



REQUEST FOR PROPOSALS

REVISED 3/23/20

Airport Queue Management System

Bid Number: 1053

DUE DATE: ~~April 1~~, April 16, 2020

DUE TIME: 2:00 pm (local)

INTRODUCTION

The Gerald R Ford International Airport Authority (GFIAA) is requesting proposals from interested firms to design, provide, and install a system to measure passenger flows at the airport, particularly at the TSA Checkpoint. This includes the measurement of waiting times and process times as well as throughputs at process places. The goal is to provide precise waiting times at the TSA checkpoint queue to GFIAA and passengers in real-time.

The Gerald R. Ford International Airport (GFIA) is the second busiest airport in Michigan. The Airport served over 3.58 million passengers in 2019 and over 9,000 travelers pass through GFIA each day. The Gerald R. Ford International Airport offers nonstop service to 34 major market destinations with more than 140 daily nonstop flights. The Gerald R. Ford International Airport is managed and operated by the Gerald R. Ford International Airport Authority. GFIA generates over \$3.2 billion in annual economic output throughout West Michigan and employs over 2,000 people.

SOLICITATION AND PROJECT SCHEDULE

ACTIVITY	DATE
RFP Issue Date	March 9, 2020
Question Deadline	March 26, 2020
Submission Due Date	April 1 , April 16, 2020
Contract Start Date	May June 1, 2020

GFIAA reserves the right to modify the deadline set forth in the above table in its sole discretion. Any such modifications will be stated in an addendum and posted on the Authority website. It is the Respondent's responsibility to monitor the website for status updates.

WORK SCOPE

The primary purpose of the queue management system is to provide passengers and GFIAA staff with real-time information concerning passenger processing times at security checkpoints and the measure passenger throughput.

The following minimum requirements are intended as a general guide and not as a complete list of services and equipment necessary to complete the Project. Respondents may offer additional scope as part of their proposal as described below.

At a minimum GFIAA desires a queue management system that:

- will provide passengers with accurate real-time information concerning security checkpoint lines and processing times;
- will enhance GFIAA's ability to allocate its resources based on real-time need;
- will be expandable to meet future GFIAA requirements. The queue management system will be installed at the checkpoints shown on the maps in Exhibit A of this RFP;
- is capable of integration with the GRR mobile app;
- will provide extractable data in Microsoft Excel format;
- is capable of providing customized reports/dashboards and enable multiple user accounts;
- is flexible and able to change and react as queue layouts are changed; and
- has the capability to send alerts, notifications, etc.

Accuracy and reliability of the proposed queue management system is of primary importance. Respondents must provide documentation demonstrating the accuracy and reliability of their proposed systems. Proposed systems must be integrated as a single, unified system that GFIAA would operate and manage. GFIAA's preference is a web-based system that is flexible and that will interface with FIDS.

The GFIAA is also interested in systems capable of providing passenger flow data in a variety of unstructured situations such as ground transportation areas, retail and food service locations, and Airport service areas (e.g., restroom) as a potential future addition to the proposed technology.

SUBMISSION FORMAT

Submissions should be submitted in the format outlined below:

Executive Summary – One (1) page maximum

Summarize the Respondent's strong points and how experience, particularly with similar responsibilities, will benefit the Airport Authority.

Business Organization – One (1) page maximum

State the full name and address of the organization and, if applicable, the branch office, consultants, or other subordinate elements that will provide or assist in providing the resources for this project. Include phone number(s), email address(s) and Respondent's website address.

Recommendation – Twelve (12) pages maximum

Describe specifically the Respondent's intended process and responsibilities. Identify task and steps that will be taken to meet the Authority's expectations as well as deliverables and time frames for each task. Include a description of the measurement technology, the number and mounting positions of sensors for each location as well as guaranteed accuracy levels. Include, at minimum, the following:

- A detailed narrative description of the queue management system proposed including information specific to accuracy and reliability of the proposed system.
- A technical proposal detailing the general layout of the queue management system and product information on all equipment proposed to be used. Include technologies to be supported.
- A queue management system site implementation plan that includes the project approach the Respondent will take to coordinate with the GFIAA in system design, installation, operation, and maintenance.
- A system testing and commissioning plan detailing the steps to be taken for field verification, performance testing, endurance testing, and final acceptance of the installed system by GFIAA.
- A detailed description of the system maintenance plan, training plan, licensing requirements, warranty, and other relevant information.
- A description of the system's upgradability to support future service requirements. Include other capacities of the proposed system that Respondent believes should be considered by the selection committee.

Project Staffing – Two (2) pages maximum

Provide a chart with the staff you are committing to the project if selected. Show lines of authority and communication, and provide a brief role description with responsibilities for each person as they relate to the solicitation as well as each staff member's key credentials.

References – One (1) page maximum

Provide a minimum of three (3) relevant references, preferably for projects of similar scope and complexity. Include the names of the projects, location, completion date, project cost, and specific challenges; identify project team members and references for each project including telephone numbers and email addresses.

Fee Proposal – Two (2) pages maximum

Provide a fee proposal based on providing a fully functional system at the primary security checkpoints depicted in Exhibit A, provide a proposed system price broken out by category (e.g., equipment, installation, maintenance, licensing, etc.). Include pricing options for any additional stations, functionality, and upgrades.

REQUEST FOR PROPOSAL SUBMISSION

Responses may be delivered physically or electronically. To be considered, complete submissions must be received in the Gerald R Ford International Airport Authority office located on the second floor of the terminal building prior to the due date and time specified (local time).

- Hard copy responses can be mailed or otherwise delivered to the address below.

Submission address:

Attn: Tom Cizauskas, Purchasing Manager
Gerald R Ford International Airport Authority
5500 44th St SE
Grand Rapids, MI 49512

- Electronic responses can be securely uploaded as a single pdf document to:
<https://www.dropbox.com/request/yaO2OTFEmo0YMeyreLnJ>

Late responses will NOT be considered.

Hard copy submissions shall be submitted in an envelope clearly labeled with the solicitation number, Respondent's name, telephone number, and company name.

Electronic submissions shall be named with a form or portion of the firm's name as part of the document name.

The Respondent certifies that the response submitted has not been made or prepared in collusion with any other Respondent and the prices, terms or conditions thereof have not been communicated by or on behalf of the Respondent to any other Respondent prior to the official opening of this request. This certification may be treated for all purposes as if it were a sworn statement made under oath, subject to the penalties for perjury. Moreover, it is made subject to the provisions of 18 U.S.C. Section 1001, relating to the making of false statements.

Sales and Marketing material beyond the scope of this request will not be used to determine the award and is not desired. Each submission should be simply and economically prepared, providing a concise description of the Respondent's ability to perform the product or services requested. Emphasis should be on completeness and clarity of content.

Submissions may be withdrawn by written request only if the request is received on or before the opening date and time.

Submissions not meeting these criteria may be deemed non-responsive.

GFIAA is not liable for any costs incurred by any prospective Respondent prior to the awarding of a contract, including any costs incurred in addressing this solicitation.

Each submission must be signed by a person authorized to sign contracts on the behalf of the Respondent. The name of the person signing must be followed by title.

REQUESTS FOR INFORMATION

Questions regarding this solicitation are to be submitted in writing to purchasing@grr.org prior to 5 pm on March 26,

2020.

GFIAA reserves the right to publish and respond to an inquiry, respond directly to the inquirer without publishing, or not respond to the inquiry at its sole discretion.

It is the Respondent's responsibility to become familiar with and fully informed regarding the terms, conditions, and specifications of this solicitation. Lack of understanding or misinterpretation of any portions of this solicitation shall not be cause for withdrawal after opening or for subsequent protest of award.

Addendums will only be published by the GFIAA Purchasing Department and available for review at www.flyford.org.

TERMS AND CONDITIONS

GFIAA reserves the right to require that its standard terms and conditions apply to any actual order placed in response to a Respondent's submission. No attempt to modify GFIAA's Standard Terms and Conditions shall be binding, absent agreement on such modification in writing and signed by GFIAA.

No payment shall be made to the Respondent for any extra material or services, or of any greater amount of money than stipulated to be paid in the contract, unless changes in or additions to the contract requiring additional outlay by the Respondent shall first have been expressly authorized and ordered in writing by contract amendment or otherwise furnished by the GFIAA.

The intent of these specifications is to promote a properly designed and all-inclusive response. Any requirements not in the specifications, but which are needed for such a response, are to be included in the submission.

The Respondent shall not discriminate against an employee or applicant for employment with respect to hire, tenure, terms, conditions or privileges of employment, or a matter directly or indirectly related to employment, because of race, color, religion, national origin, age, sex, height, weight, marital status, or disability that is unrelated to the individual's ability to perform the duties of a particular job or position.

The Respondent shall observe and comply with all applicable federal, state, and local laws, ordinances, rules and regulations at all times during the completion of any contract with the GFIAA.

The terms of this request shall be interpreted, construed and enforced pursuant to the laws of the State of Michigan, and the Parties irrevocably consent to the jurisdiction of the federal and state courts presiding in Michigan.

The GFIAA is tax exempt and a regional airport authority organized under 2015 P.A. 95, being MCL 259.137 et. seq.

Vendor Representation and Warranty Regarding Federal Excluded Parties List: The Respondent acknowledges that the GFIAA may be receiving funds from or through the Federal Government; such funds may not be used to pay any Respondent on the Federal Excluded Parties List (EPLS). The Respondent represents and warrants to the GFIAA that it is not on the Federal EPLS. If the Respondent is in non-compliance at any time during execution or term of this agreement (including any extensions thereof), the Respondent shall be in breach and the GFIAA shall be entitled to all remedies available to it at law or equity, specifically including but not limited to recovery of all moneys paid to the Respondent, all consequential damages (including the loss of grant funding or the requirement that grant funding be returned), and attorney fees (including the costs of in-house counsel) sustained as a result of the Respondent's non-compliance with this warranty and representation.

Pursuant to the Michigan Iran Economic Sanctions Act, 2012 P.A. 517, by submitting a bid, proposal or response, Respondent certifies, under civil penalty for false certification, that it is fully eligible to do so under law and that it is not an "Iran linked business," as that term is defined in the Act.

Insurance requirements are posted on the Documents and Forms page of the GFIAA website within the Purchasing

Terms and Conditions document

Termination For Cause: Should the respondent fail to perform the Work as required by and in accordance with the schedule or time requirements, or otherwise violate any of the terms set forth in the Solicitation Request, it shall constitute breach of the Contract. Other than in force majeure situations, Respondent shall have five (5) calendar days to cure a breach of the Contract (the "Cure Period") following issuance of GFIAA written notice. Failure to cure a breach of the Contract within said Cure Period shall allow the GFIAA to, without further notice to the Respondent, declare the Contract terminated and proceed with the replacement of the Respondent and the GFIAA shall be entitled to all remedies available to it at law or in equity including a claim against any required payment/performance bonds.

Termination Without Cause: Notwithstanding any other provision, at any time and without cause, GFIAA shall have the right, in its sole discretion, to terminate the contract by giving sixty (60) days written notice.

Although it is the intent to contract with one provider, the GFIAA reserves the right to contract with alternate sources if the Respondent is unable or unwilling to service its obligation, or it is deemed by GFIAA to be in its best interest to use alternate sources.

Assignment: Neither party shall assign or delegate any of its rights or obligations under this Agreement without the prior written consent of the other party.

Respondent warrants that they are an authorized provider of products or services of his/her submission.

MICHIGAN FREEDOM OF INFORMATION ACT

Information submitted in this solicitation is subject to the Michigan Freedom of Information Act and may not be held in confidence after the Respondent's submission is opened. A submission will be available for review after the project has been awarded.

GFIAA cannot assure that all of the information submitted as part of or peripheral to the Respondent's submission will be kept confidential. Any Respondent submission language designated as confidential is considered automatically invalid and void. GFIAA is subject to the Michigan Freedom of Information Act, which prohibits it from concealing information on or associated with responses, successful or unsuccessful, once they are opened.

EVALUATION, STATUS UPDATES/AWARD NOTIFICATION

The Authority reserves the right to request additional information it may deem necessary after the submissions are received.

As part of the evaluation process, Respondents may be requested to make an oral presentation, at the Respondent's expense, to an evaluation committee. Key staff to be assigned to this project must participate in this presentation unless otherwise waived by the Authority. The presentation may be followed by a question and answer session.

The Authority reserves the right at its discretion to waive irregularities of this solicitation process.

In the event of extension errors, the unit price shall prevail and the Respondent's total offer will be corrected accordingly. In the event of addition errors, the extended totals will prevail and the Respondent's total will be corrected accordingly. Respondent must check their submission where applicable. Failure to do so will be at the Respondent's risk. Submissions having erasures or corrections must be initialed in ink by the Respondent. Respondents are cautioned to recheck their submissions for possible errors.

The Respondent shall not be allowed to take advantage of error, omissions or discrepancies in the specifications.

The Authority, at its sole discretion, reserves the right to award to the Respondent whose response is deemed most

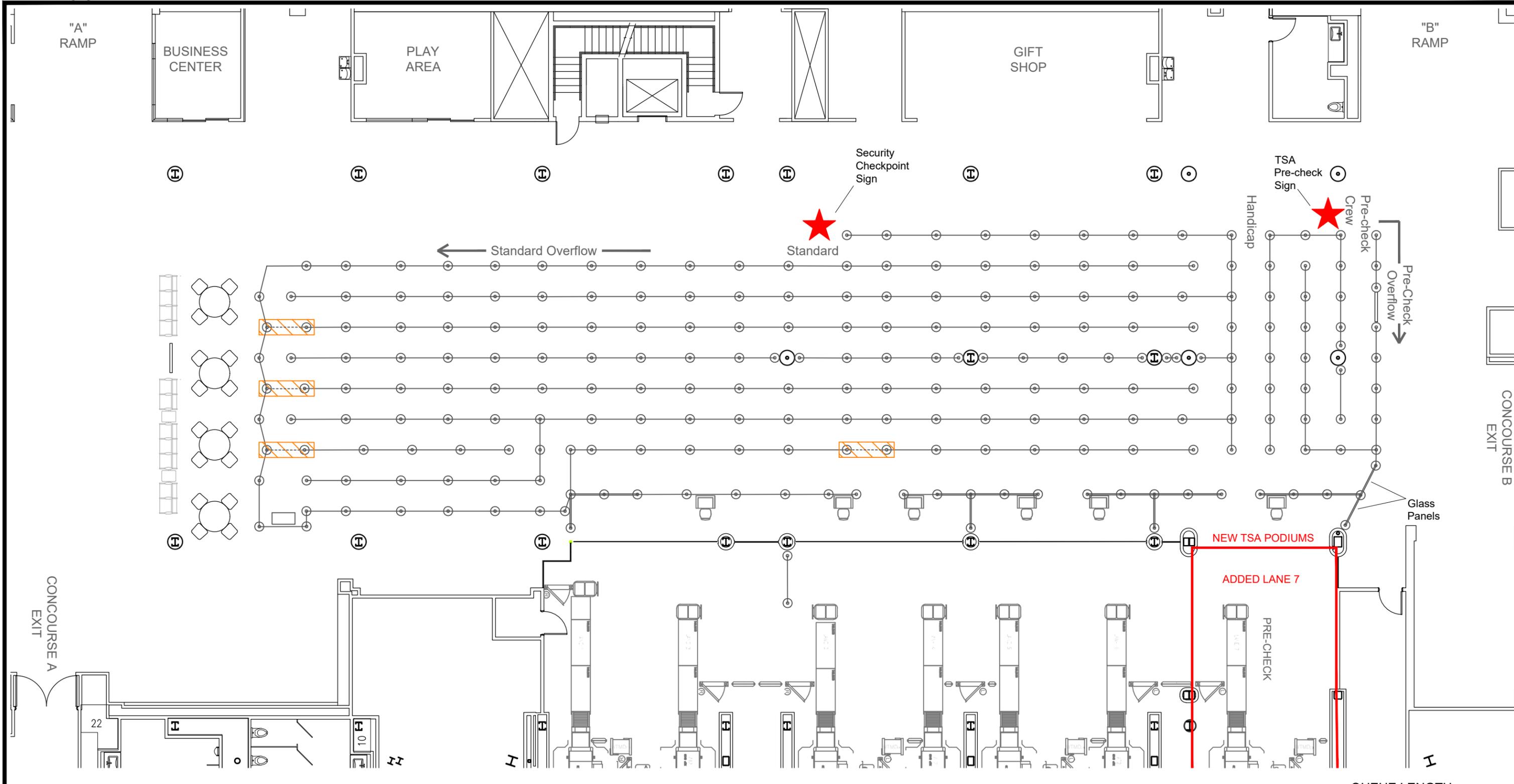
advantageous to the Authority. The Authority, at its sole discretion, shall select the most responsive and responsible Respondent and evaluate all responses based on the requirements and criterion set forth in this solicitation while reserving the right to weigh specifications and other factors in the award. The Authority reserves the right to reject any and all submissions as a result of this solicitation.

The Authority reserves the right to award by line item when applicable and to accept or reject any or all parts of a submission.

Accelerated discounts should be so stated at the time of submission. If quick-pay discounts are offered, The Authority reserves the right to include that discount as part of the award criterion. Prices must, however, be based upon payment in thirty (30) days after receipt, inspection, and acceptance. In all cases, quick-pay discounts will be calculated from the date of the invoice or the date of acceptance, whichever is later.

Award notifications are posted on the Authority website. It is the Respondent's responsibility to monitor the website for status updates.

Exhibit A



 "FLEXIBLE" STANCHIONS (open during idle times)

	NEW	OLD
STANDARD (SHORT):	842 FT.	622 FT.
STANDARD (LONG):	889 FT.	655 FT.
PRE-CHECK:	83 FT.	101 FT.



AIRPORT QUEUE MARCH 2020



GERALD R. FORD INTERNATIONAL AIRPORT
 5500 44TH ST SE GRAND RAPIDS, MICHIGAN 49512
 GERALD R. FORD INTERNATIONAL AIRPORT AUTHORITY

2020 Queue Mar		
4.	00-00-00	SHT NO
3.	00-00-00	NO
2.	02-28-20	1
1.	01-22-20	RTS
DATE REVISED		

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