

Request for Proposals for Airport Traveler Information Services

DATE: AUGUST 5, 2016
TO: OPEN INVITATION
FROM: BURLINGTON INTERNATIONAL AIRPORT
RE: AIRPORT TRAVELER INFORMATION SERVICES REQUEST FOR PROPOSALS (RFP)

1.0 Introduction

The Burlington International Airport (“BTV” or the “Airport”) is requesting proposals from all qualified respondents interested in either renting space in the airport for the purpose of providing technology based traveler and customer information concession or alternatively, providing such services for a fee. Proposals will be due by September 5, 2016 in accordance with proposal procedures and requirements outlined below.

2.0 Background

BTV is a municipal department of the City of Burlington, Vermont. BTV serves over 1.2 million users annually including passengers, employees and visitors. The Airport serves as the main gateway to the State of Vermont, and the terminal facilities reflect the unique character and charm of the state.

BTV has visitors from virtually every state and country including a strong French Canadian passenger base of approximately 5 - 20%. The heavily populated area of the French speaking province of Quebec, Canada, including the City of Montreal, is less than a 2 hour drive from the Airport and it is a goal of BTV to ensure that our French speaking visitors feel as welcome as possible.

Currently, BTV is comprised of a main terminal of approximately 190,000 square feet including five (5) gates with passenger loading bridges and security screening in the North Concourse, and five (5) gates with passenger loading bridges and security screening in the South Concourse. The main entrance to BTV includes ticket counters, car rental counters, and a baggage claim area, and in addition, the Airport has a multilevel parking garage with 2,300 public parking spaces connected to the terminals via two skywalks.

JetBlue, United Airlines, Delta Air Lines, American Airlines, and Allegiant Air currently operate from BTV and provide direct service to 11 cities. In addition, during winter months, service to and from Billy Bishop Toronto City Airport is provided by Porter Airlines.

BTV also houses a Greyhound Bus terminal from which service is provided to Montreal and Boston, and seven (7) on site national brand car rental agencies, currently including Avis Rent-A-Car, Budget Rent-A-Car, National Rent-A-Car, Alamo Rent-A-Car, Enterprise Rent-A-Car, Hertz Rent-A-Car, and Dollar Rent-A-Car

The Federal Aviation Administration (FAA) classifies BTV as a small hub airport. The airlines operate approximately 30 daily scheduled departures. In 2014, there were approximately 1.2 million passengers at BTV, a number that is projected to increase at an average annual rate of 1.5% through 2020.

Note: These are projections only. BTV does not guarantee their accuracy.

3.0 Scope of Proposed Project

Qualified Respondents should submit proposals that articulate how they can operate and manage the existing traveler Information Services Desk which is currently located in the baggage claim area of BTV and/or alternatively, propose using other areas of BTV for providing the traveling public with local, state, and regional travel information on a 24 hour per day, 7 days per week, and 12 months per year basis. Proposals should focus particularly on the potential ways of using technology to provide such

information such as self-service portals, multi-media installations, and personal electronic device connections. Respondents are also encouraged to submit proposals that clearly advance the City of Burlington’s values of environmental protection and sustainability, as well as BTV’s mission of bringing the “Vermont Experience” to all Airport users.



Current Information Desk and Display

4.0 Experience

Respondents should have a minimum of three (3) years continuous experience, within the last five (5) years, owning, managing and/or operating a travel information oriented business within a similar setting as described within this RFP. However, if a Respondent does not have such experience but provides adequate evidence of capacity to meet the Airport's needs, the Airport will consider the proposal.

5.0 Good standing with relevant governmental entities

Respondents must not be debarred from work, or in default or arrearage under any previous or existing contract(s) with BTV, the City of Burlington, any Federal Agency, and/or the State of Vermont. BTV reserves the right to disqualify any Respondent, or any constituent entity of Respondent, that has pending litigation, claims or debt with BTV, or if such proposal includes a proposed subcontractor, sub-lessee or supplier that has pending litigation, claims or debts which may adversely affect the ability of the parties to work efficiently and effectively under the contract contemplated by the RFP. Respondents will be required to provide an Affidavit of Good Standing as part of their response to this RFP.

6.0 Preliminary RFP Schedule

BTV reserves the right to modify the schedule as BTV, in its sole discretion, may determine necessary.

PRELIMINARY SCHEDULE

Milestone	Scheduled Date
RFP Issued	8/05/2016
Written Question Deadline	8/15/2016 End of Day
Pre-Bid Meeting	8/22/2016 1:00 p.m.
RFP Submittal Deadline	9/05/2016 1:00 p.m.
Preliminary Selection	9/30/2016

7.0 Submittal Information and Proposal Requirements

Submit two paper copies and one electronic copy of the proposal responding to the RFP. Proposals are due in the administration office of the Burlington International Airport no later than 1:00 p.m. on Monday, September 5, 2016. Proposals are to be marked "Burlington International Airport Traveler Information Services RFP". Proposals submitted after the deadline date and time may not be accepted. Submittal address:

Gene Richards, Director of Aviation
Burlington International Airport
1200 Airport Drive, #1
South Burlington, VT 05403
g-richards@btv.aero

8.0 Respondent Communications with BTV

Any questions regarding the submittal process and/or the technical aspects of the project may be made via e-mail to Shelby Losier at slosier@btv.aero. Only e-mail communications will be accepted. Questions and requests for clarification should be received no later than seven (7) days in advance of the pre-bid meeting in order to expedite the proceedings. Burlington International Airport's responses to questions received by this due date may be distributed at the pre-bid meeting and posted on the Burlington International Airport's website at www.btv.aero. The Airport shall be under no obligation to respond to

questions or requests for clarification submitted after the deadline referenced above. No electronic submissions will be accepted, and any submission received after the deadline will be returned unopened.

9.0 Pre-Bid Meeting

A pre-bid meeting will be held at the Burlington International Airport, Conference Room #3, 1200 Airport Drive, South Burlington, Vermont, 05403 at 1:00 p.m., on Monday, August 22, 2016. Escorted site tours will be offered immediately following the meeting.

10.0 Proposal Format and Requirements

The proposal shall include the qualifications and components requested below. Information should be complete and demonstrate that the Respondent can perform the requested services. Proposals should not exceed 20 single-sided pages or 10 double-sided pages. Proposals shall contain the following:

A. Introduction

Prepare a brief introduction including a general demonstration of understanding of the scope and complexity of the required work.

B. Personnel

Identify individuals and list qualifications of key personnel who would be assigned to this project. Detail experience in work related to the proposed assignment. Specify the Project Manager who will serve as a contact person.

C. Experience

Provide company contact information, how long you have been in business, and what services you provide. Identify and briefly describe related work completed in the last three years. Describe only work related to the proposed effort and include any examples of similar local projects. Include evidence of satisfactory and timely completion of similar work performed for past projects.

D. Pricing and Budget

Based on the preliminary scope of work, and depending on the proposal, provide either the terms of a concession agreement or lease amount to be paid to the Airport for the opportunity to provide the requested service or alternatively, provide a breakdown of the estimated cost of this project including expenditures for services, production, communication with client and any other costs. Provide specifics as to definitions of routine versus non-routine tasks, what is fixed as opposed to variable, and how costs are adjusted according to that classification. Costs and fees and concession and rent amounts may be negotiated with the finalist(s). Also include an inventory of the types of products, if any, are to be used to meet the needs of the Airport expressed in the RFP.

E. Insurance

Respondents must agree to procure and maintain the necessary insurances as noted below.

F. Client References

Provide a minimum of three client references with contact names and phone numbers for which you have provided similar services as proposed herein.

G. Appendix (Note: not counted in overall page count)

An appendix with full resumes of Respondents is allowed. The appendix material may or may not be considered as part of the selection process.

H. Litigation Disclosure

Provide a statement that your company is not involved in any litigation with BTV or the City of Burlington, its elected or appointed officials or employees. If you are or have been involved in litigation with another airport where you have done business this should also be disclosed.

I. Affidavit of Good Standing

Provide an Affidavit of Good Standing, indicating that you have not been debarred from work, in default or arrearage under any previous or existing contract(s) with the Burlington International Airport, City of Burlington, any Federal Agency, and/or the State of Vermont.

11.0 Evaluation Process

A team of reviewers will rate qualified and responsive proposals. The review team will recommend finalists for final review and a preliminary selection of a firm will be awarded by September 30, 2016.

The project award will be made to either the best concession proposal or the lowest responsive AND qualified proposer for the services requested. Respondents not selected will be notified in writing of the selection outcome. BTV will execute a concession, lease, or contract agreement between the selected Respondent, subject to BTV's Board of Airport Commissioners', the Burlington Board of Finance, and the Burlington City Council's ultimate approval.

12.0 Evaluation Criteria

Proposals will be ranked based upon the merits of the written proposal and the qualifications and experience of the Respondent's team. Each reviewer will award a score based on a 100 point total as follows:

A. Responsiveness (20 points)

BTV will consider the materials submitted by Respondent to determine whether they are responsive to the RFP.

B. Creativity (20 points)

BTV will consider the variety and content of travel information technology being offered by the Respondent.

C. Price (20 points)

BTV will consider the percentage of the concession, the rent for space, and/or the price for the content and services being offered by the Respondent,

D. Responsibility (20 points)

BTV will consider the materials submitted by Respondent, including references and other evidence it may obtain to determine Respondent's ability and history of successfully performing similar work, and the ability to accept and meet BTV's standard concession, lease, and/or contract terms and conditions depending on the proposal.

E. Experience (20 points)

BTV will consider the experience of Respondent. Preference will be given to those that have demonstrated ability to provide traveler information services in an efficient, professional, and cost effective manner consistent with the City of Burlington and BTV's values.

The selected Respondent will ultimately perform the duties as agreed upon in a final negotiated Scope of Work and Agreement. If BTV and the selected Respondent are unable to agree on terms and conditions, BTV may exercise its right to negotiate with others.

Respondents acknowledge through their participation in this RFP that their selection or rejection is not subject to protest or contest.

13.0 Payment Information

Payment to or by the City for the services will be done pursuant to a written agreement.

14.0 Terms and Conditions

All facts and opinions stated within this RFP and in all supporting documents and data are based on available information from a variety of sources. Additional information may be made available via written addenda throughout the RFP process. No representation or warranty is made with respect thereto.

- A. Respondents to this RFP shall be responsible for the accuracy of the information they provide to BTV.
- B. BTV reserves the right to reject any and all submittals, to waive minor irregularities in any submittal, to issue additional RFP's, and to either substantially modify or terminate the RFP at any time prior to final execution of an agreement with a chosen Respondent.
- C. BTV shall not be responsible for any costs incurred by Respondent(s) in preparing, submitting, or presenting its response to the RFP or to the follow up interview process.
- D. Nothing contained herein shall require BTV to enter into exclusive negotiations and BTV reserves the right to amend, alter and revise its own criteria in the selection of a Respondent without notice.
- E. BTV reserves the right to request clarification of information submitted and to request additional information from any Respondent.
- F. BTV may not accept any submittal after the time and date specified herein.
- G. In the interest of a fair and equitable process, BTV retains the sole responsibility to determine the timing, arrangement and method of proposal presentations throughout the selection process.
- H. If negotiations are not completed with the top ranked Respondent, negotiations may proceed with the next most qualified Respondent.
- I. Upon selection of a qualified Respondent through the RFP process, BTV shall enter into a Agreement for services (based on an approved scope of services and budget) with the selected Respondent on terms and conditions acceptable to BTV. Until execution of an Agreement, BTV reserves the right to cease negotiations and to start the RFP process again.
- J. All submittals will become the property of BTV and will become public documents subject to public disclosure with limited exceptions. Qualifications submitted under the RFP process shall be considered public documents and with limited exceptions submittals that are recommended for contract award will be available for inspection and copying by the public.
- K. BTV encourages submittals from Respondents that demonstrate a commitment to equal employment opportunity. Minority and women owned businesses are encouraged to apply.

15.0 Disclaimer

This RFP does not commit BTV to pay any costs incurred by any proposer in the submission of a response. Respondents are responsible for all costs associated with responding to this RFP. BTV reserves the right to reject any or all responses at any time with no penalty, and to waive immaterial defects and minor irregularities in responses. All materials submitted in response to this RFP will become the property of BTV upon delivery. An addendum will be issued should it become necessary to revise any part of this RFP.

16.0 Insurance

General Liability & Property Damage:

(a) With respect to all operations contemplated in this RFP and performed by Respondent, sub-consultants, agents or workers, it is Respondent's responsibility to insure that general liability insurance coverage provides all major divisions of coverage including, but not limited to:

1. Premises Operations
2. Independent Contractors' Protective
3. Products and Completed Operations
4. Personal Injury Liability
5. Contractual Liability
6. Broad Form Property Damage
7. Medical Expenses

(b) The policy shall be on an occurrence form with limits not less than:

- | | |
|---|-------------|
| 1. General Aggregate: | \$2,000,000 |
| 2. Products-Completed/Operations Aggregate: | \$2,000,000 |
| 3. Personal & Advertising Injury: | \$1,000,000 |
| 4. Each: | \$1,000,000 |
| 5. Fire Damage (any one fire): | \$ 250,000 |
| 6. Med. Expense (any one person): | \$ 5,000 |

Workers Compensation

With respect to all operations performed, Respondent shall carry workers compensation insurance in accordance with the laws of the State of Vermont and ensure that all subcontractors and sub-consultants carry the same workers' compensation insurance for all work performed by them under this contract. Minimum limits for Employer's Liability:

1. Bodily Injury by Accident: \$500,000 each accident
2. Bodily Injury by Disease: \$500,000 policy limit, \$500,000 each employee

Valuable Papers Insurance

Respondent shall carry valuable papers insurance in a form and amount sufficient to ensure the restoration or replacement of any plans, drawings, field notes, or other data relating to the work, whether supplied by BTV or developed by Respondent, sub-consultant, worker or agent, in the event of loss, impairment or destruction of these documents. Such coverage shall remain in force until the final plans, and all related materials, have been delivered by Respondent to, and accepted by, BTV.

The policy shall provide coverage on an each occurrence basis with limits not less than:

1. Valuable Papers: \$10,000
2. Electronic Data Media: \$10,000

17.0 Limits of Liability

BTV assumes no responsibility or liability for costs incurred by proposers in responding to the RFP, or in responding to any further request for interviews, additional data, etc., prior to the issuance of a contract.

18.0 Acceptance & Rejection of Proposals

BTV reserves the right to reject any and all proposals submitted in response to this RFP. *BTV will not negotiate with Respondents between opening the proposals and the award of the contract.*

19.0 Appeal of an Aggrieved Proposer

If a Respondent is aggrieved by the award of the contract, Respondent may appeal in writing to the Director of Aviation. The appeal must be postmarked within fourteen (14) calendar days following the date of the written notice to award the contract. After the decision of the Director, if the proposer is unsatisfied they can appeal to the City of Burlington Board of Finance. The appeal must be postmarked within fourteen (14) calendar days following the date of the written notice of the Director's decision. The Board of Finance decision is final.

20.0 Statutory & Other Requirements

This project may be funded with public funds and if so, will require compliance with all federal, state and local rules and regulations including, but not limited to:

Civil Rights & Equal Employment Opportunity

Respondent shall not discriminate on the basis of race, color, national origin, sex, physical disability or veteran status in the award and performance of assisted contracts.

DBE Obligation.

Respondent agrees to assure that Disadvantaged Business Enterprises (DBEs), as defined in 49 CFR Part 23, have the maximum opportunity to participate in the performance of contracts and subcontracts financed in whole or in part with Federal funds.

Debarment/Suspension Certifications E.O. 12549.

Agency specific regulations (e.g., HUD grants, see 24 CFR 85.35 and Part 24; EPA grants, see 40 CFR Part 32).

Livable Wage Ordinance City of Burlington Code of Ordinances 21-80 et seq.

Requires payment of an annually adjusted "livable wage" to employees working on the project.

Lobbying.

For any Agreement exceeding one hundred thousand dollars, the Respondent certifies by signing any agreement with the Airport that to the best of their knowledge and belief on behalf of their signature:

- (a) No Federal appropriated funds have been paid or will be paid by or to any person influencing or attempting to influence an officer or employee of a government agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal Contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, or the extension, renewal, amendment or modification of any Federal Contract grant, loan or cooperative Agreement.

- (b) They will complete and submit, in accordance with its instructions, Standard Form-LLL "Disclosure Form to Report Lobbying", if any funds, other than Federal appropriated funds, have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of a government agency or a Member of Congress in connection with the Federal Agreement, grant loan, or cooperative Agreement.
- (c) They shall require that the language of this Certification be included in the award documents for all subawards at all tiers (including subcontractors, subgrants and contracts under grants, loans and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact, upon which reliance was placed when the Agreement was made or entered into. Submission of this certification is a prerequisite for making or entering into the Agreement, imposed by Section 1352, Title 31, U.S.C.

Section 1352 of Title 31, U.S.C., provides, in part, that no appropriated funds may be expended by the recipient of a Federal contract, grant, loan, or cooperative agreement to pay any person for influencing or attempting to influence an officer or employee of any government agency, Member of Congress, officer or employee of Congress, or employee of a Member of Congress, in the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, or the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative Agreement.

Child support payments.

By signing any Agreement with the Airport, Respondent certifies, as of the date of signing the Agreement, that they are (a) not under an obligation to pay child support; or (b) is under such an obligation and is in good standing with respect to that obligation; or (c) has agreed to a payment plan with the Vermont Office of Child Support Services and is in full compliance with that plan. If the Contractor is a sole proprietorship, the Contractor's statement applies only to the proprietor. If the Contractor is a partnership, the Contractor's statement applies to all general partners with a permanent residence in Vermont. If the Contractor is a corporation, this provision does not apply.

Tax requirements.

By signing any Agreement with the Airport, the Respondent certifies, as required by law under 32 V.S.A. Section 3113, that under the pains and penalties of perjury, he/she is in good standing with respect to payment, or in full compliance with a plan to pay, any and all taxes due the State of Vermont as of the date of signature on the Agreement.

Energy conservation.

The Contractor shall recognize mandatory standards and policies relating to energy efficiency that are contained in the State energy conservation plan issued in compliance with the Energy Policy and Conservation Act P.L. 94-165.

Women in Trades Program Compliance guidelines.

21.0 Public Records Policy

Due regard will be given for the protection of proprietary information contained in all proposals received; however, Respondents should be aware that all materials associated with the procurement are subject to the terms of the Vermont Access to Public Records Act (1.V.S.A. Ch. 5, Subchapter 3) and all rules, regulations and interpretations resulting therefrom. It will not be sufficient for Respondents

to merely state generally that the proposal is proprietary in nature and not subject to the release to third parties. Those particular pages or sections of their proposal which Respondent believes to be proprietary and of a trade secret nature must be specifically identified and must be separated from other sections or pages of their proposal and BTV will take said information into consideration if a public records request for the proposal is made. However, BTV cannot insure said information will not ultimately be subject to public disclosure.

22.0 Amendments to RFP

It is Respondent's responsibility to review the Airport's web site, www.btv.aero and ascertain whether any amendments have been made prior to submission of a proposal. A Respondent who does not have access to the Internet, must notify BTV that Respondent wishes to receive copies of changes, amendments, or written responses to questions by mail. No oral statement of any person shall modify or otherwise change or affect the terms, conditions or specifications stated in the RFP, and changes to the RFP — if any — shall be made in writing only.

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