



Solicitation Number FY23-805-07

FULL SERVICE FIXED BASED OPERATOR (FBO) RFP

Pre-Proposal Meeting

August 8, 2022





AGENDA

- Welcome & Introductions
- Housekeeping
- About the Airport
- RFP Overview
- Proposal Requirements
- Scoring
- Tour

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

HOUSEKEEPING

- The 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 submit all questions to Mrs. Cheryl Keefe, Properties and Contracts Coordinator per the RFP instructions.
- Verbal responses provided by any of the Airport’s representatives during our session today are not formal and are not binding on the Airport.
- This presentation and all questions and answers from today’s meeting will be posted on the Airport website.



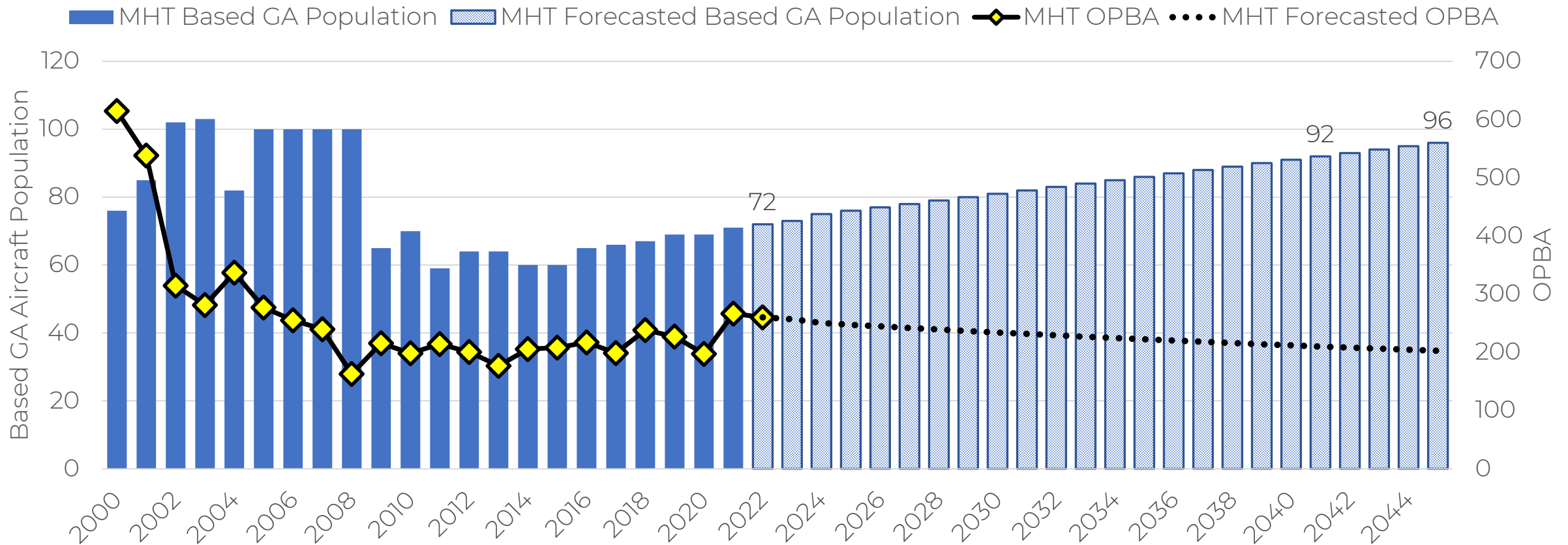
Manchester·Boston
REGIONAL AIRPORT

ABOUT THE AIRPORT



FAA FORECAST OF BASED GENERAL AVIATION AIRCRAFT AND OPBA

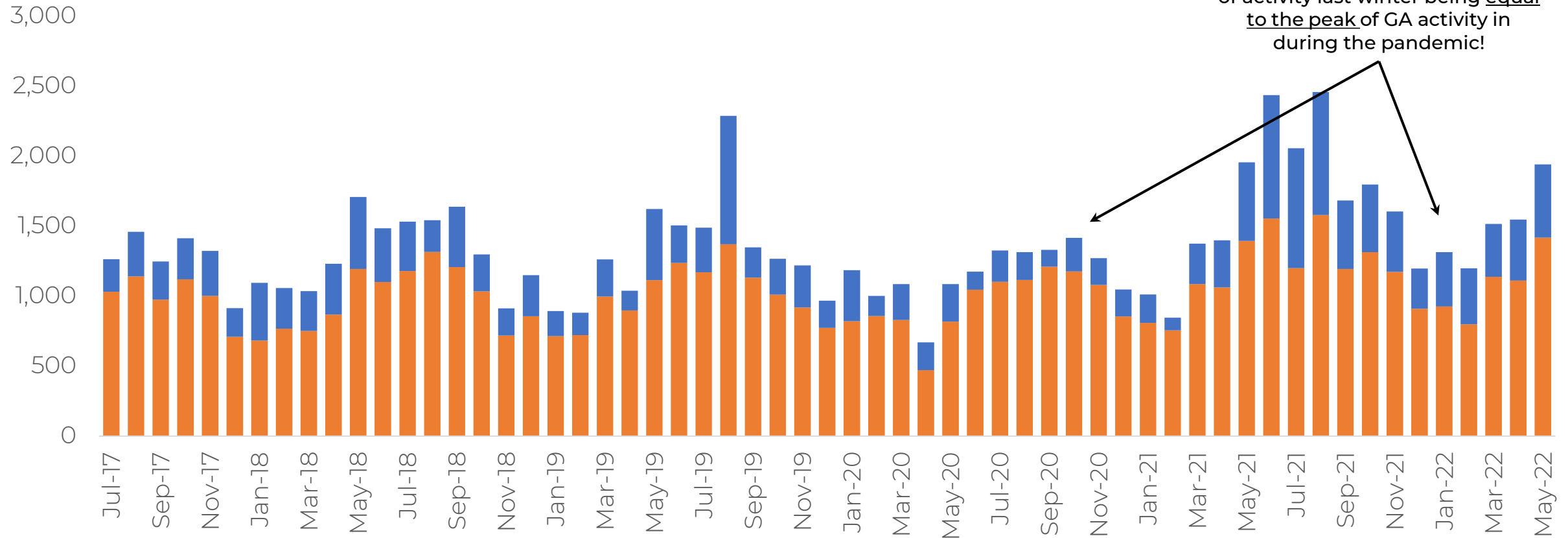
Historical and Forecasted Based General Aviation Aircraft Population and Operations Per Based Aircraft



FAA FORECAST OF HISTORICAL ITINERANT AND BASED GENERAL AVIATION POPULATION

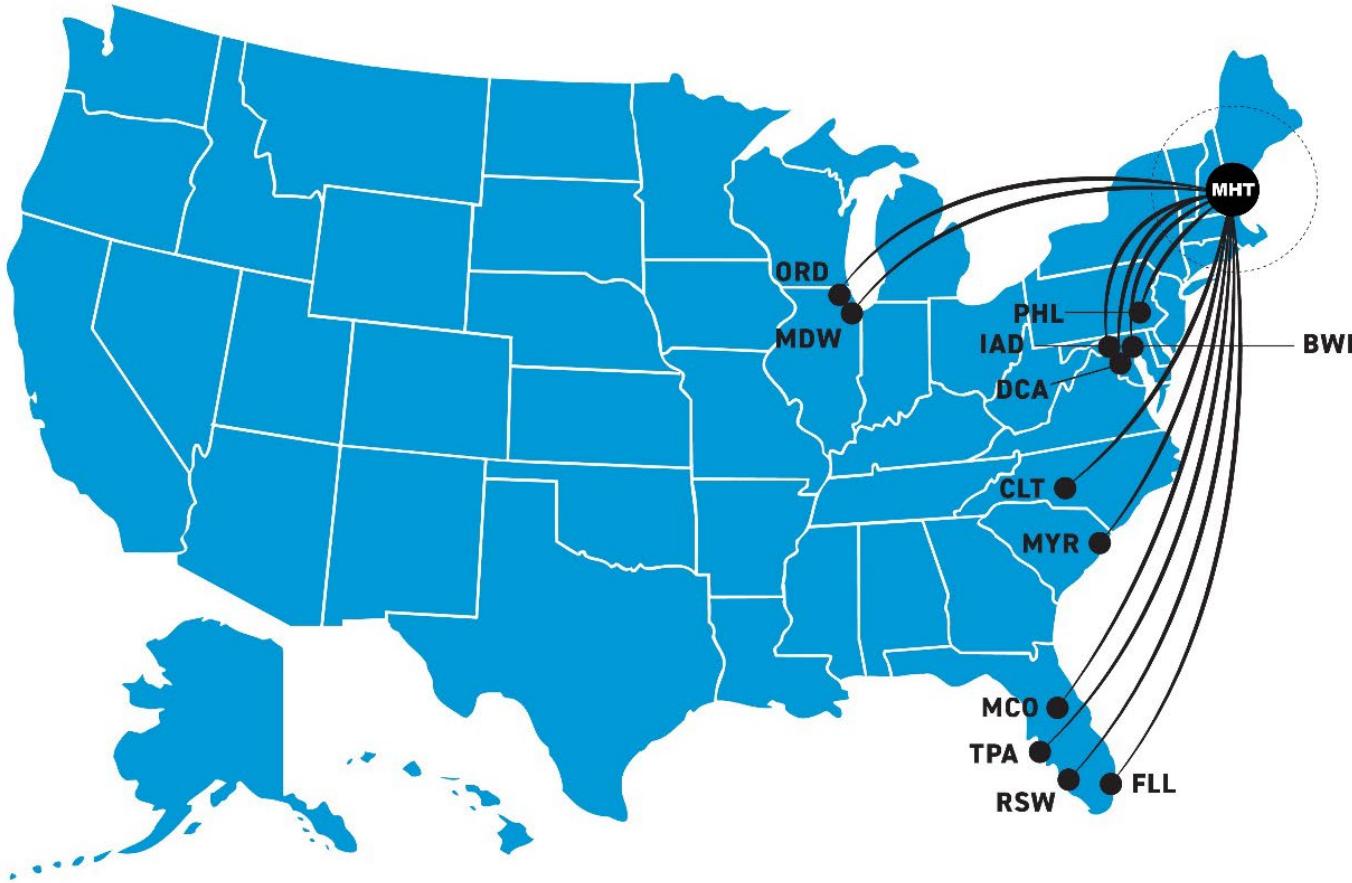
General Aviation Itinerant and Local Operations by Month:
July 2017 through May 2022

■ Total GA Itinerant Operations ■ Total GA Local Operations



AIRPORT SERVICE PROFILE

August 2022 Service Profile



SOURCE: Cirium Catchment Area Report



5x daily to BWI
2x daily to MDW
1x daily to MCO
1x weekly to TPA



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

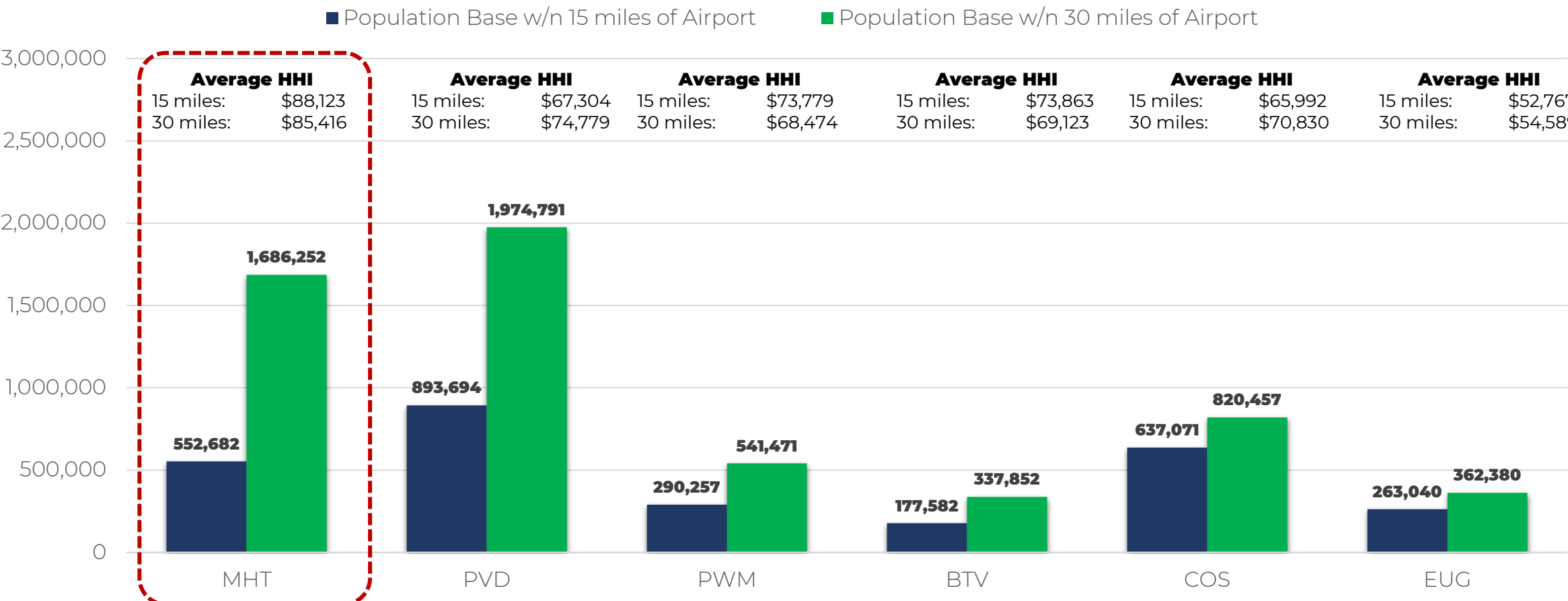


1x daily to MCO
1x daily to FLL
1x daily to MYR



2x daily to EWR

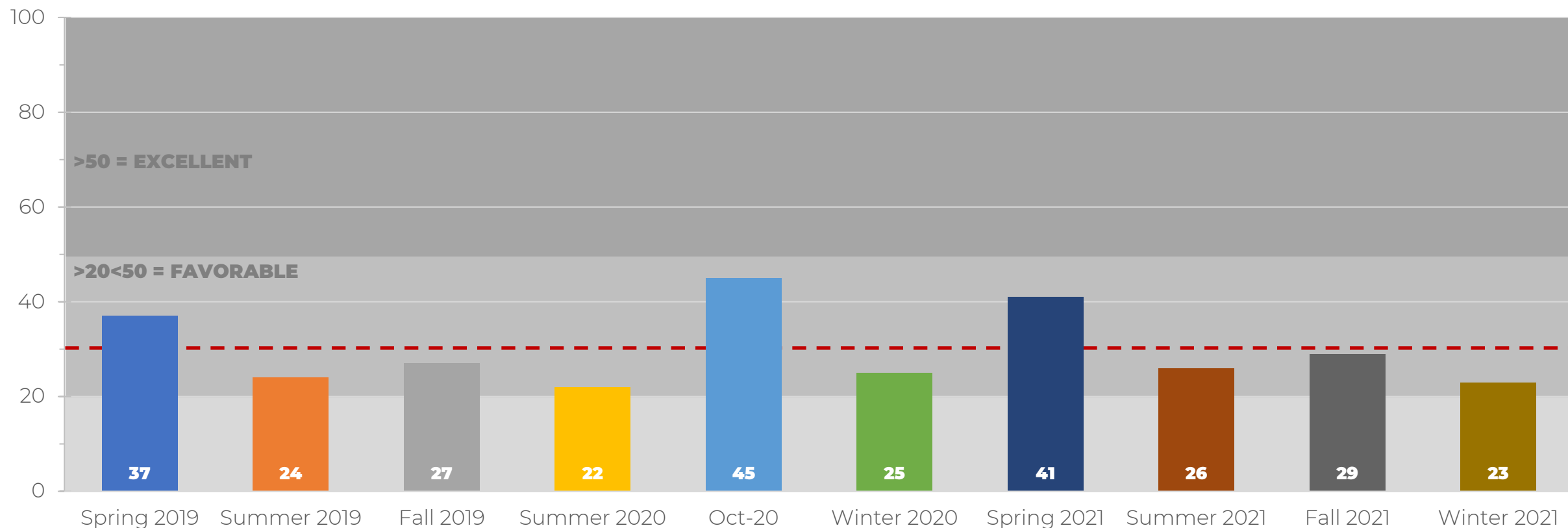
WE ARE HOME TO A LARGE, WELL-COMPENSATED POPULATION BASE



SOURCE: Cirium Catchment Area Report

WE HAVE A LOYAL CUSTOMER BASE

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

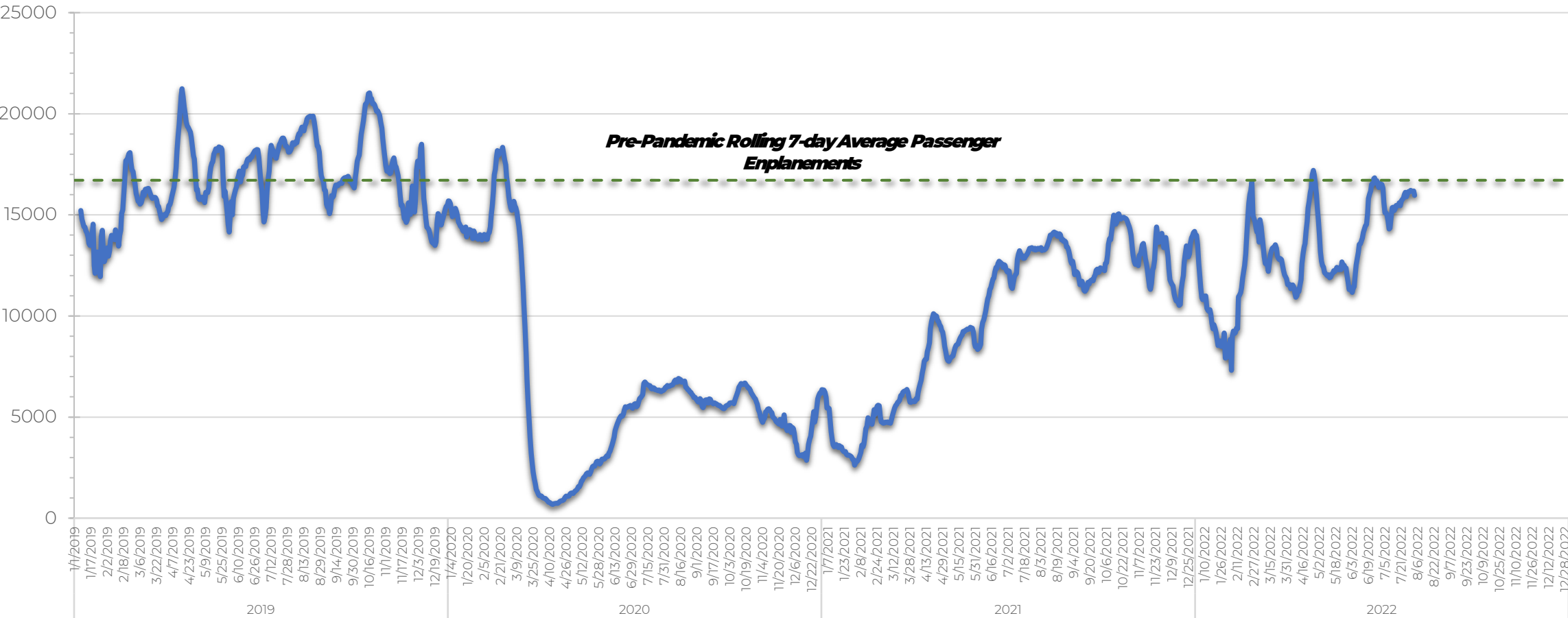


NOTE: The Net Promoter ScoreSM (NPS[®]) is a single, easy-to-understand metric that predicts overall company growth and customer lifetime value and was created by Bain & Co. Widely considered the "golden question", the NPS measures guest loyalty which is the single best predictor for sustainable and 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

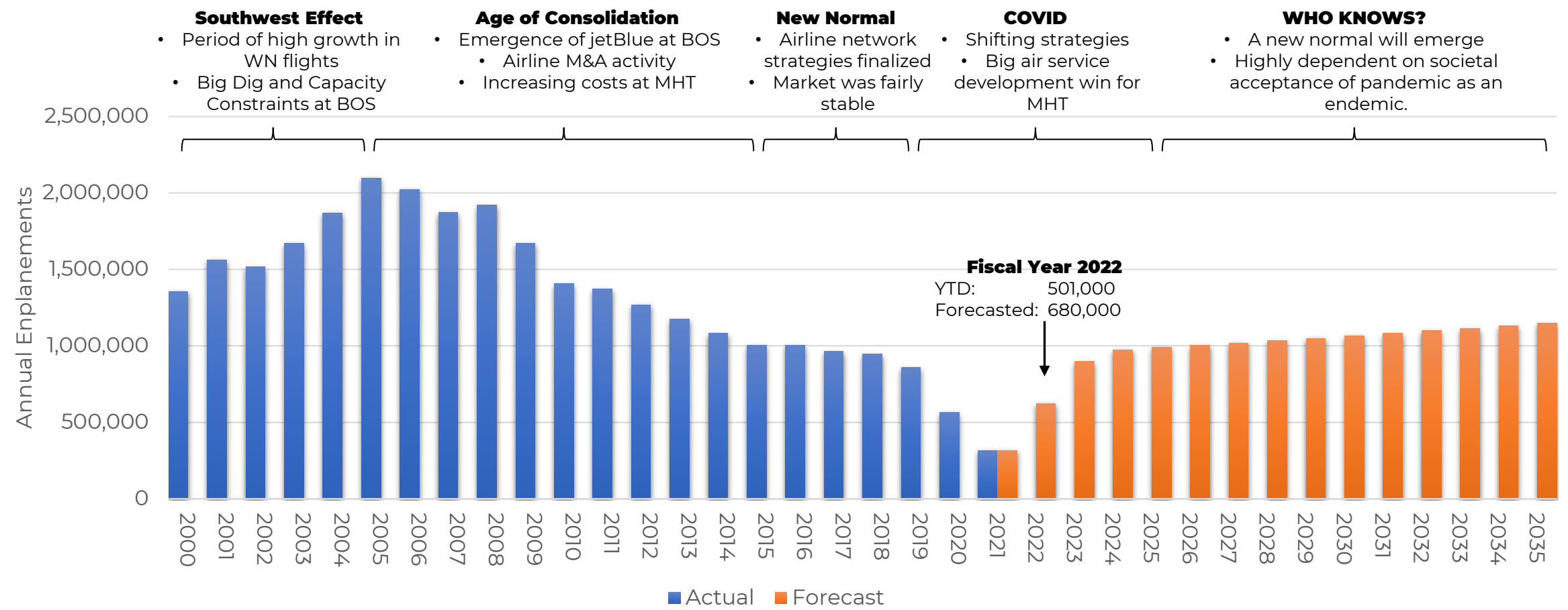
Rolling 7-day Passenger Enplanement Trend: 1/1/2019 through 1/7/2022



SOURCE: TSA Checkpoint Throughput Report

ACTIVITY PEAKED EARLY 2000s, WE ARE FORECASTING SUSTAINABLE GROWTH

Historical and Forecasted Passenger Enplanements by City Fiscal Year



SOURCE: Cirium, USDOT T-100 Data, Frasca & 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.



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REQUEST FOR PROPOSAL OVERVIEW



PURPOSE OF THE FBO RFP

- Opportunity to compete for various aviation services.
- Supports the Airport's mission and public policy objectives.
- Enhance customer satisfaction.
- Maximize revenue performance.
- Improve the Airport's cost structure.





CONTRACT INFORMATION

- We will enter an agreement with **one** successful respondent.
- Respondents must select one of three options - per section 1.4 of the RFP- as the basis for evaluation and potential negotiations.
- It is the Airport's intent to award a contract/agreement to the successful respondent on September 28, 2022



MINIMUM QUALIFICATIONS

- Continuous existence as a fixed base operator for at least the last **five (5) years**.
- Performed FBO services for at least **five (5)** airports having a based aircraft population over 75 and an aircraft mix similar to MHT.
- Licensed, or shall be licensed, prior to entering into an agreement to do business in New Hampshire.
- Financing available to develop the required capital improvements contained in the proposal.
- Financial resources available to operate an FBO that meets the requirements of the Airport's Minimum Standards and Rules and Regulations – which are made part of the RFP.
- Be in good standing with the Airport and any current or prior clients and not involved in any legal actions.



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PROPOSAL REQUIREMENT



PROPOSAL REQUIREMENTS

- Respondents shall propose one of three options for the Ammon Center:
 - **Option 1:** Complete demolition of the Ammon Center occurring at the beginning of contract year four (4);
 - **Option 2 :** Temporary preservation with a minimum investment of \$4m in refurbishment to occur in contract year one (1) with complete demolition of the Ammon Center in between the beginning of contract year four (4) and the beginning of contract year ten (10);
 - **Option 3:** Complete preservation of the Ammon Center with a minimum of \$7m in refurbishment in contract year one and maintaining the Ammon Center through the term of the agreement





CERTIFICATIONS

- Sign and notarize all certifications contained in Appendix G and include in your statement.
- There are four (4) certifications:
 - Minimum Qualifications
 - Non-collusive Proposal
 - Debarment
 - Tax Delinquency and Felony Convictions

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

KEY DATES IN RFP SCHEDULE

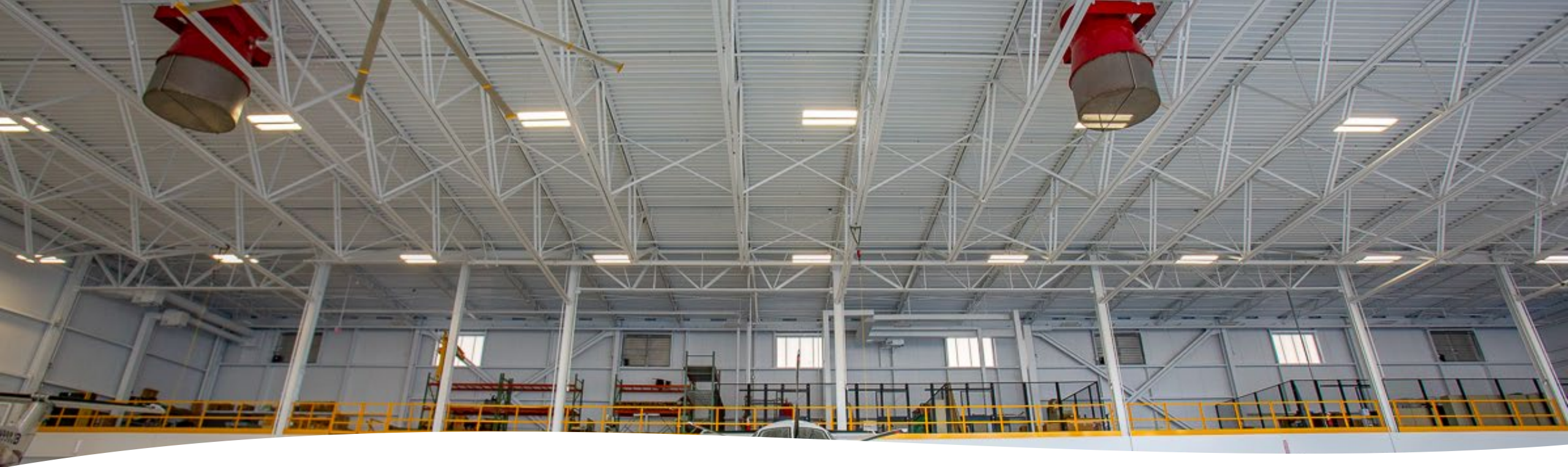
Solicitation Step	Date
Pre-proposal Meeting	August 8, 2022
Deadline for Questions	August 16, 2022 at 2:00 p.m.
Deadline for Clarifications	August 23, 2022 at 5:00 p.m.
RFP Submission Deadline	August 30, 2022 at 2:00 p.m.
Evaluation Committee Meeting	September 9, 2022
Interviews Completed	September 23, 2022
Notification of Intent to Award	September 28, 2022
Operating Agreement Executed	November 2, 2022
Notice to Proceed	November 3, 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 **75 single-sided pages** which should include the respondents complete and final answers to the specific sections outlined in 2.1 of the RFP. Items not counting toward the page limit: Letter of interest; DBE forms; audited financials; equipment specifications; required certifications; required corporate policies,
- 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.





PROPOSAL SUBMISSION

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*

Mark the box/envelope containing your Statements with:

***“Full Service Fixed Base Operator RFP”
Number: FY 23-805-07***

Solicitation



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PROPOSAL REVIEW AND SCORING



TWO PHASE SELECTION PROCESS

- Phase I: Written Technical Proposal
 - Tie breaker will be awarded based on proposal with highest proposed percentage of gross receipts.
- Phase II: Interviews
 - Should an insufficient number of proposals be received to develop a competitive shortlist of respondents for interviews, then the Airport reserves the right to reject all proposals received and reissue the RFP or to negotiate directly with the respondent(s) who submitted a proposal.

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



SCORING CRITERIA

Criteria	Max Score
Financial Ability to Perform	20 points
Past Performance and Industry Experience	20 points
Commitment to Innovation	25 points
Sustainability Plan	25 points
Operations and Management Plan	30 points
Capital Investment	30 points
Percentage of Gross Receipts	50 points
Total Maximum Score	200 points

For All Updates on This RFP, Please Visit:

www.flymanchester.com

Any changes, Q&A's, Addendums, etc. will be located here.

Please submit all questions to:

Mrs. Cheryl Keefe

Procurement@flymanchester.com

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



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
AUGUST 30, 2022**





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REGIONAL AIRPORT

Full Service Fixed Base Operator (RFP FY23-805-07)

Pre-Proposal Meeting

DATE: Monday, August 8, 2022 – 10:00 a.m. to 12:00 p.m.

LOCATION: Airport Board Room

NAME	ORGANIZATION	PHONE NUMBER
Ted Kitchens	MHT	(603) 624-6539
Thomas Malafronte	MHT	(603) 624-6539
Luis Elguezabal	MHT	(603) 624-6539
Jenna Dakalovic	MHT	(603) 624-6539
Frederick Zapp	MHT	(603) 624-6539
Cheryl Keefe	MHT	(603) 624-6539
Stephen Curran	NFS	623 880 0044
Kick Barthe	Shirley SD	603-533-1669
Tony Bolzan	DEKA	617 3096741
Joe Meszaros	AviFlight	810-955-8538
ANDY KAZAKIS	SFS	603-782-0455
SANJAY AGGARWAL	SAR TRILOGY MGMT	305 549 4011
Adam Kimball	DEKA	603-235-7558
Austin Pierschman	Port City Air	602-448-6841
Nate Ward	Beta Technologies	202 997 1421

