

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

1.	Is hand-delivery of the proposal an option at the noted receiving dock on Louis Carruthers Drive or must all proposers use a carrier service?
	Hand delivery and carrier service are acceptable options for submitting your proposal; the same address for either option applies.
2.	RFP Page 12 of 85, Section 6.7: Please explain how the goal is calculated. Is it 21% of all annual expenses or 21% of the supplies and service expenses (Expenses less payroll)?
	The goal is based of the total contract value.
3.	RFP Page 20 of 85, Section 9.4: Please define “contract price” to determine the performance bond amount. Is that one year’s management fee, one year’s total budgeted expenses, or term for either of the previous?
	The contract price for performance bond is the first year’s contract price. The contract price is the management fees plus all budgeted expenses.
4.	RFP Page 22 of 85, Section 12.3: Just to clarify is the extension option 1-2 year term or 2-2 yr terms?
	1-2 year term.
5.	RFP Page 23 of 85, Section 13: Will the Operator be responsible for providing the credit card processing including any gateway (ex. Windcave, Pineapple, etc.)?
	Provided by the Authority.
6.	RFP Page 30 of 85, Section 13.9: Are audits a reimbursable expense?

	Yes
7.	RFP Page 36 of 85, Section 13.12.8: Does the Authority provide the 2 vehicles or should we budget for that expense?
	Provided by the Authority.
8.	RFP Page 42 of 85, Section 14: Would the Authority consider receiving proposals electronically instead of shipping hard copies?
	Please refer to Section 14, first paragraph.
9.	RFP Page 43 of 85, Section 14.4.1.2: Can we provide total parking spaces as opposed to total square footage? If not, can you better define what you are looking for in square footage?
	MEM currently has 10,211 public parking spaces, located in 2 garages and 2 surface lots.
10.	RFP Page 43 & 44 of 85, Sections 14.4.2.2 & 14.7.1: These two sections seem to be asking for very similar information. Do you want it provided in both sections?
	Yes. Section 14.4.2.2 is asking for contract held. Section 14.7.1 is asking about the proposed General Manager.
11.	RFP Page 46 of 85, Section 14.11: Does the Authority want a sample schedule and full line-item budget included in this section?
	The Authority recommends including these items to facilitate the initial review of your proposal; however, inclusion of these items is not mandatory.
12.	Sample Contract, RFP Page 64 of 85, Section 3: This term seems to conflict with the term identified on RFP page 22, Section 12.3. Please clarify the Term of the agreement.

	<p>The initial term of the Contract will be for a period of five (5) years commencing on the start date of the Contract. Said Contract may be extended up to (2) years upon the completion of the term, at the sole discretion of the Authority.</p> <p>Please see Addendum 2 posted on our website.</p>
13.	Sample Contract, RFP Page 71 Of 85, Section 28: Please confirm that the performance bond can be annually renewable.
	Yes, Performance bond is due each year.
14.	General: Please provide the current approved staffing schedule for the operations
	Please see current contract information on our website.
15.	General: Please provide the Authority approved line-item budget for 2025.
	Please see current contract information on our website.
16.	General: Must the SBPP firms also be ACDBE certified?
	No. Prime or Sub DBE, SBE or ACDBE firms. Certificate or letter of certification must be done by MSCAA or TNUCP. We will accept companies from other states if they complete MSCAA or interstate certification. All DBE, SBE or ADCBE Prime or Sub must be certified at the time of bid. All bids must provide a copy of the DBE, SBE or ACDBE certificate or letter of certification with the bid.
17.	General: Will the shuttles be required to operate airside and therefore need a different level of insurance coverage?

	No, airside operations are not included.
18.	General: Please provide a copy of the current agreement including prices.
	Please see current contract information on our website.
19.	General: Please provide current (or Authority approved) wages and benefits rates for each employee category.
	Please see current contract information on our website.
20.	Insurance: There is a provision in the workers comp section that requests we add the Airport Authority as an alternate employer (C.1.3). As this does not seem relevant to our scope of work would the Authority waive this requirement?
	Any contract change requests should be submitted under Tab L.
21.	Insurance: Section C3.1 states we are required to list the Authority as additional insured on pollution liability but it is not listed as a required policy. Is pollution liability a requirement?
	Any contract change requests should be submitted under Tab L.
22.	RFP Page 42 of 85, Response Structure: May we include a cover letter before the required table of contents or before Tab A?
	Tab A.

23.	Page 43 of 85, Tab C instructions: Regarding the multiple responses required for each of 5 contract examples plus our experience and information about our management team, we will need a minimum of 20 pages to provide all the information requested encompassing sections 14.4.1.1 through 14.4.2.2 (not including resumes which are outside the page limit). Could you please expand or remove the page limits for Tab C, given that this is the only section with a page limit?
	The Tab C page limit has been removed. Please see Addendum 2 posted on our website.
24.	Page 53 of 85, 16.6. Would the Authority provide an Excel version of this table so we could fill it in as requested or may we recreate this in Excel if we require more space?
	The Company may recreate the table format, provided that all information required in the original table is fully and accurately included.
25.	Please confirm how the DBE/SBE goal is calculated (gross receipts vs. expenses vs. management fee).
	Total contract amount.
26.	Can you provide current staffing levels by shift/position?
	Please see current contract information on our website.
27.	What are current wage rates by position?
	Please see current contract information on our website.

28.	Is there a union representation for current employees? If so, please provide the current Collective Bargaining Agreement (CBA). <i>(Combined and reformatted from your original items)</i>
	No..
29.	Can you list items that should be included in the management fee?
	Any non-reimbursable items should be considered part of the management fee.
30.	Will competitiveness of cost proposals be factored into the RFP evaluation criteria?
	Yes.
31.	Please provide any current headway or coverage requirements for shuttle services.
	Current operations include shuttle services between 1 designated location at the Blue Lot and 1 location at the Terminal. During peak seasons and holidays, when the Yellow Lot is being utilized for public parking, a 3 <sup>rd</sup> shuttle location is added at the Yellow Lot. The current coverage of shuttle service requirements are detailed in the public records requested documents at <a href="http://www.flymemphis.com">www.flymemphis.com</a> .
32.	Are any shuttle technology platforms utilized on the shuttles (GPS tracking, passenger counting, etc.)?
	No.
33.	For maintenance of the parking facilities, what are the operator's responsibilities?

	Under the current contract, the Authority's maintenance responsibilities include: general troubleshooting of TIBA equipment [rebooting, clearing jams, and cleaning (exterior facade and interior paper cutter)], inspections and testing of Blue Box emergency phones, replacement of security gate arms, inspection and debris removal from tiger teeth barriers, (minimal) trash pickup, and minimal winter weather pretreatment application in pedestrian trafficked areas throughout the parking facilities. The Authority reserves the right to expand these responsibilities (such as pressure washing and/or snow removal) in future fiscal years subject to review and discussion during the annual budget negotiations. (Is this in the scope?)
34.	Can you provide ridership data by trip or hour by day?
	Data not available.
35.	Would you consider electronic submissions for this RFP?
	Please see question #8.
36.	Can you provide peak occupancy statistics for each lot by month for the last 12 months? Also, can you provide the dates and locations a lot filled in the last twelve months?
	Information is included in Addendum XX as part of a public records requested documents.
37.	Can you provide the budget or budget estimate for the current year and/or the upcoming year that pertains to the scope of this RFP?
	Please see current contract information on our website.
38.	Related to the Frequent Parker Program, would the airport be interested in managing the loyalty program through the online booking system?

	Yes, the Authority has been researching loyalty programs for some time now in hopes to institute a reservation/loyalty program after the PGS is fully installed.
39.	How many Frequent Parker Program members does MEM have?
	MEM currently has approximately 6,500 members.
40.	Does MEM currently have an internal data analytics team to produce reports and dashboards that the respondents are required to work with, or can the respondents provide these services?
	The Authority currently does not have an internal data analytic team or dashboard; however, Company is welcome to propose a preferred platform which will be subject to the Authority's approval.
41.	Does the airport currently utilize a marketing agency for parking that respondents are required to work with to execute the marketing strategy, or can the respondents provide these services?
	The Authority has a marketing agency.
42.	Per section 6.7 on page 12, Identification of Contract Goal and Requirements, can a firm that is qualified as an ACDBE be used to make up the 21% objective?
	Please see question #16.
43.	Per sections 13.6 & 13.7 on page 27, is the Airport Authority or the Parking Operator the merchant of record for credit cards?
	Airport Authority is the merchant of record for credit cards.



44.	Per section 13.8 “deposits” on page 29, what is the name of the current armored car service?
	Brinks is the current armored car service.
45.	Per section 13.12.4 on page 35, is the TIBA maintenance contract with the Airport Authority or the Operator?
	The Airport Authority.
46.	Per section 13.12.5 on page 36, what type of vehicle inventory system is currently being used and is it owned by the Airport or the Operator?
	Airport Authority owns the vehicle inventory system and is managed by the MSCAA Airfield Maintenance Department in Maintenance Connection software.
47.	Per section 13.12.8 on page 36, who is the owner of the two parking concierge vehicles?
	The Airport Authority.
48.	Per section 13.13.3 on page 38, please provide a two-year history of all employee work hours and wages that have been reimbursed to operator by the Airport Authority.
	Please see current contract information on our website.
49.	Per section 13.13.3 on page 38, please provide the past two years of the parking and staffing budgets and actual reimbursed expenses.
	Please see current contract information on our website.

50.	Per section 13.14.2 on page 39, since the Policy and Procedures Manual will be customized to MEM, like the Training Manual reference in section 13.14.3, can the Policy and Procedures Manual be provided 30 days of contract execution? If an example is needed, can we provide a “table of contents” at one of our existing airport operations?
	Section 13.14.2 states “Respondent shall provide the Authority with a Policy and Procedures Manual.” Section 13.14.2 also states “The initial Policy and Procedures Manual shall be presented to the Authority within 30 days of contract execution”
51.	Per section 13.15 on page 41, please provide a two-year history of liquidated damages for your current parking operator.
	No liquidated damages were incurred by the current parking operator.
52.	Section 14.4.2.1 requests management staff in similarity to section 14.8.1.4. These two sections also both request resumes. Please confirm which section you would like the resumes in.
	Each section is asking for different types of information. Information should be included in both sections.
53.	Section 14.4.2.2 requests the General Manager information and is identical to section 14.7.1. Please confirm if we can submit the GM information under one or the other, or if the Airport would like the information in both places.
	Each section is asking for different types of information. Information should be included in both sections.
54.	Sections 14.8.1.2 and 14.8.1.5 are identical. Please confirm 14.8.1.5 does not need to be included in the response.
	Please submit this information only once. Please see addendum 2.
55.	Clarify Performance bond requirement – annual value or total contract value.

	The contract price for performance bond is the first year's contract price. The contract price is the management fees plus all budgeted expenses.
56.	How many hours and miles operated daily/ monthly for shuttle?
	<p>Shuttle operations are conducted 24 hours/day; 7 days/week. Current mileage on each shuttle is as follows:</p> <p>2023 Shuttle Bus #1 – 21,152 miles  2023 Shuttle Bus #2 – 27,413 miles  2024 Shuttle Bus #3 – 25,658 miles  2024 Shuttle Bus #4 – 21,532 miles</p>
57.	What are the shuttle vehicle specifications?
	<p>Shuttle Bus #1 – 2023 Starcraft  Shuttle Bus #2 – 2023 Starcraft  Shuttle Bus #3 – 2024 Starcraft  Shuttle Bus #4 – 2024 Starcraft</p> <p>See bus specifications posted on our website.</p>
58.	Will you provide the existing management contract?
	Please see current contract information on our website.

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