

# Pre-Response Meeting

## Aviation Revenue Contract Solicitation

### Luggage Cart Rental Concession

**AVN RCS 21-014**

February 19, 2021 at 11:00 A.M. via WebEx

 **PHX DVT EYR**





# Welcome & Housekeeping



**✈ Please Mute Your Device**

**✈ Presentation will be available at:**

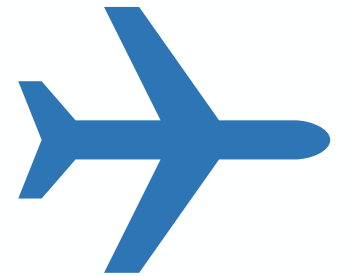
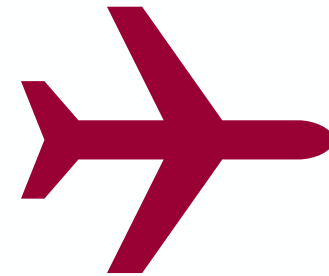
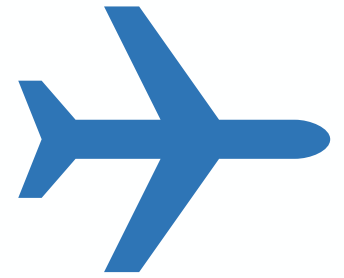
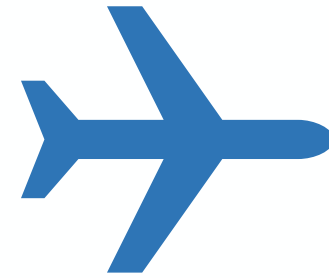
**<https://solicitations.phoenix.gov/Solicitations/Details/878>**

**✈ Use the “Chat” Function to Submit Your Questions during the Meeting**

**Questions will be answered at the end of the Presentation**

# Agenda

- Introductions
- Solicitation Transparency Policy
- RCS Overview
- Scope Overview
- Small Business Engagement & Outreach Requirements
- Questions





# Introductions



## **Contracts and Services Division**

Janet Lee, Procurement Officer

## **Operations Division**

Floyd Johnson, Superintendent

## **Business and Properties Division**

Stephen Vital, Management Assistant II

## **Small Business Engagement & Outreach (EOD)**

Jesus Gonzalez Jauregui, Equal Opportunity Specialist



# Solicitation Transparency Policy



## Phoenix City Code, Chapter 43, Section 43-36

- ✈ Effective: From date and time RCS is issued (**2/11/2021**) until lease award by City Council.
- ✈ All Respondents and their representatives will only discuss matters of this RCS with the Procurement Officer.
- ✈ Discussion(s) may occur with the Mayor, City Council members, Deputy City Managers, Aviation staff, etc. ONLY at a public meeting as requested through the Procurement Officer.
- ✈ As long as this RCS is not discussed, Respondents may continue to discuss business with City Staff.

**RESPONDENTS THAT VIOLATE THIS POLICY WILL BE DISQUALIFIED!**

All questions must be directed, in writing, to the Procurement Officer.



# RCS Overview: Questions and Answers



- Submit Written Questions By **Friday, February 26, 2021**
  - **11:00 A.M. local Arizona time.**
  - Email: [avn.solicitations@phoenix.gov](mailto:avn.solicitations@phoenix.gov)
  - Include the RCS Number and Title in the email.
- Written Questions **ONLY**
  - Some questions may be answered verbally today.
  - Written answers **supersede** verbal answers.
  - All questions and responses will be published via an addendum.
- Q&A and Addendums Available At:  
<https://solicitations.phoenix.gov/Solicitations/Details/878>





**DEADLINE**

**Friday, March 19, 2021  
by 2:00 P.M.  
Local Arizona Time**

**LATE RESPONSES WILL BE DISQUALIFIED**

Public Notice of Tabulations and Award Recommendations

<https://solicitations.phoenix.gov/Awards>

(Sort by Department: Aviation)

\*All Dates and Time are Subject to Change



# RCS Overview: Submittal Location



**Aviation Department Office Building**  
**2485 East Buckeye Road**  
**Phoenix, Arizona 85034**

For “**In-Person**” and “**via Carrier (i.e. USPS, FedEx, UPS, etc.)**” Delivery: Responses will be received at the Aviation Office Building located at 2485 E. Buckeye Road, Phoenix, AZ 85034 in the **LOBBY** during normal business hours of 8:00 a.m. to 5:00 p.m. by appointment and by calling 602-273-2116 or instructing the Carrier to call the same number at the time of arrival. **The sealed package must be received by the Solicitation Deadline.**



For “**Electronic**” Submittal: Please submit your Responses via email to: [avn.solicitations@phoenix.gov](mailto:avn.solicitations@phoenix.gov). The date and time on the email will provide proof of submission and verification the Response was received on or prior to the Due Date and Time specified.

Please identify the solicitation number **AVN RCS 21-014** in the subject line of the email when submitting your Response.

City email file size is limited to 150mb. To send larger email files, the upload and receipt time may take longer than expected. Respondents are responsible for submitting their electronic Response by the Solicitation Deadline.





# RCS 21-014 Overview: Minimum Qualifications



Each Respondent's Response must demonstrate it meets the Minimum Qualifications as required in the RCS.

**Failure to meet the minimum qualifications will result in a non-responsive Response.**

**At a minimum, Respondent must have at least three (3) years of continuous experience, within the last five (5) years, in ownership, management or operation of a luggage cart rental business in two or more medium or large hub airports as defined by the Federal Aviation Administration (FAA), or other comparable transportation facility. Such businesses provided shall be on a twenty-four (24) hours per day and seven (7) days per week basis operation.**

Respondents who do not meet the minimum qualifications are encouraged to joint venture partner or sublease with more established firm(s).



# RCS 21-014 Overview: Evaluation Criteria



Only those Respondents submitting responsive and responsible Responses that meet the minimum qualifications will have their Responses evaluated.

1. Operational Plan	0-400 Points
2. Respondent's Experience and Qualifications	0-300 Points
3. Management Plan	0-150 Points
4. Maintenance Plan	0-150 Points

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**Total Points Available**

**1000 Points**

**\*Refer to AVN RCS 21-014 for specific details**



# RCS 21-014 Overview: Delivery of Response



If delivering the Response in-person, Respondent must submit the following in a sealed response package:

- One (1) original Response;
- Eight (8) hard copies of the Response;
- One (1) electronic copy of the Response on a USB drive or CD-ROM;
- One (1) set of material boards for material and finishes;
- Small Business Outreach Requirements;
- Conflict of Interest and Solicitation Transparency Disclosure Form;
- Completed Forms and Exhibits required in the RCS.

**\*Refer to AVN RCS 21-014 for specifics and requirements**



# RCS 21-014 Overview: Delivery of Response



Each Respondent must submit the following information in their Response:

Tab 1: General Information, Cover Letter, and set requirements / forms

Tab 2: Operational Plan

Tab 3: Respondent's Experience and Qualifications

Tab 4: Management Plan

Tab 5: Maintenance Plan

**\*Refer to the RCS for specifics**

# Scope of Work Overview

## Operations Division





## City's Desired Outcome from the Procurement

- ✈ Increase the customer service to and convenience for the Airport passengers and visitors.
- ✈ Optimize gross sales and rental revenues over the term of the Lease.

## Overall Scope

Successful Respondent shall provide, install, maintain, manage and operate luggage carts for short-term rental by passengers and visitors at PHX. The Successful Respondent will be expected to provide and maintain the luggage cart rental service as well as provide accurate and complete reporting of its revenue operations to the City.





## **Contract Term:**

Five (5) years with no option to extend.

## **Percentage Rent**

Beginning on the Effective date and throughout the term of the Lease, the Successful Respondent will pay Percentage Rent derived from gross sales each month. The Percentage Rent of **8%** (eight percent) is non-negotiable.





## Historical Rental Rate Sales

PHX Luggage Cart Rental Sales					
	2016	2017	2018	2019	2020
JAN		\$ 44,068.00	\$ 58,130.00	\$ 50,110.00	\$ 47,655.00
FEB		\$ 37,124.00	\$ 47,235.00	\$ 42,895.00	\$ 37,070.00
MAR		\$ 46,816.00	\$ 60,485.00	\$ 50,905.00	\$ 31,325.00
APR		\$ 41,033.00	\$ 49,430.00	\$ 42,170.00	\$ 4,535.00
MAY		\$ 45,352.00	\$ 47,115.00	\$ 43,805.00	\$ 9,005.00
JUN		\$ 43,825.00	\$ 44,670.00	\$ 41,645.00	\$ 15,060.00
JUL	\$ 49,995.00	\$ 49,995.00	\$ 51,320.00	\$ 47,290.00	\$ 17,550.00
AUG	\$ 41,220.00	\$ 45,145.00	\$ 44,340.00	\$ 42,360.00	\$ 20,670.00
SEP	\$ 40,040.00	\$ 38,110.00	\$ 34,785.00	\$ 34,890.00	\$ 20,670.00
OCT	\$ 38,188.00	\$ 48,810.00	\$ 46,850.00	\$ 45,895.00	\$ 26,455.00
NOV	\$ 35,544.00	\$ 50,975.00	\$ 44,965.00	\$ 43,790.00	\$ 30,970.00
DEC	\$ 46,680.00	\$ 62,305.00	\$ 55,445.00	\$ 56,875.00	\$ 30,695.00
<b>Total</b>	<b>\$ 251,667.00</b>	<b>\$ 553,558.00</b>	<b>\$ 584,770.00</b>	<b>\$ 542,630.00</b>	<b>\$ 291,660.00</b>

\*The City makes no representation or warranties, expressed or implied, as to the accuracy or relevancy of the statistical data.





## Current Carts Status:

- 33 CMUs
- Approx. 1,300 luggage cart at PHX
- Rental Rate per cart is \$5.00
- Free luggage carts offered at:
  - Rental Car Center (RCC): 200 carts
  - Federal Inspection Station (FIS): 350 carts





## Replacement Cart Specification:

- New or like new and be identical with existing carts
- Comply with American Disability Act (ADA)
- Attractive design and appearance and user friendly
- Durable corrosion resistant material
- Have a directional polish finish no less than American Steel Institute (AISI) No. 4 with horizontal grain direction.
- “Push” style with no weight minimum
- Have protective corners
- Will not leave streak marks on the terminal terrazzo floor





## Hours of Operations:

- CMU & Carts : operating 24/7/365
- Onsite Staff: 6:00am – 11:00pm AZ local time / daily

## Luggage Cart Locations:

- Terminal 3 (curbs & baggage claim)
- Terminal 4 (curbs, baggage claim & garage levels)
- East Economy Parking Lot (EEL)
- 44<sup>th</sup> Street Sky Train Station
- Rental Car Center (RCC)
- Federal Inspection Station



# RCS 21-014 Staffing Requirements



- **On-Site Manager:** City's point of contact under contract, be available during business hour
- Employee(s) & staffing schedule is subject to Aviation review
- Valid driver license required for driving position(s)
- Contractor employees are required to be badged and be in uniform
- On-site supervision is required at all times



## **Customer Service Response Time:**

- **Service Call:** Respond within 24-hour
- **Malfunction CMU Replacement:** within 48-hour
- **Customer Compliant:** Respond within 48-hour via telephone, email or letter.



## Reporting Requirement:

- Monthly Reports: (due 20<sup>th</sup> of the following month)
  - ✓ **Gross Sales Report**: include number of transactions and sales by each CMU
  - ✓ **Customer Service Report**: summaries of customer comments, complaints, inquiries and responses
  - ✓ **Staffing Report**: summaries of new hire, terminated employees and related staffing issue

# Small Business Outreach Requirements

Equal Opportunity Department





# Small Business Outreach Requirements



As recipients of U.S. Department of Transportation (DOT) funding, airports are required to establish ACDBE and DBE Programs in accordance with regulations of the DOT, 49 Code of Federal Regulations (CFR), Parts 23 and 26.

The purpose is to provide ACDBEs and DBEs and Small Businesses maximum opportunity to participate in the performance of the following types of contracts:

- Construction
- **Concession**
- Management services
- Professional services
- Car rental contracts





# Small Business Outreach Reminders



- No Race- or Gender-Conscious Goals
- Race- and Gender-Neutral Measures to achieve ACDBE, DBE, Small Business Participation
- City of Phoenix utilizes a national market for small business participation
- Respondents **must** conduct outreach to small businesses!
- For Outreach Requirements, refer to the AVN RCS 21-014 ***and*** Concession Lease (Exhibit 1)



## Arizona Small Business Directories

ACDBE or DBE Certified and SBC Firms:

<https://utracs.azdot.gov>

SBE (City of Phoenix) Certified Firms:

<https://phoenix.diversitycompliance.com>

**Respondents' outreach efforts are not restricted  
to companies registered with the City**





## **Time of RCS Submittal – ALL Respondents**

- Matter of Responsiveness
- Complete and Submit **Form EO1**

Statement of Small Business Outreach Commitment

## **Post Award Submittal – Successful Respondent**

- Matter of Compliance (due within 60 Days of Contract Execution)
- Form EO2 and Form EO3
- Annual submittal of Small Business Participation Plan and supporting documentation (due on the anniversary of contract execution)



# Small Business Outreach Requirements



1. Identify opportunities for small business participation
2. Conduct outreach for small business participation
3. Evaluate small business participation
4. Tell each small business that responded to the outreach efforts of their selection decision whether or not the small business was selected



**DOCUMENT!!! DOCUMENT!!! DOCUMENT!!!**



# Small Business Outreach Efforts Documentation



City of Phoenix

Airport Concession Disadvantaged Business Enterprise (ACDBE) Program

Contract Number and Contract Title

Form – EOD-2 / SMALL BUSINESS OUTREACH EFFORTS

(Due with Response at Time of Submittal and every year on the anniversary of the contract)

Respondent's Name: [REDACTED]		Contract Title/Number: [REDACTED]			
Successful Respondent must conduct outreach efforts and submit documentation of those outreach efforts as described in Airport Concession Disadvantaged Business Enterprise (DBE) Program Race- and Gender-Neutral Contract Clause (Contract Clause). Detailed instructions for this form are included in the Contract Clause. Supporting documentation is required for Columns D and E. Successful Respondent should make additional copies of this form as needed.					
(A) Business Name and Contact Information	(B) Business Type	(C) Opportunity for Small Business Participation	(D) Solicitation Method	(E) Was this firm selected as a participant?	(F) Communication of final selection outcome
Name: [REDACTED] Address: [REDACTED] City, State, Zip: [REDACTED] Number of Employees: [REDACTED] Phone Number: [REDACTED] E-Mail or Fax: [REDACTED] Range of Annual Gross Receipts: [REDACTED] Number of Years in Business: [REDACTED]	<input type="checkbox"/> ACDBE <input type="checkbox"/> DBE <input type="checkbox"/> SBC - Small Business Concern <input type="checkbox"/> SBE - City of Phoenix Certified <input type="checkbox"/> Unknown	<input type="checkbox"/> JV Partner__% <input type="checkbox"/> Supplier-Goods Cost of Goods Sold \$ [REDACTED] Description of Goods [REDACTED] <input type="checkbox"/> Supplier-Services Expenses \$ [REDACTED] Description of Services [REDACTED]	<input type="checkbox"/> Newspapers or Websites <input type="checkbox"/> Trade and/or Professional Listing <input type="checkbox"/> Business Outreach Events <input type="checkbox"/> E-mail blast <input type="checkbox"/> Other	<input type="checkbox"/> Firm was selected <input type="checkbox"/> Firm was NOT selected Please provide an explanation, if this firm was not selected [REDACTED]	Firms must be notified of final selection outcome prior to submittal of this form. When was firm notified? [REDACTED] How was the selection outcome communicated to this firm? [REDACTED]
Name: [REDACTED] Address: [REDACTED] City, State, Zip: [REDACTED] Number of Employees: [REDACTED] Phone Number: [REDACTED] E-Mail or Fax: [REDACTED] Range of Annual Gross Receipts: [REDACTED] Number of Years in Business: [REDACTED]	<input type="checkbox"/> ACDBE <input type="checkbox"/> DBE <input type="checkbox"/> SBC - Small Business Concern <input type="checkbox"/> SBE - City of Phoenix Certified <input type="checkbox"/> Unknown	<input type="checkbox"/> JV Partner__% <input type="checkbox"/> Supplier-Goods Cost of Goods Sold \$ [REDACTED] Description of Goods [REDACTED] <input type="checkbox"/> Supplier-Services Expenses \$ [REDACTED] Description of Services [REDACTED]	<input type="checkbox"/> Newspapers or Websites <input type="checkbox"/> Trade and/or Professional Listing <input type="checkbox"/> Business Outreach Events <input type="checkbox"/> E-mail blast <input type="checkbox"/> Other	<input type="checkbox"/> Firm was selected <input type="checkbox"/> Firm was NOT selected Please provide an explanation, if this firm was not selected [REDACTED]	Firms must be notified of final selection outcome prior to submittal of this form. When was firm notified? [REDACTED] How was the selection outcome communicated to this firm? [REDACTED]



## ACDBE Program Requirements

- Comply with Airport ACDBE Program Plan and 49 CFR Parts 23 and 26
- Track and report **all ACDBE, DBE, and/or small business participation** that occurs as a result of:
  - \* *Contracts*
  - \* *Procurements*
  - \* *Purchase orders*
  - \* *Goods/services*
  - \* *Or other arrangements involving sub-tier participation*
- Data and supporting documentation must be entered **monthly** into the Business2Government (B2G) System at:

[www.phoenix.diversitycompliance.com](http://www.phoenix.diversitycompliance.com)



# Small Business Outreach Contact



Questions on ACDBE, DBE, and Small Business Outreach and Participation requirements can be directed to:

Jesus Gonzalez Jauregui  
Equal Opportunity Compliance Specialist  
Equal Opportunity Department  
**Email: [jesus.gonzalez.jauregui@phoenix.gov](mailto:jesus.gonzalez.jauregui@phoenix.gov)**





Thank You for  
Attending!

