



# Indianapolis Airport Authority

## REQUEST FOR INFORMATION

Issued: January 11, 2016

Solicitation for: On-Call Parking Consultant Services

Responses Due: 2:00 p.m. (Local Time) on February 1, 2016

**INTRODUCTION:** Because this procurement involves a service, the Indianapolis Airport Authority (“Authority”) is not required by law to go through or engage in any competitive process whatsoever for identifying and selecting a person or entity to perform the work. Notwithstanding, the Authority believes that it’s important to have open and fair competition for these business opportunities whenever reasonably possible under the circumstances. Accordingly, the Authority is hereby issuing this RFI to give interested persons and entities the opportunity to be considered for this service contract.

**ON-CALL SERVICES FOR THE PARKING DEPARTMENT:** This Request for Information (“RFI”) is being issued by the Indianapolis Airport Authority in order to solicit expressions of interest and information from qualified persons or entities who wish to be considered as a provider of the services described herein. Thus, qualified persons or entities with such an interest (the “Respondents”) are invited to respond to this RFI.

This RFI is intended to provide pertinent information to the Authority so that it may evaluate the experience and qualifications of the Respondents to perform the desired work. The selection of a particular service provider, and whether to award a service contract, are entirely within the Authority’s exclusive judgment and sole discretion.

**SCOPE OF WORK:** The Authority is seeking to hire a parking consulting firm on an on-call basis to advise the Authority on different aspects of parking and transportation. The Authority is requesting responses from persons and entities having the qualifications and expertise who wish to be considered for On-Call Services in the areas described in Exhibit “A” titled “Categories of On-Call Services”. Examples of the different aspects are but not limited to consultation for PARCS equipment procurement, financial analysis, ADA compliance survey, bus transportation, LEED facility certification, parking operation procedures, and ground transportation.

The Authority intends to select one (1) firm for On-Call services for each of the areas of expertise described In "Exhibit A" based upon in-house qualifications and ability to respond quickly. A firm must submit a proposal and document each category for which the firm desires consideration. If Respondent is selected for an On-Call services contract, the Authority does not guarantee work assignments as it is driven by the need of the Authority as they arise.

As the Authority operates 24/7 operations, any firm selected for On-Call services contract shall provide a 24/7 contact person. Calls to address emergency needs from the Authority shall be returned in 30 minutes or less and representative(s) of the firm shall be able to be on-site within 60 minutes or less if the firm wishes to be considered for emergency response type services.

**QUALIFICATIONS:** In your written response to this RFI, you will be expected to provide information and details about your firm or entity, its background, history, ownership structure, experience/expertise in this particular field, legal structure, and other relevant and appropriate information for the Authority's consideration. The minimum information to be provided is set forth in Exhibit "B", attached hereto and made a part hereof.

**SUBMISSION & TIMELINE:** Any person or entity desiring to respond to this RFI should provide a written submission to the Authority as described herein. It should clearly identify the person or entity making the submission and consist of one (1) original and five (5) copies, along with one electronic copy on compact disk or USB flash drive. Submissions should be presented as 8½ x 11 inch documents or as documents easily folded to that size, be 10 pt. type with margins at minimum of 1 inch, and must not be longer than 8 pages (excluding appendices). Tabbed appendices are permitted if clearly labeled and will not be included as part of the 8 page limit.

All mailed submissions must be received at the below address, and all hand delivered submissions must be received at Guest Services (Level 3 of Terminal) which is located also at the below address. All Proposals must be addressed to:

Indianapolis Airport Authority  
RFI - On-Call Parking Services  
Attention: Courtney Kasper  
7800 Col. H. Weir Cook Memorial Dr., Suite 100  
Indianapolis, Indiana 46241

For a submission to be timely submitted under this RFI, it must be received by the Authority no later than 2:00 p.m. (local time) on February 1, 2016 (the "Due Date & Time"). Submissions received after the foregoing Due Date & Time will not be considered by the Authority.

Following receipt of the submissions to this RFI, the Authority, in its sole discretion, may select a Respondent(s) for the project described herein. In connection therewith, the Authority may seek supplemental information, or conduct preliminary interviews, final interviews or move immediately to a contract negotiation. Authority reserves the right, in its sole and absolute discretion, to make a selection based solely upon the submissions to this RFI. The schedule for selection will vary based upon numerous factors, including, by way of example and not of limitation, the nature of and need for the service and the number of responses to this RFI.

**CONTENTS OF SUBMISSION:** Respondents, in their submission, should address and/or answer each of the questions in Exhibit “B” titled “Questionnaire”. Please provide responses by stating the associated number and restating the question in your submittal.

**INQUIRIES:** Any and all inquiries pertaining to this RFI must be submitted to the email address of ParkingRFI@ind.com. The deadline for submitting inquiries is 12:00 p.m. (local time) on January 18, 2016. The Authority reserves the right to determine whether or not to respond to any inquiries. If responses are provided by the Authority, the responses will be written. Copies of the written responses will be issued via Addendum and will be available on the Indianapolis Airport website on January 20, 2016. You are not to contact any other Authority staff member or any other person or entity working for Authority; if you do, you may be disqualified from further consideration for a contract under this RFI.

**BUSINESS DIVERSITY PARTICIPATION:** Supplier Diversity goals will not be numerically evaluated on this On-Call solicitation. The Authority’s overall M/W/VBE goals are 15% MBE; 10% WBE; and 3% VBE.

If Respondent is certified as minority, women, and veteran-owned business enterprise (M/W/VBE), include that information in the response. The Authority only recognizes those M/W/VBE firms certified by the State of Indiana, City of Indianapolis, or Mid-States Minority Supplier Development Council. While these proposals are to be made by individual firms, M/W/VBE participation should also be considered for any subcontracting, Respondent to identify the potential types of services to be performed by certified M/W/VBE firms.

Copies of City of Indianapolis, State of Indiana, or Mid-States Minority Supplier Development Council Certifications should be provided attached as a tabbed appendices for certified firms and excluded from the total proposal page count.

Respondents seeking assistance in achieving the supplier diversity participation goals should start by visiting the Indianapolis International Airport’s Supplier Diversity website [supplierdiversity.ind.com](http://supplierdiversity.ind.com) at [www.indianapolisairport.com](http://www.indianapolisairport.com).

**CONFIDENTIAL INFORMATION:** If a Respondent provides proprietary data/material to the Authority in connection with this RFI, and if said Respondent requests, in writing to Authority, that such proprietary data/material not be disclosed by the Authority to any third person or entity, then, in such event, the proprietary data/materials should be placed and sealed in a separate, marked envelope and the Authority will review said request in conformance with the Indiana Access to Public Records Act, Indiana Code § 5-14-3, and will notify the Respondent of the Authority's determination.

**EVALUATION:** Submissions will be reviewed and evaluated by the Authority. Authority may elect to proceed with negotiating a final contract with the prevailing Respondent, or, in its sole discretion, may elect to cancel the procurement or take other steps that it deems necessary or appropriate in connection therewith.

**CONTRACT:** After the selection of a prevailing Respondent(s), Authority shall provide a copy of its standard form of Services Agreement for review and execution. If the parties are unable to promptly finalize and execute the Services Agreement (as determined by the Authority), then, in such event, the Authority shall have the sole right and discretion to cease any and all negotiations and other interactions with the prevailing Respondent(s) and elect to negotiate with the next highest ranked Respondent(s) in an effort to reach an agreement or cancel the procurement.

## EXHIBIT A

### CATEGORIES OF ON-CALL SERVICES

The successful Respondent(s) may perform a “Scope of Work” determined by the Authority when requested for their area of service expertise that they are submitting a proposal for, including, but not limited, to the following categories:

1. **Parking Software:** The Authority is planning to do a full PARCS hardware replacement and software upgrade in the summer of 2016. The Authority currently has Amano McGann equipment with 54 lanes, POF stations, ExpressParcs, fee computers, ticket dispensers, swipe readers, proximity readers, AVI readers, and a taxi recharge system. The Authority has a frequent parker rewards program with over 16,000 members. A Build 19 software upgrade and communications reconfiguration is also planned.
2. **Financial Analysis and Strategic Planning:** The Authority is requesting financial analysis and strategic planning for the parking product offerings and pricing. Parker mix, product utilization, occupancy counts, demand, and pricing should all be reviewed. Consultation for revenue growth opportunities while keeping pricing affordable is the goal of the Authority.
3. **ADA Compliance:** Providing world class service to our passengers with disabilities is imperative to the Indianapolis International Airport. The Authority strives to be the leader in accessibility for persons with a disability that go above and beyond ADA compliance. Part of this contract will be employee ADA sensitivity training, ADA parking space, ADA bus operation, and wheel chair accessibility consultation.
4. **Bus Transportation:** The Authority is seeking bus transportation consultation for passengers from the \$9 per day Economy Lot and our employees in the Employee Lot to and from the Ground Transportation Center. Knowledge of electric buses, diesel buses, transportation routing, bus spacing, and transportation tracking technology is necessary. The Authority is looking to procure electric buses. The Respondent must be knowledgeable about available grants, well versed in electric buses, and experience with fleet management.
5. **LEED Certification:** It is important to the Authority to reduce carbon footprints and promote green alternatives. The Authority will be seeking consultation for LEED facilities and green parking operations.

Respondent must have knowledge of green lighting, electric charging stations, future electric need planning, emissions reductions, and green design.

6. **Parking Operational Procedures and Training of Staff:** Standard operating procedures, accounting, auditing, cash handling, ticket accountability, revenue control, and employee management will need to be reviewed and advised. The Authority manages 18,000 parking spaces, \$45M in revenue, \$3M in expense, and 75 parking and transportation employees.
7. **Ground Transportation:** The Authority has a Ground Transportation Center (GTC) with seven (7) zones located on the bottom level of the terminal. There are multiple operators including charter buses, shuttle buses, vans, limos, black cars, and TNC operators. Airport busing, private transportation, city busing, off airport operators, and hotel operators all utilize the GTC. The Authority is seeking consultation for pricing, technology, and operational improvements.
8. **Covered parking analysis:** The Authority will be seeking consultation for solar panel covered parking and non-solar panel covered parking. The consultant must be knowledgeable in solar panels, available grants, construction, and design of covered parking structures. Financial analysis, parking products, and return on investment analysis will be imperative to this project. The Authority is also seeking architectural design and project implementation.

**EXHIBIT B**  
**QUESTIONNAIRE**

Please provide responses by stating the associated number and restating the question in your submittal:

**Company Information and Experience**

1. Respondent will provide the below information:
  - a. Legal Name of Entity
  - b. Doing Business under Other Company Name? If Yes, Name of Entity
  - c. Headquarters Address
  - d. City, State, Zip Code
  - e. Web Site Address
  - f. Number of Years in Business
  - g. Total Number of Employees
  - h. List the categories referenced in Exhibit "A" that Respondent is proposing
2. Respondent to describe company's experience for each category of service you desire consideration per Exhibit "A" titled "Categories of On-Call Services".
3. For each category of service you desire consideration, the Respondent should include a list of at least three (3) clients for whom the Respondent has provided services that are the same or similar to those services requested in this RFI. Listed organizations may be contacted to determine the quality of work performed and service received.

Respondent should include the following information for each reference:

- a) Name of the organization;
- b) Initial dates service started;
- c) Date of the most recent project;
- d) List of services performed;
- e) Responsible official or contact person;
- f) Address, telephone number and email address.

**Proposed Team Members and Experience**

4. For each category of service you desire consideration, Respondent to provide a description of its proposed team, listing and describing the types of professionals as well as their education, licensing, and background. Respondent will describe its team's experience, if any, across Central Indiana. The Respondent must list any subcontractors which it proposes to use in providing the required services.

**Diversity Plan**

5. Respondent to identify the potential types of services to be performed by certified M/W/VBE firms to meet the stated participation goals in the Section titled "Business Diversity Participation". If Respondent anticipates not meeting these stated goals, please identify what good faith efforts were taken by the Respondent and the results of those good faith efforts for each goal.

**Costs**

6. Please provide hourly rates and fees and a description of your methodology used in estimating fees, as well as any costs and expenses you would anticipate incurring for each category of service you desire consideration per Exhibit "A" titled "Categories of On-Call Services". A total project fee proposal is not requested at this time.



Indianapolis Airport Authority

ADDENDUM 01: Wednesday, January 20, 2016

IAA Request for Information (RFI)  
On-Call Parking Consultant Services

Answers to the Questions received by January 18, 2016 by 12:00 p.m. per the RFI deadline.

- Q1. In reviewing the RFP for the Indianapolis Airport Authority's On-Call Parking Consultant Services, can you clarify if the parking access and revenue control equipment has already been selected? If not, will a more detailed RFP follow to allow bidders to accurately propose a solution?
- A1. Yes, the Authority has already selected the parking access and revenue control equipment.

End of Addendum