



September 19, 2018

REQUEST FOR INTEREST
LANDSIDE BAGGAGE WRAPPING AND PROTECTION SERVICES
AT
BRADLEY INTERNATIONAL AIRPORT

Request for Interest No. 2019-003

APPROVED:

A handwritten signature in black ink, appearing to read "Kevin A. Dillon", written over a horizontal line.

Kevin A. Dillon, A.A.E.
Executive Director

APPROVED:

A handwritten signature in black ink, appearing to read "Laurie A. Sirois", written over a horizontal line.

Laurie A. Sirois
Purchasing Agent

OVERVIEW

The Connecticut Airport Authority (CAA) was established via Public Act 11-84 and operates under the provisions of Chapter 267b, sections 15-120aa. through and inclusive of 15-120pp. of the Connecticut General Statutes. CAA is a quasi-public entity responsible for managing, operating and developing Bradley International Airport and five general aviation (GA) airports - Danielson, Groton-New London, Hartford-Brainard, Waterbury-Oxford and Windham - (collectively referred to herein as the "CAA Airports"), as well as ensuring compliance by those airports and other airports within the State of Connecticut with all federal obligations with respect to those airports. The CAA serves as an economic driver in Connecticut, making the state's airports more attractive to new routes, new commerce, and new companies who may be considering making Connecticut their home.

INTRODUCTION

The CAA is seeking qualified firms, partners, corporations, joint ventures, or other third-party entities to operate a baggage wrapping and protection service in the landside terminal area at Bradley International Airport in Windsor Locks, CT.

REQUEST FOR INTEREST REQUIREMENTS

CAA requires that the respondents keep the proposal to less than five double (ten single) sided 8 ½ x 11 pages not including resumes (one page, single-sided), and cover letter (two pages, single-sided maximum). Please include a phone number and e-mail address for the primary point of contact for this RFI in the cover letter.

Proposing firm shall submit one electronic (CD or flash drive) and five printed copies (one of which must be unbound) of the proposal together in a sealed envelope to:

Laurie A. Sirois
Purchasing Agent
Connecticut Airport Authority
Bradley International Airport
Administrative Offices – 3rd Floor
Windsor Locks, CT 06096

Attn: 2019-003 – Baggage Wrapping and Protection Services

Please be sure to include a return address on the outside of the package. **E-mailed proposals will not be accepted.** The proposal must be submitted no later than **2:00 p.m., September 26, 2018** Eastern Standard time. Late submissions will **not** be accepted. **Proposals will not be publicly read.** Questions concerning this RFI are due no later than **2:00 p.m. September 21, 2018.** The CAA responses to questions concerning this RFI may be shared with each responsive, proposing firm to ensure equal awareness of important facts and details.

By submitting a proposal, the firm certifies that it has fully read and understands the RFI.

The CAA reserves the right to interview some, all, or none of the firms responding to this RFI based solely on its judgment as to the firm's proposals and capabilities. The CAA reserves the right to request and consider additional information from submitters and to reject any and all submittals on any basis without disclosing the reason. No firm may withdraw their submittal for at least 120 days after the time and date set for submission. The CAA reserves the right to waive any irregularities and technical defects.

POINT OF CONTACT

The point of contact for all submissions and correspondence regarding this RFI will be the CAA's Purchasing Agent. She may only be reached via e-mail, at procurement@ctairports.org. Submissions of questions, correspondence or requests for clarification to persons other than the Purchasing Agent, or in a form other than e-mail, will not receive a response.

INTERPRETATION AND ADDENDA

No interpretation or clarification regarding this RFI will be made verbally to any Respondent. Requests for interpretation or clarification must be submitted electronically to the Purchasing Agent. When submitting a request for interpretation or clarification, Respondents are encouraged to reference the RFI page and topic number pertinent to the question(s). All questions must be submitted no later than the date and time stated above. Any questions received after that time will not be addressed.

Interpretations, clarifications and supplemental instructions from the CAA will be in the form of a written addendum, which will be posted to the State of Connecticut Department of Administrative Services and the CAA websites.

Only the written interpretations, clarifications or supplemental instructions set forth in the posted addenda shall be binding, and Respondents are warned that no other source is authorized to give information concerning, explaining or interpreting this RFI.

ATTEMPTS TO INFLUENCE THE SELECTION PROCESS

Except for clarifying written questions sent to the CAA, all Respondents, including any and all persons acting on their behalf, are strictly prohibited from contacting any employee of the CAA or Board official, on or regarding any matter relating to this RFI from the time the RFI is issued until award.

The CAA reserves the right to disqualify any Respondent who contacts any employee of the CAA or Board official, other than the Purchasing Agent, concerning this RFI.

PUBLIC RECORDS

Each Respondent agrees that all information, data, documentation, and material submitted or provided by the Respondent shall become the property of the CAA and it shall not be returned to the Respondent. The CAA is subject to the requirements of the Connecticut Freedom of Information Act ("FOIA"). After CAA award of a Contract, all information, data, documentation, and material submitted shall be considered public

information and may be made available for inspection in accordance with the FOIA. Any proprietary information, data, documentation, and material that the Respondent wishes to remain confidential (to the extent allowed under the FOIA) should be clearly identified in the proposal; however, such identification does not guarantee its confidentiality. Respondent specifically waives any claims against the CAA related to the disclosure of any materials if made pursuant to a public records request.

Respondent must submit a letter stating reasons for claiming confidentiality for every type of information that may be stamped confidential. Failure to comply with these procedures may result in the disclosure of this information. Respondent may be required to intervene in any public records request in order to protect its rights to confidential or proprietary information.

OBJECTIVES

The CAA is committed to delivering the premier Northeast airport experience at Bradley International Airport. Accordingly, the CAA lists the following objectives for the requested services:

1. To provide first class service and a variety of options at market prices to airport passengers.
2. To provide enhanced quality and value to Airport passengers.
3. Respond to leading global practices in the dynamic Airport customer service environment, providing innovative customer service options with broad customer appeal that enhance the quality of passengers' journeys.
4. To optimize non-aeronautical revenues to the CAA, identifying innovative opportunities and methods for doing so.
5. To provide a quality service to passengers without impeding terminal circulation, passenger flow, and access / egress channels.

DESCRIPTION

Bradley International Airport served over 6.4 million passengers in 2017, with consistent, strong growth over the last five years and the addition of numerous new international and domestic nonstop flights. Of these 6.4 million passengers, approximately 3.12 million were domestic and 900,000 were international passengers. The airport currently serves 35 nonstop domestic and international destinations year-round. Approximately 10,000 domestic and international passengers a day depart the airport. The CAA is proactively engaged in route development – both with new airlines and international routes – as a normal course of its management of airport business.

The Airport has a drop and go baggage system whereby passengers with checked bags drop bags at one of several TSA-operated baggage scanners placed between airline check-in queues in the Departures Hall. All departing passenger luggage inspection happens in the dedicated TSA inspection area in the Departures Hall. Re-wrap logistics

will be determined based on conversations with the selected vendor, TSA, and CAA staff. The landside departures level of Terminal A consists of two wings, each with airline check-in facilities and TSA baggage screening equipment (the airport does not have an in-line baggage system), with the primary security screening checkpoint (SSCP) located in between the two wings.

The Eastern portion of the departures level houses check-in facilities for Delta Airlines, Aer Lingus, Air Canada, JetBlue Airways, Southwest Airlines, and international charter flights. The Western portion of the departures level contains check-in facilities for American Airlines, OneJet, Spirit airlines, and United Airlines. The Western wing of the departures level connects to the Sheraton Hotel as well as a secondary SSCP, open during peak travel periods – primarily in the early morning hours – to alleviate primary SSCP congestion.

Currently, the first flight departs the Airport at 5:15 a.m. and the last flight departs at 10:15 p.m. Airline ticket counters open at 4:00 am and in-terminal concessions begin operations as early as 3:30 am. A large portion of the daily enplanements occur in the early morning hours.

The CAA is looking for the placement of two (2) baggage wrapping and protection service kiosks, one in each wing of the Terminal A departures hall directly across from airline check-in areas, against Terminal A's front window banks. The CAA envisions, at a minimum, the following services to be provided at each kiosk and does not envision sales of any other additional retail items at this time:

- Cold cling baggage wrapping in under 60 seconds for a piece of luggage with regular checked baggage dimensions;
- Capability to wrap irregularly sized pieces of luggage, including golf clubs, skis, and instruments, subject to an upcharge;
- Coordination with TSA to re-wrap baggage subject to secondary inspection; and
- Baggage tracking, insurance, and support services, subject to an upcharge.

Potential location options are depicted in the terminal maps included in Attachment A. There is no walk-thru scheduled with this procurement; however, areas defined are located within the public space if firms would like to come in and view for themselves. While these are not the only kiosk locations options CAA will consider, these represent the most likely/feasible locations for a potential kiosk in each departure hall wing given CAA analysis of passenger flow and space constraints throughout the travel day. Proposers should note that the CAA is subject to prevailing labor and employment laws as established by federal and state statute.

As this service offering would represent the first of its kind for a US medium hub airport, the CAA envisions an initial pilot period of at least 6 months but not to exceed 12 months, subject to negotiation and agreement with the selected respondent. At the conclusion of this pilot period, the CAA and the respondent would assess service financial performance and develop and negotiate a post-pilot agreement as appropriate.

DISADVANTAGED BUSINESS ENTERPRISE PARTICIPATION

In accordance with Regulations of the U.S. Department of Transportation, 49 CFR Part 23, Subpart F, the Connecticut Airport Authority has implemented an Airport Concession Disadvantaged Business Enterprise (ACDBE) plan under which qualified firms may have the opportunity to operate an airport business. An ACDBE goal as measured by a percentage of total estimated annual gross receipts will be established for the Lease and Operating Agreement. The successful Respondent(s) shall take all necessary and reasonable steps to achieve this goal.

SUBMISSION REQUIREMENTS

1. Respondent's ability to demonstrate a minimum of three years continuous experience successfully operating a baggage wrapping and protection services concession in a North American (with strong preference for US) airport environment.
2. Respondent shall provide evidence of financial position that demonstrates their ability to enter into, and perform under, an Agreement to manage and operate a baggage wrapping and protection services concession.
3. Respondent shall submit evidence, which would demonstrate its ability to obtain any and all required insurance coverage(s). The CAA shall be named as additional insured on all policies of insurance with the exception of the Error and Omission (Professional Liability) and Worker's Compensation insurance.
4. If applicable, Respondent shall include current and previous airport venues / services / joint ventures and include the airport name in which those venues were located. Respondent shall include at least two (total, not per venue) airport references that can be contacted by the CAA to discuss prior airport venues.
5. Respondent shall provide estimates of square footage requirements for the footprint of each kiosk, including space for any staff / employees adjacent to the kiosk, as well as any storage and/or office space requirements.
6. Respondent shall provide a narrative description of its approach to collaborating and developing a positive relationship with TSA in handling the re-wrapping of baggage selected for secondary inspection.
7. Respondent shall provide a high level financial analysis, including revenue estimates for Bradley International Airport given the presence of two kiosks as well as the Airport's passenger profile and traffic mix. Additionally, respondent shall provide a breakeven analysis, demonstrating the required daily volume of activity to break even on operations. It is understood that this will not be binding, nor represent in any way a guarantee of revenue or activity; this analysis is meant to inform the CAA's assessment of service potential and rate-setting for the pilot phase of service.

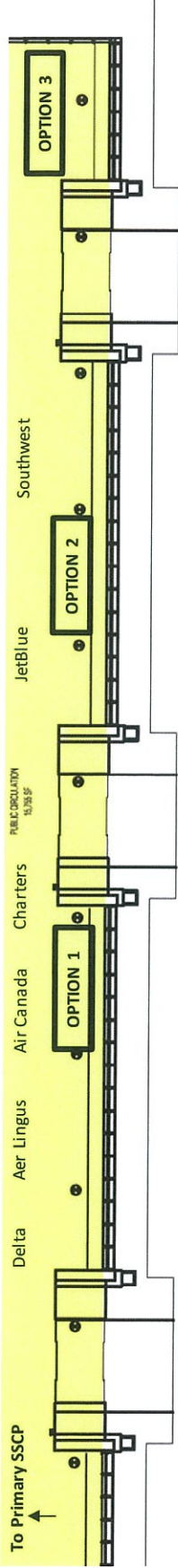
EVALUATION CRITERIA

Evaluation of submissions received in response to this RFI will consist of a review of the information requested above. Review will be conducted by CAA officials, and shall include review of the responsiveness to the scope of services and information requested above. CAA reserves the right to select a Respondent based on interest generated by this RFI. Should the CAA, in its sole discretion, determine that sufficient interest in the operation of an aviation related facility warrants a formal Request for Proposals (RFP) document being issued, CAA will issue an RFP to those Respondents to the RFI who have been determined to be qualified by the criteria herein.

- END OF RFI -

Attachment A - Terminal A Departure Hall Layout and Service Location Options

Terminal A - Departure Hall East



Terminal A - Departure Hall West

