REQUEST FOR PROPOSAL

PREVENTATIVE MAINTENANCE AND REPAIR SERVICES

RFP# KE2014PMRS

JANUARY 8, 2014
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The Metropolitan Knoxville Airport Authority (MKAA) is soliciting proposals from qualified firms (Contractor or Contractors) to provide Preventive Maintenance and Repair Services for Passenger Loading Bridges and Associated Equipment, Lighting, High Voltage Switchgear and other assets as needed. Selected Contractor will provide Ad Hoc Maintenance and Repair Services.

A RFP package, which includes a Scope of Work describing the required services, can be obtained online at www.tys.org or by calling Ken Eckert at 865-342-3120.

A mandatory pre-proposal conference will be held on Tuesday January 28th 2014 at 2 pm local time. Please come to the 3rd Floor Administrative Offices of the Metropolitan Knoxville Airport Authority, 2055 Alcoa Highway, Alcoa, TN 37701.

The MKAA hereby notifies all bidders that it will affirmatively ensure that, in connection with any contract entered into pursuant to this advertisement, minority business enterprises will be afforded full opportunity to submit proposals in response to this invitation and will not be discriminated against on the grounds of race, color, age, sex, handicap or national origin in consideration for an award.

A MKAA selection committee will evaluate the proposals and several Contractors may be invited to be interviewed. Following completion of the evaluation process, negotiations for contract purposes will be initiated with the selected Contractor.

The MKAA reserves the right to reject any and all proposals or to accept any proposal that is deemed to be more advantageous to the MKAA. The MKAA also reserves the right to cancel or modify the terms of this RFP at any time. The MKAA will provide the Contractors with a written notice of cancellation or modification.
Section 2
SUMMARY

The Metropolitan Knoxville Airport Authority (MKAA) is soliciting proposals from qualified firms (Contractor or Contractors) to provide Preventive Maintenance and Repair Services for selected pieces of Airport Authority equipment and provide Ad Hoc Maintenance and Repair Services.

Generally, the services contemplated under this RFP are in the form of a maintenance agreement in which the Airport will contract with the selected Contractor for the servicing of:

1) Passenger Loading Bridges, Baggage Lift Systems
2) Ground Power Units
3) Baggage Claim Systems
4) High Mast Lighting
5) Street and Sign Lighting
6) High Voltage Switch gear

All equipment will be serviced to meet or exceed the manufactures specifications. However, the MKAA will look to the selected Contractor to offer its expertise in terms of cost efficiency, service, preventive and predictive maintenance, staffing, parts inventory and all other components with an appropriate management plan for the equipment described.

The Scope under this RFP includes four general elements:

1) Repair of all equipment
2) Ongoing preventive and predictive maintenance program
3) Continuous improvement to reduce downtime and cost
4) Provide Ad Hoc Maintenance and Repair Services to the MKAA Facilities Maintenance Department as requested for Capital Improvement Projects or repairs

Four (4) copies of the proposal must be submitted to the Administrative Offices of the Metropolitan Knoxville Airport Authority no later than 2pm local time on Tuesday, February 25, 2014.

The purpose of this RFP is to provide all Contractors with a scope of work, requirements and qualifications, timeline, submittal requirements and evaluation criteria.
Notice Publication Dates                          January 8th thru January 19th 2014
Mandatory Pre-Proposal Meeting                   January 28th 2014 at 2pm
Proposals due                                   February 25th 2014 at 2 pm
Interviews                                      Week of March 10th 2014
Board Approval of Contract                      April 2014
Contract Commencement                           May 1st 2014
Section 4
DEFINITIONS

For the purposes of this Request for Proposal, the following terms are defined as follows:

**PM:** Preventative Maintenance

**Customer:** The Knoxville Metropolitan Airport Authority

**Contractor** is the term MKAA has chosen to use throughout the entirety of this RFP. Contractor refers to the respondents of this RFP and also used to reference the company that will be awarded the contract by the MKAA selection committee.
Section 5
QUALIFICATIONS

Contractor Minimum Qualifications:

1) The Contractor shall have a minimum of five (5) years continuous and recent experience in providing Preventive Mechanical & Electrical Maintenance preferably involving the specific equipment or similar equipment listed.
2) Contractor must demonstrate financial responsibility and net worth in the, MKAA’s sole determination, sufficient to sustain the business operations required to perform and maintain the Agreement requirements.
3) Contractor must be qualified and licensed to conduct business in the State of Tennessee. If not qualified and licensed, Contractor must confirm in writing that, if selected, such licensing will be obtained within thirty (30) days following notice of selection.
4) Contractor will supply labor and equipment (including trucks and lifts) to perform the work and NOT subcontract selected aspects of the work. Subsidiaries of the selected Contractor are acceptable.
5) Ability to provide 2 hour response time for mechanical or electrical repairs as requested 24/7

Minimum Qualifications for Maintenance Technicians:

1) Electrician needs to be a Licensed Industrial / Commercial Electrician with a minimum of 5 years experience. Electronics and data cable experience would be helpful but not required.
2) The Millwright tradesman should have 5 years experience with a mechanical and welding background.
Section 6
SCOPE OF WORK

The Equipment and Tasks involved in this RFP is as follows:

10 – INET 28VDC Ground Power Units Model # SSP4 D-20-4 (See Tasking and Equipment Manuals Exhibit A)

10 – FCX Systems, INC. 400 Hz/90kVA Ground Power Units Model # PFC072-H-40-FM (See Tasking and Equipment Manuals – Exhibit B)

10 – ThyssenKrupp Airport Systems, INC Passenger Boarding Bridges (See Tasking and Equipment Manuals – Exhibit C)

12 – FMC Airport Systems Baggage Lift Systems – Revision 6 Knoxville, TN 1-17-07 (See Tasking and Equipment Manuals – Exhibit D)

2 – Rapistan Systems (now Siemens) Baggage Handling Systems Job # 98020 TYS Model 7000 Inclined Plate Baggage Carousel #1=111 plates #2=94 plates (See Tasking and Equipment Manuals – Exhibit E)

High Mast Lighting on the Ramp and Air Cargo Area – 60’ poles, Ramp =12 poles w/4 -400w HPS 480V, Air Cargo = 9 poles w/4 – 400w HPS (See Tasking and Equipment Manuals – Exhibit F)

High Voltage Switchgear and Transformer Inspection and Preventive Maintenance (See Tasking and Equipment Manuals – Exhibit G)

Campus Wide Street and Sign Light Preventive Maintenance and Repair (See Tasking and Equipment Manuals – Exhibit H)
Section 6
SCOPE OF WORK, cont.

Passenger Loading Bridges

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<th>PBB Serial #</th>
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The chosen Contractor will document all work, schedules, parts and labor in the Airports CMMS program, Micromain. All Invoices will contain work order and purchase order numbers. (See Section 6 Micromain)

Contractor is also required to provide information within a detailed narrative context concerning its approach to repairs including cost efficiency and innovative methods. Contractor should understand that the Agreement is non-exclusive in nature and the MKAA reserves the right to use other Contractors should the selected Contractor and MKAA be unable to agree on a scope and/or fees.
Section 6
SCOPE OF WORK, cont.

The Contractor should include or consider the following items in their proposal:

1) Develop Inspection / PM checklist specific to our equipment that will be programmed into the Micromain system.
2) Provide for equipment inspections and make minor repairs and adjustments, based on inspections.
3) Present proposals for major repairs needed.
4) Provide 2 hour response time for any downtime situation, if requested.
5) The MKAA maintenance staff will provide after hour and weekend response for downtime and safety issues throughout this agreement. On occasion additional resources from the Contractor may be needed. The purpose of this RFP is to improve predicative and preventive maintenance to reduce downtime occurrences. The Contractor will provide daily breakdown response while onsite.
6) Wash the exterior of the Jetbridge and Baggage Lift devices annually.
7) Provide for Load Bank testing and calibration of all 20 GPU units annually. The MKAA will provide the Load Banks.
8) Maintain a badged, uniformed crew with conversational English skills.
9) Trucks must be identified with company name and phone number and beacon.
10) Work must conform to all applicable OSHA and standard work practices.
11) Credentials such as Electrical licenses, High Voltage and Arc Flash Training, OSHA Certificates, Airfield Lighting Certification thru AAAE, etc.
12) Rate Schedules for all trades available from your company or subsidiary. Sub Contractors will not be acceptable.
13) Any DBE, Minority, Veteran, TDOT or Woman Owned Certificates that apply.
MicroMain is a computerized maintenance scheduling and record keeping program. It is the customer’s requirement to have all the equipment inspections and repairs scheduled and documented using MicroMain. Additional record keeping including photo documentation and equipment locations is also required and will be archived within MicroMain and/or a document management system.

All work performed will be documented with MicroMain work orders or tasks. It is the Contractor’s responsibility to utilize the system provided to document the labor, parts and other cost information. Equipment inspections and due dates will be programmed into MicroMain so the system will generate inspections and work orders as they become due. The Contractor will close the work order after the service is performed. If additional Contractor forms are used they will be attached to the completed printed work order and filed as a backup. Photo documentation, electrical analysis, etc. will be archived. It will be the Contractor’s responsibility to keep the work order system current and make changes as needed. The work order number will be referenced on the monthly billing.

The MKAA will provide Micromain training as needed and at no cost to the Contractor. The MKAA will not pay the Contractor to attend Micromain training as it is required throughout the term of this agreement.
Section 8
CUSTOMER RESPONSIBILITIES

The customer will perform a daily walk around inspection and maintain records of each system. Any item noted outside the normal control parameters will be documented by a work order and the Contractor informed. When a repair is needed, a work order will be written with a due date and when the date that the contractor was notified of the needed repair. Response time based on this information may be used to measure the contractor’s performance.

Any billable repair work needed, not covered in the service agreement, as a result of an inspection, breakdown or service call must have a work order generated before work begins.

Work orders generated by Customer due to breakdown or resulting from an afterhours response will be executed by the following procedure:

1) Customer will evaluate the problem
2) Decide an appropriate plan to fix the problem
3) Write a work order and issue a Purchase Order
4) Call the Contractor noting the time of the call and issue the work order number
5) Customer will document additional information in comments section of work order
6) The Contractor will execute repairs and services
7) The work order will be closed and work order number will be referenced on the invoice

The MKAA will provide a heated designated space for use as a shop, office, and storage. Space is not suitable for welding and spray painting. Phone / Internet and other utilities may be provided by MKAA at standard published rates.

The MKAA intends to enter into an agreement with the selected Contractor commencing approximately May 1, 2014 and continuing for a period of two (2) years, with optional automatic two (2) year renewals to be exercised at the MKAA’s sole discretion.

Contractor or Airport Authority upon 60 day written notice may, without cause and without prejudice to any other right and remedy, terminate this agreement.
Section 9
CONTRACTOR RESPONSIBILITIES

The selected contractor must agree to comply with all normally accepted procurement and ethics standards. Please refrain from contacting Airport Authority Board Members or Officers.

No interpretation of the meaning of any of the provisions in this RFP, or the correction of any apparent ambiguity, inconsistency, error, or any other matter pertaining to this RFP shall be made orally. Every request for interpretation or for additional information regarding this RFP shall be made in writing, via fax or email to Ken Eckert, Facility Manager, at 865.342.3105 or ken.eckert@tys.org. All inquiries must be received before February 11, 2014. Should an Addendum be issued, Contractor must acknowledge receipt on the proposal form.

The nature of this work requires all Contractor employees to be uniformed, obtain Security Badging and speak conversational English. All Contractor equipment will be identified with a company name and logo. Badging fees normally amount to $150 and require 2 trips to the Badging office take 6 hours total per employee.

The contractor’s responsibility is to keep the system in optimum operating condition and to minimize downtime and maintenance costs with only minor input from the customer’s staff. The selected contractor is expected to research, propose and discuss new methods and ideas, new equipment or equipment modifications for the Customer to evaluate. The selected contractor will schedule and record equipment inspections and work orders, including parts and labor, using the MicroMain work order system.

If a failure is noted the Contractor will:

1) Write a work order
2) Estimate the cost of needed repairs, parts and labor
3) Discuss the work with the MKAA contact and obtain a PO number
4) Schedule and perform the work
5) Close the work order
6) Reference the work order number on the invoice

As billable repairs are needed, the contractor will discuss the work with the MKAA contact, providing him with the problem, what repairs are needed, the estimated cost and when the repair is to be completed. A work order will be written by the contractor noting the time and date of this discussion and the details. This will be the selected contractor’s record should there be need for reference or clarification.
Section 9
CONTRACTOR RESPONSIBILITIES, cont.

The customer encourages the Contractor to bring in potential customers and suppliers of equipment, goods and services. The customer will also bring in Contractors and consultants. The purpose of these visits is to obtain new ideas, equipment, quotes and opinions.

Because of security issues, the customer requires the Contractor to notify the Facility Manager or your MKAA contact at least two days before a visit. The customer will in turn notify the Contractor when they will be bringing in visitors that concern the equipment listed.

Each employee of the Contractor must obtain security clearance and speak conversational English. The customer asks that each employee wear a logo work shirt or Airport supplied Orange Vest that clearly identifies him as a contractor employee and they wear their badge as outlined in the security requirements.

All tools must be kept within reaching distance and direct control of employee at all times and never left unattended.

Employees must exhibit common courtesy to our tenants by knocking and announcing their presence before entering an office or work area. At times it may be inconvenient for the Contractor to work in an office space and arrangements need to be made for the Contractor to return at another time. Some night and weekend work may be required.

The selected Contractor will be required to enter into a written agreement with the Metropolitan Knoxville Airport Authority to provide all services required in this RFP.

Contractor or Airport Authority upon 60 day written notice may, without cause and without prejudice to any other right and remedy, terminate this agreement.
Section 10
SUBMITTAL REQUIREMENTS

Contractors are requested to respond to each of the following inquiries and in the order stated. Please respond in full, narrative sentences and restate each inquiry prior to responding:

1. Experience and Reputation
   A. State Contractor’s name, address, principal office, and type of entity. State the date of incorporation/organization and the state in which Contractor is incorporated or organized. Indicate the former names, if any, under which Contractor has conducted business and the years of operation under each name.
   B. Include information generally describing the size of Contractor’s firm, number of years in business providing mechanical and electrical maintenance services, and Federal tax ID number.
   C. Discuss Contractor’s qualifications and experience specific to providing mechanical and electrical maintenance services, similar to those services required in Section 5 - Scope of Work.
   D. List at least three (3) references for Contractor’s work, specifically in providing mechanical and electrical maintenance services, with phone numbers and addresses.

2. Maintenance Plan

   Provide a detailed narrative description of how Contractor intends to implement a continuing maintenance plan for the listed equipment. Contractors should also identify preventive or other maintenance items that they may not be able to be accomplished. This narrative should include, staffing levels, equipment and parts inventory, work frequency and all other elements necessary for the servicing and management of the PLBs and associated equipment.
3. Manager and Staffing
   A. List and provide resumes of the key individuals who will be assigned to work at TYS including proposed project manager. Provide information regarding their experience specific to Passenger Boarding Bridge and associated equipment or similar complex equipment. Include the address and telephone number for these individuals and their credentials.
   B. Please list the qualifications of each Maintenance Technicians who will be assigned to TYS.
   C. Submit an organization chart of Contractor personnel anticipated to be team members, and the specific tasks they will perform. Include information on subsidiary personnel, if any.

4. Ability to Provide Repairs for the Passenger Boarding Bridges and Associated Equipment
   Provide a narrative describing Contractor’s approach to an initial and potentially recurring repair program. Describe Contractor’s evaluation process, methods, efficiencies, and scheduling in providing cost effective repairs. Include any unique approaches used by Contractor’s firm.

5. Submit the financial and other information requested under Section 8 - Contractor Responsibilities.

6. Include any DBE Any DBE, Minority Owned, Veteran Owned, TDOT or Woman Owned certificates that apply

7. All proposals must include a cover letter indicating the Contractor’s name, address, telephone number and fax number. An authorized representative of the firm must sign the proposal in ink.

8. Proposals shall contain all required information outlined in this RFP

9. Exterior of submittal package needs to contain: Contractor Name, RFP Title and Date
Section 10
SUBMITTAL REQUIREMENTS, cont.

10. Proposals shall be submitted not later than 2 pm local time on Tuesday, February 25, 2014 addressed by regular mail to:

Ken Eckert
Facility Manager
Metropolitan Knoxville Airport Authority
PO Box 15600
Knoxville, TN 37901

Or by courier or hand delivered to:

Ken Eckert
Facility Manager, 3rd Floor Admin. Offices
Metropolitan Knoxville Airport Authority
2055 Alcoa Highway
Alcoa, TN 37701

11. Four (4) copies of the proposal shall be submitted. Proposals shall be limited to twenty five (25) pages inclusive of attachments, exclusive of any financial information

12. Exterior of submittal package needs to contain: Contractor Name, RFP Title and Date
Selected Contractors meeting the Minimum Qualifications outlined in Section 4 will be evaluated based on the following criteria:

1. **Experience and Reputation (20 points)**
   
   Demonstrate ability to successfully provide mechanical and electrical maintenance services, preferably at an airport similar in size and complexity or manufacturing facility.

2. **Maintenance Plan (25 Points)**
   
   Demonstrate ability of the Contractor to implement a successful continuing preventive maintenance plan for the Passenger Boarding Bridges and Associated Equipment or similar equipment.

3. **Manager and Staffing (25 Points)**
   
   Demonstrate ability and qualifications of Contractors proposed staff in managing all aspects of maintenance program and continuous improvement.

4. **Ability to Provide Major Repairs (15 points)**
   
   Demonstrate ability of Contractor to implement an effective repair plan for the Passenger Boarding Bridges and Associated Equipment with an emphasis on the ability to control costs while minimizing downtime and maintaining schedules and requirements.

5. **Annual Cost (15 points)**

Following the evaluation of the written proposals, the MKAA may determine to interview one or more Contractors. Submission of a proposal does not guarantee the right to an interview. Additional information will be provided to those Contractors being interviewed.

The selection committee will consider all documents submitted in response to this RFP, and all other relevant information to make its determination. The committee's selection will be the Contractors which, in the committee's sole opinion, is best able to provide the services according to the MKAA's needs.