



METROPOLITAN  
KNOXVILLE  
AIRPORT  
AUTHORITY

Request for Proposal  
Audio Visual and Public Address Services  
for the  
Metropolitan Knoxville Airport Authority

Issue Date:  
September 15, 2023

Proposal Due Date:  
October 9, 2023

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
P.O. Box 15600  
Knoxville, TN 37901  
Phone: (865) 342-3001

# METROPOLITAN KNOXVILLE AIRPORT AUTHORITY

## AUDIO VISUAL AND PUBLIC ADDRESS SERVICES

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#### **I. Notice (Advertisement)**

The Metropolitan Knoxville Airport Authority (MCAA) is accepting "Request for Proposal" for Audio Visual and Public Address Services. The vendor (or proposer) will provide design, procurement, installation/implementation, programming, maintenance, training, upgrades, and support for the Audio Visual and Public Address systems at McGhee Tyson (TYS) and Downtown Island (DKX) Airports.

A Request for Proposal (RFP) package can be obtained online at [www.flyknoxville.com](http://www.flyknoxville.com) under the "Do Business @ TYS" tab or by emailing at [Michael.Giles@tys.org](mailto:Michael.Giles@tys.org).

The proposal must be submitted electronically in PDF format to [bids@tys.org](mailto:bids@tys.org) no later than 4:00 PM EST on October 9, 2023.

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## II. Scope and Qualifications

### Scope of Work

MKAA has an existing Audio-Visual System and Public Address System with specific requirements which require, but are not limited to, five levels of services. The selected vendor will support existing meeting spaces, public address systems, flight information displays, and all future Airport technologies surrounding Audio Visual and Public Address systems.

The Audio Visual and Public Address services should include, but are not limited to, the following:

- Design Confirmation and Procurement
- Hardware Installation & Base Configuration
- Final Configuration, Verification, Training & Testing
- System Integration of Airport Systems
- Programming, Support & Maintenance

After completing the initial stakeholder interviews and site evaluation, the Audio Visual and Public Address Vendor will proceed with design, procurement, installation, and configuration of future equipment. The Audio Visual and Public Address Vendor will complete the design, in coordination with MKAA IT and project representatives. Due to the long lead times on multiple components within the supply chain, the vendor will expedite, where possible, all equipment purchases to meet agreed upon timelines.

The Vendor shall install and program all hardware, software, and accessories in accordance with MKAA IT staff direction and coordination and will provide the MKAA IT staff full access to any proprietary information and passwords.

After a successful installation and testing of the equipment, the Vendor shall stage, verify, apply, and test all equipment according to MKAA best practice.

After successfully installing the equipment, the Vendor will be required to integrate any necessary equipment with the existing airport systems. The Audio Visual and Public Address Vendor will be expected to work with MKAA IT staff and conduct the necessary activities and stakeholder engagement meetings and training to help understand the exact details of the systems being installed to ensure seamless transition between old and new equipment.

Support for any new equipment and existing equipment will need to be completed and maintained by the qualifying Audio Visual and Public Address Vendor responding to the RFP. The Audio Visual and Public Address Vendor will

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be expected to work with MKAA's stakeholders to identify all included systems/equipment and to produce a schedule for management and touch maintenance, including help-desk support, as needed, along with on-going on-site support where required.

#### Qualifications

- At least 10 years of experience in Audio Visual and Public Address Services
- Experience in the aviation industry preferred
- Knoxville, TN location preferred, but not required
- Willingness to work with MKAA to incorporate strategic plan and to work with any necessary external partners
- Vendor must have a self-contained service department with service technicians
- Vendor must have a network operation center (NOC) with the ability to manage and monitor AV systems
- Vendor must be able to provide a service level agreement (SLA) which includes preventative maintenance for each system
- Vendor must be able to provide "as-builts" for each system installed, including administrative level passwords
- Vendor must be able to provide an itemized bill of materials, system designs, and scopes of work for each system/project
- Vendor must have staff with current CTS, CTS-I, CTS-D, and CWTS certifications
- Vendor must be BICSI Certified
- Vendor must be able to provide full access to the Owner to any proprietary systems, programming, etc. so Owner can make necessary changes
- Ability to obtain and maintain proper security clearances to work on airport property
- Vendor must provide any necessary insurance requirements to work on airport property

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### III. Submission Contents and Procedure

#### Submission Contents

All submittals must include a cover letter indicating the Respondent's name, address, telephone number, and email address. An authorized representative of the firm must sign the submittal in ink or digital signature, if applicable.

Submittals shall contain all required information outlined in the RFP.

#### Submission Procedure

Proposals shall be submitted no later than 4:00PM EST time on October 9, 2023.

If your firm is interested in providing Metropolitan Knoxville Airport Authority (MKAA) with the Audio Visual and Public Address Services described above, please submit electronically in PDF format to [bids@tys.org](mailto:bids@tys.org) no later than 4:00 PM EST on October 9, 2023.

#### A. Submittals shall include the following:

1. The document shall be organized as specified below with the exception of Submitter's financial statement, which shall be provided in a separate PDF labeled with Company Name, RFP title, and identification of information enclosed. Pages of the Submittal shall be 8.5" x 11" sheets, double-sided and double-spaced. Bid Forms included as an Attachment(s) at the end of this document should be included at the front of the document:

- (a) Form of Non-collusion Affidavit
- (b) Indemnification form
- (c) Equal Opportunity Report Statement
- (d) Certification of Nonsegregated Facilities
- (e) Trade Restriction Clause
- (f) Certification Regarding Debarment, Suspension, etc.
- (g) Insurance Provisions

**TAB 1 - Cover Letter:** The Submitter shall provide a cover letter with the name of the Submitter, address, telephone number, email address, and contact person, and a listing of subcontractors and/or consultants that may be hired by the Submitter. The Submitter's office indicated shall be the location of the office through which services would be conducted under the Contract. The Cover letter shall also be accompanied by a summary of contents contained in the Submittal.

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**TAB 2 – Qualifications:** Each Submitter shall submit qualifications as outlined in the Qualifications section below.

The Submitter is required to submit information regarding a minimum of three (3) reference projects of equivalent size. Individual project descriptions shall not exceed a single page. The sites should be for airports of a similar size in terms of the number of ticket counters, gate counters, gates, passenger counts, baggage throughput, and flight operations. If Airport's are not available, then similar facility types will be accepted. All reference sites shall include:

- 1) Facility name and location
- 2) Facility operator
- 3) Contact name, telephone number and email address
- 4) Description of Project
- 5) Start date of project and date system operational
- 6) Submitter's Team members involved in the project
- 7) Specific systems installed by the Submitter at the site
- 8) Description of other systems integrated by the Submitter
- 9) Support and Maintenance service by the Submitter
- 10) Systems warranty provider and warranty description

**Technical Staffing Qualifications:**

- a. The Submitter shall identify all team members with whom the Submitter will associate to complete future projects. The Submitter shall provide a description of all team members involved in projects. At a minimum the description shall include information as required for Key Personnel and specified below:
  - 1) Project Manager(s)
  - 2) Account Manager(s)
  - 3) System Design Engineer(s)
  - 4) Network Design Engineer(s)
  - 5) Installation Managers and Technician(s)
  - 6) Service Technician(s)
  - 7) System Programmer(s)
  - 8) Director(s) and Operation Manager(s)
- b. Individuals identified as Key Personnel and accepted for this contract are expected to remain dedicated to this contract. However, in the event that it becomes necessary for the Submitter to replace any of the individuals designated as key personnel, the Submitter shall request such substitutions in accordance with this RFP. Substitutions of Key Personnel will be considered under the following circumstances:

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- 1) All substitutes shall have qualifications at least equal to those of the person being replaced.
  - 2) All appointments of Key Personnel shall be approved in writing by the Owner and no substitutions of such personnel shall be made without the advance written approval of the Owner.
- c. The Submitter shall provide a staffing plan showing the organizational structure of the maintenance and support staff. It shall include the procedures for back-up support for on-site staffing during vacations, etc. and be intended for both the installation / configuration phase as well as the post installation and warranty period.
  - d. The Submitter shall provide resumes addressing the relevant qualifications and specific certifications for all key personnel proposed to work on the project. The resumes shall include a brief description of each individual's education, experience, employment, training, and certifications. Provide a brief description of each key personnel's duties and roles.
  - e. Where subcontractors will be used to meet the requirements, they must be included as Contractor personnel but separately identified as a subcontractor. The Submitter shall describe any work which will be accomplished by a subcontractor. The Submitter shall provide a description of the subcontractor's experience applicable to the work which will be performed by the subcontractor on this project, including information on similar tasks completed by the subcontractor for other clients.
  - f. The Submitter shall have a local resource availability presence within 100 miles of the Airport. There is a strong preference for local resources.
  - g. As a minimum (or as otherwise specified in the solicitation), resumes of all key personnel shall include the following:
    - 1) Name of person
    - 2) Functional responsibility
    - 3) Education (including, in reverse chronological order, colleges and/ or technical schools attended (with dates), degree(s)/ certification(s) received, major field(s) of study, and approximate number of total class hours)
    - 4) Experience including, in reverse chronological order for up to ten years, area(s) or work in which a person is qualified, company and title of position, approximate starting and ending dates (month/ year), concise descriptions of experience for each position held including specific experience related to the requirements of this contract
    - 5) Certification of the information contained in the resume is correct and accurate (signature of key person and date signed, and signature of the



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supervisor or higher authority and date signed will be accepted as certification)

h. Experience and Qualifications: Submitters must meet or exceed the following minimum qualifications for this RFP:

- 1) Current AVIXA APEX Certification
- 2) Current CTS, CTS-I, CTS-D, and CWTS certifications
- 3) Company BICSI Certification

3. **TAB 3 - Technical Approach:** Each Proposer shall submit a detailed technical approach based on the sample scope of work described below. The Proposer's Technical Response shall be used to determine the technical proficiency of the Proposer.

1. Provide a detailed technical description of the Proposed solution and how it will effectively meet the Scope of Work outlined in this RFP.
2. Implementation Plan. This section shall include a design summary, as an abstract to provide design diagram, detailed integration and integration functionality descriptions, configuration interface details. The Implementation plan and technical approach shall define the tasks and their relationships to one another and showing how all work required can be completed successfully within **one (1) months or less** from the Notice to Proceed, depending on equipment lead times. Along with the above the Implementation Plan shall also include the following:
  - a. Steps taken to gather necessary data for complete system configuration. e.g., testing, protocols, network specifics, policies, and training.
  - b. Plan for roll back.
  - c. Plan for co-habitation of existing systems.
3. Innovation Approach and Key Differentiators – Proposer shall outline the specific innovations that will be brought to MKAA to support the implementation and on-going support of any said systems. This shall include both technical and process innovations which will support an efficient and forward-looking deployment, and best-in-class service to MKAA over the term of the agreement.

4. **TAB 4 - Labor Rates:** Each Proposer shall submit an itemized explanation of their labor rates, pricing plans, service call rates, and/or any other type of potential cost, excluding equipment. The Proposer's Labor Rates shall be used to determine the variable rates of the Proposer for future projects.

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**IV. Selection Timeline and Evaluation Criteria**

Selection Timeline

Notice Publication Dates	September 15 thru October 9, 2023
Last Day for Questions	September 27, 2023, by 2:00 PM
Proposals Due	October 9, 2023, by 2:00 PM
Interview Sessions	October 16 thru October 20, 2023
Estimated Start Date	December 1, 2023

Evaluation Criteria

The selection considers all documents submitted to the RFP and all other relevant information. Award of the RFP will be based on the following criteria:

- Cover Letter – 5 Points
- Qualifications – 50 Points
- Technical Approach – 35 Points
- Labor Rates – 10 Points

The committee’s selection will be those Respondents which, in the committee’s sole opinion, are best able to provide the services according to the MKAA’s needs.

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#### **V. Terms and Conditions; Contract Requirements**

##### DBE Program

Firms shall comply with MKAA approved DBE Program (available at [www.flyknoxville.com](http://www.flyknoxville.com)) to ensure disadvantaged business enterprises as defined in 49 CFR Part 26 have the maximum opportunity to participate in the performance of contracts and subcontracts and shall not be discriminated against on the basis of race, color, national origin, disability, or sex in the award and performance of DOT assisted contracts or other contracts defined by MKAA.

##### Response Costs

All costs incurred in preparing the response to the Request for Proposal (RFP), participating in the RFP process, and negotiating with MKAA, whether or not an award is granted, shall be solely the responsibility of the Respondent. All materials and documents submitted by the Respondent in response to the RFP will become the property of MKAA and shall not be returned to the Respondent.

##### Right to No Award or Partial Award

Award will be made to the Respondent(s) with the most qualified and/or responsive proposal which may or may not be the lowest cost (if applicable), if awarded. MKAA reserves the right to reject all responses, reject portions of any response, or accept the response(s) deemed most advantageous to MKAA. In addition, MKAA reserves the right to modify the terms of the RFP at any time. MKAA will provide the Respondents with written notice of cancellation or modification.

##### Rejection of Responses / Cancellation of RFP

MKAA reserves the right to reject any or all responses to the RFP, including, but not limited to, any response containing exceptions to the minimum requirements and/or specifications or fails to meet the minimum requirements and/or specifications in whole or in part. Responses containing terms and conditions other than those specified herein may be considered nonresponsive. Partial or incomplete responses may be rejected. MKAA reserves the right to reject responses or penalize Respondents who do not follow the requirements of the RFP and, likewise, to waive any informalities, technicalities, or omissions therein. Responses having any erasures or corrections shall be initialed in ink by the Respondent. Unsigned responses will be considered nonresponsive.

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Also, MKAA reserves the right to reject any response when a parent, subsidiary, affiliate, or predecessor in interest of the Respondent has pending litigation or claims with MKAA, or if any response includes a proposed subcontractor or supplier having pending litigation or claims with MKAA, if MKAA determines, in its sole discretion, such litigation or claims may adversely affect the ability of the parties to work efficiently and effectively under any purchase order resulting from the RFP, or for any other reason as determined by MKAA. MKAA further reserves the right to cancel the RFP process at any time.

#### Explanation by Addendum Only; Questions and Clarifications

Every request for interpretation, questions or for additional information regarding the RFP shall be made in writing to Michael Giles, Procurement Manager, Metropolitan Knoxville Airport Authority, Post Office Box 15600, Knoxville, TN 37901, or by email at [michael.giles@tys.org](mailto:michael.giles@tys.org). All inquiries must be received before September 27, 2023, by 4:00 PM EST. Questions by phone will not be accepted.

All questions and answers will be available to all interested firms. To receive this information, please send an email to Michael Giles at the email address above after 12:00PM EST, October 3, 2023.

The Metropolitan Knoxville Airport Authority is not responsible for any electronic communication failures or material delivery delays. MKAA reserves the right to reject all submittals without cause.

Should an Addendum be issued, the Respondent must acknowledge receipt.

#### No-Contact Policy

The Chairman of the Board of Commissioners of MKAA has imposed a no-contact policy on the selection process. The no-contact policy is intended to prohibit any Respondent from engaging in any direct or indirect lobbying of any Board Member, MKAA staff member, other persons or organization who may be involved in the RFP process. The no-contact policy is effective between the date the RFP is issued and the date of execution of any agreement resulting from this RFP. Questions submitted in writing for clarifications of the information contained in the RFP are not prohibited by the policy.

#### Insurance

The Respondent shall furnish and keep in force for the life of any agreement resulting from this RFP insurances policies reasonably requested by MKAA,

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including, but not limited to, Workmen's Compensation Insurance for all workers employed on the job. The Respondent shall provide certificate of insurance as required by the Metropolitan Knoxville Airport Authority. All insurance companies must be licensed to do business in Tennessee and the MKAA, its commissioners, its officers, and its employees must be added as additional insured on all policies.

#### Title VI Solicitation Notice

The Metropolitan Knoxville Airport Authority (MKAA), in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 USC §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders or offerors that it will affirmatively ensure that for any contract entered into pursuant to this advertisement, disadvantaged business enterprises or airport concession disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and no businesses will be discriminated against on the grounds of race, color, national origin (including limited English proficiency), creed, sex (including sexual orientation and gender identity), age, or disability in consideration for an award.

#### Certification Regarding Debarment

By submitting a proposal under this RFP, Respondent certifies that neither it nor its principals are presently debarred or suspended by any Federal department or agency from participation in this transaction.

#### Certification Regarding Trade Restriction

By submitting a proposal under this RFP, Respondent certifies that with respect to this solicitation and any resultant contract, Respondent—

- 1) is not owned or controlled by one or more citizens of a foreign country included in the list of countries that discriminate against U.S. firms as published by the Office of the United States Trade Representative (USTR);
- 2) has not knowingly entered into any contract or subcontract for this project with a person that is a citizen or national of a foreign country included on the list of countries that discriminate against U.S. firms as published by the USTR; and

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3) has not entered into any subcontract for any product to be used on the Federal project that is produced in a foreign country included on the list of countries that discriminate against U.S. firms published by the USTR.

This certification concerns a matter within the jurisdiction of an agency of the United States of America and the making of a false, fictitious, or fraudulent certification may render the maker subject to prosecution under Title 18 USC § 1001.

Respondent must provide immediate written notice to MKAA if Respondent learns that its certification or that of any permitted subcontractor or subconsultant was erroneous when submitted or has become erroneous by reason of changed circumstances. Respondent must require permitted subcontractor or subconsultant provide immediate written notice to Respondent if at any time it learns that its certification was erroneous by reason of changed circumstances.

Unless the restrictions of this clause are waived by the Secretary of Transportation in accordance with 49 CFR § 30.17, no contract shall be awarded to a Respondent or any permitted subcontractor or subconsultant:

- 1) who is owned or controlled by one or more citizens or nationals of a foreign country included on the list of countries that discriminate against U.S. firms published by the USTR; or
- 2) whose subcontractors are owned or controlled by one or more citizens or nationals of a foreign country on such USTR list; or
- 3) who incorporates in the public works project any product of a foreign country on such USTR list.

Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render, in good faith, the certification required by this provision. The knowledge and information of a contractor is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

Respondent agrees that, if awarded a contract resulting from this solicitation, it will incorporate this provision for certification without modification in all contracts with any permitted subcontractor or subconsultant. Respondent may rely on the certification of any permitted subcontractor or subconsultant that it is not a firm from a foreign country included on the list of countries that discriminate against U.S. firms as published by USTR, unless Respondent has knowledge that the certification is erroneous.

This certification is a material representation of fact upon which reliance was placed when making an award. If it is later determined that Respondent or any permitted

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subcontractor or subconsultant knowingly rendered an erroneous certification, the Federal Aviation Administration (FAA) may direct through MKAA cancellation of the contract or subcontract for default at no cost to MKAA or the FAA.

#### Lobbying

Respondent certifies by submitting a proposal under this RFP, to the best of its knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of Respondent, to any person for influencing or attempting to influence an officer or employee of an 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, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) 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 any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with any Federal contract, grant, loan, or cooperative agreement, Respondent shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

(3) Respondent shall require that the language of this certification be included in any permitted award documents for all applicable sub-awards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure

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#### Contract Requirements

**Choice of Law.** The laws of the State of Tennessee must govern the operation and enforceability of any agreement resulting from this RFP. Any action or legal proceeding arising out of or related to any agreement resulting from this RFP must be brought in the state courts of Knox County, Tennessee, or in the federal court in the district where the Airport is located.

**Sovereign Immunity of MKAA.** MKAA will not enter into any agreement which contains a clause requiring MKAA to indemnify, hold harmless, or defend any party. Also, MKAA will not enter into any agreement which contains a clause limiting its remedies against any party.

**Indemnification.** The Selected Respondent must agree to indemnify and hold MKAA, its commissioners, officers, agents and/or employees harmless from and against any and all lawsuits, damages and expenses, including court costs and attorney's fees, by reason of any claim and/or liability imposed, claimed and/or threatened against MKAA, its commissioners, officials, agents and/or employees for damages because of any damages arising out of or in consequence of the performance of services by the Selected Respondent to the extent that such damages are attributable to the negligence of the Selected Respondent or its agents and/or employees.

**Confidentiality.** MKAA cannot agree to confidentiality provisions in any agreement resulting from this RFP due to open records laws.

**Federal Aviation Administration Provisions.** The Selected Respondent must agree to comply with Civil Rights provisions and any other applicable Federal Aviation Administration requirements in any agreement resulting from this RFP.

**TDOT Aeronautics Division Provisions.** The Selected Respondent must agree to comply with any applicable Tennessee Department of Transportation Aeronautics Division requirements in any agreement resulting from this RFP.

**Non-Boycott of Israel.** The Selected Respondent will certify that it is not currently engaged in and will not for the duration of any agreement resulting from this RFP



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engage in, a boycott of Israel as defined by Tenn. Code Ann. § 12-4-119. This provision shall not apply to any agreement resulting from this RFP with a total value of less than two hundred fifty thousand dollars (\$250,000) or to vendors with less than ten (10) employees.

**Federal Fair Labor Standards Act.** Any agreement resulting from this RFP incorporated by reference the provisions of 29 CFR part 201, et seq, the Federal Fair Labor Standards Act (FLSA), with the same force and effect as if given in full text. The FLSA sets minimum wage, overtime pay, recordkeeping, and child labor standards for full and part-time workers.

The Selected Respondent has full responsibility to monitor compliance to the referenced statute or regulation. The Selected Respondent must address any claims or disputes that arise from this requirement directly with the U.S. Department of Labor – Wage and Hour Division.

**Recovered Materials.** To the extent applicable to any agreement resulting from this RFP, Contractor and subcontractor agree to comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act, and the regulatory provisions of 40 CFR Part 247.

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**VI. Addendum - Questions**