



Solicitation Number FY22-805-25

# **Parking and Ground Transportation Management Services**

**Pre-Proposal Meeting**

**January 12, 2022**





# HOUSEKEEPING

- Full RFP is published on the Airport website under the “Doing Business with MHT” tab on the left side of the website and then under the “Procurement Opportunities” tab:

<https://www.flymanchester.com/doing-business-with-mht/procurement-opportunities/>

- Please hold all questions until the end of the presentation.
- Verbal responses provided by any of the Airport’s representatives during our session today are not formal and are not binding on the Airport.
  - The Airport will issue an Addendum with formal answers to any questions asked during today’s presentation.
- This presentation and all questions will be placed on the website with all other procurement documentation.
- When introducing yourself, please state a) your name, b) the organization you represent, and c) the phone number you are calling from.



# Welcome and Introductions



**Theodore Kitchens, A.A.E.**  
Airport Director



**Thomas Malafronte, A.A.E.**  
Deputy Airport Director



**Luis Elguezabal, A.A.E.**  
Assistant Airport Director - Operations and Facilities

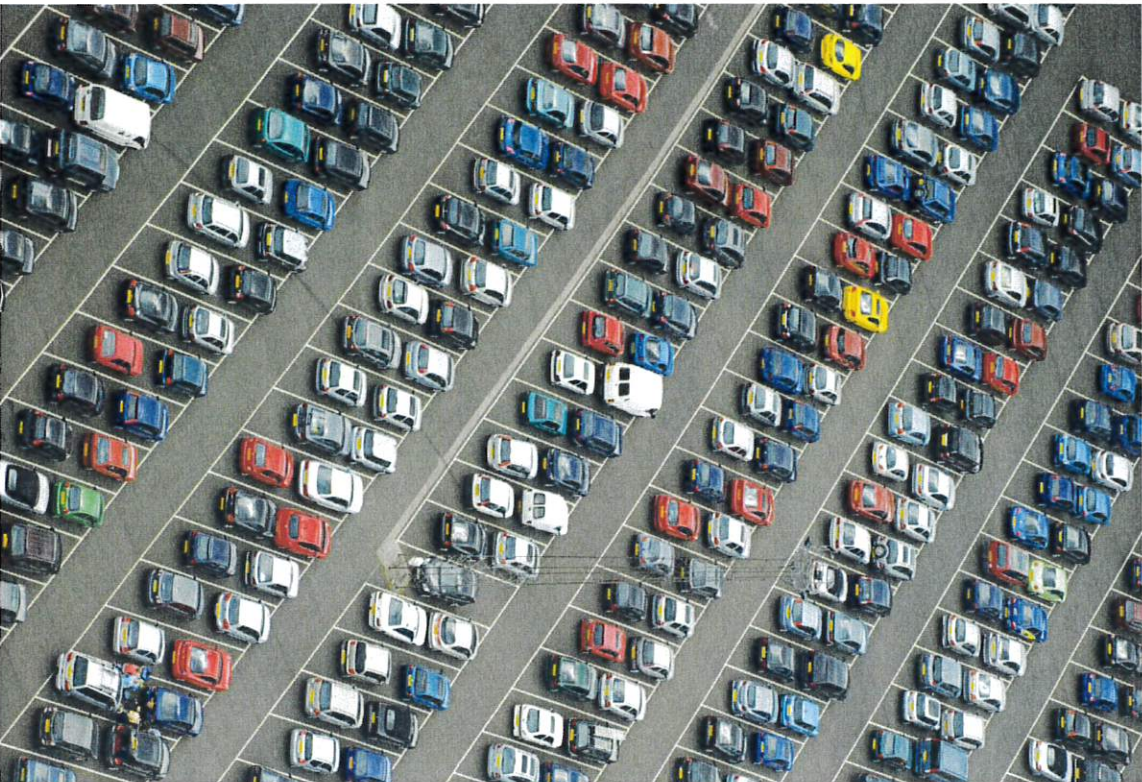


**Jenna Dakalovic, Esq.**  
Assistant Airport Director - Properties and Contracts



**Frederick Zapp**  
Assistant Airport Director – Information Technology and  
Cybersecurity





# AGENDA

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- Welcome and Introductions
  - About the Airport
  - Parking and GT Overview
  - RFP Overview and Requirements
  - Scoring
  - Question & Answer Period
- |                  |
|------------------|
| Ted Kitchens     |
| Luis Elguezabal  |
| Jenna Dakalovic  |
| Fred Zapp        |
| Group Discussion |





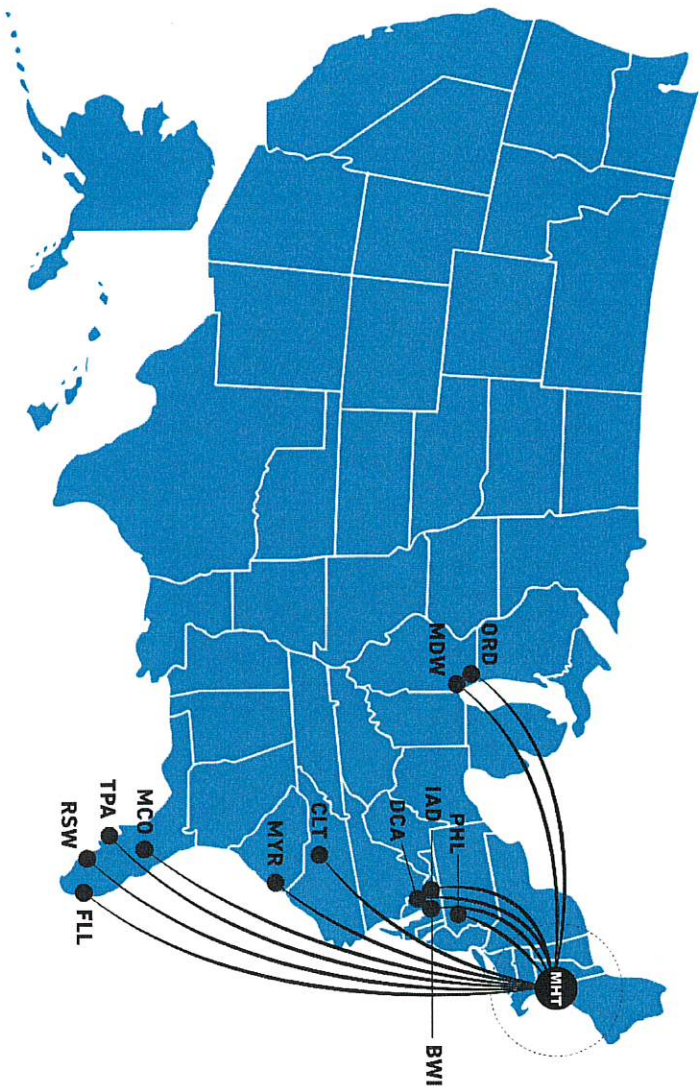
# AIRPORT OVERVIEW





# AIRPORT SERVICE PROFILE

## April 2022 Service Profile



4x daily to BWI  
1x daily to MCO  
1x daily to MDW  
1x weekly to TPA



4x daily to CLT  
3x daily to DCA  
2x daily to ORD  
5x daily to PHL



1x daily to MCO  
1x daily to FLL  
1x daily rotating between  
TPA, RSW and MYR



2x daily to EWR

SOURCE: Cirium CatchmentArea Report



# REGION HAD OVER 3.8 MILLION VISITORS IN 2019

The region generated over **8,932** passengers per day each way, which is enough to fill:



OR

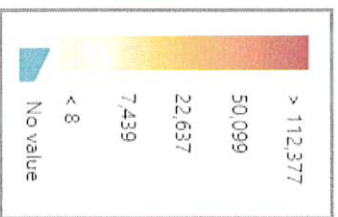
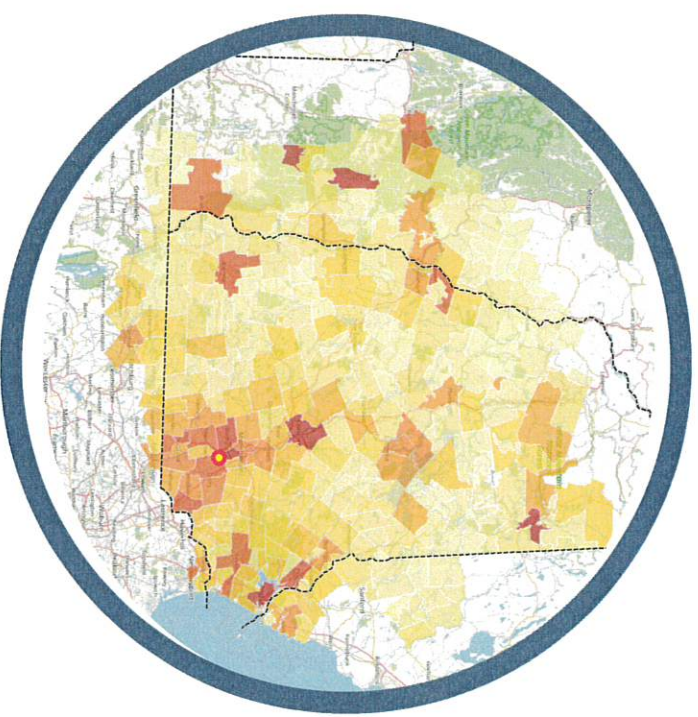


70-seat regional jets

150-seat mainline jets

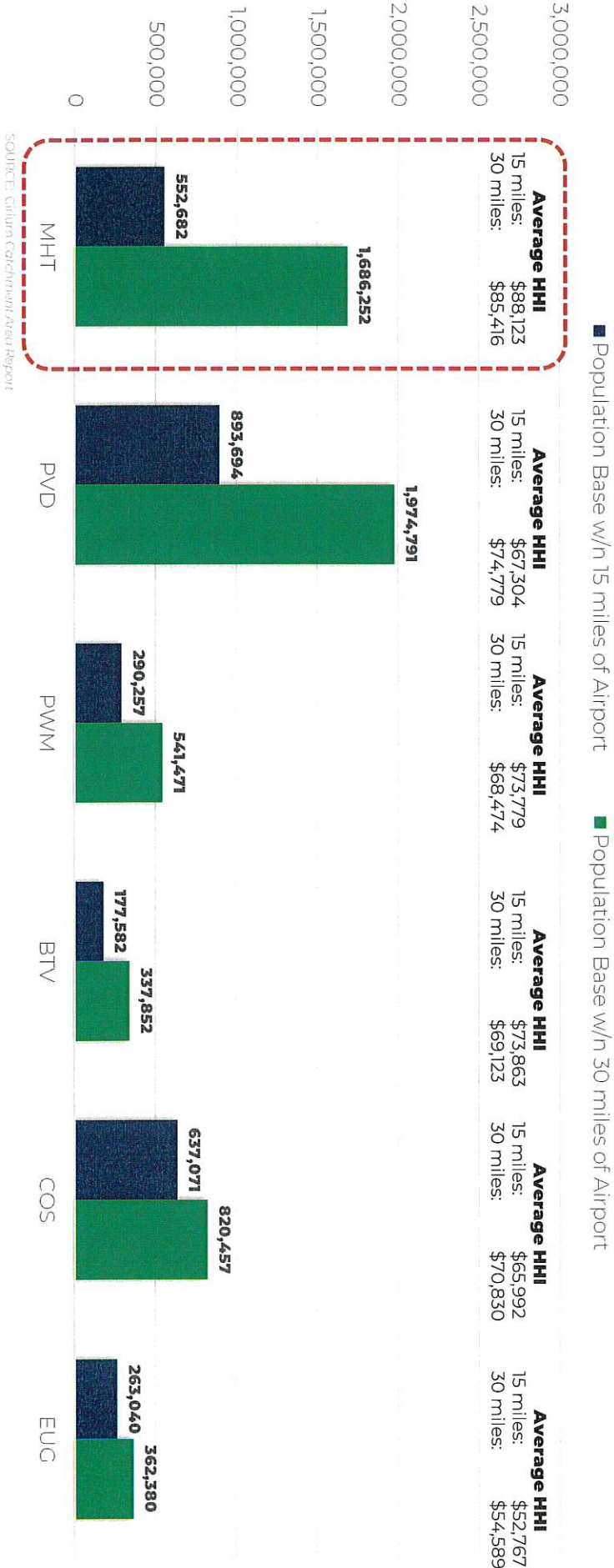
MHT captured **ONLY 13%** of this demand!!!

**MHT Catchment Area Map**  
Passengers by Zip Code



NOTE: 3.8 million persons represented 6.5 million passengers (inbound and outbound) which yields 17,808 daily passengers which further yields 8,900 outbound (containing passengers). Number of daily operations is calculated based on an 85% load factor.

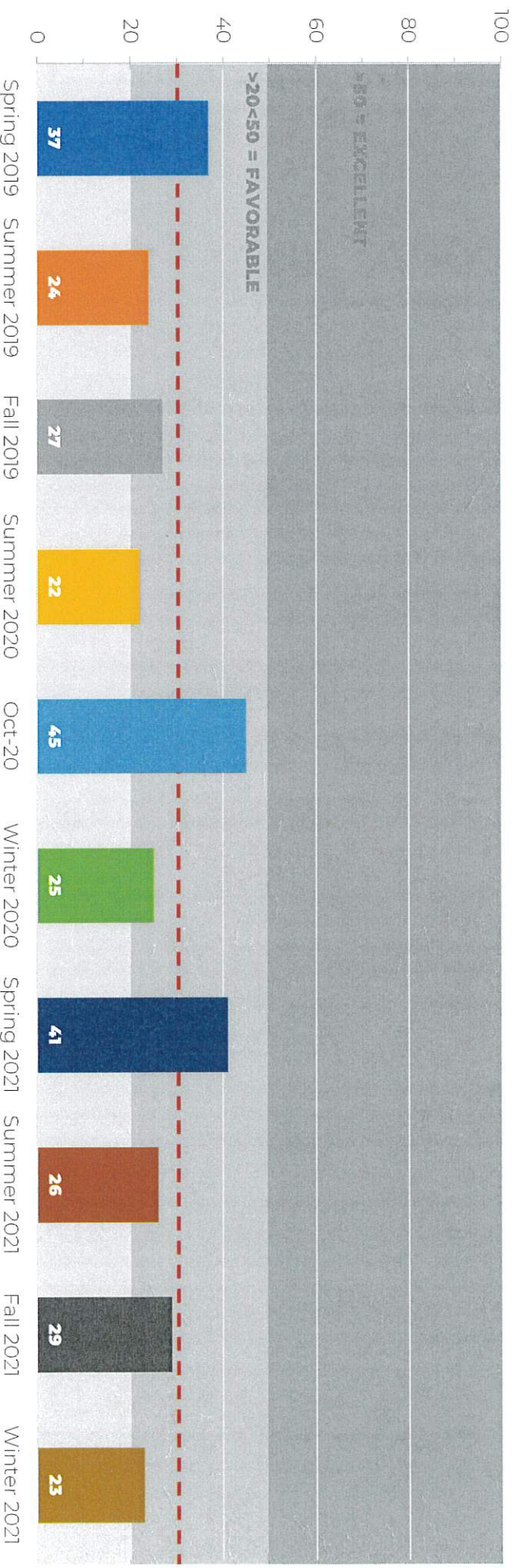
# WE ARE HOME TO A LARGE, WELL-COMPENSATED POPULATION BASE





# WE HAVE A LOYAL CUSTOMER BASE

Net Promoter Score for Manchester-Boston Regional Airport: Total Survey Population

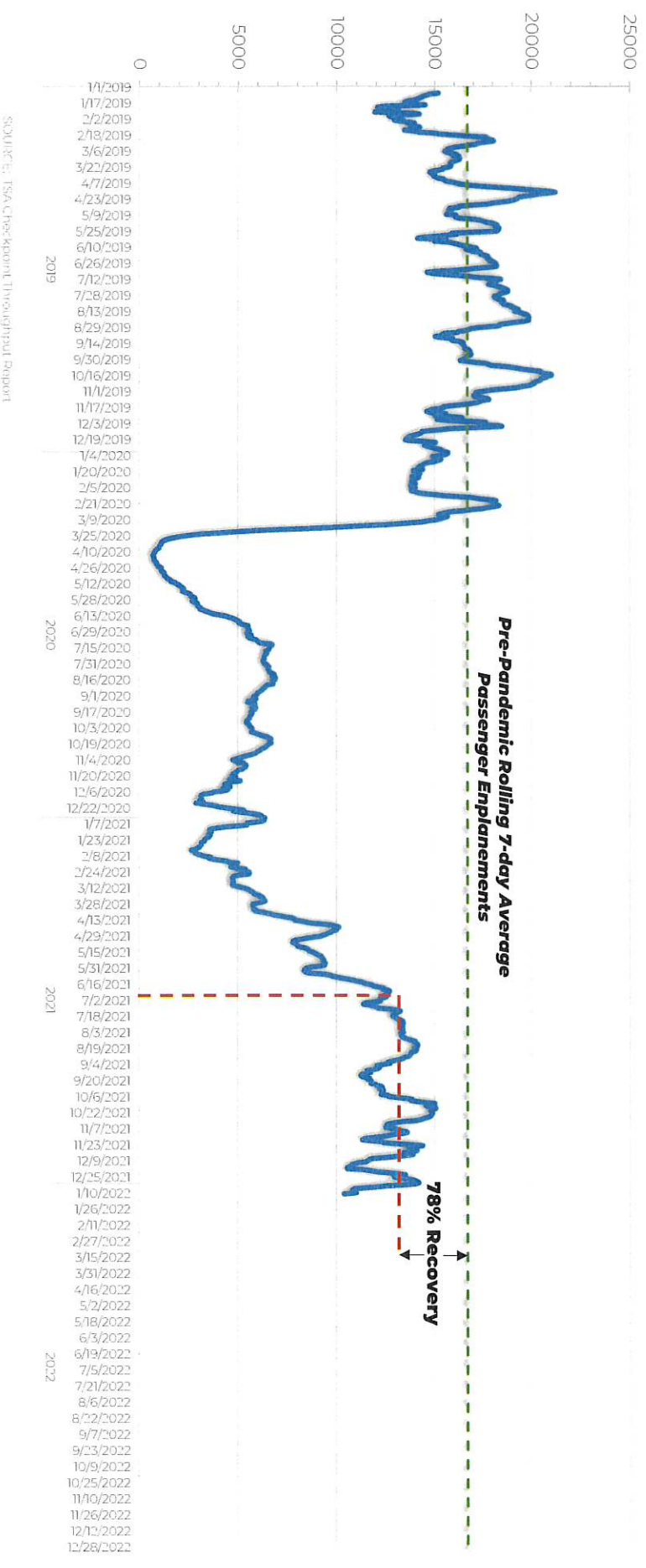


NOTE: The Net Promoter Score™ (NPS™) is a single, easy-to-understand metric that predicts overall company growth and customer lifetime value and was created by Bain & Co. Widely considered the "golden question", the NPS measures guest loyalty which is the single best predictor for sustainable and organic corporate revenue growth. For the Airport, UNH asks New Hampshire residents the following question: "On a scale from 0 to 10, where 0 is "definitely not" and 10 is "definitely would," how likely would you refer Manchester-Boston Regional Airport to a friend or family member in the future?" NPS then categorizes respondents by their answer with respondents scoring 0-6 considered as "detractors", respondents scoring 7 or 8 considered as "passives" and respondents scoring 9 or 10 considered as "promoters." As the name suggests, the Net Promoter Score is calculated by subtracting the percentage of detractors from the percentage of promoters and then multiplying by 100. As such, the scale ranges from -100 to +100 with anything above +20 being considered a favorable guest loyalty rating.

SOURCE: University of New Hampshire Survey Center Granite State Poll. Various surveys.  
NPS score interpretations provided by qualtrics.com

# AIRPORT RECOVERY TO PRE-PANDEMIC LEVELS IS WELL UNDERWAY

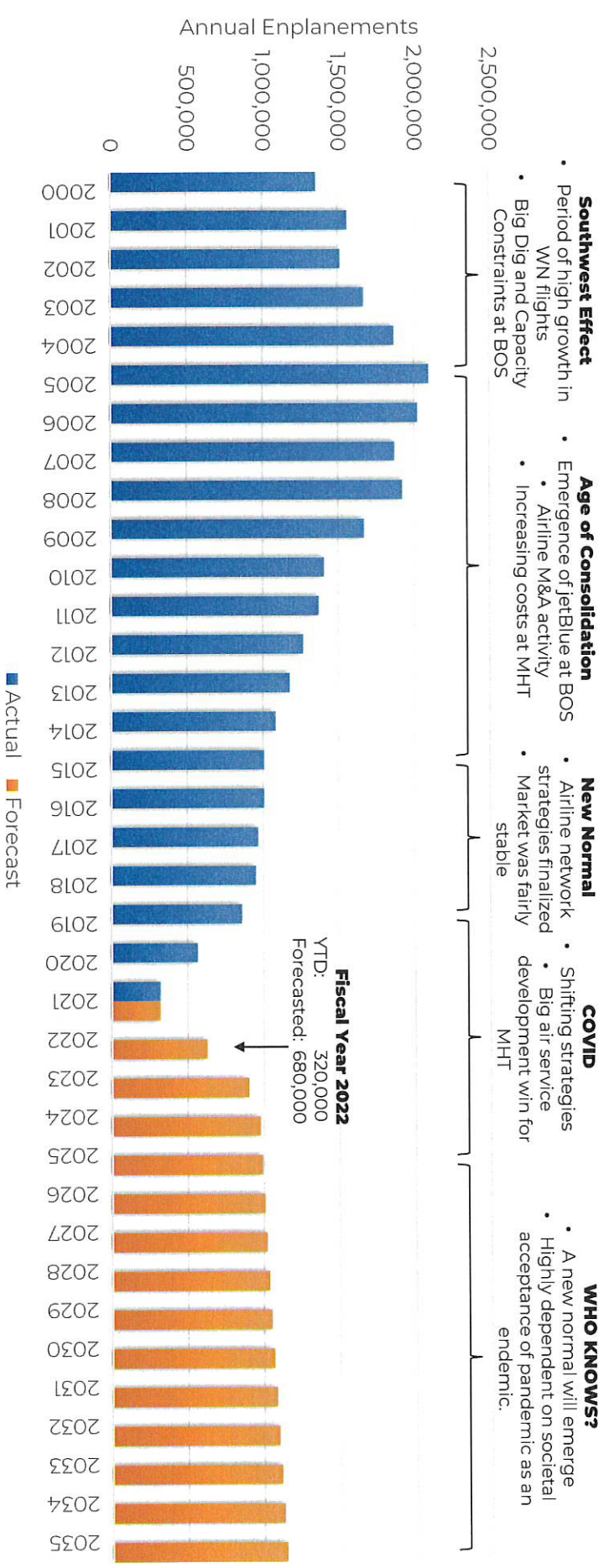
Rolling 7-day Passenger Enplanement Trend: 1/1/2019 through 1/7/2022





# ACTIVITY PEAKED EARLY 2000s, WE ARE FORECASTING SUSTAINABLE GROWTH

Historical and Forecasted Passenger Enplanements by City Fiscal Year



SOURCE: Churn, USDOT, 100 Data, Forca & Associates Long Term Financial Forecast

# STRATEGIC OBJECTIVES OF AIRPORT MANAGEMENT (APRIL 2020)



## Increased Business Intelligence

Research, procure, and implement necessary technologies to allow for an increased level of intelligence on our daily business. Passenger counts, integrated dashboards, fully developed and tracked KPIs.



## Increased Consumer Intelligence

Use CRM data to gain a deep understanding of our customers and create personalized travel journeys to drive incremental revenues. Gain an understanding of our customers' customers.



## Implement Customer Relationship Management

Continue our efforts to develop a first-class customer relationship management platform. Complete rebranding of *FastPass* frequent parker program into a frequent airport user program. Develop mutually beneficial relationships with our customers by linking previously unconnected goods and services.



## Enhanced Airport Resilience

Focus on building additional resilience in our staffing and financials. React to additional regulations that may be enacted due to pandemic and focus on ways to increase passenger resilience through effective public health measures at the Airport.



## Increased Airport Oversight

Develop SLAs for customer touch points such as janitorial services and passenger conveyances through new procurement activities. Increase contract compliance and oversight of existing contracts. Conduct facility assessment on pandemic readiness and procedures.



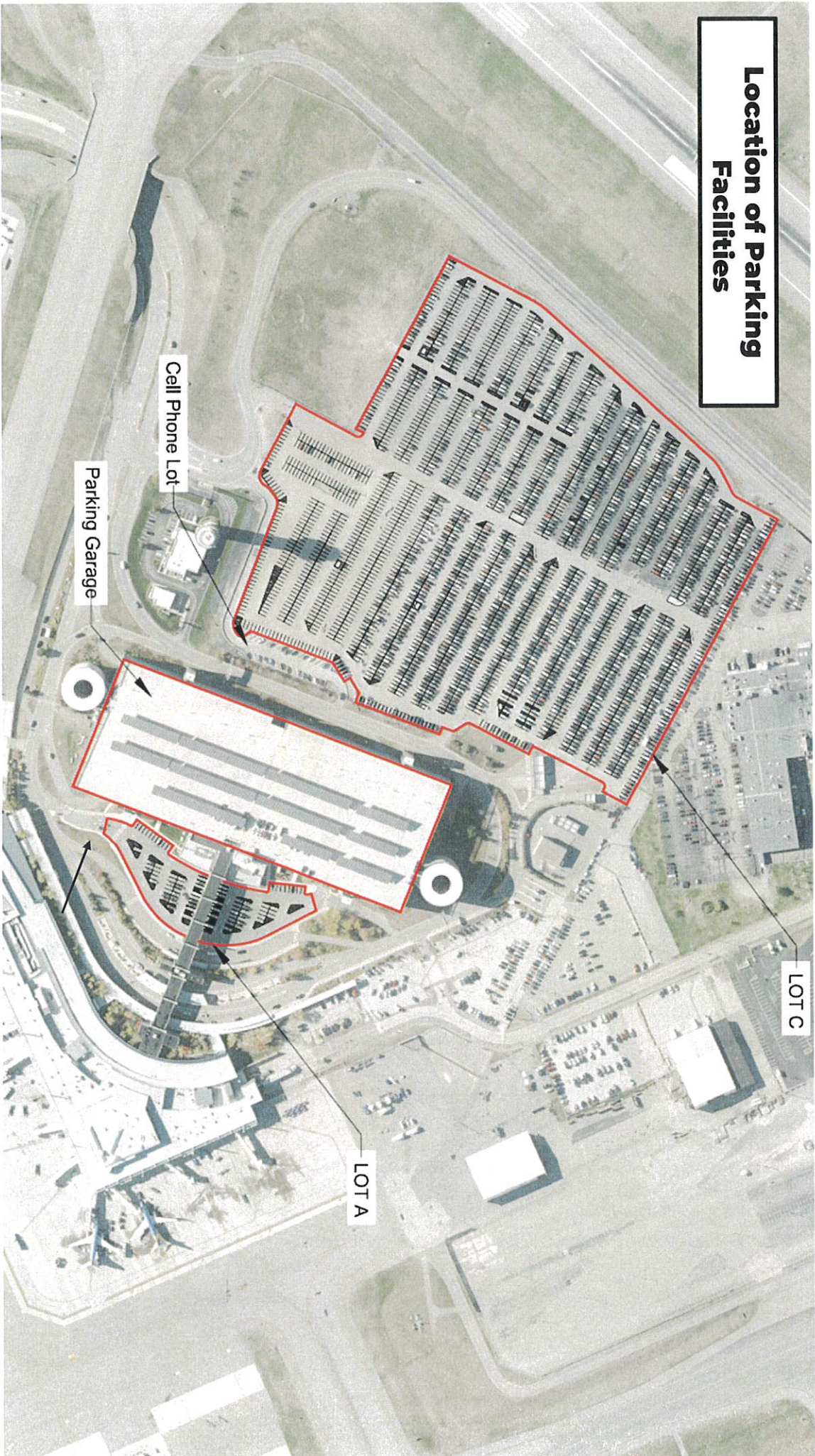


# PARKING AND GROUND TRANSPORTATION OPERATIONS



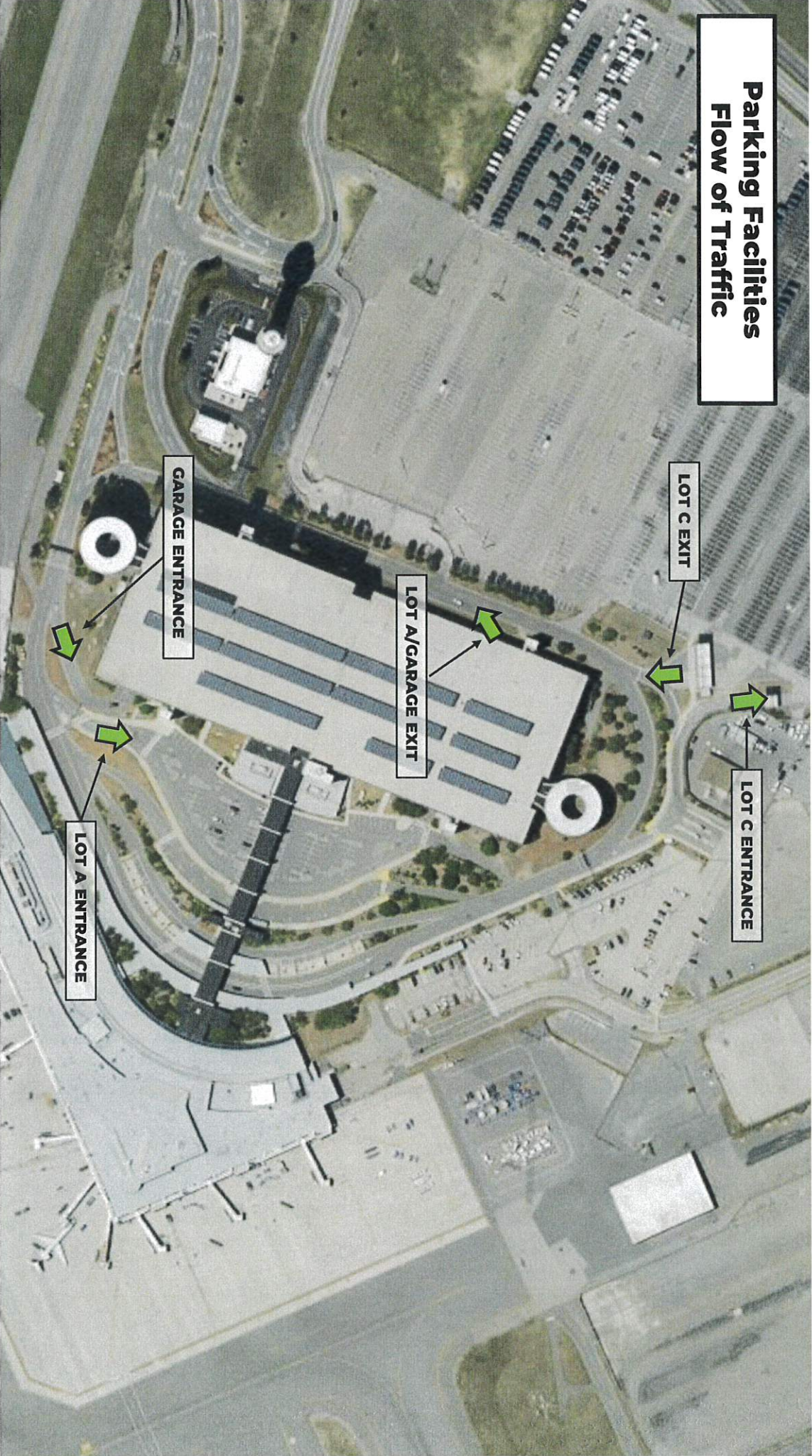


**Location of Parking  
Facilities**





**Parking Facilities  
Flow of Traffic**



GARAGE ENTRANCE

LOT A/GARAGE EXIT

LOT C EXIT

LOT C ENTRANCE

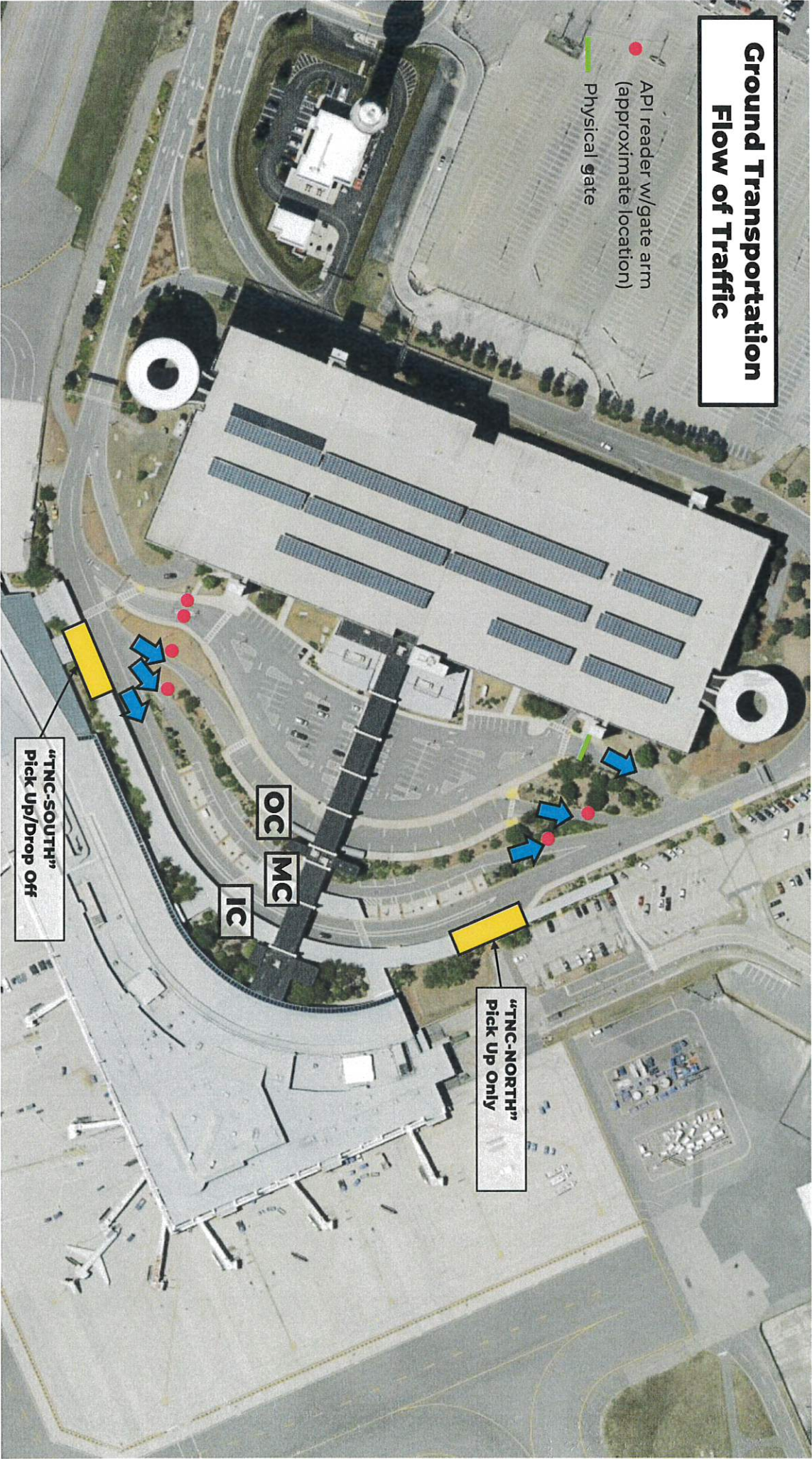
LOT A ENTRANCE



# Ground Transportation Flow of Traffic

● API reader w/gate arm  
(approximate location)

— Physical gate







# EXISTING PARKING CAPACITY

Location	Parking Count
Garage	3,600 spaces
Surface Lot – Lot C	2,771 spaces†
Hourly Lot – Lot A	82 spaces
<b>TOTAL</b>	<b>6,453 spaces†</b>

† Does not include any spaces removed from revenue generation due to the current or planned uses identified in Section 1.4.3 of the RFP.

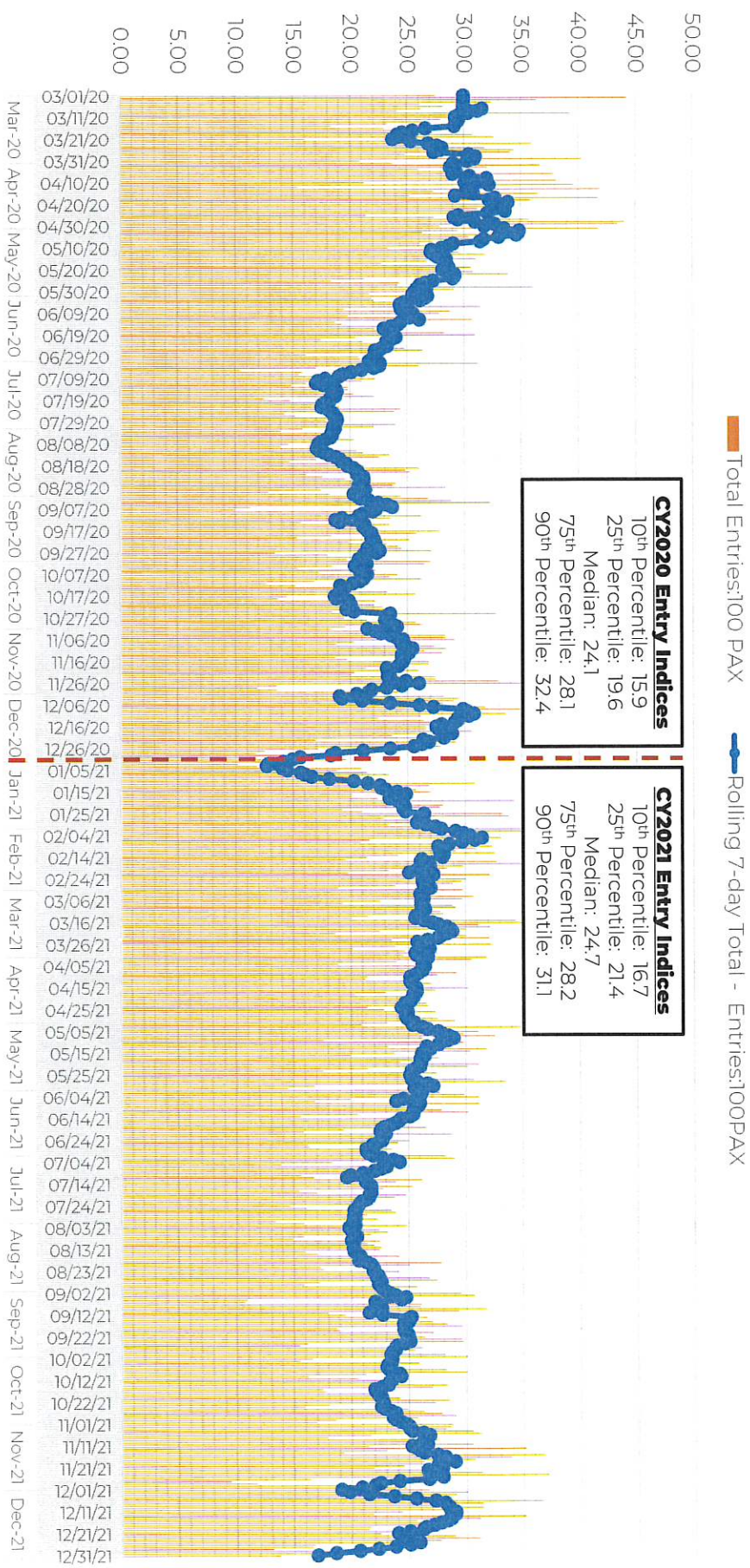
# SUMMARY OF PARKING RATES

## Hourly/Daily Rate Card

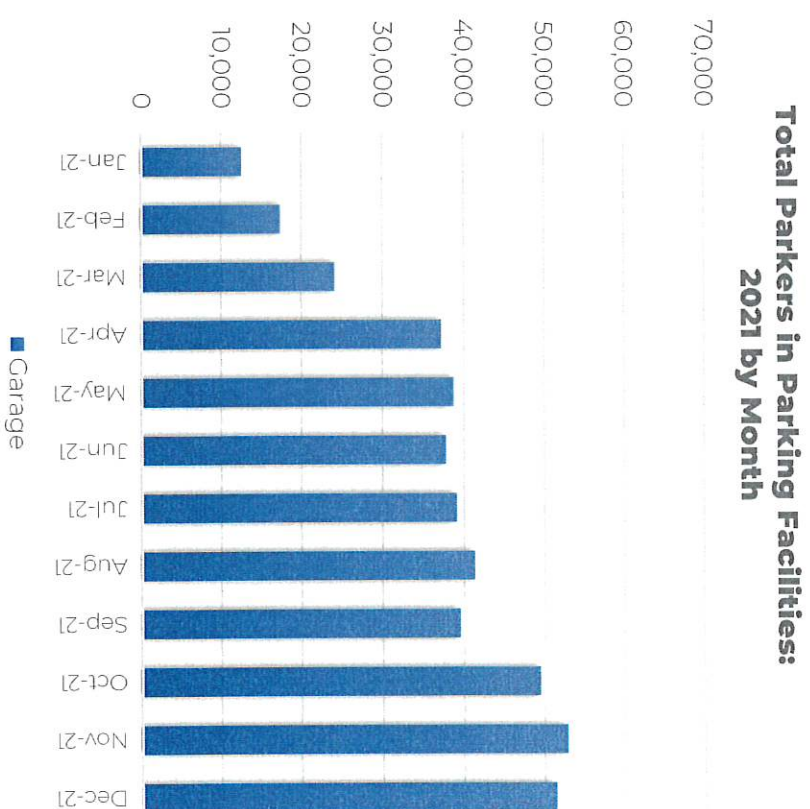
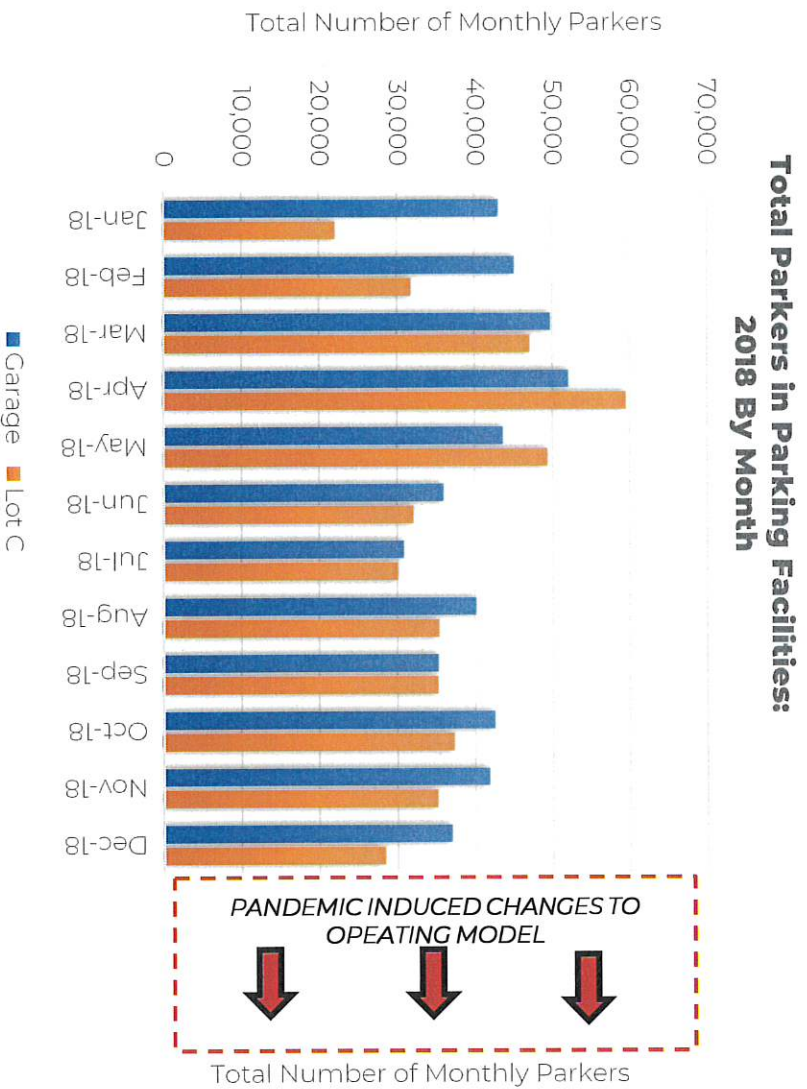
Time Increment	Parking Garage	Lot A	Lot C
1 to 30 Minutes	\$3.00	\$3.00	Closed
30 Minutes to 1 Hour	\$6.00	\$6.00	Closed
1 Hour to 2 Hours	\$12.00	\$12.00	Closed
2 Hours to 3 Hours	N/A	\$18.00	Closed
2 Hours to 24 Hours	\$14.00	\$24.00	Closed
2 Days	\$28.00		Closed
3 Days	\$42.00		Closed
4 Days	\$56.00		Closed
5 Days	\$70.00		Closed



# KPI: VEHICLES PER 100 ENPLANEMENTS



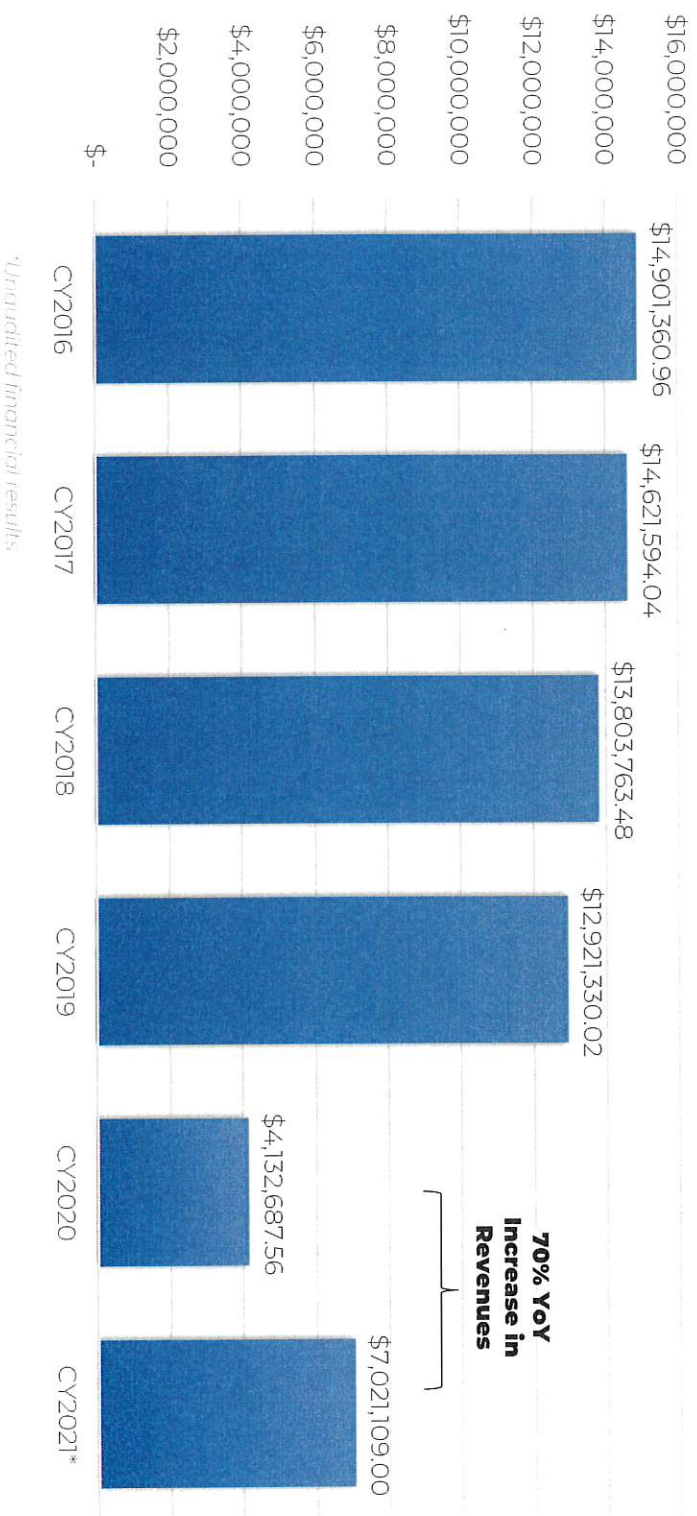
# PANDEMIC PROVIDED OPPORTUNITY TO INCREASE ASSET UTILIZATION





# UTILIZATION OF PARKING GARAGE HAS LED TO INCREASED REVENUES

Annual Parking Revenues from all Parking Facilities







# REQUEST FOR PROPOSAL OVERVIEW

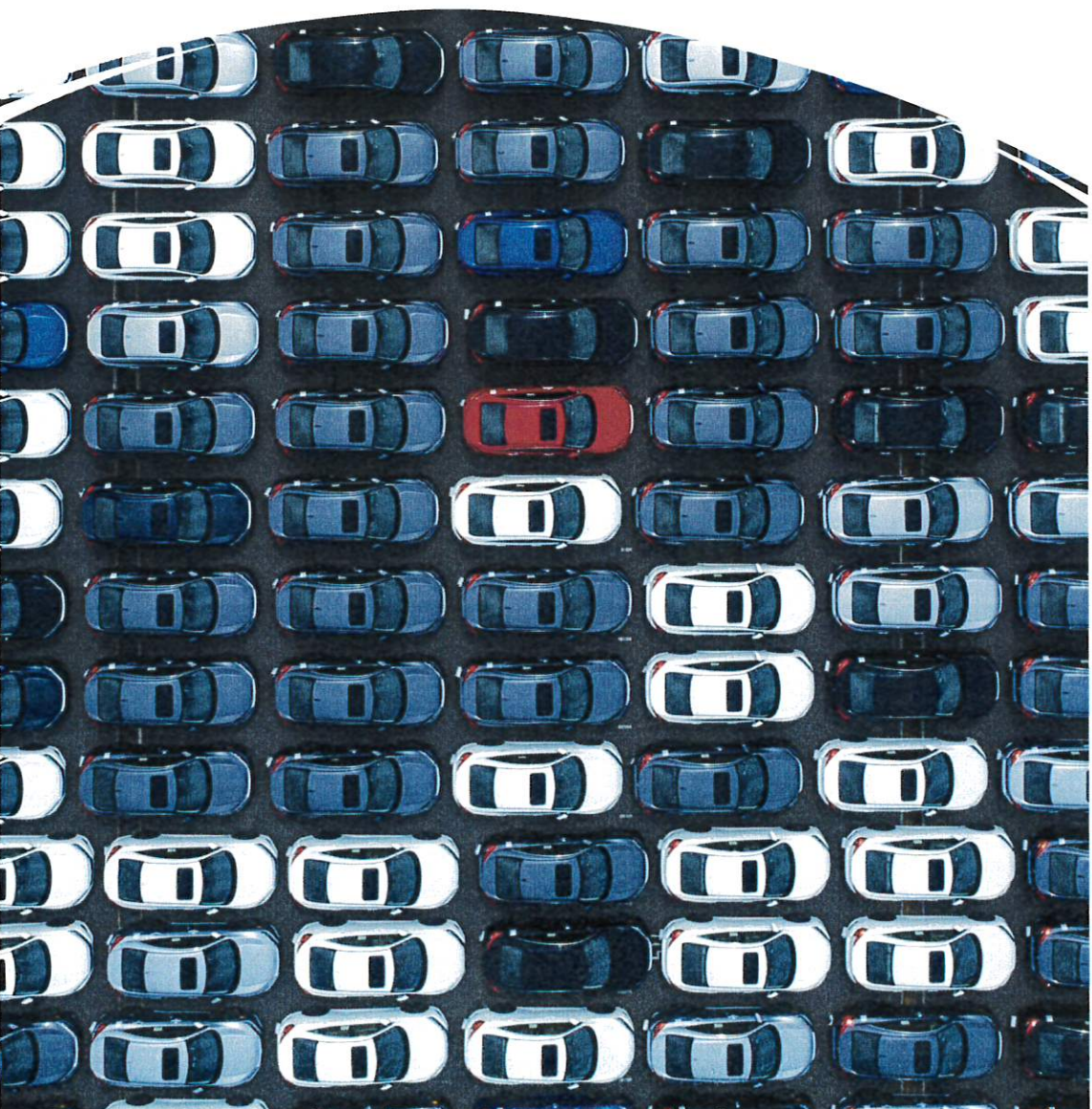




# GOALS OF AIRPORT MANAGEMENT

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- Implement and leverage new technologies;
- Provide a world-class parking product with an exceptional guest experience;
- Enhance parking revenue; and,
- Provide Airport management with enhanced situational awareness of the parking operation.







# **PARKING MANAGEMENT: ANTICIPATED SERVICES**

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- Conducting facility inspections;
- Submitting activity reports;
- Installing and maintaining equipment;
- Rebranding the frequent parker program;
- Providing for valet services;
- Installing a parking guidance system(s);
- Maintaining PCI-DSS compliance;
- Providing for data capture & electronic reporting;
- Installing and maintaining an independent computer system off airport network; and,
- Innovating and improving the mobile device experience for our guests.





# CONTRACT DETAILS

- 10-year fixed term with two (2) options to renew for five (5) years each.
- ACDBE Goal will be enforced through the Contract. The Airport's current goal is **7.5%**, which is valid through 9/30/2024.

***As a requirement of this RFP, you shall complete the Airport Concession Disadvantaged Business Enterprise (ACDBE) Utilization Form included in Appendix B and submit it with your proposal.***



# INSTRUCTION FOR YOUR PROPOSAL

- Respondents must meet the qualifications listed in **Section 1.3** of the RFP.
- Proposals must include:
  - Company overview and capabilities;
  - Staffing and subcontracting details;
  - Opinion on current parking operation and areas for improvement;
  - Experience with similar projects;
  - Approach to auditing, compliance, and maintenance;
  - DBE and local small business goals; and,
  - Proposed management fee.





# FEDERAL CERTIFICATIONS

- Sign and notarize all certifications contained in Appendix E and include in your statement.
- There are four (4) certifications:
  - Debarment
  - Lobbying
  - Tax Delinquency and Felony Convictions
  - Trade Restriction

***Failure to include signed and notarized certifications will result in the STATEMENT being non-responsive.***





# KEY DATES IN RFP SCHEDULE

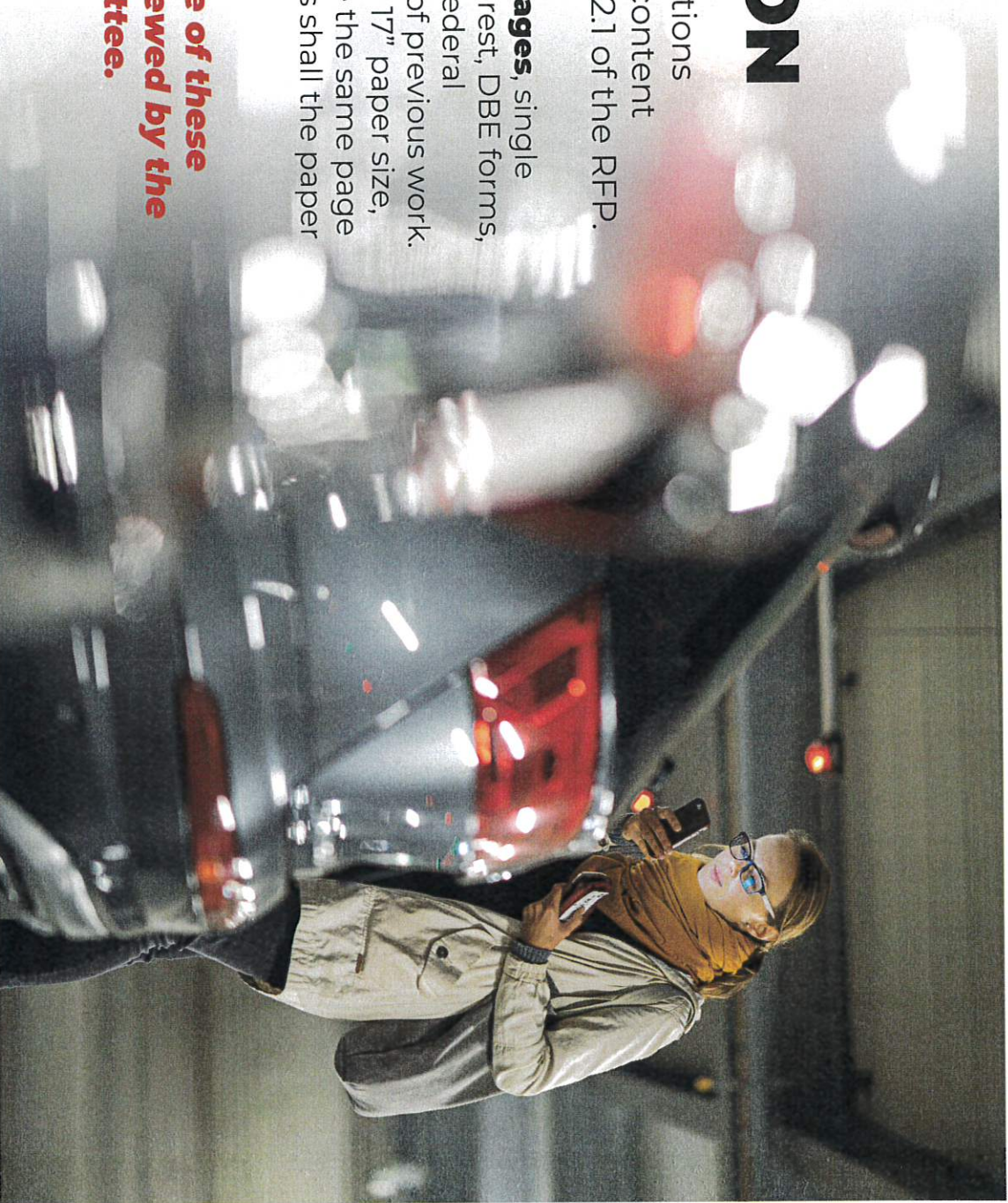
Solicitation Step	Date
Final Date for RFIs	January 20, 2022
Addendum Acknowledgement Form	January 24, 2022
RFP Submission Deadline	February 4, 2022
RFP Review and Scoring Completed by Committee	February 18, 2022
Evaluation Committee Meeting	February 22, 2022
<b>Notification of Short List</b>	<b>February 23, 2022</b>
<b>Interviews</b>	<b>March 9, 2022</b>
Notification of Intent to Award	March 10, 2022
Professional Services Agreement Executed	March 31, 2022
<b>Notice to Proceed</b>	<b>April 1, 2022</b>
Start of Contract	July 1, 2022



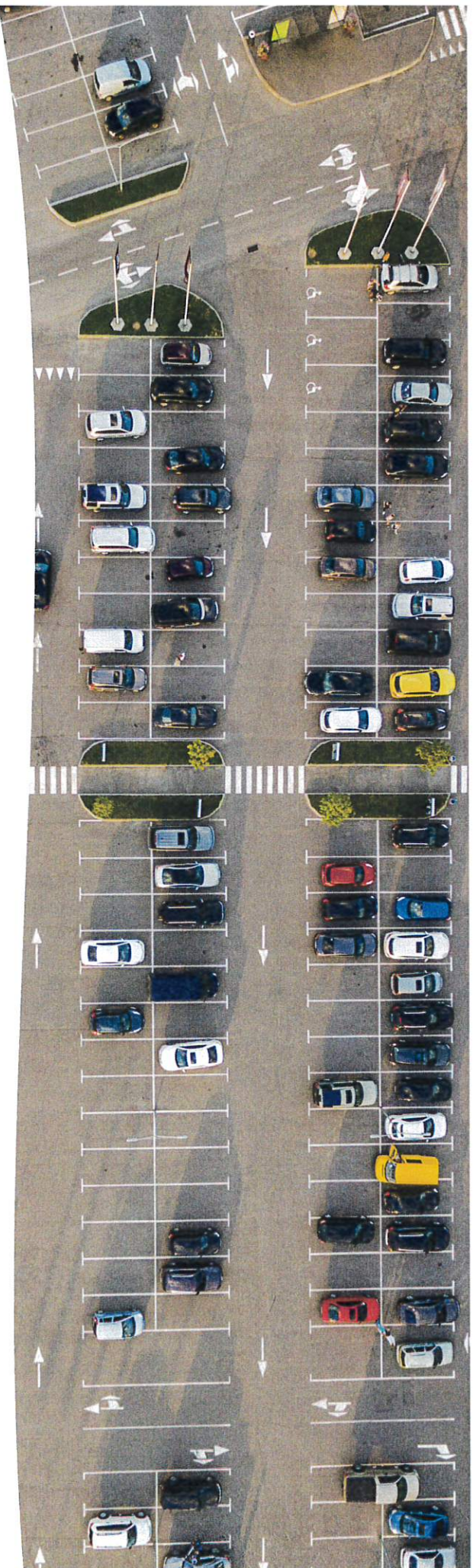
# PROPOSAL ORGANIZATION

- Organize your proposal in sections consistent with the required content sections described in Section 2.1 of the RFP.
- Proposals are limited to **50 pages**, single sided, excluding letter of interest, DBE forms, audited financial proposals, federal certifications, and examples of previous work.
- Can be either 8.5" x 11" or 11" x 17" paper size, but entire proposal must use the same page size. Under no circumstances shall the paper size exceed 11" x 17".

***Any information outside of these guidelines will not be reviewed by the Evaluation Committee.***







Submit five (5) hard copies to:

*Mrs. Cheryl Keefe  
Properties and Contracts Specialist  
Manchester-Boston Regional Airport  
1 Airport Drive, Suite 300  
Manchester, New Hampshire 03103*

# PROPOSAL SUBMISSION

Mark the box/envelope containing your Statements with:

***“Parking and Ground Transportation Management  
Services RFP FY22-805-25”***





# PROPOSAL REVIEW AND SCORING







# SELECTION PROCEDURE

- **Phase 0: Responsiveness Review**
- **Phase I: Committee Scoring**
  - Completed independently; committee will convene to tally scoring and discuss proposals. Recommend shortlist to Director for approval.
- **Phase II: Interviews**
  - Will be held only if we receive enough proposals to create a competitive shortlist.
  - Two-week notice provided to short-listed firms.
  - Evaluation criteria will be issued as part of short-list notification.

**Award will be to the proposal with the highest combined total score.**





# PHASE I SCORING CRITERIA

Criteria	Max Score
General Corporate Overview	10 points
Team Organization and Staffing	10 points
Opinion on Current Parking Operation	20 points
Experience with Similar Projects	35 points
Approach to Maintenance and Compliance	30 points
DBE Participation	20 points
Proposed Management Fee	35 points
<b>MAXIMUM POINTS PER REVIEWER</b>	<b>160 points</b>

\*\*\*\*\*  
**44% of points are available from:  
Experience with Similar Projects & Proposed Management Fee!**

\*\*\*\*\*



**For All Updates on the RFP, please visit:**

[www.flymanchester.com](http://www.flymanchester.com)

**Please submit all questions to:**

*Mrs. Cheryl Keefe*

[Procurement@flymanchester.com](mailto:Procurement@flymanchester.com)

***No contact shall be made with Airport Staff, Evaluation Committee, or any other person than named above with interest in the Airport for purposes of discussing this procurement action.***






# OPEN DISCUSSION

RISE  
RELEVANT INNOVATING SUSTAINABLE ENGAGED







# REQUEST FOR PROPOSAL

## PLEASE READ ME!

- Please adhere to maximum page size and number of pages!
- Please ensure that you have attached all required certifications!
- Please ensure that you have answered all questions with clear and convincing evidence!
- Please do not forsake clarity for brevity – if it takes 3 pages to provide a clear and convincing case, then take 3 pages – just make it an interesting 3 pages to read!
- Please DO NOT contact Airport management or staff outside of those listed in the RFP – this will disqualify you from any further consideration!





**THANK YOU!**

**WE LOOK FORWARD TO  
RECEIVING YOUR PROPOSAL  
ON FEBRUARY 4<sup>TH</sup>!**







## Parking and Ground Transportation Management Services

Pre-Proposal Meeting January 12, 2022

Solicitation FY22-805-25

## Sign In Sheet

[illegible]





## Parking and Ground Transportation Management Services

Pre-Proposal Meeting - January 12, 2022

Solicitation FY22-805-25

### Sign In Sheet (Dialed In via MS Teams Call)

Name	Email	Phone	Company/Organization
Abrar, Muhammad	<a href="mailto:muhammad.abrar@abm.com">muhammad.abrar@abm.com</a>	917-382-5490	ABM Aviation
Joseph, Michael	<a href="mailto:michael.joseph@abm.com">michael.joseph@abm.com</a>	347-380-1894	ABM Aviation
Evans, Stephen	<a href="mailto:s.evans@indectusa.com">s.evans@indectusa.com</a>	615-879-2202	Indect USA
Magee, Brad	<a href="mailto:b.magee@indectusa.com">b.magee@indectusa.com</a>	480-510-1557	Indect USA
Barrett, Don	<a href="mailto:dbarrett@lazparking.com">dbarrett@lazparking.com</a>	937-272-5161	LAZ Parking
Lampert, Sean	<a href="mailto:sean.lampert@propark.com">sean.lampert@propark.com</a>	857-205-3355	Propark Mobility
Bibb, Tommy W.	<a href="mailto:tbibb38@gmail.com">tbibb38@gmail.com</a>	615-604-2415	Reef/Republic
Ciulla, Jake	<a href="mailto:jake.ciulla@reefparking.com">jake.ciulla@reefparking.com</a>	716-866-7894	Reef/Republic
Gianotsos, Josh	<a href="mailto:josh.gianotsos@reefparking.com">josh.gianotsos@reefparking.com</a>	978-902-3045	Reef/Republic



