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Memphis
INTERNATIONAL AIRPORT

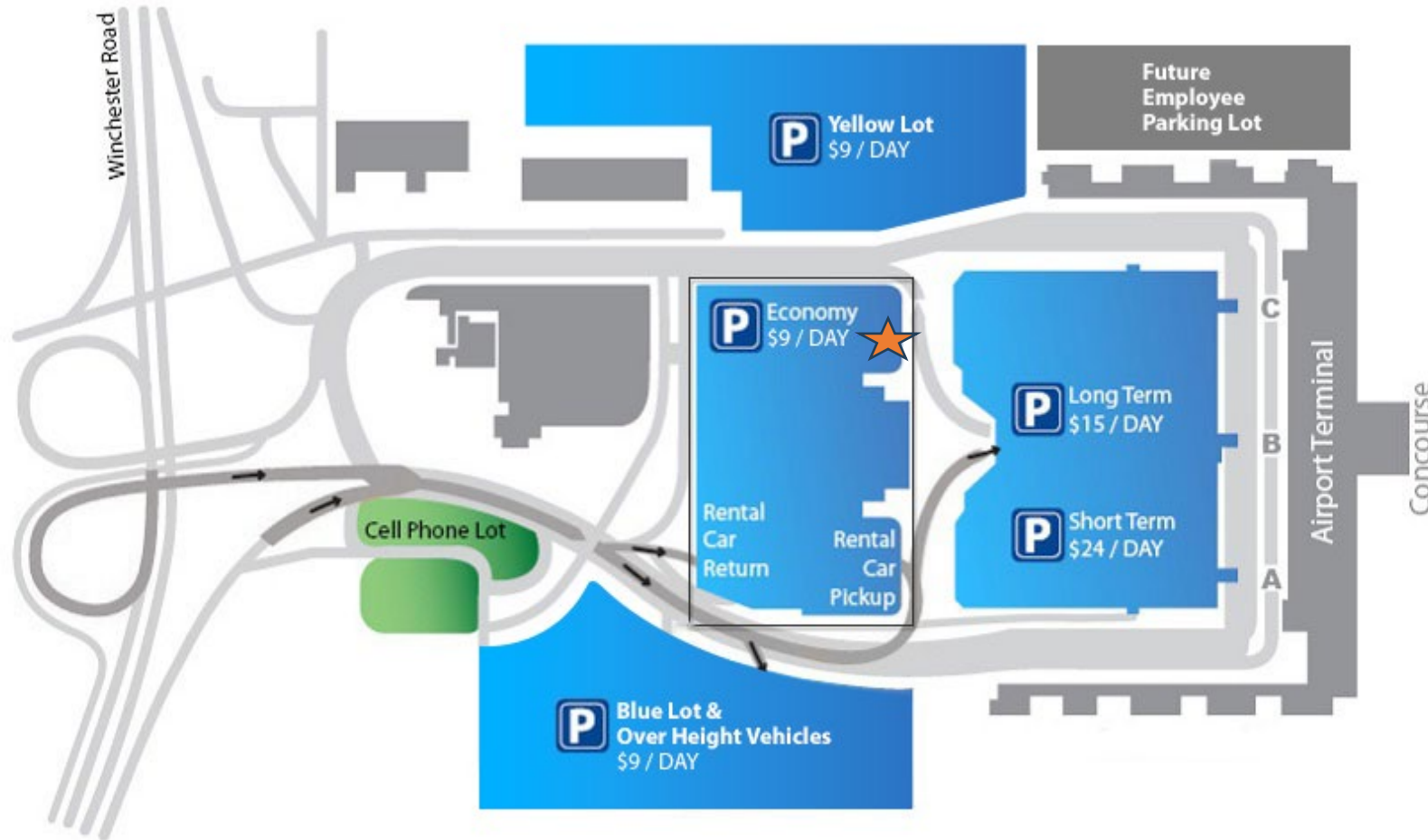
MEM RFP– Parking Management Services
April 2025

Scope of Work



General Scope

Provide a first-class, high quality, professional, courteous and efficient airport parking operation for the convenience of the traveling public.



MEM has an onsite TIBA technician

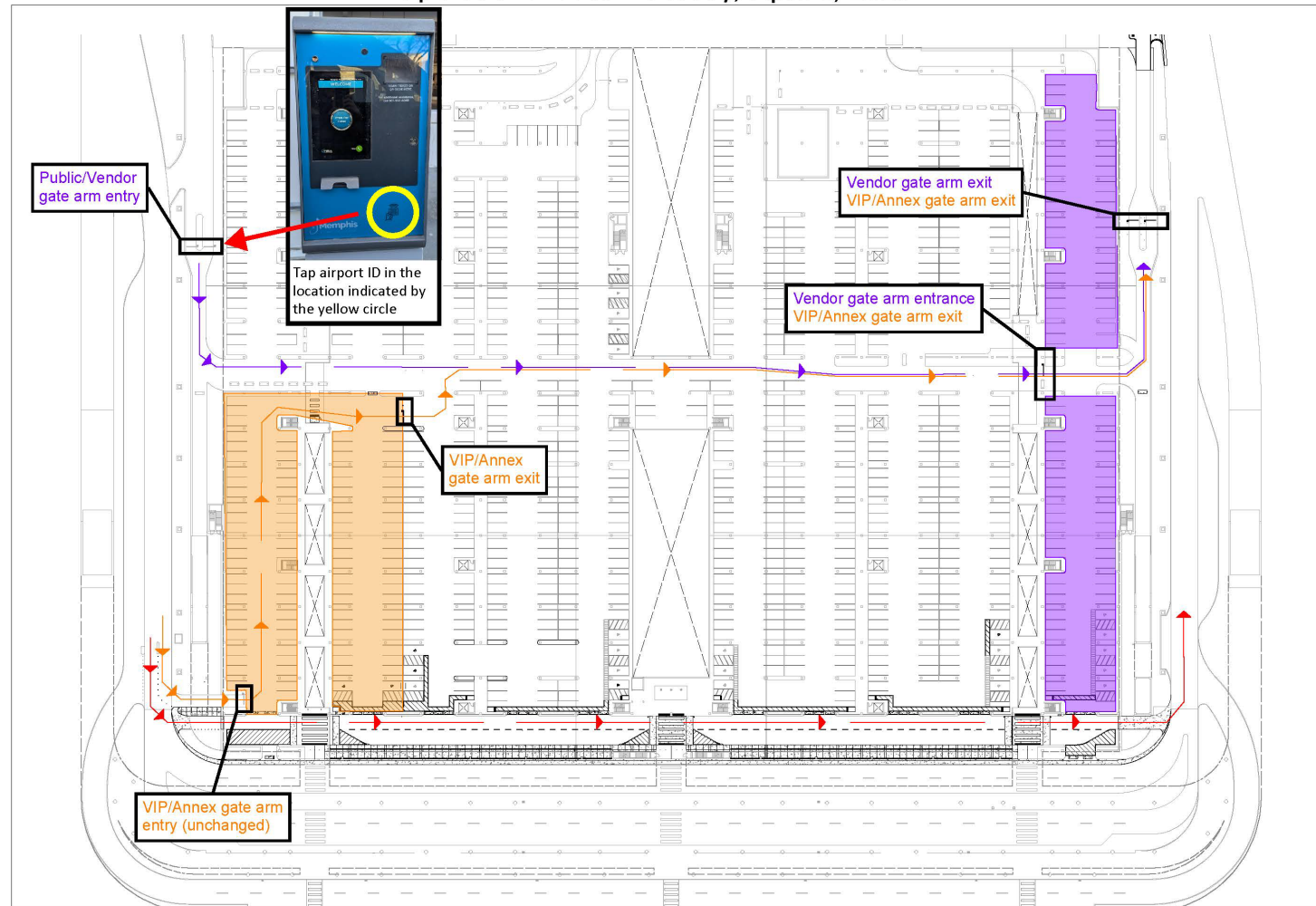


- Parking Operations (TIBA)
 - Bookkeeping/Accounting
 - Auditing
 - Signage/Messaging – IP Displays
 - Oversight
- Concierge Operations
 - Jump battery
 - Inflate tire
 - Lost vehicle
 - Baggage cart return
- Shuttle Bus Operations
 - surface lots only
 - Yellow lot open on during peak need
- Commercial Drive Operations
 - Taxi/Bus dispatching
 - Enforcement
- Level Count System (FENNIX)
- PGS Count System
- MEMPerks – R-Solutions
- (coming soon) PGS
- Minor repair and maintenance
 - Adjust & reinstall gate arms
 - Clean exterior finishes of equipment
 - Remove debris - blow out leaves
 - Visible inspection of all Parking lots
 - General cleanliness – booths, signage, ticket dispensers
 - Snow & Ice pre-treatment

Short-Term Garage

NEW ACCESS OPERATION FOR ANNEX/VIP AND VENDOR LOT USERS

Operational date: Tuesday, April 8, 2025



LEGEND	
ROUTE	
	Vendor
	Commercial
	VIP/Annex
PARKING AREA	
	VIP/Annex Parking
	Vendor Parking

VIP/Annex Parking

Drivers utilizing the Annex/VIP parking lot will enter the parking lot through the lower roadway. The entrance to the lot will be through a gate arm with an ID card reader for access on the left most lane.

The exit to the VIP lot leads into the short term garage parking. Drivers will exit right and exit through two ID controlled gate arms. The first exit gate arm will give drivers access to the Vendor Lot. Drivers will continue straight through the Vendor Lot to either of two ID controlled gate arms. Once through, drivers will have exited the short-term garage.

Vendor Parking

To enter the Vendor parking lot, drivers will enter the short term garage through the public entrance. Drivers will use their ID at the gate arm to access the garage. Drivers will then continue straight to the other side of the garage, where they will use their ID a second time at the authorized vehicles gate arm to enter the Vendor parking lot.

To exit the lot, drivers will continue out short-term garage to either of two ID controlled gate arms. Once through, drivers will have exited the short-term garage.

Commercial Ground Transportation

Current: Taxi Holding Area



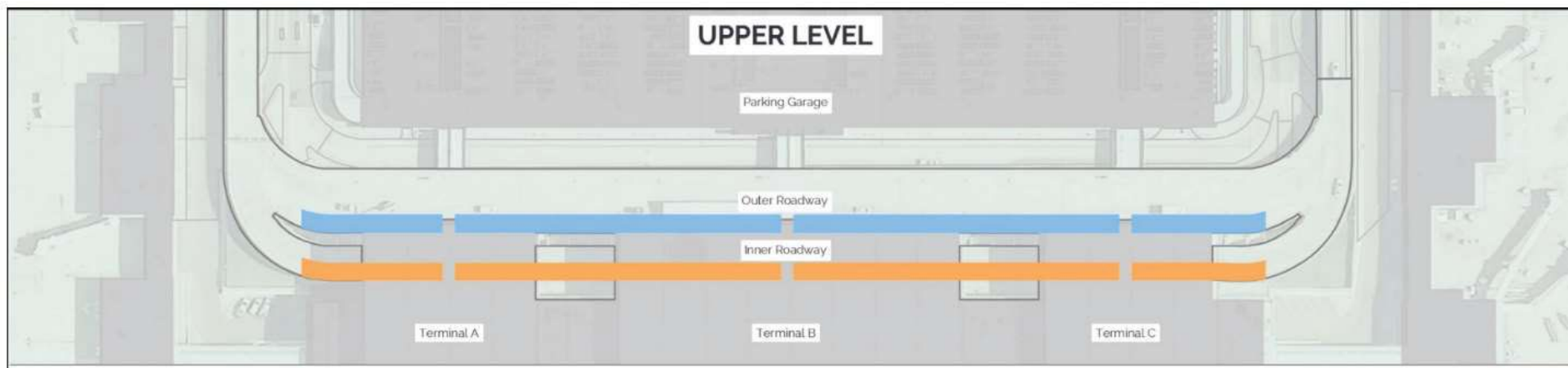
Booth

Commercial Ground Transportation

Current Bus Route – will remain for 2 years



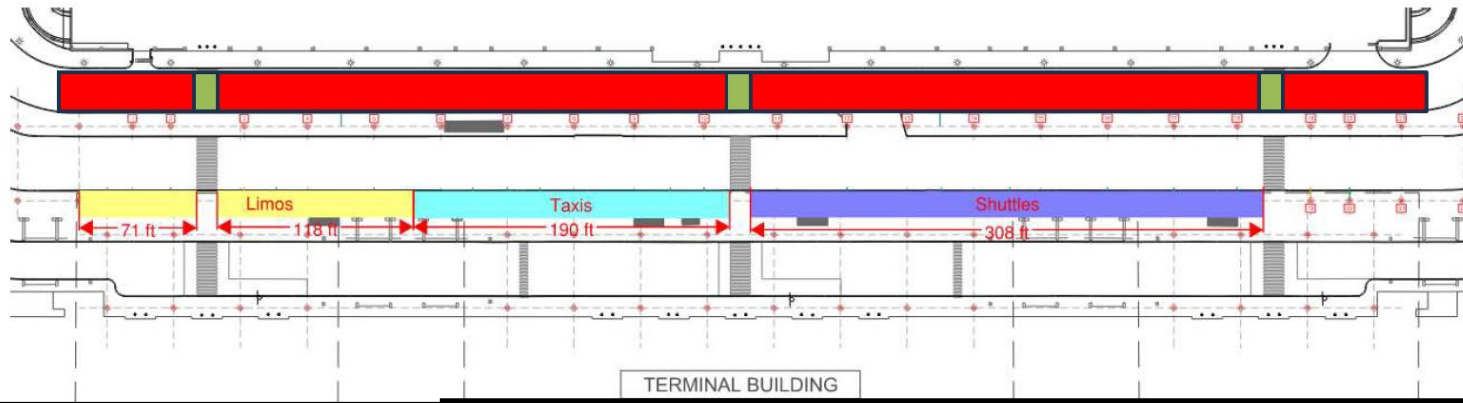
Staging area



Note: Looking to add technology to assist with dispatching

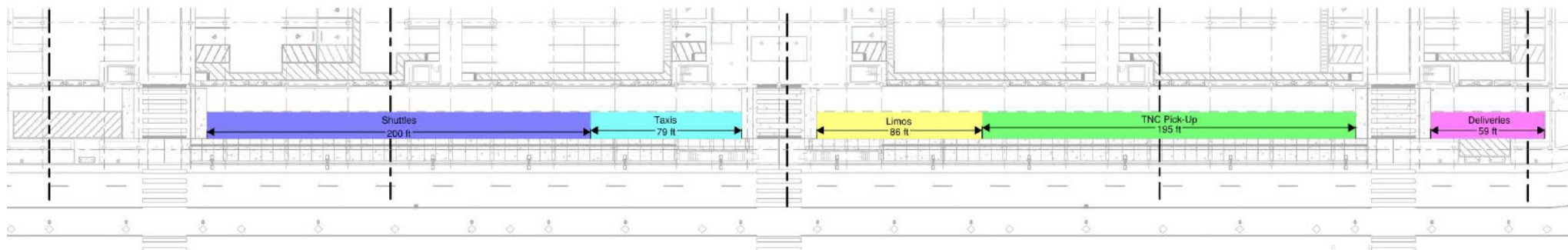
Commercial Ground Transportation

Current: Taxi-Limo-Shuttle- enter through gate arm system



Rideshare are currently on the ticketing level

End of Summer – enter through gate arm system

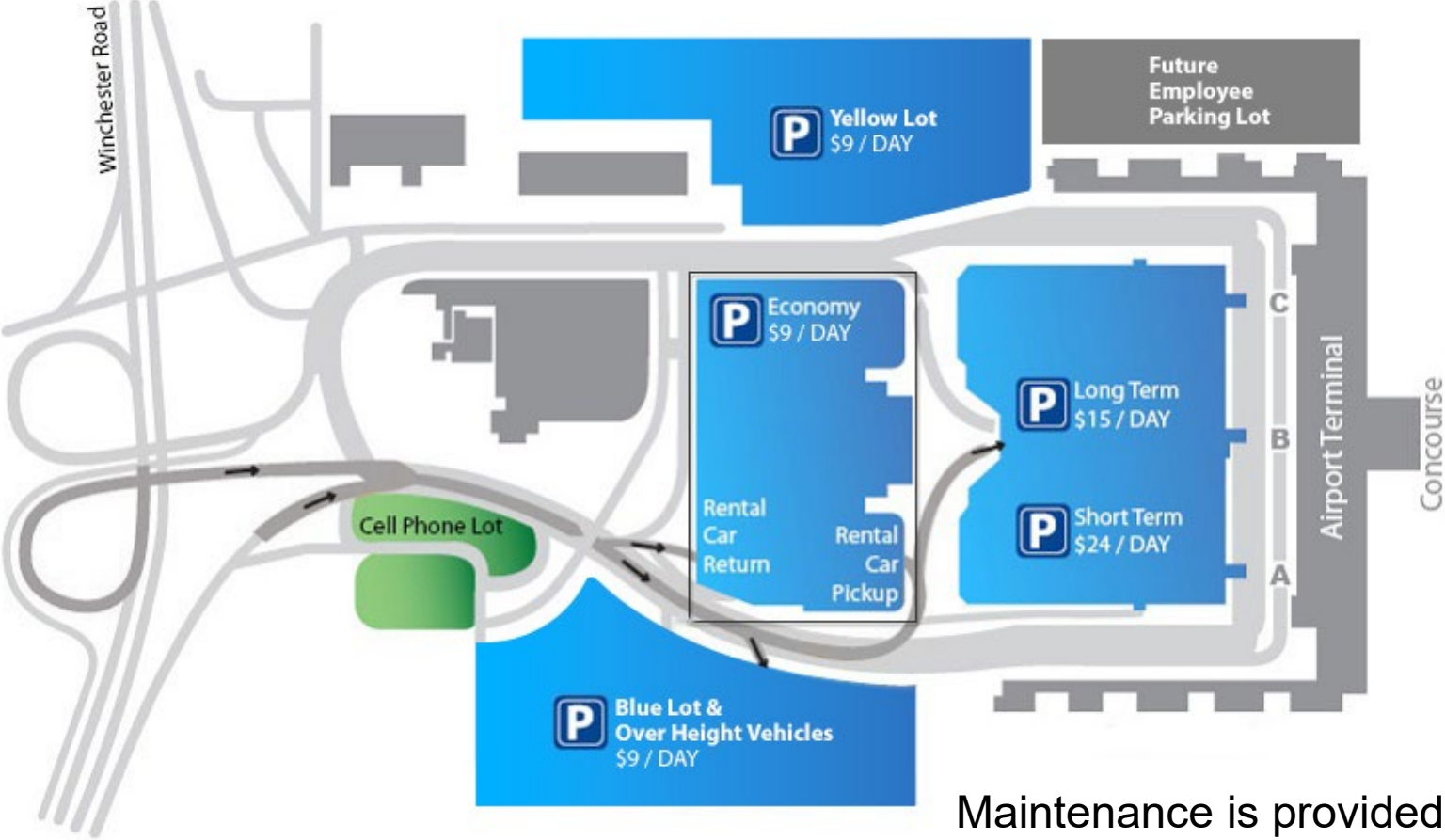


Rideshare will be moved to same location as other commercial drivers

Note: Looking to add technology to assist with dispatching

Shuttle Bus Services

MSCAA provides 4 shuttle busses – all ADA compliant



Maintenance is provided by MSCAA – Airfield Mechanics



Concierge Services



- Tire inflation
- Battery jump
- Lost vehicle
- Baggage cart return

2021 F-150

2023 Toyota Sienna

2019 Transit 250 Van

Maintenance is provided by
MSCAA – Airfield Mechanics

Coming Soon – 2025-26

- Parking Guidance System in Economy and ST/LT Garage
 - **Camera-based system, possibly including single space occupancy lighting**
 - **Wayfinding signage at the end of the rows**



Other Scope Items

- Report improperly parked or abandoned vehicles from Parking Facilities.
- Assisting employees with badge access issues
- Perform daily cleaning and routine detailing of shuttle buses.
- Notify Communications and file incident reports as needed (e.g., illegal parking, theft, etc.).
- Conduct daily inspections of facilities and report necessary repairs or maintenance—such as equipment issues, sign replacements, or painting needs—to MSCAA.
- Maintain financial records and generate reports.
- Demonstrate expertise, provide training/SOPs, and exhibit leadership.
- Preparation for peak season traffic flow – breadcrumbing
- Remain flexible and prepared to support additional parking and ground transportation services as airport programs and infrastructure evolve to meet stakeholder needs. *construction-construction-construction*

Pricing Sheet



Reimbursables

- **Included on the pricing sheet**

- **Management Fees**

- **Office supplies**

- **Corporate oversight**

- **Prime and Sub labor costs**

- **Using this information to understand #/type of employees being used and allocated**

Airport provides:

Shuttle Buses

Radios

Utilities

Concierge van

Truck

Concierge equipment

Telephones

(Computers/printers)

- **NOT included on the pricing sheet, but reimbursable**

Insurance	Telephone service fees	Background checks
Ticket paper	Armored car fees	Advertising/recruitment
Customer refunds	Detailing/washing costs	Temp agency fees
Uniforms	Equipment replacement	



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