

## Request for Proposal – Parking Management Services - ADDENDUM No. 1

Updated List of Exhibits. Exhibits may be found at a One Drive link shared via email with all current RFP Interested Parties (Attendees to Prebid; Email respondents). If you wish access to updated exhibits and have not received an email link, please submit a request to [f.murray@flycae.com](mailto:f.murray@flycae.com) with Subject Line: Parking RFP Addendum 1 Exhibits.

### EXHIBITS:

1. Updated Parking Layout Exhibit 1.2
2. Parking Facilities Equipment (List)
3. Contracts:
  - a. Reef
  - b. Southern Valet
  - c. MAG
4. Data Summary 2019-2024
  - a. Enplanements
  - b. Parking Counts
  - c. Revenue
    - i. Driveup; Valet, Online Booking, Rideshare
5. CAE Data request – Hourly breakdown 2023 only
6. Parking Admin Building Layout
7. P&Ls 2019-2024

### RFP QUESTIONS/CLARIFICATIONS/REQUESTS:

Below in Question Answer format are all the RFP questions currently submitted. To ensure all questions submitted are answered they are shown as they were received. This results in some repetition. The submitter of each question set has been anonymized.

#### Question Set 1

1. Will a list of current parking management positions be provided with a total of associates per role (i.e. total valet attendants, cashiers, et)?

**Answer: Airport will not be providing a breakdown of current operations; these are managed by the operator**

2. Will monthly/annually valet revenue and car counts be shared?

**Answer: See Exhibit 4**

3. What valet parking management system is currently being utilized?

**Answer: Airport will not be providing a breakdown of current operations; this is managed by the operator and the airport is open to proposed systems**

4. How many parking spaces are allocated to valet parking?

**Answer: 145**

5. Where is valet parking located on map provided (i.e. curbside, garage,...)?

**Answer: Valet cars are parking in lot east of terminal noted on updated Exhibit 1.2**

### Question Set 2

1. Is there any latitude to decrease the limits required by the contract?

**Answer: Limits requested match current operator coverage and proposals should provide for the same.**

### Question Set 3

1. Please provide a list of the current positions (cashier, management, maintenance, other) along with current pay rates for the parking operation.

**Answer: Airport will not be providing a breakdown of current operations; these are managed by the operator.**

2. Please provide the current contract including any addenda for the valet service operated by Southern Valet.

**Answer: Airport will not be providing a breakdown of current operations. Meeting attendees will be sent a package of Exhibits. If you wish to receive contract exhibits, please request via email at RFP POC.**

3. What are the hours of operation for the valet service?

**Answer: Current Operator terms- Operator's Valet Services shall be open for business and operational to the public from two hours prior scheduled airline departure at the Airport through one hour after the last actual airline arrival or the arrival of all valet customers scheduled to arrive at the Airport, seven days per week, including holidays. Operator shall provide valet parking services to serve all flights conducted by certified air carriers, including scheduled and charter flights at Airport, and shall adequately meet all demands for traffic.**

4. Please provide a list of the current positions (management, starters, runners) along with the current pay rates for the valet operation.

**Answer: Airport will not be providing a breakdown of current operations; these are managed by the operator**

5. Are any current employees part of a union? If so, please provide the CBA.

**Answer: Unknown**

6. Please provide the current daily schedule for the parking operations by position.

**Answer: Airport will not be providing a breakdown of current operations; these are managed by the operator**

7. Please provide a two-year history of all employee works hours and wages that has been reimbursed to the operator by RLAD.

**Answer: Airport will not be providing a breakdown of current operations; these are managed by the operator**

8. Please provide the 2024 parking operations expense budget with the actual reimbursed expenses YTD.

**Answer: Airport will not be providing a breakdown of current operations; these are managed by the operator**

9. Do you have a specific format we should use for the operating budget?

**Answer: No specific format required**

10. Are there any service vehicles required for the operation?

**Answer: No vehicles are provided for the operation, and airport will not place requirements on the vehicles the operator may need.**

11. Please provide a sample contract.

**Answer: As stated in the pre-bid meeting, the contract will be provided to the successful respondent and will consist of a modification of the current agreement taking into consideration the new, accepted methodology as determined after review of the proposals.**

12. Is there a current PARCS service agreement? Who is responsible for the agreement. RLAD or the operator?

**Answer: Parcs service is currently being performed by the airport (or equipment vendor under warranty)**

13. Is there a ground transportation requirement for this contract?

**Answer: No ground transportation requirement**

14. Will the parking vendor be responsible to provide EV, Ground Transportation or Janitorial services as part of the contract?

**Answer: Vendor can propose to provide these services, but they are not a requirement of the RFP.**

15. Will the parking vendor be responsible for employee parking system management?

**Answer: Not a requirement of RFP since Airport manages employee parking system through security badge process. Vendor may propose an employee parking solution if they have seen success with such a program at other locations.**

16. Who is the Merchant of Record for the credit card transactions? If it is the parking vendor, are the transaction fees/credit card processing fees a reimbursable expense?

**Answer: Parking Operator is Merchant of Record. Airport does currently require operator to maintain cellular backup credit card machines if the primary credit card machine is inoperable. Credit card processing fees are currently an expense deduction from Total Parking Revenue to compute Profit remitted to the District.**

17. Please provide the ratio of cash transactions versus credit card transaction on an annual basis.

**Answer: Approximately 30% Cash; 70% Credit Card;**

18. Please provide the number of transactions annually for the online reservation system.

**Answer: 10,925 in 2023; 8,936 thru August 24 (30% Increase YOY 2023-24)**

19. Is there an airport issued ID badge requirement? If so, what is the fee and is that fee a reimbursable expense?

**Answer: Limited Airport ID Badges are approved for access at no cost.**

20. Does the current vendor use an armored car service? If yes, who is the vendor? If yes, is the contract between RLAD and the service or the current parking vendor and the service. If yes, and between the parking vendor and the service, are the monthly service fees a reimbursable expense?

**Answer: Limited Airport ID Badges are approved for access at no cost.**

21. Is the parking vendor responsible for any utilities?

**Answer: Water, Sewer and electricity is covered by Airport. Secure IT connections for transactions are provided through the airport and paid for by the Operator. If there is proposed excessive use for utilities, e.g. L3 electric chargers, then separate utilities may need to be metered.**

22. How is vehicle inventory being conducted? Is the parking vendor responsible for this service?

**Answer: Currently being performed manually by the operator. PGS Technology can provide accurate count and visual check of covered decks if the operator wishes to use it.**

23. To clarify, the ACDBE goal is to be calculated using the expense totals for supplies/services, correct?

**Answer: Correct**

24. Please clarify there will be no shuttle operations as part of this contract, correct?

**Answer: No shuttle operations are required by the RFP for current operations. However, as the Airport grows and the furthest reaches of the surface lot become regularly utilized, customer friendly solutions will be considered. However, shuttle operations are not contemplated currently.**

25. Can bidders offer the RLAD EEs as an additional insured on our insurance requirements vs. the Named Insured?

**Answer: This would be OK.**

**Question Set 4**

1. Who is the merchant of record for credit card processing at both self-park and valet?

**Answer: Parking Operator is Merchant of Record.**

2. Who is responsible for PCI compliance and related expenses?

**Answer: Operator is responsible for PCI Compliance and expenses**

3. Would the airport want to be the merchant of record for the parking reservations platform?

**Answer: Parking Operator is Merchant of Record.**

4. Does the airport have a preferred payment gateway?

**Answer: No**

5. What is the current number of users in the premier lot?

**Answer: 2024: 31 card holders / 44 cards  
2023: 32 card holders / 41 cards**

6. How are the wheelchair services contracted?

**Answer: Currently provided by airlines but Airport would consider offering these services under an operator to improve customer service**

7. What is the percentage of cash vs credit card transactions?

**Answer: Approximately 30% Cash; 70% Credit Card;**

8. What type of agreements (management, lease, etc.) are currently in place for both self-park and valet operations?

**Answer: Self Park is a management agreement; Valet parking is a cost/revenue share model**

9. Can you please provide a copy of the current contracts for both self-park and valet operations, including management fees, rent paid, etc.?

**Answer: Exhibit 3 Includes current vendor contracts**

10. Can you please provide total transactions and revenue by lot and by year for the past 3 years and 2024 year-to-date for both self-park and valet?

**Answer: Yes for self park; Valet is only available since May 2023. Exhibit 4.**

11. Can you please provide the weekly staffing schedules by position for both self-park and valet operations?

**Answer: Airport will not be providing a breakdown of current operations; these are the managed by the current operator.**

12. Can you please provide operating budgets and annual reimbursable expenses by line item for the last 3 years for both self-park and valet?

**Answer: Airport will not be providing a breakdown of current operations**

13. RFP page 6, C references a parking guidance system. What is the make/model of that system?

**Answer: Indect Parking Guidance System installed by Parking Guidance Systems (PGS)**

14. RFP page 9, Item 5.f. references electric vehicle charging. How many EV stations are currently in place?

**Answer: No EV Chargers currently in place. Will provide in future alongside a revenue model for use; Airport will considering Operator proposals to introduce EV.**

15. RFP page 10, Item 7 states an ACDBE goal of 11.37%. How is that goal calculated? As a percent of revenue, percent of operating expenses minus payroll, etc.? Would the valet operation be included in the calculation?

**Answer: The ACDBE goal is to be calculated using the expense totals for supplies and services.**

16. For insurance purposes, can you please confirm that the total space counts the proposer will be responsible for is the 3,243 that is listed on the map in Exhibit 1 of the RFP? Also, what are the total spaces allocated for valet and should those spaces be deducted from the 3,243 total displayed in the exhibit?

**Answer: Yes 3,243 Noted in Exhibit 1 is total number of spaces available for self parking. An additional 145 Parking spaces can be added for Valet. An additional 65 spaces are available for Premier Parking adjacent to baggage claim.**

17. Can the District please provide a current roster, without employee names, detailing the following for both self-park and valet?
- Date of Hire
  - Pay Rate/Annual Salary
  - Job Title
  - Description of Benefits: Pension, Health Insurance (Cost of insurance and type of coverage, for example, EE only, EE+1, Family)

**Answer: Airport will not be providing a breakdown of current operations; these are managed by the operator**

18. Please list any vehicles (shuttles, golf carts, pickup trucks, service vehicles, etc.) supplied by the District for both self-park and valet that would need to be insured by the contractor.

**Answer: No vehicles currently provided by the Airport**

Question Set 5

1. **General:** Is there a bid bond required? If so, what is the amount? If so, since this is an electronic submittal where should the original be sent?

**Answer: No bid bond required**

2. **General:** Is there a performance bond required? If so, what will the amount be?

**Answer: The contract will require a security deposit (bond or LOC). The amount will be determined based on the methodology chosen.**

3. **General:** How is the 11.37% ACDBE goal calculated? (Gross Receipts or Goods and Services)

**Answer: the ACDBE goal is to be calculated using the expense totals for supplies and services.**

4. **General:** Please provide the current approved 2024 budget and staffing schedule for self-park and valet.

**Answer: Airport will not be providing a breakdown of current operations; these are managed by the operator**

5. **General:** Please provide the current staff positions, wages and benefits for self-park and valet.

**Answer: Airport will not be providing a breakdown of current operations; these are managed by the operator**

6. **General:** Please provide the current agreement if base terms will be taken from that document.

**Answer: Exhibit 3 Includes existing vendor contracts**

7. **RFP Section III.E:** May we use our crime insurance (\$5,000,000) as opposed to a dishonesty bond (\$1,000,000)?

**Answer: A crime insurance policy is acceptable so long as employee dishonesty is included as one of the provided coverages.**

8. **RFP Section IV.C:** Does the revenue table include valet vehicles and revenue? If yes, can the valet numbers be separated?

**Answer: Valet numbers are separate – as provided. Exhibit 4**

9. **General:** Is the parking operator the holder of the MIDS?

**Answer: Yes**

10. **General:** Does the parking operator collect the annual fees for Premier Parking?

**Answer: Airport currently markets and collects revenue from Premier Parking program. Open to an alternate approach.**

11. **General:** Is the operator responsible for the maintenance of the equipment in the premier lot?

**Answer:** Currently the Airport maintains all Parcs equipment. Operator stocks the supplies and reports issues to the airport.

12. **General:** Please provide the current number of users for the Premier Lot?

**Answer:** Number of Premier lot users 2024: 31 card holders / 44 cards  
2023: 32 card holders / 41 cards

13. **General:** Does the operator collect the funds for the Premier Lot or is that done by the Airport?

**Answer:** Same as 10 above.

14. **General:** In the Prebid meeting it was mentioned that the Non-Based Crew pay a fee and are permitted to park in the employee lot. Does the Operator collect the fee or is that collected by the Airport? If collected by the Operator please identify the number of Non-Based crew purchased passes in 2023 and 2024.

**Answer:** Operator currently has no interaction with Employee lot. Number of fee paying Crew to be provided

#### Question Set 6

1. Is MAG USA looking to integrate with TIBA equipment?

**Answer:** MAG already integrates with TIBA equipment

2. What is the current staffing model for all associated time shifts to include management. Can you provide valet as well?

**Answer:** Airport will not be providing a breakdown of current operations; these are managed by the operator

3. Is there any outstanding amortization on capital improvement equipment, such as PARCS, lighting, and wayfinding technology?

**Answer:** No outstanding amortization for Operator to consider

#### Question Set 7

##### Operational:

1. Please provided the names of the individuals on the evaluation committee

**Answer:** The committee will consist of members of the District.

2. Regarding TIBA PARCS equipment has the airport contracted to have an extended warranty or maintenance program contract? Please provide the annual cost for this and if it should be included in our operating budget



**Answer: Currently the Airport maintains all Parcs equipment. Operator stocks the supplies and reports issues to the airport.**

3. Please provide detailed analytics regarding average length of stay by month by facility

**Answer: Provided for 2023 – Exhibit 5**

4. Please provide number of valet vehicles parked by day of week for the past 12 months

**Answer: Monthly report only**

5. Provide the number of spaces in premier parking and employee parking areas

**Answer: Plan on 65 Spaces Available**

6. Please provide the number of premier accounts sold for the past 24 months

**Answer: Number of Premier lot 2024: 31 card holders / 44 cards**

**2023: 32 card holders / 41 cards**

7. Who will be responsible for managing employee parking? operator or airport? If operator, please provide information regarding policies and operator requirements such as do employees pay for parking?

**Answer: Operator currently has no interaction with Employee lot. Number of fee paying Flight Crew = 156**

8. Please provide the required staffing schedule and tenure of existing staff.

**Answer: Airport will not be providing a breakdown of current operations; these are managed by the operator**

9. Are background checks and drug testing required and if so, what specific requirements as to what levels of testing are required?

**Answer: Operator standards will apply**

10. Provide the 2025 enplanements projections

**Answer: 710,000 Enplanements currently projected for 2025. These are forecasted numbers only.**

11. What security measures are in current practice at all parking facilities? What level of training is

**Answer: Operator standards will apply**

12. Who is the mag USA pre booking/reservation platform contracted with? CAE or parking operator? Please provide copy of agreement

**Answer: Meeting attendees will be sent a package of Exhibits. If you wish to receive contract exhibits, please request via email at RFP POC.**

13. What are the maximum allowed approved premier lot applicants/parking cards issued? Is the operator to be responsible for management of premier lot applications and access card management?

**Answer: Presently operator is involved in Premier parking only to update Airport provide parking cards in Parcs system. If operator wishes to take this program over, airport is open to that proposal.**

14. Related to the parking office who is responsible for the Internet, telephone and utilities?

**Answer: Water, Sewer and electricity is covered by Airport. Secure IT connections for transactions are provided through the airport and paid for by the Operator.**

15. Provide what supplies, furnishings will remain in parking office for operator IE desk, furniture

**Answer: Airport will provide furniture as needed for functional operation.**

16. CAE is a certified green business, is parking operator required to provide operational supplies that meet these same requirements?

**Answer: Operator standards will apply**

17. Is parking operator to be responsible for any janitorial/maintenance of parking facilities?

**Answer: Airport is currently responsible for maintenance of parking facilities but is open to operator providing these services as part of an integrated operation.**

18. Advise where a parking operator employees will be required to park, and will there be any cost associated with this?

**Answer: Parking operator can park at spaces adjacent to parking admin building or within the surface lot nearby.**

19. Are there any current amenities provided to parkers such as car washes, EV charging? If so, please list and who is the provider

**Answer: Not currently. Parking operator can propose on providing any such services**

20. Is parking operator responsible for enforcement ticketing and towing measures within the parking facilities?

**Answer: Parking operator to be responsible for enforcement**

21. Are there any golf carts or vehicles that are being provided to the operator for operational use on site?

**Answer: No vehicles are provided for the operation, and airport will not place requirements on the vehicles the operator may need.**

22. Please provide a copy of the current operator contract and associated addendum

**Answer: Meeting attendees will be sent a package of Exhibits. If you wish to receive contract exhibits, please request via email at RFP POC.**

23. Please provide a copy of the last 24 months of actual revenues and expenses along with the 2025 operating budget

**Answer: Airport will not be providing a breakdown of current operation; these are managed by the operator. Airport revenues will be included as an exhibit.**

24. Please provide a draft of the anticipated contract document the airport shall require to be executed by the operator.

**Answer: The successful respondent will receive a contract modified from the current agreement with the updated terms and conditions as determined by the District after review of the proposals.**

25. What is the total number of annual transactions broken down by payment types? Cash, Credit Card

**Answer: Airport revenues will be included as an exhibit.**

26. Regarding revenue collections, is it the intent of the airport to have these funds deposited into an airport account or the operator's account?

**Answer: Operator standards will apply. Current method has operator collecting revenue and sending monthly payment to the airport.**

27. Provide what current staffing quantity is being provided for full-time employees and part-time employees for parking operations. Does the airport desire new operator to inherit current employees?

**Answer: Airport will not be providing a breakdown of current operations; these are managed by the operator**

28. What is the airport's requirement or desire for onsite staffing of the toll plaza related to specific hours?

**Answer: Airport is a 24/7 365 operation. Staffing levels are to be proposed by operator.**

29. Is there an ACDBE goal or mandate in the current operator's contract?

**Answer: No. However Airport ACDBE goal applies to all Airport concession operators and will be added this agreement in whatever form it takes.**

30. What is the calculation by which the ACDBE percentage shall be calculated? Is it on the total cost of operations or based solely on the percentage of the management fee?

**The ACDBE goal is to be calculated using the expense totals for supplies and services.**

31. Are there any specific requirements pertaining to monthly financial reporting and analytical data reporting?

**Answer: What is our reporting requirement? Operator will provide a reporting form to be approved by the District.**

**Valet:**

32. Where are valet vehicles being parked?

**Answer: Valet cars are parking in lot east of terminal noted on updated Exhibit 1.2**

33. Provide analytics regarding valet, i.e. number of valet cars parked within 12-month historical period. And valet revenue for same 12-month period

**Valet is available since May 2023 and is provided as exhibit.**

34. Provide information regarding the current valet operator contract as to the term and the type of contract i.e. management fee? labor hour fee model?

**Answer: Airport will not be providing a breakdown of current operations. Meeting attendees will be sent a package of Exhibits. If you wish to receive contract exhibits, please request via email at RFP POC.**

35. Who owns the valet podium? What is the current valet ticket system being used by operator? Is this a platform contracted by operator or airport?

**Answer: Airport owns the valet podium. Currently valet system is provided and maintained by the operator.**

36. What is the airports expectation for valet vehicle return times?

**Answer: Customer expectation is for vehicles to be available upon arrival of their flights. Early returns should be coordinated via technology if possible. Walk up returns should be processed as expeditiously as is possible.**

### Question Set 8

1. Can you please provide a copy of the current contract between the District and the REEF?

**Meeting attendees will be sent a package of Exhibits. If you wish to receive contract exhibits, please request via email at RFP POC.**

2. Can you please provide a copy of the FY 2022, FY 2023 and FY 2024 P&Ls for the parking operation?

**Answer: Airport revenues will be included as an exhibit. P&Ls provided as separate Exhibit**

3. Can the District please provide the number of enplanements for FY 2022 thru FY 2024 as well as what is projected for FY 2025?

**Answer: Airport Enplanements will be included as an exhibit.**

4. Is the current contract meeting the minimum 11.37% spend with MWBE subcontractors?

**Answer: Current vendor has a goal but performance tracking has not been done. Ongoing tracking of ACDBE attainment is increasing across the operation at the direction of the Airport Commission.**

5. Can the District provide a list of certified MWBE subcontractors in the region?

**Answer: No.**

6. We did not notice and EV charging stations during the tour, if present, who is the charging station manufacturer, how many are currently installed, and can the District provide usage statistics?

**Answer: No EV Chargers currently in place. Will provide in future alongside a revenue model for use; Airport will considering Operator proposals to introduce EV.**

7. Can the District provide gross valet parking revenue totals as well as the total number of valet cars parking for FY 2022 thru FY 2024?

**Valet is only available since May 2023.**

8. How many monthly employee parking permits will the operator need to manage within the PARCS system?

**Answer: Airport will not be providing a breakdown of current operations. Airport currently provides maintenance of Parcs system. If operator proposes to take this on it will be per their standards.**

9. Are there any development plans for the underutilized surface parking area?

**Answer: No current development plans for underutilized surface parking. District is seeking thoughts from the proposers.**

10. Will the District supply an office space for the manager to work and staff to report to?

**Answer: Operator will have access to parking admin facility at exit plaza. Building layout provided**

11. Will the parking operator be responsible for any of maintenance related costs for the PARCS equipment, PGS, elevators, etc?

**Airport currently provides maintenance of Parcs system, PGS, elevators etc. If operator proposes to take this on it will be per their standards.**

12. Will the parking operator be responsible for pressure washing the parking garage?

**Answer: No, Airport will perform all facility maintenance.**

13. Who owns the Tenant sweeper; is that for the parking operator's use or the District's maintenance team?

**Answer: Airport owns and runs the tenant sweeper. Equipment will be made available and training provided if operator chooses to take on garage cleanup services.**