposer, are strictly prohibited from contacting any Commissioners or any District personnel on any matter having to do in any aspect with this RFP after January 9, 2023. Any other contact with such persons associated with the District shall be made only through and in coordination with the Point of Contact and must be made in writing. Prohibitive or inappropriate contacts made by Proposer may result in the disqualification of the Proposer. This requirement will be strictly enforced.

G. The District may elect to issue addenda to this RFP. All addenda will be posted on the District website at the following URL:

<https://flycae.com/procurement-bids/>

It is the responsibility of the Proposer to view, obtain or download all addenda issued by the District for this RFP. The Proposer shall acknowledge all issued addenda on the Acknowledgement of Addendum Form.

Submission of a proposal establishes a conclusive presumption that the Contractor is thoroughly familiar with the Request for Proposal (RFP) and that the Contractor understands and agrees to abide by all of the stipulations and requirements contained therein.

- H. All notations must be typed or printed in ink. No erasures are permitted. Mistakes may be crossed out and corrections must be initialed in ink by the person(s) signing the Proposal Form.
- I. All costs incurred in the preparation and presentation of the proposal is the Contractor's sole responsibility; no costs will be reimbursed to any Proposer.
- J. All documentation submitted with the proposal will become the property of the District.
- K. Proposals are to be submitted as outlined below:
 - 1. Proposer Questionnaire
 - 2. References
 - 3. Proof of Insurance Coverage
 - 4. Certification
 - 5. Proposal Form
 - 6. Acknowledgement of Addendum
- L. The District reserves the right to cancel any or all solicitations, in whole or in part, as well as reject any or all proposals, or to accept or reject any proposal in part, and to waive any minor informality or irregularity in proposals received if it is determined by the Executive Director or his designee that the best interest of the District will be served by so doing. If the solicitation is cancelled or all proposals are rejected by the District, a notice will be posted on the District website as identified for the posting of addenda. A proposal will not be considered from any person, firm or corporation that is in arrears or in default to the District on any contract, debt, or other obligation, or if the Proposer is debarred by the District from consideration for a contract award.
- M. Proposals are subject to public disclosure after the final ranking in accordance with state law. All information contained in any submitted bid, request for proposal, or request for qualifications document to the District will be available for public review upon Freedom of Information Act (FOIA) request. All Contractors are hereby advised that any information that they may consider to be confidential or proprietary and would give a competitive advantage if disclosed, should be identified, along with a statement as to whether or not a claim of confidential or proprietary privilege is being asserted. If such information is later sought by a FOIA request, the Contractor will be allowed to justify its claim of privilege and the District will assess the validity of said claim in advance of any release.
- N. In the event a contract is entered into pursuant to this RFP, the Contractor shall not discriminate against any qualified employee or qualified applicant for employment because of race, sex, color, creed, national origin or ancestry. The Contractor must include in any and all subcontracts a provision similar to the above.
- O. Any ambiguity in any proposal as a result of omission, error, lack of clarity or non-clarity by the Contractor with this RFP, instructions, and all conditions of the submission shall be interpreted in the light most favorable to the District.

P. The District has set the following schedule:

<u>Action Item</u>	<u>Date</u>
Request for Proposal Issued	January 18, 2023
Non-Mandatory Pre-Bid Meeting	January 31, 2023 at 2:00 p.m.
Deadline for Proposal Question Submission	February 1, 2023, by 2:00 pm EDT
Questions and Answers Posted to Airport Website	February 2, 2023
Deadline for Proposal Submission	February 16, 2023, by 2:00 pm EDT

III. TERMS AND CONDITIONS

- A. The District is seeking proposals from Contractors to provide Valet Parking Services for a period effective three (3) year term with an option to renew the agreement up to two (2) additional twelve (12) month period at the sole discretion of the District.
- B. The District reserves the right to reject any or all proposals, or to award the contract to the next most qualified Contractor if the selected Contractor does not execute a contract within fourteen (14) days after the award of the proposal.
- C. The District reserves the right to request any supplementary information it deems necessary to evaluate the Contractor's experience, qualifications, or to clarify or substantiate any information contained in the Contractor's submittal.
- D. Any proposal submitted will constitute an irrevocable offer, for a period of ninety (90) days, to sell to the District the services set forth in the enclosed Scope of Services and Specifications.
- E. If, through any cause, the Contractor shall fail to fulfill in a timely and proper manner the obligations agreed to, the District shall have the right to terminate its contract by specifying the date of termination in a written notice to the Contractor at least thirty (30) days before the termination date. In this event, the Contractor shall be entitled to just and equitable compensation for any satisfactory work completed.
- F. Any agreement or contract resulting from the acceptance of a proposal shall be on forms either supplied by or approved by the District and shall contain, at a minimum, applicable provisions of the RFP. The District reserves the right to reject any agreement that does not conform to the RFP and to any District requirements for agreements and contracts.
- G. The Contractor shall not assign any interest in the contract and shall not transfer any interest in the same without prior written consent of the District.
- H. No reports, information, or data given to or prepared by the Contractor under the contract shall be made available to any individual or organization without the prior written approval from the District.
- I. The Contractor is responsible for any damage caused by their employees and/or equipment to any District property and shall replace any damaged piece of property at no cost to the District.

- J. Insurance Requirements: The selected Contractor shall carry and keep in force a comprehensive general liability and employer liability insurance by an insurance company authorized to do business in the State of South Carolina with limits of liability as follows:

Employer Liability	\$1,000,000
Comprehensive General Liability	
Bodily Injury	\$1,000,000 each occurrence, and \$2,000,000 aggregate
Property Damage	\$1,000,000 each occurrence, and \$2,000,000 aggregate

The selected Contractor shall furnish certificates of professional liability insurance satisfactory to the District as to contents and carriers. Upon execution of a contract, the selected Contractor shall furnish to the District a good and sufficient Certificate of Insurance by said insurance company, and an Owner’s Protective Liability Policy naming the Richland-Lexington Airport District, the Richland-Lexington Airport Commission, and the Richland-Lexington Airport District Employees as named insured. Both policies shall contain the stipulation and agreement that the insurance provided by said policies is continually in full force and effect and is not subject to cancellation or modification in full or in part without thirty (30) days advance written notice to the District.

- K. Workers’ Compensation and Employer’s Liability Insurance: The Contractor shall maintain workers’ compensation and employer’s liability insurance in the amounts and form required by the laws of the State of South Carolina. The Contractor shall furnish a certification of said insurance to the District certifying that the District will be given thirty (30) days written notice of non-renewal, cancellation or other material change.

IV. SELECTION PROCESS AND CRITERIA

The District intends to offer the valet parking services at the Airport in order to increase non-aeronautical revenue and provide a high level of customer service. A selection will be based on the best qualified proposal submitted for the items specified in the scope of services.

QUALIFICATIONS/CERTIFICATIONS

Proposers must document that their firm has experience in providing this service to other companies for at least five years.

V. SCOPE OF SERVICES

(A) To provide patrons of the Airport and the air traveling public, valet parking, along with related services, by allowing them the opportunity to drive their vehicles directly to the curb on the departure level of the passenger terminal building, check-in and leave their vehicles at the curb for parking and have their vehicles delivered back curbside upon request. While in possession of the patron's vehicle, the Successful Proposer may propose concierge-type services. To accommodate the curbside drop-off/pick-up service, the Airport will set aside a curbside area on the departure level, of the passenger terminal roadway, to permit customers to park their vehicles, unload and check-in with the valet parking attendant. The Service shall be operated in compliance with all rules, TSA regulations and directives of the District and all other regulatory agencies in the interest of protecting health, safety, security and good order.

(B) The Successful Proposer will be responsible for the day-to-day operation and management of the Service, including providing all operating personnel, insurance, permits and licenses and all other labor and material necessary, or required, for the adequate and continued performance of the Service.

(C) The Director or his designee will review monthly the day-to-day operations of the Service. The Successful Proposer and the Director, or his designee, shall maintain communication concerning the performance of the Service and establish the operating procedures under which the Service shall be provided.

(D) The Successful Proposer's personnel shall perform their duties in a manner satisfactory to the Director but shall be exclusively under the direction and control of the Successful Proposer. In performing its duties hereunder, the Successful Proposer shall be an independent contractor in every respect.

Alternative Methods of Operations

The Airport will consider, and Proposers are invited to suggest, variations in the method of operation based upon their experience in valet parking. Such methods should be described in detail in the Proposal.

Minimum Standards

The District has established the following minimum standards for the valet parking service and related amenities at the Airport:

(A) The Successful Proposer shall be responsible for uniforms, materials, parking equipment, revenue control equipment and supplies required for the maintenance and operation of the Service and its employees. The Successful Proposer must also replace, as necessary, any equipment needed during the term of the Agreement.

(B) Procure, at its sole cost, from all governmental authorities, having jurisdiction over the operations, of the Successful Proposer, at the Airport, or elsewhere, all licenses, certificates, permits or other authorizations, which may be necessary to conduct its operations.

(C) Demonstrate the ability to respond timely to requests by patrons, of the Airport, and the air traveling public.

(D) The Director shall have the right to require the Successful Proposer to staff, at its own expense,

additional valet dispatch zone at designated locations specified, on the Airport campus, during such hours as are determined by the Director. Such additional locations may be necessary to meet increased public demand, for valet parking service, or to provide Service to any additions to the existing passenger terminal building.

(E) The Successful Proposer shall not engage in any business at the Airport, other than that permitted by the Agreement, without the express written consent of the Director or by any other existing or future written agreement between the District and the Successful Proposer relating to an Airport operation. All administrative and operational duties, facilities and/or equipment, required by Successful Proposer, to execute the Agreement will be exclusive to that Agreement unless otherwise approved, in writing, by the Director.

(F) The Successful Proposer shall defend, indemnify and save harmless the District, its officers, agents and employees from any and all claims, demands, suits, actions or proceedings of any kind or nature whatsoever, including workers' compensation claims, in any way resulting from or arising out of the Agreement.

(G) Require its employees to submit to random urine, or other tests, screening for alcohol or drugs or when there is reasonable suspicion of illicit use or the employee's being under the influence of or impaired by alcohol or drugs. Drug or alcohol screening may also be justified when, even though the employee does not exhibit observable symptoms of being under the influence, an accident has occurred and there is reasonable suspicion that the accident may have been caused by human error.

(H) Valet drivers will immediately report all accidents, to their supervisor, who will notify the Director or his designee. The Successful Proposer is responsible to ensure an accident report, or incident report, is completed and will supply a copy of that report to the Director, or his designee, within twenty-four (24) hours of the accident.

(I) The person identified to serve as "Manager" shall have a minimum of three (3) years recent experience in managing a valet parking service at a facility comparable in size to the Airport.

(J) If the Manager or a supervisor is absent, the Successful Proposer shall provide a replacement that is competent and has been given the authority to carry out the duties of the position, as required.

(K) Provide each employee used in the performance of work, under the Agreement, with adequate training to perform the work competently as required in this Request for Proposal, including customer service training. (All employees and subcontractors who have direct contact with the public shall have at least eight (8) hours of customer service training when hired/subcontracted and annually thereafter.) All valet drivers shall have at least eight (8) hours of driver's safety training annually. The Successful Proposer shall maintain a training record for each employee. The training record shall show, at a minimum, the employee's name, date of employment and type and date of each training class attended. Such records shall be made available, to the District, upon request. The Successful proposal shall provide the Director with copies of all training manuals, policies and procedures.

(L) All valet drivers shall wear badges displaying the Airport insignia, in identifying colors, and the employee's name. Drivers shall be clean, neatly dressed and appropriately uniformed, exception - management personnel need not be uniformed. The Successful Proposer shall control the conduct, demeanor and appearance of its employees. Upon objection by the Director, the Successful Proposer shall take all steps necessary to remove the cause of objection.

(M) The Successful Proposer will review each valet driver's driving record quarterly and valet drivers with nine (9) or more points, or who have a DUI conviction, will not be utilized in the Service operations.

(N) Valet drivers with a driving record unacceptable to the Director will be removed.

(O) The Director may refuse to approve employment of any person to perform work, at the Airport, under the Agreement, if such person is deemed, by the Director, to be unfit to carry out the duties of the position to which the Successful Proposer intends to assign or has assigned such individual.

(P) No displays or advertising may be exhibited or distributed to customers, except as authorized in advance, in writing, by the Director.

(Q) The Successful Proposer will be required to accept major credit cards, such as MasterCard, Visa, American Express, and Discover regardless of the amount of the parking fee.

(R) The Successful Proposer shall implement a two-way dispatching or radio communications system between valet drivers and supervisors.

(S) The Successful Proposer shall be required to make all operating and financial records, relating to the Service, available, to the Director, upon written request for inspection.

(T) The Successful Proposer shall establish way finding signage, as approved by the Director, and implement a program to market and promote its valet parking service which shall, at a minimum, include (i) printed brochures for dispatchers to give to passengers detailing its prices, procedures for damage to vehicles, passenger complaints, Successful Proposer's name, telephone number and address; and (ii) printed comment cards addressed to the Ground Transportation Manager of the Department.

(U) The Successful Proposer shall promptly, and courteously, respond to customer complaints regarding the Service. The Successful Proposer shall, within two (2) calendar days of the date a written complaint is first received, make an appropriate written response to the customer. If further action, on the complaint, is required, the initial response may consist of an acknowledgement of the complaint and a statement of further action to be taken. Customer complaints that are received by telephone are to be responded to immediately, by telephone, and followed up in writing. Successful Proposer shall submit monthly, to the Ground Transportation Manager, a copy of each complaint report, prepared by the Successful Proposer, and the written response and record of telephone discussions.

(V) Employees and valet drivers are forbidden from loitering, eating, sleeping, smoking or other conduct that may be detrimental to the image of the Airport and/or the valet parking service, at the dispatch zone or any other part of the Airport wherein such activities are prohibited.

Minimum Operating Requirements

The District has established the following minimum operating requirements for the Valet Parking Services:

(A) The Service must operated two hours prior to the first outboard flight and two hours after the last inbound flight. fifty-two weeks per year, including holidays, and satisfy demands, for valet service, in accordance with the flight schedules, of the airlines, serving the Airport. The Airport reserves the right to require the Successful Proposer to maintain longer hours if demand for its services so requires.

(B) The Successful Proposer shall provide valet parking service, and related amenities, to accommodate passengers arriving and departing on. All commercial air carrier flights, including scheduled and charter flights.

(C) The Successful Proposer shall closely monitor air carrier flight schedules for the purpose of providing

prompt service to the traveling public at the Airport.

(D) The Director, or his designee, shall designate the curbside drop-off/pickup location(s) at the passenger terminal building. Proposers are encouraged to propose their own plan.

(E) Valet drivers shall be required to load and unload passenger baggage promptly, carefully, courteously, and efficiently, at the time of check-in and pick-up, and conduct themselves in a manner which is courteous, civil and respectful of customers' needs and reasonable expectations for good, fair and prompt service.

(F) Valet drivers shall abide by all rules, regulations and directives of the Department, and other governmental agencies, in the conduct of their business at the Airport. The rules, regulations and directives shall include, but shall not be limited to, Airport rules, regulations and directives which prohibit (i) soliciting of business at the Airport (soliciting for purposes of this Agreement is hereby defined as any action by any employee or representative, of the Successful Proposer, to market or sell Successful Proposer's valet parking service, at the Airport, prior to initiation of a conversation, by a prospective customer, with Successful Proposer's employees or representative) and (ii) congregating at the dispatch zone by Successful Proposer's employees or subcontractors, which may interfere with the orderly conduct of the business and/or interfere with free access and passage by airline passengers and others at the areas adjacent to the dispatch zone.

(G) Valet drivers shall not smoke any substance, eat, or drink beverages in the customer's vehicle.

Revenue Development

The District has a strong interest in maximizing revenues at the Airport. Proposers are expected to provide a financial proposal that will demonstrate the Proposer's ability to maximize revenues. Additionally, Proposers are required to identify opportunities, for additional services, which compliment valet parking that would generate supplemental revenues for the Airport. Therefore, Proposers are encouraged to include information on additional services not specifically requested, in this Request for Proposal, that Proposers believe augment the requested services and have the potential to generate revenue for the Airport. The Director reserves the right to consider, or reject, all such additional services, and Proposers should not propose cost structures that bundle such optional, revenue-generating services with the required services.

Flight Schedule Example:

FEBRUARY 2023 CAE AIRLINE SCHEDULE

<u>Date</u>	<u>First Out</u>	<u>First In</u>	<u>Last Out</u>	<u>Last In</u>	<u>Departing Seats</u>	<u>Arriving Seats</u>
1-Feb	0530	0940	1953	0006	1826	1826
2- Feb	0530	0940	2029	0006	1941	1865
3- Feb	0530	0958	2025	0006	1911	1839
4- Feb	0530	0947	2025	2352	1563	1518
5- Feb	0530	0958	2025	0006	1718	1718
6- Feb	0530	0958	2025	2357	1718	1718
7- Feb	0530	0958	1953	2357	1592	1592
8- Feb	0530	0958	1953	2357	1668	1668
9- Feb	0530	0958	2025	2357	1718	1718
10- Feb	0530	1003	2025	2359	1718	1729
11- Feb	0530	0947	2025	2352	1495	1484
12- Feb	0530	1034	2025	2357	1642	1642
13- Feb	0530	1003	2025	2357	1729	1729
14- Feb	0530	1003	1953	2357	1592	1592
15- Feb	0530	1003	1953	2357	1668	1668
16- Feb	0530	1003	2025	2357	1718	1718
17- Feb	0530	1003	2025	2359	1718	1729
18- Feb	0530	0947	1804	2352	1453	1453
19- Feb	0530	1034	2025	2357	1653	1642
20- Feb	0530	1003	2025	2357	1794	1828
21- Feb	0530	1003	2025	2357	1702	1702
22- Feb	0530	1003	2025	2357	1752	1752
23- Feb	0530	1003	2025	2357	1828	1828
24- Feb	0530	1003	2025	2359	1828	1839
25- Feb	0530	0947	2025	2352	1563	1552
26- Feb	0530	1034	2025	2357	1852	1752
27- Feb	0530	1003	2025	2357	1828	1828
28- Feb	0530	1003	2025	2357	1702	1713

<END OF SCOPE OF SERVICES AND SPECIFICATIONS>

VI. ATTACHMENTS

1. Valet Parking Services



★ = Location of Valet Parking Service Booth and valet parking lot

VII. PROPOSERS QUESTIONNAIRE

1. Furnish the Company name, principal address, and phone number:

2. How many years has your organization been in business as a revenue generating parking services?

3. How many years of experience has your organization had with related work to this RFP?

4. List the equipment that you possess that will enable you to perform the contract. Use additional sheets if necessary.

5. How many employees does your organization have?

6. What are your organization’s technical capabilities and approach to meeting the specification requirements? Use additional sheets if necessary.

7. List the name(s) and contact number(s) for the supervisor(s) that will oversee this account.

8. What are the capabilities and experience of the supervisor(s) that will oversee this account?

9. Does the Contractor have, or can they obtain the insurance coverage for this project as described in the “Terms and Conditions” section of the RFP?

() Yes () No

10. In the last five years has any insurance carrier, for any form of insurance, refused to renew the insurance policy for the Contractor?

() Yes () No

If “yes,” give name, the insurance carrier, the form of insurance and the year of the refusal.

11. At the time of submitting this Questionnaire, is the Contractor ineligible to bid on or be awarded a public contract in the state of South Carolina?

() Yes () No

12. Has South Carolina OSHA cited and assessed penalties against the Contractor for any “serious,” “willful” or “repeat” violations of its safety or health regulations in the past five years?

() Yes () No

NOTE: If you have filed an appeal of a citation, and the Occupational Safety and Health Appeals Board has not yet ruled on your appeal, you need not include information about it.

If “yes,” provide a brief explanation of the citation. Use additional sheets if necessary.

13. Has the federal OSHA cited and assessed penalties against the Contractor Firm in the past five years?

() Yes () No

NOTE: If you have filed an appeal of a citation, and the Occupational Safety and Health Appeals Board has not yet ruled on your appeal, you need not include information about it.

If “yes,” provide a brief explanation of the citation. Use additional sheets if necessary.

REFERENCES

References: Please provide at least five (5) current commercial / institutional customers references that have automated teller machines of similar type, size, complexity and use.

1. Business Name: _____
Contact Name: _____ Title: _____
Address: _____
Email: _____ Phone: _____
of acres: _____ Length of relationship: _____

2. Business Name: _____
Contact Name: _____ Title: _____
Address: _____
Email: _____ Phone: _____
of acres: _____ Length of relationship: _____

3. Business Name: _____
Contact Name: _____ Title: _____
Address: _____
Email: _____ Phone: _____
of acres: _____ Length of relationship: _____

4. Business Name: _____
Contact Name: _____ Title: _____
Address: _____
Email: _____ Phone: _____
of acres: _____ Length of relationship: _____

5. Business Name: _____
Contact Name: _____ Title: _____
Address: _____
Email: _____ Phone: _____
of acres: _____ Length of relationship: _____

PROOF OF INSURANCE COVERAGE

Proposer shall provide the District with satisfactory evidence of the Proposer’s Professional Liability Insurance from a company satisfactory to the District and licensed to transact business in the State of South Carolina. Proposer shall submit this form with its proposal.

INSURER:

COMPANY NAME: _____

COMPANY ADDRESS: _____

CONTACT NAME AND PHONE: _____

Proposer is required to submit a letter or certificate from the Company providing insurance certifying that the Contractor has professional liability insurance in accordance with the terms set forth in this RFP.

Date: _____

Corporate Proposer:

Business Name _____

Proposer Name: _____

Proposer Title: _____

Corporate Secretary/Assistant: _____

Secretary (Seal)

Non-Corporate Proposer

Business Name _____

Proposer Name: _____

Proposer Title: _____

Notary Public: _____

My Commission Expires: _____

Notary Public (Seal)

CERTIFICATION

I, undersigned, on behalf of the Contractor, certify and declare that I have read all the foregoing answers to this Proposer’s Questionnaire and know their contents. The matters stated in the answers are true of my own knowledge and belief, except as to those matters stated on information and belief, and as to those matters I believe them to be true. I declare under penalty of perjury under the laws of the State of South Carolina that the foregoing is correct.

(Signature)

(Printed name)

(Title)

(Date)

VIII. BID DOCUMENT

The Proposal submittal shall consist of the following documents in the sequence shown below. A set of tabs to identify each part of the Proposal should be inserted to facilitate quick reference.

(A) Cover Letter: Cover letter to identify Proposer and to state other general information that the Proposer desires to include regarding the Proposer's business organization. At a minimum, the cover letter must include the name, principal address, federal tax ID number, telephone number, facsimile number and e-mail address of the Proposer.

If a corporation, state the full name and title of each of the corporate officers and their experience as an owner, operator or manager of a valet parking company. The state of incorporation is to be included. If the Proposer is not an Ohio corporation, please include a statement advising whether or not the Proposer is qualified to do business in the State of Ohio as a foreign corporation. A foreign corporation will be required to qualify to do business in the State of Ohio prior to the execution of a contract.

If the Proposer is a sole proprietorship, state the name of the individual doing business.

If a partnership, state the full name, address and other occupation, if any, of each partner; whether the partner is active or dormant; whether each partner is a general or limited partner; each partner's experience as an owner, operator or manager of a valet parking company and the proportionate share of the business owned by each partner.

If a joint venture, state the names of the firms participating in the joint venture and the principal officers of each firm; each officer's experience in operating and managing a valet parking company and the proportionate share of the joint venture owned by each joint venture partner.

(B) Executive Summary: The executive summary should provide a clear and concise summary of Proposer's background, level of expertise, direct relevant experience and ability to manage the concession. The executive summary should make the Proposer's case as the best candidate for the concession. Proposer should structure this section in a manner that allows it to serve as a stand-alone summary when separated from the other sections of the proposal.

(C) Exceptions: Proposer shall include a list of exceptions to the requirements of the Request for Proposal, if any. The list shall identify the requirement, nature of the deviation and explanation. If there are no deviations or exceptions to any portion of this Request for Proposal, Proposer shall state that on the "Exceptions" page. If no deviations or exceptions are identified and the District accepts the Proposer's proposal, Proposer shall conform to all of the requirements contained in the Request for Proposal.

(D) Experience: This section gives Proposers the opportunity to discuss their industry experience and what defines them as a leader in their industry. Proposer may include as much information, in this section, as is needed to differentiate its company and Proposal from the other Proposers. Please include, at a minimum, the following information: (i) clearly communicate how you meet or exceed the minimum qualifications; (ii) describe the nature of your business experience in the management of valet parking service operations and state the number of persons you currently employ in such operations; (iii) clearly state the total number of valet parking service operations and locations that you have managed within the last five (5) years (information should include the duration of the operation and approximate annual gross revenue for each operation); and (iv) give the name, location and date of all valet parking service agreements that have been terminated or canceled within the past five (5) years, prior to the expiration of their contractual term, and also list any judgments terminating or any pending lawsuits or unresolved disputes for the termination of valet parking service agreements operated by you

within the past five (5) years.

(E) Management & Operations Plan: Proposer is to provide a Plan, in sufficient detail, to allow the District to evaluate how Proposer's management and operating plan will achieve the goal of establishing and maintaining a high level, of valet parking service, along with suggested related service. Please include, at a minimum, how Proposer will manage the proposed valet parking service. In its response, to this Section, Proposer shall include:

- (i) An organizational chart specific to the Airport operation;
- (ii) Resumes of key management personnel.
- (iii) An operational plan which details how the Proposer will manage and maintain the valet parking service at the Airport;
- (iv) A pro forma statement of projected gross revenue and expenses for each year of the initial two (2) year term (data submitted shall include the working capital required for the concession and source of funds to provide for the payment of fixed and variable expenses and working capital);
- (v) Proposers quality control program (including type of data, frequency of collection and method of reporting);
- (vi) Training program;
- (vii) Complaint follow-up protocol and policy for resolving customer complaints; and
- (viii) A staffing schedule to illustrate proposed coverage.

(F) Contingency Plan: Proposer shall submit a detailed contingency plan to provide back-up service so that an equipment failure will not cause a disruption of service. This plan shall include emergency procedures, anticipated response times, employee relations and the like.

(G) Driver Selection/Hiring: Proposer shall describe, in detail, the method of hiring or selecting valet drivers, clearly delineating fair business and hiring/selection practices. This detail must include how openings are publicly advertised/announced; what qualifications are required; how the list of candidates is established; what order of hiring or selection is followed and the Proposer's non-discrimination policy.

(H) Financial Offer: Proposer shall propose a percentage fee based on gross revenues, as well as an overall MAG payment, for each year, of the proposed term, including the option terms, with the minimal, for any given year, to be not less than the minimum for the previous fiscal/calendar year. Proposers should additionally identify fees, to be paid, to the District, related to each supplemental revenue enhancement opportunity presented within their proposal. Additionally, Proposers are required to identify opportunities, for additional services, which compliment valet parking that would generate supplemental revenues for the Airport. Therefore, Proposers are encouraged to include information on additional services not specifically requested, in this Request for Proposal, that Proposers believe augment the requested services and have the potential to generate revenue for the Airport. The Director reserves the right to consider, or reject, all such additional services, and Proposers should not propose cost structures that bundle such optional, revenue-generating services with the required services.

(I) Budget: Provide a detailed proposed pro forma operating budget for the term of the contract. The budget should include, at a minimum, the following information: (i) manning and staffing charts detailing the required work force complement and tasks to be performed during the required hours of operation.

(ii) identify all salaries, wages, fringe benefits, and other cost components, associated with all management, staff and hourly employees to be assigned to, and required for, the valet parking operation for the term of the contract.

(iii) identify and explain all operating and other expenses for the valet parking operation by line-item description; and

(iv) supply the projected cost associated with operation and other expenses of the valet parking.

(vii) Startup Plan: Within ten (10) calendar days of the Effective Date of the contract, the Successful Proposer will

be required to have a team in place and on site to commence the hiring and training of its employees and to fulfill any and all requirements related to the operation and management of the valet parking service. The District expects the Successful Proposer to develop an aggressive timetable for implementing its operating plan. Proposer should discuss, in detail, its proposed start up plan and should also state the time frame within which the Proposer will implement the plan.

(K) Insurance: Demonstrate that Proposer has the ability to secure the insurance required in Section 3.5 of this Request for Proposal and specify the cost of obtaining each type of insurance. If the insurance is not in the form of a stand- alone policy for the location, explain how the cost is allocated to each location under the Proposer's corporate umbrella policies (e.g. revenue, expense, manpower, etc.)

(L) Financial Background Information: The Proposer shall include the following financial information: (i) audited balance sheet and income statement for the last three (3) fiscal years and unaudited balance sheet and income statement for each fiscal quarter thereafter prepared in accordance with generally accepted accounting principals, reflecting the current financial condition of the Proposer.

(M) ACDBE Participation: Firms shall submit the names of persons, subcontractors, joint ventures or others to be used.

(N) Proposer's Affidavit: Proposer shall submit, with its Proposal, an affidavit stating that neither it, nor its agents, nor any other party for it, has paid or agreed to pay, directly or indirectly, any person, firm or corporation any money or valuable consideration for assistance in procuring or attempting to procure this contract subject to Proposal, and further agreeing that no such money or reward will be hereafter paid.

ACKNOWLEDGMENT OF ADDENDUM

Proposers must initial each applicable Addendum below and complete the designated Corporate or Non-Corporate Proposer section and submit this form with their Proposal as acknowledgment of receipt of all issued Addendum.

This is to acknowledge receipt of the following **Addendum(s)** for **Request for Proposals (RFP) / Interior P Maintenance Services**

1. _____; 2. _____; 3. _____; and 4. _____.

Dated the _____ day of _____, 20_____

Corporate Proposer:

Business Name _____

Proposer Name: _____

Proposer Title: _____

Corporate Secretary/Assistant: _____

Secretary (Seal)

Non-Corporate Proposer

Business Name _____

Proposer Name: _____

Proposer Title: _____

Notary Public: _____

My Commission Expires: _____

Notary Public

