

ADVERTISEMENT FOR REQUEST FOR PROPOSAL
METROPOLITAN NASHVILLE AIRPORT AUTHORITY
NASHVILLE, TENNESSEE
LANDSIDE AND INTERNATIONAL PASSENGER ASSISTANCE

ELECTRONIC PROPOSALS for furnishing all materials, labor, tools and appurtenances for this service shall be received by the Metropolitan Nashville Airport Authority, (MNA) Nashville, Tennessee, until and not later than **2:00 p.m. (central), on Wednesday, August 17, 2022.** Proposers wishing to submit a non-electronic proposal may do so only after receiving written authorization from MNA. Written authorization to submit a non-electronic proposal may be requested by emailing purchasing@flynashville.com at least five (5) days prior to the date proposals are due. Proposers submitting a non-electronic proposal must submit a copy of the written authorization with their proposal package.

SCOPE.

1. **International Passenger Assistance:** The Contractor shall provide passenger assistance within the International Arrivals Facility on a schedule that varies with international flight schedules. Contractor will perform the following responsibilities with a high standard of customer service demonstrated by effective oral communication skills and listening, sensitivity to cultural differences, confidentiality, attention to safety, and friendliness:
 - a. Greet and direct passengers to the appropriate queues (Including Full service and Global Entry).
 - b. Assist passengers with Customs and Border Protection (CBP) documents.
 - c. Provide crowd control to ensure efficient processing, passenger safety and compliance with Applicable Laws and Rules and Regulations. Contractor must monitor the Federal Inspection Services Area (FIS) exit and ensure no passengers return to the FIS. Contractor must notify the Airport Communication Center (ACC) of any breach of the Rules and Regulations including passengers returning to the FIS after exiting.
 - d. Report emergencies to the ACC and assist responding personnel with crowd control.
 - e. Answer passenger questions and assist with wayfinding.
 - f. Provide language interpretation services for passengers and CBP. Contractor's staff must be fluent in English and 50% or more of staff must also be fluent in another language, primarily Spanish, Japanese, Chinese, Korean, Arabic, Hindi, Farsi, German, French, Vietnamese or other languages relevant to the Airport's traffic.
 - g. Provide kiosk support to include controlling entry to and exit from kiosks, assisting passengers with use of the kiosks, and performing level 1 maintenance on the kiosks (change receipt paper, etc.).
 - h. Reposition bags as they are delivered on the FIS baggage claim carousel to maximize carousel capacity and facilitate the delivery of bags to passengers. Contractor's staff must be able to routinely lift and/or move checked bags weighing 50 pounds.
 - i. Other responsibilities assigned by Authority.
2. **Landside Passenger Assistance:** The Contractor shall provide landside passenger assistance when directed by Authority or to meet a Minimum Billable Hour Requirement.

Landside responsibilities include:

- a. Provide queue management and minimize congestion to create an orderly appearance within the terminal and reduce missed flights for passengers and bags.
- b. Create a welcoming atmosphere by greeting passengers, answering questions, resolving problems, and assisting with wayfinding.
- c. Wayfinding and crowd control to alleviate the impact of construction and other abnormal events that affect the passenger experience.
- d. Report emergencies to the Airport Communications Center (ACC) and assist responding personnel with emergency procedures and crowd control.
- e. Other responsibilities assigned by Authority.

THE RFP DOCUMENTS. Copies of the Contract Documents (RFP, Proposal Schedule, Attachments, etc.) will be available on or after Wednesday, July 20, 2022 and may be obtained electronically from www.aerobidz.aero, an online tendering service.

Free registration with Aerobidz is available at <https://flynashville.com/nashville-airport-authority/business-opportunities#business-register>

Proposers are advised to review the RFP Documents carefully prior to submitting a Proposal on the Project. Proposers are also advised to review the RFP and Instructions to Proposers carefully prior to preparing their Proposals.

Proposals must be submitted on the Proposal Form included in the RFP Documents and the successful Proposer will be required to execute the Contract and other documents requiring execution that are included in the Contract Documents.

PRE-PROPOSAL CONFERENCE. A Non-Mandatory Pre-Proposal Conference will be conducted at **11:30 a.m. (central), Tuesday, July 26, 2022**, in the Nashville Conference Room, in the Administration Building located at 140 BNA Park Dr., Nashville, TN 37214. A virtual and/or call-in option will be made available, and details are provided within the RFP document.

SMALL MINORITY WOMAN-owned BUSINESS ENTERPRISE (SWMBE) PARTICIPATION. It is the MNAA's objective to promote, encourage, and stimulate participation of local, small, minority and woman-owned business enterprises (SMWBE) within its organization and the economic community served by it so as to provide maximum opportunities to participate in contracts, programs and all related business activities of the MNAA. MNAA will apply the local small minority woman business participation levels where expenditures and purchases are made with non-federal funding, and to all contracts, leases, management agreements, consultants, prime contractors, subcontractors, respondents, proposers, or proposers involved in the performance of a commercially useful task for MNAA.

Proposers are encouraged to meet SMWBE participation levels established by the Director, Business Diversity Development, or, if unable to meet the participation level, engage in good faith

efforts to joint venture, subcontract, or contract for supplies or services with SMWBEs. The attainment of the SMWBE participation level established for this contract is to be measured as a percentage of the total dollar value of the contract. The SMWBE participation level established for this Contract will be **Seven Point Fifty-Eight Percent MBE and/or WBE (7.58% MWBE)**. For information on eligible SMWBE firms, proposers should contact the Office of Business Diversity Development, (615) 275-2718, or visit <https://flynashville.com/nashville-airport-authority/business-opportunities/business-diversity-development>.

RIGHT TO REJECT ANY AND ALL PROPOSALS. MNAA proposes to award the Contract to the lowest responsive and responsible Proposer, provided it has met the goals for SMWBE participation or, if failing to meet the goals, has made an acceptable good faith effort to meet the established goals for the SMWBE participation. Proposer is advised that MNAA reserves the right to reject any and all Proposals submitted, to waive any and all informalities, irregularities and/or technicalities in any Proposal or Proposal Guaranty, to accept any Proposal deemed advantageous to it and to negotiate changes, deletions, or additions to these Contract Documents with the successful Proposer.