

**QUESTIONS AND ANSWERS REGARDING  
REQUEST FOR PROPOSALS (RFP) NO. 24-0013  
PARKING MANAGEMENT SERVICES**

1.	Please provide a copy of most current staffing schedules by position and day of the week for prime and subcontractor staff assigned to the contract.
	Please see on our website by clicking here <a href="#">Public Records Documents</a>
2.	Please provide a copy of the most current approved line-item operating budget.
	Please see on our website by clicking here <a href="#">Public Records Documents</a>
3.	Please provide a copy of the actual operating expenses by line-item for the most recent 12-month period available.
	Please see on our website by clicking here <a href="#">Public Records Documents</a>
4.	Please clarify how many vehicles (service and shuttles) will be assigned to the contractor. The RFP document indicates 9 total vehicles, including 4 shuttles.
	Nine vehicles are correct. Please see Section13.1
5.	Is the cost of routine shuttle cleaning (supplies and labor) and quarterly detailing reimbursable?
	Yes, if it's included as part of the approved budget.
6.	RFP Section 12.2 (pg. 22) shows the contract term as five years plus an extension of up to two years. However, Section 3 of the Sample Contract (pg. 64) shows a one-year contract plus four additional periods of one year each. Can you please clarify the correct term and any extensions?

	See question #12 of the 1 <sup>st</sup> set of questions.
7.	Section 13.13.4 on page 38 of 85 of the RFP lists Recurring Reimbursable Expenses. The fifth bullet lists Maintenance & Services, including administrative services. Please clarify what type of expenses would be covered under “administrative services”.
	Administrative services included with general maintenance activities: ordering supplies, contracting with 3 <sup>rd</sup> party services, and training, as needed.
8.	Is the cost of providing general liability insurance a reimbursable expense?
	The requested insurance requirements are standard for all contracts with the Authority.
9.	Is the cost of providing auto liability insurance a reimbursable expense?
	See question #8
10.	Is the cost of providing workers compensation insurance a reimbursable expense?
	See question #8
11.	Is there a weight assigned to each of the 5 evaluation criteria listed on page 47 of 85?
	There will be a weight assigned to the criteria, but as per Section 15.2 the five listed criteria, although not exhaustive, may be used in the evaluation. The Authority reserves the right to change or modify the criteria.

12.	Is the proposed Management Fee a component of the evaluation? If so, how will the proposed Management Fee be weighted?
	The proposed management fee will be a consideration in the evaluation phase but no weight has been assigned at this time.
13.	Can you please provide the number of GT transactions in the calendar year 2024?
	A total of 800,275 revenue transactions and a total of 210,000 non-revenue transactions were generated during calendar year 2024.
14.	The BDDP/SBPP Assurance Statement/Letter of Intent provided on Page 51 of 85 requires respondents to include an estimated dollar value and corresponding % of the total base bid proposal. Please clarify how the "total base bid proposal" is calculated. Is it the total management fee plus reimbursable operating expenses for Year 1 or other?
	This should be the contract price that would include the management fees plus all budgeted expenses.
15.	Will the cost of office supplies be reimbursed?
	Yes
16.	Section 28 Bonds on page 71 of 85 (Sample Agreement) indicated the Company is required to provide a Performance Bond and a Labor and Material Payment Bond in an amount equal to contract price. Please clarify how the "contract price" is calculated. Is it equal to the Company's Management Fee or other?
	See question #55 of the 1 <sup>st</sup> set of questions.
17.	Would a Management Fee paid to an SBE/BDE subcontractor be considered a reimbursable expense?

	It should be included in the prime contractor's management fee.
18.	The Pricing Schedule provided on page 50 of 85 requires respondents to enter a value in the second column titled QTY. Should respondents include the total number of full-time equivalent employees or the total number of proposed annual hours or other in the column titled QTY?
	The total number of full-time equivalent employees
19.	Please provide the current starting rates of pay and the current average rates of pay for each of the positions listed in the Pricing Schedule provided on page 50 of 80.
	Please see on our website by clicking here <a href="#">Public Records Documents</a>
20.	Damage to Authority Property (Section 19 of Sample Contract). Company will be liable for any damage to the Airport or Authority property arising from Company's activities at the Airport or use of Airport property or caused by any of Company's employees, agents, subcontractors, licensees or invitees. This is extremely broad and would cause Company to be on the hook for any damage related to its services even if it is caused by individuals beyond its control such as individuals parkers or users of the shuttles. Would the Authority be willing to limit Company's liability to only damage caused by the Company's acts or omissions?
	Any contract changes requested should be submitted under Tab L.
21.	Please confirm whether credit card processing fees and any expenses related to PCI DSS compliance are reimbursable?
	See question #5 of the 1 <sup>st</sup> set of questions.
22.	What percentage of the annual revenue is paid via credit card?

	The parking system processes an average of 90 to 92 percent of transactions via credit card.
23.	In what year was the TIBA PARCS system installed?
	TIBA contract started in August 2023.
24.	Is there a union agreement in place currently? If so, can you please provide a copy of that agreement?
	No.
25.	How often is the Yellow Lot used?
	The Yellow lot is used by airport tenant employees all year. The access and payment of these parking services are handled by the Airport Authority ID office. The Yellow Lot is only used by the public when all other parking facilities are full, which typically happens during our peak travel periods, about 12 weeks out of the year.
26.	Does the Contractor have any responsibilities for the Employee parking area within the Yellow Lot? If so, what are those responsibilities?
	Company has minimal responsibilities for the Employee parking area: 1) assist employees who have forgotten their badge, and 2) assist employees when the badge reader is malfunctioning. Company will have access to the security camera system for monitoring purposes and may assist from time to time with gate arm issues or replacement of delineators. Additional responsibilities will also include inspection of the lot for general cleanliness and assets conditions (such as striping, ADA, delineators, and pavement). Findings will be reported to Airport only; Company is not responsible for repairs.
27.	p. 43 of RFP, 14.4.1.2., it states "...Include for each contract, contract term, total square footage and total contract value." To what are you referring when asking for "total square footage"?

	The square footage of property that you managed.
28.	p. 45 of RFP, 14.8.1.4., it states, "...Please include resumes (resumes will not be counted towards this limit)." There is no page limit stated for this section. To what limit are you referring?
	There is no page limit.
29.	p. 44-45 of RFP, 14.8.1.2 and 14.8.1.5 appear to say the exact same thing. Can we disregard one of them?
	See question #54 of the 1 <sup>st</sup> set of questions.
30.	p. 46 of RFP, in reference to Pricing Sheet Form in section 16.3, it states, "Submitters will complete the form by inserting the proposed costs and information highlighted yellow." When referring to the Pricing Sheet Form, there is no visible yellow highlighting on the form.
	When completing Section 16.3, it brings your attention to the highlighted section of 14.11. "Any request for wage or employment benefit information is for the sole purpose of evaluating projected costs and shall not be used in any manner violative of T.C.A. § 50-2-112."
31.	Please provide a current roster, without employee names detailing the following: a. Date of Hire b. Pay Rate c. Job Title d. Description of Benefits - Pension, Health Ins (Cost of Health Ins and type of coverage ex. EE only, EE+1, family)
	Please see on our website by clicking here <a href="#">Public Records Documents</a>
32.	Can the Authority provide last 2 years actuals and current budget for all expense line items?

	Please see on our website by clicking here <a href="#">Public Records Documents</a>
33.	Can the Authority provide the last 3 years of fines/liquidated damages assessed to the current operator?
	Please see on our website by clicking here <a href="#">Public Records Documents</a>
34.	For the Pricing Schedule line items payroll taxes and workers compensation, do you just want the total dollar value for the year or any other information in the Qty or Hourly Rate columns?
	The Authority is requesting 1) # of each personnel to be hired for each position, 2) each position's hourly rate (including benefits such as vacation, sick, and holiday), and 3) total annual cost = <u>number of personnel</u> X <u>hourly rate</u> X <u># of hours per year</u> .
35.	Should PTO (Vacation, Sick, Holiday) be included in the other line items under Positions in the Pricing Schedule or is that not necessary for this submission?
	Benefits should be included in the hourly rate line item.

**Questions are listed as submitted, company names are withheld.**