



Manchester-Boston Regional Airport
One Airport Road, Suite-300
Manchester, New Hampshire 03103

Addendum No. One

Date: December 13, 2024

Solicitation No: RFP FY25-805-21 Aircraft Landing Fee Billing and Collection Services

This Addendum #1 to Request for Proposals for Aircraft Landing Fee Billing and Collection Services contains the following clarifications and changes to the RFP document:

- Changes to RFP Document
- Responses to questions submitted in writing

CHANGES TO RFP DOCUMENT

Section 1.3 – Minimum Qualifications

Please note that the statement in Section 1.3(1)(a)(i) of the RFP is hereby deleted and replaced with the following:

- (i) been in continuous existence as an aircraft tracking, billing, and collection company for at least the last three (3) years, which is further defined as thirty-six (36) consecutive months;

QUESTIONS SUBMITTED IN WRITING

Question 1: *RFP page 6, Section 1.3 1(a):* There is contradictory language between stating the requirement is 3 years or 60 months. Which is the correct requirement?

Response: Please see the amended language to this section provided above.

Question 2: *RFP pages 23 & 24, Appendix B – ID Numbers 2.4 and 2.9:* The language in ID Number 2.4 references “zero outage” whereas the language in ID Number 2.9 references “99.999% uptime”, this language appears to be contradictory. Which is correct?

Response: The reference to “zero outage” refers to a system design where updates (e.g., software patches, upgrades, maintenance) are implemented without causing visible service interruptions or impacting the end-user experience; whereas, “99.999% uptime” is a measure of system availability, indicating that the system is historically accessible and functional at least 99.999% of the time, reflecting the fault-tolerant architecture of the system.

Question 3: Is there an anticipated go live date?

Response: The goal is for implementation in the spring of 2025.

Question 4: Who currently collects landing fees for the Airport?

Response: The Airport's FBO, Signature Aviation, currently collects landing fees from general aviation, charter, and related flights. Landing fees from the commercial and signatory airlines are currently collected by the City.

Question 5: What is the current fee structure, including exemptions?

Response: The current landing fees for FY2025 are as follows:

Signatory: \$6.49/1,000 pounds

Non-Signatory: \$8.11/1,000 pounds

Question 6: How often is the fee structure updated?

Response: Landing fees are reviewed annually and updated as the City deems necessary.

Question 7: RFP page 6, Section 1.3 (2): Is the requirement for a SOC2 Type 1 or SOC2 Type 2?

Response: The City prioritizes a SOC 2 Type 2 audit, as it demonstrates verified operational effectiveness and adherence to trust service principles. However, for emerging vendors, the City will consider a SOC 2 Type 1 audit.

Question 8: Would the City consider an alternative to the SOC2 audit requirement for companies that can show long term experience with a large number of airports?

Response: No.

Question 9: Is the scope of the RFP to include all aircraft landing fees, including Signatory and Commercial Airlines? Or is the scope only General Aviation?

Response: The City plans to continue collecting landing fees from the Airport's signatory and commercial airlines. The proposed scope is for the Contractor to collect fees from all other landings, as well as track all landings, regardless of type of operation, for audit purposes.