



Spokane International Airport
Request for Proposals (RFP)

for

Parking Operations Audit

Mandatory Pre-Proposal Meeting		
Thursday, March 19, 2020 @ 2:00 PM (PDT) Board Room at Spokane International Airport, 9000 West Airport Dr. #204, Spokane, WA 99224		
Contact Person for Questions		
Questions should be directed in accordance with this RFP only to:	<u>Telephone number:</u> 509-455-6431	
Andrew T. Barrington Acting Manager, Parking & Ground Transportation	<u>Email address:</u> abarrington@spokaneairports.net	
Deadline for Submission of Questions		
Questions must be submitted to the individual named above no later than:		
Wednesday, March 27, 2020 @ 4 PM (PDT)		
Proposal Submission Place and Deadline		
Submit One unbound original, three (3) bound copies, and one (1) electronic version of your Proposal in a sealed envelope clearly marked "Parking Operations Audit". Deliver to: Spokane International Airport 9000 W. Airport Drive, Room 204 Spokane, WA 99224 Attn: Andrew T. Barrington	<u>Date:</u> April 17, 2020	<u>Time:</u> 10:00 AM (Pacific Time)

Spokane International Airport

Request for Proposals (RFP) for Parking Operations Audit

Spokane International Airport is soliciting Proposals from qualified professional firms or individuals to perform a comprehensive Operational Audit for the Airport's Parking Facilities

Background Information

Spokane Airports is jointly owned by Spokane County and the City of Spokane. The city and county operate the airports under provisions of RCW 14.08, which establishes the operation of airports by more than one municipality under joint agreement. The operating authority of Spokane Airports is the Spokane Airport Board, consisting of seven appointees from the two governmental bodies.

Spokane International Airport is a 6,140 acre commercial service airport served by six airlines and two air cargo carriers. The airport processed over 4.1 million passengers and 68,981 U.S. air cargo tons in 2019. It is the second largest airport in the State of Washington and recognized by the FAA as a small hub. The Airport is an employment for over 3,000 people and has an important and expanding airfield aerospace industry cluster. The Airport annually has a \$725 million annual economic impact on the Spokane Region.

Tentative Schedule

The following is a tentative schedule for this RFP process (which is subject to change):

Date	Description
February 19, 2020	Issuance & Advertisement of RFP
March 19, 2020	Mandatory Pre-Proposal Meeting
March 27, 2020 @ 4 PM (PDT)	Deadline for Submission of Questions
April 3, 2020 @ 4 PM (PDT)	Deadline for Airport's Posting of addenda/questions
April 17, 2020 @ 10 AM (PDT)	Proposal Submission Deadline (Due Date)
Week of April 20 – 24, 2020	Review of Proposals by internal panel
No Later Than, May 1, 2020	Notify Finalist(s)
To Be Determined	Presentations or Interviews, if necessary
June, 1 2020	Commencement of Services Under the Contract

Scope of Service

Spokane International Airport is seeking proposals from qualified parking consultants to provide the following services: Operational Audit for the Airport's Parking Facilities.

The scope of the proposal should include, at a minimum, address the following points:

- A. **Operational Audit** - Evaluate the parking system from a management and operations perspective. Analyze management of the current system, safety, and processes. Make recommendations for improvements based on industry standards and practices. Include these areas in your proposal:
 - Evaluate Parking Department staffing and organization model in comparison to peer airports, including but not limited to:
 - Review department organization chart
 - Evaluate customer service provided by staff, including security patrols
 - Ensure site safety and physical security is adequate.
 - Observe staff compliance with written policies and procedures and compare parking operations with recommended industry practices
 - Provide recommendations to address any deficiencies or inefficiencies.
 - Evaluate Daily Parking operations, including but not limited to:
 - Housekeeping (general cleaning and daily maintenance)
 - Traffic flow: vehicles entering and exiting for both the Monthly Contract Parkers and Daily Parkers of each location during peak times.
 - All signage and wayfinding to ensure they are relevant and in good condition.
 - Revenue control and reporting by auditing no less than five tickets per location from point of issue to collection
 - Provide recommendations to address any deficiencies or inefficiencies.

B. Financial/Revenue Reporting Audit - Verify the accuracy and completeness of revenues collected. Evaluation of financial oversight of the parking facility.

Analyze management of the current system and provide a written report of your findings by analyzing at least one month worth of data from the most recent six months.

- Revenue Control, Collection, Processes and Policies
 - Review cash handling processes
 - Review non-cash handling processes
 - Review emergency/off-line handling processes
 - Evaluate whether adequate procedures are in place to detect potential revenue loss.
 - Provide recommendations to address any deficiencies or inefficiencies.
- Daily Tickets analysis – Randomly trace an amount of parking tickets, from the point of issue to the bank deposit.
- Review validation process
- Review “lost ticket” process
- Monthly contract process
- Provide recommendations to address any deficiencies or inefficiencies.

Term of Contract

The term of the contract will commence upon award and conclude upon completion of the scope awarded. Terms will be finalized upon notification of award.

Evaluation Criteria

The Airport will evaluate Proposals received based on the following evaluation criteria and will score Proposals up to the maximum number of points as noted for each evaluation criterion.

The Proposer must include in its Proposal the information noted in the evaluation criteria and must demonstrate how the firm meets the evaluation criteria.

Evaluation Criteria	Weighting (Maximum Points)
<p>1) <u>Proposal Information Form</u>: The Proposal Information Form, included in Attachment A to this RFP, must be completed, submitted, and signed as part of your Proposal. You must include the name and contact information of the individual in your firm that the Airport should contact regarding questions about your Proposal and scheduling a potential interview. The contact information should include the following: name of individual, title, firm name, address (city, state, and zip), telephone number, and e-mail address.</p>	<p><u>5</u></p>
<p>2) <u>Letter of Interest</u>: Include at a minimum, the following.</p> <p>a) <u>Executive Summary</u>: A high level, executive summary of your firm's relevant qualifications and experiences, as well as a detailed Plan of Action on how you will be conducting the Parking Operations Audit.</p> <p>b) <u>Firm Size and Workload</u>: Outline the size of your firm and discuss your capability to manage a project of this size and scope within the identified time frame, relative to your current workload.</p> <p>The cover letter must be signed by an authorized representative of the Proposer who is authorized to execute contractual agreements and/or commitments on behalf of the Proposer.</p>	<p><u>20</u></p>
<p>3) <u>Relevant Experience of the Firm</u>: Demonstrated expertise and experience in parking operation audits. Include in your discussion the different types of Parking Access Revenue Control System your firm has audited, the sized of the parking facilities you have audited in terms of parking spaces and annual dollar volume, and the different industries that you have performed operational parking audits (i.e. universities, airports, hospitals, cities).</p> <p>a) Demonstrate a minimum of 5 years of verifiable experience in providing similar services. Specifically note services provided for airports and the sizes of those airports for which the services were provided.</p> <p>b) Identify the project manager in your proposal provide their expertise and relevant experience.</p> <p>c) List any subcontractors contributing to work and provide their expertise and relevant experience.</p>	<p><u>30</u></p>

4) <u>References:</u> At least three references from previous clients for similar work completed by your firm. Cited references should include project name, reference name, title, project role, and current contact telephone number. Refer to the Reference Checks section of this RFP for information about how reference checks will be used in the evaluation process. Include in your references work done at other Airports, if possible, briefly describing the engagement.	<u>5</u>
5) <u>Proposed Cost:</u> a) Include proposed costs as outlined in the Scope of Service's (Attachment B)	<u>35</u>
6) <u>Organization of Submission Requirements:</u> a) Indexed and tabbed b) Criteria in order c) Complete and concise d) Hold pages to maximum number	<u>5</u>
Total Points	100

Interviews

Proposers may be required to participate in an interview with and/or make a presentation to the selection committee and/or other Airport personnel with the date and time to be determined. In the event of interviews, the Airport will establish a separate evaluation criteria and weighting for each criterion that will be added to the scores received for the written Proposals as part of making a final selection decision.

Submission Requirements

Pre-Proposal Meeting: As listed in the RFP Package, all potential proposers are encouraged to attend a pre-proposal meeting to review the requirements of this RFP and tour the facility. The meeting will begin at 2:00 PM (PST) on Wednesday, February 26, 2020 in the Board Room at Spokane International Airport, 9000 West Airport Dr. #204, Spokane, WA 99224. It is the intent of the Airport this RFP, other published information and the question and answer time period is sufficient for Proposers to be able to present a Proposal.

Proposal Submission Deadline: One unbound original, three (3) bound copies, and one (1) electronic version of the Proposal responding to this RFP must be received by

the Airport no later than the deadline noted on page 1 of this RFP. Proposals must be delivered to the address indicated on page 1 of this RFP.

Late Proposals: Proposals will not be accepted by the Airport after the date and time specified on page 1 of this RFP. In the event that a Proposal is delivered after the Proposal submission deadline, the Proposal will not be accepted or considered and will be returned to the Proposer unopened. The Airport will not be liable for delays in delivery of Proposals due to handling by the U.S. Postal Service, courier services, overnight carriers, or any other type of delivery service. Proposals may be delivered in person or by a delivery service. No verbal, Fax, electronic (e.g. e-mail), telegraphic or telephonic Proposals will be accepted. Proposers are responsible for ensuring that the Airport receives the Proposal at the designated location by the deadline stated on page 1 of this RFP.

Specific Submission Requirements:

- Proposals and their sealed packaging (boxes or envelopes) should be clearly marked with the name and address of the Proposer and should be marked with the name of this RFP as indicated on page 1 of the RFP.
- The bound Proposals should be in an 8 1/2" by 11" format, using a minimum 12-point type size.
- The Airport strongly encourages the use of recyclable materials in the submission of Proposals.
- Proposers are encouraged to "double side" the printing of their Proposals; however, for the purposes of any page limitations of the Proposal outlined in the RFP, one side of a printed page is considered one page. The Airport will not review or evaluate pages in a Proposal that are in excess of any RFP page number limitation for a specific section of the Proposal.

Organization of Proposals: Proposals must address each of the evaluation criteria in this RFP in a clear, comprehensive, and concise manner. Proposals must include an index, be clearly separated with tabs, (tabs are not considered as a page for the purpose of any page limitations) labeled by response to specific evaluation criteria, and addressed in the same order as included in the RFP. Proposals should be prepared as simply as possible and provide a straight-forward, concise description of the Proposer's capabilities to satisfy the requirements of the RFP. Expensive bindings, color displays, promotional material, etc. are not necessary or desired. Emphasis should be concentrated on accuracy, completeness, and clarity of content. To this end, complete and concise Proposals should not exceed thirty (20) pages.

Clear and Responsive Proposals: The Airport has made every effort to include enough information within this RFP for a firm to prepare a responsive Proposal. Proposers are encouraged to submit the most comprehensive and competitive information possible. Proposals that do not respond completely or sufficiently to the evaluation criteria in this RFP may be rejected as non-responsive, or will receive

correspondingly lower scores for those criteria, which may result in the Proposal not scoring high enough to be considered further.

Questions About RFP: Questions regarding this RFP should be addressed solely to the individual identified on page 1 of this RFP. Questions must be submitted in writing prior to the deadline indicated on page 1 of this RFP. It will be the sole responsibility of Proposers to ensure questions are submitted in a timely manner. Answers to questions, other clarifications and/or addendums will be posted on the Airport's website as addenda per the schedule on pages 1 of this RFP. The Airport may determine that a Proposal is non-responsive if the Proposer has had contact with any other representative of the Airport.

Addenda: Verbal communications and emails from the Airport, its staff, agents, Airport members, employees or outside advisor, or any other person associated with this RFP shall not be binding on the Airport and shall in no way modify any provision of the RFP. Only formally issued addenda shall modify the terms of this RFP. Any addenda issued for this RFP will be published at the following website address:

<http://business.spokaneairports.net/rfp/>

Proposers are responsible for checking the website prior to submission of Proposals for any addenda. If you are unable to download the addenda, you may contact the individual noted on page 1 of this RFP. Receipt of addenda must be acknowledged by Proposers on the Proposal Information Form that must be submitted with the Proposal.

Selection Process

Selection Process: The Proposals will be reviewed by an evaluation committee and the highest rated firms may be invited to an interview. The selected firm will be invited to enter into negotiations with the Airport. If the Airport and the selected firm cannot agree on terms that are fair and reasonable, the Airport may terminate negotiations and enter into negotiations with the next highest rated firm.

Rights Reserved: The Airport reserves the following rights:

1. To waive as an informality any irregularities in Proposals and/or to reject any or all Proposals.
2. To extend the date for submittal of responses.
3. To request additional information and data from any or all Proposers.
4. To supplement, amend, or otherwise modify the RFP through addenda issued.
5. To cancel this RFP with or without the substitution of another RFP.
6. To reissue the RFP.
7. To make such reviews and investigations, as it considers necessary and appropriate for evaluation of the Proposals.

8. To not select the highest rated firm if the proposed price is more than the Airport's budget for the work.
9. To reject any Proposal in the event that the Airport's analysis of the Proposer's financial status and capacity indicates, in the Airport's judgment, that the firm is not able to successfully perform the work.
10. To award specific portions of the Scope of Services, or to award based on the needs of the Airport.
11. To cancel the RFP process in the event only one Proposal is received by the deadline.
12. To establish a revised deadline for submission of Proposals in the event only one Proposal is received by the deadline.

Reference Checks: The Airport reserves the right to conduct reference checks for firms submitting Proposals, either before or after Proposals have been evaluated, and/or after interviews have been held. In the event that information obtained from the reference checks reveals concerns about a firm's past performance or their ability to successfully perform the contract to be executed based on this RFP, the Airport may, at its sole discretion, select a different firm whose reference checks validate the ability of the firm to successfully perform the contract to be executed based on this RFP. In conducting reference checks, the Airport may include itself as a reference if the firm has performed work for the Airport, even if the firm did not identify the Airport as a reference, and may conduct reference checks with others not identified by the Proposer.

Protest and Appeal Procedures

Deadline for Protests and Appeals: The following deadlines for filing protests and appeals based on this RFP shall apply:

1. First level (RFP): Any protest related to the requirements of this RFP must be received by the RFP Contact Person noted on page 1 no later than three (3) business days before the Proposal submittal deadline.
2. Second level (Award): Any protest related to the award of a contract based on this RFP or protest of a decision by the Airport to reject a Proposal must be received by the Airport's General Counsel within three (3) business days after notification to the protesting party that it was not awarded a contract or its Proposal was rejected.

Form and Manner of Filing:

1. In Writing: All protests and appeals must be in writing, signed, and specify the reasons and facts upon which the protest or appeal is based. Failure to raise any reason or fact upon which the protest or appeal is based shall constitute a waiver and/or forfeiture of such reason or fact for protest or appeal.

2. File with the appropriate personnel noted in section “Deadline for Protests and Appeals”. All protests and appeals must be filed with the Spokane International Airport, Attention: Contact Person noted on page 1 (first level) or General Counsel (second level), 9000 W. Airport Drive, Suite 204, Spokane, WA 99224.

Airport’s Review of Protests and Appeals

1. The Director of the Airport department publishing the RFP along with the Airport General Counsel shall review and investigate properly and timely filed protests and appeals. At the Airport’s sole discretion, an informal hearing may be held with affected parties to gather additional information. The Department Director shall issue a written decision to the protestor, stating the reasons for the decision.
2. Appeal to Airport’s Chief Executive Officer (CEO): Any further appeal of a formal decision by the Department Director must be received by the Airport’s CEO within two (2) business days of receipt of such decision. Properly and timely filed appeals of the decisions of the Department Director shall be reviewed and investigated by the Airport CEO, who shall issue the Airport’s final decision.

Failure to Meet Deadline

1. Failure to meet any applicable deadline for a protest and appeal shall constitute a waiver of any and all rights to protest and appeal.

Administrative Requirements

Cost of the Proposal: The Airport shall not, under any circumstances, be responsible for any costs or expenses associated with the Proposal submitted including, but not limited to, research, investigation, development, preparation, duplication, production, collation, packaging, delivery, transmittal, or presentation of the Proposal or any other related information, data, documentation, and material. All costs and expenses incurred by the Proposer in connection with the Proposal submitted shall be the sole responsibility of (borne solely by) the Proposer.

Public Disclosure:

1. **Property of Airport:** Proposals submitted to the Airport shall become the property of the Airport and shall not be returned to the Proposer.
2. **Proposals are Public Records:** Pursuant to Chapter 42.56 RCW, Proposals submitted under this RFP shall be considered public records and with limited exceptions will be available for inspection and copying by the public. Except to the extent protected by state and/or federal laws, Proposals shall be considered public documents and available for review and copying by the public after an award of contract is made by the Airport Board.

3. Public Records Exemption: Any proprietary information included in the Proposal that the Proposer wishes to remain confidential (to the extent allowed under the laws of the State of Washington) should be clearly identified as “Confidential” in the Proposal. In addition, the Proposer must provide the legal basis for the exemption to the Airport. Identifying any portion of the Proposal as “Confidential” does not guarantee such information will be exempt from disclosure pursuant to chapter 42.56 RCW.
4. Proposals Not Marked as Confidential: If a Proposal does not clearly identify the confidential portions, the Airport will not notify the Proposer that its Proposal will be made available for inspection and copying.
5. Process for Disclosing Information: If a request is made for disclosure of material or any portion marked “Confidential” by the Proposer, the Airport will determine whether the material should be made available under the law. If the Airport determines that the material is not exempt and may be disclosed, the Airport will notify the Proposer of the request and allow the Proposer ten (10) business days to take appropriate action pursuant to RCW 42.56.540. If the Proposer fails or neglects to take such action within said period, the Airport may release the portions of the Proposal deemed subject to disclosure.
6. Indemnification by Proposer: To the extent that the Airport withholds from disclosure all or any portion of Proposer’s documents at Proposer’s request, Proposer shall agree to fully indemnify, defend and hold harmless the Airport from all damages, penalties, attorneys’ fees and costs the Airport incurs related to withholding information from public disclosure.
7. No Claim Against Airport: By submitting a Proposal, the Proposer consents to the procedure outlined in this section and shall have no claim against the Airport because of actions taken under this procedure.

Basic Eligibility: The successful Proposer must be licensed to do business in the State of Washington and must have a state Unified Business Identifier (UBI) number. In addition, the successful Proposer must not be debarred, suspended, or otherwise ineligible to contract with the Airport, and must not be on the federal government’s list of firms suspended or debarred from working on federally funded projects.

Non-Discrimination: All Proposers will be afforded the full opportunity to submit Proposals in response to this RFP, and no person or firm shall be discriminated against on the grounds of race, color, age, sex, or national origin in consideration for an award issued pursuant to this RFP.

Approval of Sub-Contractors: The Airport retains the right of final approval of any sub-Proposer of the selected Proposer who must inform all sub-contractors of this provision.

Other Contracts: During the original term and all subsequent renewal terms of the contract resulting from this RFP, the Airport expressly reserves the right, through any other sources available, to pursue and implement alternative means of soliciting and awarding similar or related services as described in this RFP.

Funding Availability: By responding to this RFP, the Proposer acknowledges that for any contract signed as a result of this RFP, the authority to proceed with the work is contingent upon the availability of funding.

Prohibition Against Lobbying: The Proposer shall not lobby, either on an individual or collective basis, the Airport Board (its associated City and County employees, or outside advisors) or any federal, state, or local elected or public officials or staff regarding this RFP or its written Proposal. Proposers, the Proposer's acquaintances, friends, family, outside advisors, agents, or other representatives shall not contact the Airport Board (its associated City and County employees, or outside advisors) or any federal, state, or local elected or public officials or Airport staff to arrange meetings, visits, or presentations to influence the outcome of the selection process. Violation of this provision, by or on behalf of a Proposer, intentionally or unintentionally, will result in disqualification of the Proposer and/or rejection of a written Proposal.

Insurance: Prior to execution of a Contract for services under this RFP, the successful Proposer will be required to provide acceptable evidence of insurance coverage consistent with the insurance requirements outlined in the Airport's Service Contract. A draft copy of the contract for reference is attached as part as this RFP.

ATTACHMENT A

**Spokane International Airport
Request for Proposals for**

Parking Operations Audit

PROPOSAL INFORMATION FORM

Name of Proposing Firm:	Contact Individual's Name:
Address of Contact Individual:	
Phone Number of Contact Individual:	E-mail Address of Contact Individual:
State of Washington UBI Number:	
Receipt is hereby acknowledged of Addenda No(s).: _____	

OFFICIAL AUTHORIZED TO SIGN FOR PROPOSER:

"I certify (or declare) under penalty of perjury under the laws of the State of Washington that the foregoing is true and correct":	
Signature:	Date:
Print Name and Title	Location or Place Executed: (City, State)

The above authorized individual makes the following affirmations on behalf of the proposing firm:

1. I am authorized to make these affirmations;
2. All answers and statements made in the Proposal are true and correct;
3. In preparing this Proposal, the financial information contained in it has been arrived at independently and without consultation, communication or agreement with the Board, or other Proposers, to restrict competition as to any matter relating to this RFP.
4. No fee or commission, or any other thing of value, has been paid or agreed to be paid to any employee, agent, representative, official, contractor, or Proposer of the Board in order to procure the contract described in this RFP;
5. The firm is properly licensed, or will obtain, proper licenses prior to commencement of services, to conduct business in the state of Washington if legally required.
6. The proposed cost stated in this proposal are valid for ninety (90) days following the date of proposal submission.