



# ***Request for Proposals***

Preferred Ground Transportation Provider

CONCORD REGIONAL AIRPORT (KJQF)  
CONCORD, NORTH CAROLINA

**Response Due by: October 31, 2014**

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## **General Information and Introduction**

The City of Concord Aviation Department (City) is requesting proposals from companies interested in being the Preferred Airport Ground Transportation Provider for Concord Regional Airport (JQF) located in Concord, North Carolina.

The City is looking to find properly licensed professional, experienced, responsive, ground transportation companies that can be regularly relied upon to provide ground transportation service the customers at Concord Regional Airport on an as-needed basis.

A company or companies awarded as Preferred Ground Transportation Provider at Concord Regional Airport will be given the opportunity to have its company information placed on the Airport website and in Airport terminal lobbies as well as being on the list of preferred providers contacted when a customer requests ground transportation information or for arrangement of ground transportation services. Company may advertise its status as a preferred transportation provider to customers. The traveling public will know that all preferred transportation providers have been vetted and are able to provide reliable and professional ground transportation services.

As a Preferred Ground Transportation Provider, Company may also choose to have a limited number of employees complete the airport non-movement driving program and receive an airport ID badge, which would allow drivers to pick up general aviation clients by their aircraft. This process is subject to additional rules, restrictions and conditions such as additional insurance requirements, training, security, and activity conditions

Ground Transportation companies are independent contractors and are required to indemnify the City, its employees from any and all claims actions from their operations at the airport. The City does not make any assurances or guaranty of any business, volume, or revenue from airport customers that will occur from being a Preferred Ground Transportation Provider.

All ground transportation companies that do business at JQF are expected to obtain a permit, meet standards, and pay appropriate fees set forth in the City of Concord Rates and Charges Ordinance.

Preferred Ground Transportation providers are expected to offer additional consideration and payment and exceed basic standards for the Preferred Ground Transportation Provider designation.

## **RFP Overview**

This document is provided to give interested parties general information about Concord Regional Airport and the City and to provide guideline as to what the City is looking for in a Preferred Airport Ground Transportation Provider partner. This resulting contractual relationship would be for a one year period and renewable annually with mutual consent of both parties as long as the selected company continues to meet the standards set for a preferred transportation provider by the City.

The City will review each proposal submitted and may select multiple providers if in the City's review those providers are qualified and will meet the needs of the customers using the Concord Regional Airport. The City specifically reserves the right to reject any or all proposals, to waive technicalities, to make inquiries and request additional information from all Proposers.

Four (4) copies of the completed proposal should be packaged and sealed, marked "2014 Preferred Airport Ground Transportation Provider", and be mailed or hand delivered to the following address by the RFP submittal Deadline:

City of Concord – Aviation Department  
Attn: Aviation Manager  
Concord Regional Airport  
9000 Aviation Blvd.  
Concord, NC 28025

The City will review all proposals received and will notify those companies that qualify, by November 14, 2014 that they have been selected to have the opportunity to enter into agreement with City for a twelve month period. Any negotiated agreement is not binding on the City until approved at a public meeting by the City Council and executed by the City Manager.

## **Minimum Qualifications**

Companies interested in submitting proposal to the City should have verifiable experience of five (5) years in the ground transportation industry.

Companies must have all appropriate ground transportation licenses, at least (3) vehicles, and 24/7/365 dispatch ability.

Companies must be able to obtain and maintain insurance coverage set by the City of Concord for and must be willing to indemnify and name the City as and additional insured under their policies. The City will require Workers Compensation, General Liability, Automobile and Umbrella liability coverage.

In addition, companies desiring to partner with the City as a City Preferred Airport Ground Provider must be able to provide or arrange for necessary vehicles, customer service support, as well as competitive pricing, and allow credit card and other payment terms that are in line with industry practices for a first class high standard ground transportation provider.

## **Term and Effective Dates of Agreement**

The Term of the Preferred Transportation Provider is for a period of twelve months with an automatic additional twelve month renewal period as long as Preferred Transportation Provider satisfies the city's minimum qualifications and current payments.

Effective date of the 2014 Agreement is anticipated to be effective on or about December 1, 2014 however actual date is contingent upon selection date of Preferred Ground Transportation Provider, completion and submittal of necessary paperwork, making payments and final execution of agreement.

## **Timeline**

This Request for proposals will be open for three weeks to allow for sufficient time for companies to research the market and develop submittals to become a Preferred Ground Transportation Provider.

The City anticipates taking two weeks to complete evaluation of proposals and to determine if a company, companies, or no companies will be recommended for selection as a Preferred Ground Transportation Provider.

Recommendation will require approval of City Council at one of its monthly Council Meetings.

After approval, City anticipates another two to three weeks for completion of documents, receipt of required insurance certificates, payments, and other processing prior to contract execution.

Preliminary Time Table would therefore be:

<i>RFP Proposal Time period</i>	<i>October 17<sup>th</sup> -- October 31<sup>st</sup></i>
<i>RFP Review period</i>	<i>November 3<sup>rd</sup> – November 10<sup>th</sup></i>
<i>City Council Approval</i>	<i>November 11<sup>th</sup> – November 13<sup>th</sup></i>
<i>Contract Negotiation/ Execution Process</i>	<i>November 14<sup>th</sup> – November 26<sup>th</sup></i>
<i>Contract Effective Date</i>	<i>December 1<sup>st</sup> 2014 – November 30<sup>th</sup> 2015</i>

## **Airport Overview**

The Concord Regional Airport (JQF/USA) is located in Concord, North Carolina 15 miles north of the City of Charlotte. The airport is open 24/7/365 and has an FAA Contract Control Tower that operates from 7:00 AM to 11:00 PM daily. The airport serves both general aviation and commercial aviation. General Aviation activity includes significant corporate, private, charter and some military aviation. A large part of the general aviation activity is related to the regionally based motorsports industry. Several NASCAR teams have their aviation departments based at the airport. There are over 150 aircraft based at the airport and the airport plays a large part in the economic activity of the region with an impact greater than \$174 million annually. In 2013 the airport saw over 59,000 takeoffs and landings.

Commercial airline activity is also expanding at Concord Regional Airport. Many motorsports and other sports teams use large aircraft charter flights from the airport.

In December 2013, the first schedule commercial flights began at the airport with Allegiant offering twice weekly non-stop service to the Daytona / Orlando, FL area with 166 seat MD-80 or 177 seat A-320 aircraft. That service has seen much success with flights operating at 90% or greater capacity and over 20,000 passengers transported during the first 8 months of service.

**Please note that airline flights are offered and provided by separate companies not owned or operated by the City and service modification or suspensions can occur at any time, with or without notice.**

Allegiant announced recently that beginning in November 2014, they will increase frequency of the existing service to four times per week and begin serving a second Florida destination, Tampa/St. Pete, with twice weekly flights using the same aircraft types.

This will effectively triple the existing scheduled airline flights at the airport prior to the one-year anniversary. Other airlines are also looking at bringing flights to the airport and we anticipate that the scheduled airline service segment will continue to increase at the airport in the future.

Concord Regional Airport  
Historical Airport Data Chart

The chart below is shows historical and potential take-offs and landings (Operations) and total commercial airline passenger boardings (enplanements) at Concord Regional Airport.

<b>Year</b>	<b>Airport Operations</b>	<b>Commercial Passengers Enplanements</b>
<b>2010</b>	60,534	9,358
<b>2011</b>	62,953	10,961
<b>2012</b>	58,305	10,729
<b>2013</b>	61,177	11,690
<b>2014</b>	60,000 est.	40,000 est.
<b>2015</b>	63,000 est.	60,000 est.

**FBO Overview**

In addition to operating, maintaining, and managing the airport, The City of Concord Aviation Department runs a full-service Fixed Base Operation (FBO) at the Concord Regional Airport. The FBO is open 24/7/365 and is the exclusive provider of fuel, ramp, and aircraft storage services that general aviation and commercial aircraft typically need at an airport.

The FBO currently provides Phillips 66 branded aviation fuel through World Fuel Services.

The City staff partners with its fuel supplier is active in marketing the FBO by participating in rewards programs, at trade show events, in website and e-mail marketing, regular customer appreciation outreach, and in the social media arena.

## **Existing Ground Transportation Rates and Charges**

The City of Concord has established fees, rates, and charges in its Rates and Charges Ordinance that includes certain fees for different types of ground transportation Operations. The City Council sets and may modify rates from time to time. The current FY2014-2015 rates for ground transportation services are as follows:

Off-site Rent-a-car pick-up / drop-off \$10.00 per car or \$500.00/month (Companies must submit activity report to City or \$500.00 will be charged)

Limousine	\$10.00/load or \$50.00/car/month
Shuttle Bus	\$10.00/load or \$50.00/bus/month
Taxi Cab	\$10.00/load or \$50.00 car/month

Annual operating decal fee for all limousine taxicab shuttle companies (fee is for unscheduled carriers) \$50.00

## **RFP Content**

All companies submitting proposals in response to the Request for proposal should follow *the same order in which it is requested* and reference to the appropriate section identification when responding to questions or providing company information

## **Required Information in Proposal**

- (1) Set forth the Proposer's complete identity. For an organization, include the proposing entity's exact name, its legal nature (e.g., corporation, limited liability company, general partnership, limited partnership, etc.), the state or country in which the entity was organized, its Federal Tax ID number, and the names and addresses of the principals who will be responsible for the operation of the business and their positions in the firm.
  
- (2) Provide point of contact for all aspects of the agreement. Contact should be a single individual and include name, title, address, phone, fax, and email.
  
- (3) Provide specifications and detailed descriptions of how long company has been in business and that it is financially capable of providing services to customers at the airport.
  
- (4) Operational Concept Proposed:
  - (4.1) How company plans to service the Airport.
  - (4.2) Company Fleet, (list of vehicles)
  - (4.3) Service Areas
  - (4.4) Response Times
  - (4.5) Company dispatch and communication with drivers
  - (4.6) Staffing, Signage, and Uniforms
  - (4.7) Parking and Staging Plan
  
- (5) Provide detailed pricing methodology:
  - (5.1) Fare structure to traveling public.  
Include rates to common destinations: Uptown Charlotte, Charlotte Douglas International Airport, University City, Mooresville, Huntersville, Statesville, Kannapolis, Harrisburg, downtown Concord, I-85-Exit 49 hotels, I-85-Exit 60 hotels
  
  - (5.2) List the credit cards accepted.

(6) Provide a copy of the Proposer's current insurance certificate and submitted with the proposal. Also to be submitted with the proposal is an explanation of the insurances the company has, description of its claims history, and statement that company has or will obtain insurance that meets the City of Concord requirements and agrees to voluntarily assume and all risk of loss, damage, injury to its persons or property and waive al claims or causes of action which results from operations in, on or about the airport except if such loss, damage, or injury is caused by the active negligence or willful misconduct of the City.

(7) If applicable, marketing plan, describing website, partnerships advertising, associations, sponsorships.

(8) Signed statements from proposer in letter a format:

(8.1) Statement confirming its desire to become a Preferred Ground Transportation Provider, its commitment to complying with all conditions, rules, regulations, and contact terms for operating at Concord Regional Airport and its commitment to providing first class, responsive, professional, and non-discriminatory service to all potential customers at the airport.

(8.2) Statement acknowledging understanding of existing rates and changes for ground transportation providers and a statement describing that what additional financial or other consideration Proposer is willing to provide for the privilege of being a Preferred Ground Transportation Provider at Concord Regional Airport (such as an additional monthly fee or percentage).

## **Requested Information in Proposal**

Proposers are encouraged to provide additional details and explanations regarding services, expertise, incentives, and other items that would benefit the Airport, sets your organization apart from others in the industry, and or enhance the partnership that results in increasing business at the Concord Regional Airport .

Some of the items that the City is interested and will be evaluating proposals and quotes on are the following:

*Note: For proposal comparison purposes, please reference the letter identified in the list if you provide or can arrange for these services. List any extra costs of incentives as applicable.*

a) References

- b) Professional Training Program – Provide description of training, frequency, manuals provided
- c) Software and Technology
- d) Quality Control and Assurance Guarantees
- e) Company Financials
- f) Rewards programs
- g) Website and online programs
- h) Aviation Industry Participation (e.g., NBAA and NATA) Other: Additional information, proposals, investments, or incentives may be provided at Supplier’s discretion.

## **Evaluation of Proposals**

Proposals will be evaluated based on the information provided in the proposal Evaluation of Proposals and subjectively ranked by a review committee in the following areas:

- *Company Management, Fleet, personnel plans, dispatch ability, response time commitment, software and record keeping;*
- *Industry Experience, Overall Qualifications, compliance history, and financial strength;*
- *Service area, rate structure, payment options for customers;*
- *Quality Control, Safety Record, Training programs, Security Program, References, Assurance Guarantees;*
- *Marketing and partnership programs or plans, including industry involvement;*
- *Financial proposal for becoming preferred Ground Transportation Provider.*

Proposers should bear in mind the competitive nature of the Proposal process and the fact that the City will be looking for the Proposal which offers the best advantage to the City and should draft their Proposals accordingly.

## **Selection of Proposals**

The City is not obligated to accept any Proposal, whether conforming or nonconforming.

The selection committee will determine the best proposals submitted and make a recommendation if and how many proposals should be selected as Preferred Ground Transportation Providers.

If there is a recommendation, that will be forwarded to City of Concord City Council. City council will then approve or not approve the recommendation.

Companies whose proposals are not recommended or not approved will be notified in writing or by email that their proposal was not accepted, however reasons will not be provided, due to committee evaluation method being used.

Only companies with proposals that are approved will be contacted and provided instruction to move forward with the agreement contract execution and paperwork process. Only after an agreement is fully executed and forms, and payments completed will the effective date for Commencement of Operations be set and company considered a preferred ground transportation provider at Concord Regional Airport.

Selected proposals should be anticipated to be incorporated into an ultimate agreement negotiated between the City and Proposer.

### **Questions and Contact Information**

Questions related to this Request for Proposals should be directed to the City of Concord Aviation Manager in writing or by email to:

Rob Walter, Aviation Manager  
Concord Regional Airport  
9000 Aviation Blvd.  
Concord, NC 28027

Email: [walterr@concordnc.gov](mailto:walterr@concordnc.gov)

The City of Concord appreciates the interest in providing these services to the customers at Concord Regional Airport and for the time invested in putting together a proposal in response to the RFP.