



Request for Interest
Capital Region Airport Authority

Solicitation Number	19-03 (RFI)
Solicitation Title	Travel Agency Services
Issue Date	March 22, 2019
Purpose	To solicit interest from qualified Respondents to perform Travel Agency Services.
Deadline for Questions	3:30 pm EST, March 29, 2019
Deadline for Submissions	3:30 pm EST, April 12, 2019
Submit Proposals to This Address	Capital Region Airport Authority 4100 Capital City Blvd. Lansing, MI 48906
Required Copies	One (1) original, three (3) copies, one (1) digital version
Direct All Inquiries To	purchasing@craa.com
This RFI is Comprised Of	Section 1 – General Instructions Section 2 – Background and Project Introduction Section 3 – Minimum Qualifications Section 4 – Scope of Services & Anticipated Milestone Schedule Section 5 – Special Instructions, Terms and Conditions Section 6 – Submittal Requirements and Evaluation Criteria

**REQUEST FOR INTEREST FOR
CONCIERGE AND TRAVEL AGENCY SERVICES AT
THE CAPITAL REGION INTERNATIONAL AIRPORT**

Issue Date: March 22, 2019

Question Deadline: 3:30 p.m. EST, March 30, 2019

Email Questions to: purchasing@craa.com

Proposal Deadline: 3:30 p.m. EST, April 12, 2019
Capital Region Airport Authority
4100 Capital City Blvd.
Lansing, MI 48906

CRAA Contact: Bonnie Wohlfert, Executive Assistant

Phone: (517) 886-3714, Fax: (517) 321-6197

DESCRIPTION: Responses are being solicited by the Capital Region Airport Authority (Authority) for the purpose of contracting with highly experienced and professional businesses to provide a concierge and travel agency services at the Capital Region International Airport (Airport).

Responses must be received by the Authority by the exact date and time indicated above. Late responses will not be accepted.

Negotiation of a contract with the highest ranked, responsive and responsible Respondent is anticipated to occur in April 2019.

This Request for Interest (RFI) may be viewed or obtained as follows:

1. To download this RFI, all attachments, and all addenda, access the Airport Authority website at: <http://www.flylansing.com/media/19-03-request-interest-rfi-travel-agency-services>
2. To view a copy of this RFI, all attachments, and all addenda, visit the following location:

Capital Region Airport Authority
4100 Capital City Blvd.
Lansing, MI 48906
(517) 321-6121

Important Note: It is the responsibility of the Respondent(s) to view, obtain or download all addenda issued by the Airport Authority for this RFI.

SECTION 1 – GENERAL INSTRUCTIONS

- 1) **PRE-RESPONSE INFORMATION AND QUESTIONS:** Respondents are advised to review this document in its entirety and to rely only upon the contents of this RFI and accompanying documents and any written clarifications or addenda issued by the Authority. If a Respondent finds a discrepancy, error, or omission in the RFI document, the Respondent is requested to promptly notify the CRAA Contact noted on the Cover Page of this RFI, so that written clarification may be sent to all prospective Respondents. All questions must be submitted in writing to the CRAA Contact by the question deadline indicated on the Cover Page of this document. All answers will be issued in the form of an addendum.

- 2) **TOUR OF FACILITY:** If a Respondent desires to take a tour of the Capital Region International Airport, the Respondent shall make such request by promptly notifying the CRAA Contact noted on the Cover Page of this RFI. The Authority will then identify a date and time of the tour, and post this information on the Airport website so that all prospective Respondents have the opportunity to participate. **THE AUTHORITY IS NOT RESPONSIBLE FOR ANY ORAL INSTRUCTIONS.** No additional contact with other Authority employees, officers, or Board members regarding this document will be permitted.

- 3) **RFI MODIFICATIONS/ADDENDA:** Clarifications or modifications may be made to this solicitation at the discretion of the Authority. Any and all Addenda issued by the Authority will be posted as noted on the Cover Page of this document. All interested parties are instructed to view the listed websites regularly for any issued addenda. Copies of any issued addenda may also be obtained from the Capital Region Airport Authority, 4100 Capital City Blvd., Lansing, MI 48906 during business hours, 8:00 A.M. to 4:30 P.M., Eastern Time, Monday through Friday. It is the responsibility of the Respondent to obtain any issued addenda and to acknowledge the addenda on the Response Form. If any changes are made to this solicitation document by any party other than the Authority, the original document in the Authority's files takes precedence.

- 4) **RESPONSE SUBMISSION:** Each Response that is timely received will be evaluated on its merit and completeness of all requested information. The number of copies of the Response must be prepared in the manner and detail specified in this RFI. Failure to submit a timely Response including a signature binding the offer will result in your Response being deemed nonresponsive; this item will not be waived or considered a minor informality or irregularity.
 - a) Responses must be submitted to the Authority by the Response Deadline date and time indicated on the Cover Page of this document. The Authority's time stamp will determine the official receipt time. It is the responsibility of each Respondent to ensure that its Response is received by the Authority prior to the Response Deadline. This responsibility rests entirely with the Respondent, regardless of delays resulting from postal handling or for any other reasons. Responses will be accepted at any time during normal business hours, which are from 8:00 A.M. to 4:30 P.M. Eastern Time, Monday through Friday, except for legal holidays observed by the Authority.

- b) Responses must be enclosed in a sealed envelope, box or package, and clearly marked on the outside with the following: RFI Title, and Respondent's business name, address, phone, fax and contact name.
 - c) Submission of a Response establishes a conclusive presumption that the Respondent is thoroughly familiar with the RFI, and that the Respondent understands and agrees to abide by each and all of the stipulations and requirements contained therein.
 - d) No erasures are permitted. Mistakes may be crossed out and corrections must be initialed in ink by the person(s) signing the Response Form.
 - e) Responses sent by telegraph, facsimile, or other electronic means will not be considered.
 - f) All costs incurred in the preparation and presentation of the Response is the Respondent's sole responsibility. No pre-response costs will be reimbursed to any Respondent.
 - g) All documentation submitted with the Response will become the property of the Authority.
 - h) All Responses must be firm for at least 180 days from the Response Deadline date of the RFI.
- 5) RESPONSE SIGNATURES:** Responses must include a Response Form that is signed in ink by an authorized official of the Respondent. The executed Response Form represents a binding commitment upon the Respondent to provide the goods and/or services offered to the Authority, if the Respondent is determined to be the most Responsive and Responsible Respondent.
- 6) LATE SUBMISSIONS:** Responses received after the Response Deadline will not be opened and will be returned to the Respondent unopened. The Authority's time stamp will be the official time of receipt.
- 7) NO RFI RESPONSE ("No-Bid" Response):** Respondents who receive this RFI but do not submit a Response are asked to submit a notice stating the reason(s) for not responding.
- 8) DUPLICATE RESPONSES:** No more than one (1) Response from any Respondent, including its subsidiaries, affiliated companies and franchises will be considered by the Authority. In the event multiple Responses are submitted in violation of this provision, the Authority, at its sole option, will have the right to determine which Response will be considered, or reject all such multiple Responses.

9) WITHDRAWAL: Responses may only be withdrawn by written notice prior to the date and time set forth as the Response Deadline. No Response may be withdrawn after the deadline for submission.

10) CANCELLATION/REJECTION: The Authority reserves the right to cancel any or all solicitations, in whole or in part, as well as reject any or all Responses, or to accept or reject any Response in part, and to waive any minor informality or irregularity in Responses received if it is determined by the Chief Executive Officer (CEO) or his/her designee that the best interest of the Authority will be served by so doing. If the solicitation is cancelled or all Responses are rejected by the Authority, a notice will be posted on the flylansing.com website as identified on the Cover Page of this RFI. No Response will be considered from any person, firm or corporation that is in arrears or in default to the Authority on any contract, debt, or other obligation, or if the Respondent is debarred by the Authority from consideration for a contract award.

11) PROCUREMENT POLICY: Procurement for the Authority will be handled in a manner providing fair opportunity to all Businesses. This will be accomplished without abrogation or sacrifice of quality and as determined to be in the best interest of the Authority. The CEO has the vested authority to execute a contract, subject to Board approval where required.

12) CONTRACT AWARD: The Authority reserves the right to award by item, group of items, or total proposed items to the most qualified Responsive and Responsible Respondent(s). Tentative acceptance of the Response, intent to negotiate a contract, and actual award a contract will be provided by written notice sent to the Respondent at the address designated in the response.

The Respondent(s) to whom the Authority intends to negotiate a contract will be notified at the earliest possible date. If for any reason, the awarded Respondent(s) cannot execute a contract within 14 days after the date of notification by the Authority, then the Authority may recommend award to the next most qualified Responsive and Responsible Respondent(s). A final Notice of Award, and if required, a Notice to Proceed, will be issued after completion of a fully executed contract.

13) RESPONDENT AGREEMENTS: If a Respondent requires an agreement beyond any Agreement (Form of Agreement) required by the Authority, or required as a part of this solicitation by the Authority, the Authority reserves the right to reject execution of any additional Agreements required by the Respondent. In instances where the Authority rejects execution of additional agreements that are required by the Respondent, the Authority reserves the right to deem the Response as Nonresponsive, and to recommend award to the next most Responsive and Responsible Respondent.

14) FREEDOM OF INFORMATION ACT (“FOIA”) REQUIREMENTS: Responses are subject to public disclosure after the Response Deadline in accordance with state law. For additional information, contact the Authority’s FOIA Coordinator at (517) 886-3713.

15) PROTESTS: A protester may file, with the Chief Executive Officer, a protest about alleged defects in a competitive solicitation process or recommended award of a contract or in certain circumstances, award of a contract. A protest must be filed in writing, and must be filed within seven (7) days of the timeline of specific actions giving rise to the protest.

SECTION 2 – BACKGROUND AND PROJECT INTRODUCTION

- 1) **BACKGROUND:** The Capital Region Airport Authority (CRAA) owns and operates the Capital Region International Airport (CRIA), a non-hub commercial service airport located in Lansing, Michigan. From 1929 until 1971, the airport was owned and operated by the state of Michigan and governed by the Michigan Aeronautics Commission. The Authority was created in 1970 pursuant to Act No. 73 of the Public Acts of Michigan, in order to transfer the State-owned airport to the newly created local governmental entity. The airport is served year-round by three (3) legacy airlines: American, Delta, and United, as well as by Apple Vacations charters on a seasonal basis. The Airport serves over 375,000 passengers per year. In addition to the CRIA, the Authority operates the Port Lansing Global Logistics Centre which is a full-service commerce park on the grounds of the CRIA. The Authority also operates Mason Jewett Field, which serves as a smaller general aviation airport just south of Lansing.

- 2) **INTRODUCTION:** The Capital Region International Airport has provided in-house concierge and travel agency services for the past ten years. This service is focused on improving the passenger's experience via travel booking, providing general customer service and connection to resources. The concierge and travel agency services are a critical role in providing high level customer service to our passengers and the community. Through this Request for Interest (RFI), the Airport Authority hereby invites businesses and/or teams of businesses that meet the qualifications set forth herein to submit a response to provide travel agency services for the Airport Authority.

SECTION 3 – MINIMUM QUALIFICATIONS

Respondents¹ will be deemed non-responsible and rejected with any further evaluation if they do not meet all of the following qualifications:

Must have on staff (or team²), and who will be assigned to the contract resulting from this RFI, individuals with knowledge/ability to provide travel agency services including ticket bookings, reservations, and charters.

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- 1 Respondent: is defined as a business (corporation, joint venture, LLC, partnership, sole proprietor, etc.) that submits a Response to this RFI and will be contractually bound under the contract with the Airport Authority if selected by the Airport Authority. Note: If the Respondent is a Joint Venture (JV) or Limited Liability company (LLC), the Minimum Qualifications may be satisfied by the JV or LLC entity itself or by any member of the JV or LLC.]
 - 2 Team Member: an entity identified in the Respondent's response to this RFI that will be assigned to one or more project(s) outlined in this RFI if awarded the contract. A Team Member may be the Respondent's business, or a Subconsultant, or if the Respondent is a partnership or joint venture, an entity that is part of the partnership or joint venture

SECTION 4A – SCOPE OF SERVICES

Through this Request for Interest (RFI), the Airport Authority hereby invites businesses and/or teams that meet the qualifications set forth herein to submit a response to provide travel agency services as outlined in the following Primary Duty Subsection.

In addition to the Primary Duty of Travel Agency Services, Respondents may increase their scope of interest to include any of the following Secondary Duty Subsections including Customer Service, Trade Shows and Community Events, and Passenger Quality Surveys. These subsections are optional duties that may be included during the negotiation process with selected Respondent(s).

Respondents and/or Teams with interest in the Primary Duty Subsection are eligible to submit interest, with preference given to Respondents or teams interested in delivering all subsections (Primary and Secondary) for the Airport Authority.

Primary Duty Subsection:

1) Travel Agency Services:

- a) Travel reservations, issuance and delivery of E-tickets or paper tickets for air, rail or land transportation with advance seat assignments;
- b) Arrange charter flight services on as needed basis;
- c) Secure reservations for lodging accommodations;
- d) Coordinate commercial automobile/bus rental services, as needed;
- e) Detailed travelers' itineraries.

Secondary Duty Subsections:

1) Customer Service:

- a) Serve as frontline customer service via phone, email, walk-ins, appointments, etc.
- b) Assist with Airport tours in coordination with the Passenger Experience Manager.
- c) Assist passengers with luggage, wheelchair services in and around the terminal and upon request, provide courtesy golf cart service between public parking lots and the terminal curb.
- d) Provide on-call based customer service for hours outside of normal business hours (Monday - Friday 8am to 5pm) for the purpose of rebooking customers or troubleshooting.

2) Trade Shows and Community Events:

- a) Broaden awareness of Capital Region International Airport's services within the regional communities and travel agencies throughout Michigan.
- b) Schedule meetings with travel agencies and Chambers of Commerce in all major communities throughout the state to promote flight opportunities to both leisure and business travelers.
- c) Coordinate arrangements and participate in trade shows, travel agency shows and community meetings.

SECTION 4A – SCOPE OF SERVICES (continued)

- d) Coordinate special events and functions sponsored by the Airport Authority.
- e) Represent the Airport at community and civic events as assigned. Serve as an interface with travel, tourism, and local businesses within assigned market areas.

3) Passenger Quality Surveys:

- a) Serve as a surveyor of CRIA departing passengers in accordance with internal surveying procedures.
- b) Provide data and results for the purpose of benchmarking and prioritization of passenger amenities and terminal modernization projects.

SECTION 4B – ANTICIPATED MILESTONE SCHEDULE:

The following is the anticipated schedule for the RFI Process:

Complete evaluation of Respondent(s) to this RFI	April 2019
Interview Short-Listed Respondent(s) (if required)	April 2019
Recommend Award(s) of Agreement to the Authority Board	April 2019
Notice to Proceed	April 2019

SECTION 5 – SPECIAL INSTRUCTIONS, TERMS AND CONDITIONS

- 1) **TAX EXEMPTION:** All items and services purchased under this contract will be exempt from the State of Michigan Sales and Use Taxes. Blanket Certification of Exemption Forms will be furnished to the Respondent by the Authority.
- 2) **CERTIFICATE OF AUTHORITY:** If the successful Respondent(s) should be a corporation not incorporated under the laws of the State of Michigan, a certificate from the State showing the rights of the successful Respondent(s) to do business in the State of Michigan shall be furnished.
- 3) **RESPONDENT AFFIDAVIT:** Each Respondent is required to submit with their bid, an Affidavit stating that neither the Respondent(s) nor agents thereof, nor any other party of the Respondent(s) has paid or agreed to pay directly or indirectly, any person, firm or corporation, any money or valuable consideration for assistance in procuring or attempting to procure the contract herein referred to, and further agreeing that no such money or reward will hereafter be paid.
- 4) **PROCUREMENT ENHANCEMENT PROGRAM:** It is the policy of the Authority to promote full and equal business opportunity to all persons doing business with the Authority. The Authority must ensure that businesses seeking to participate in contracting and procurement activities with the Authority are not prevented from doing so on the basis of the race or gender of their owners. The Authority is committed to ensuring that it is not engaged in passive participation in any form of discrimination. It is the Authority's position to encourage the greatest participation possible on all projects connected with any aspect of the Authority's auspices
- 5) **RESPONDENT'S FINANCIAL OBLIGATION TO THE AUTHORITY:** No bid may be accepted or contract awarded to any person, firm or corporation that is in arrears or in default to the Authority, or that is a defaulter of surety or otherwise upon any obligation to the Authority, or has failed to perform faithfully any previous contract with the Authority.
- 6) **RESPONDENT'S INCURRED COSTS:** Each Respondent shall be responsible for all costs incurred in preparing a response to this RFI. All materials and documents submitted by the Respondent shall become the property of the Authority, and shall not be returned. Respondents selected for further negotiations, as well as the Respondent(s) ultimately selected to enter into a contractual agreement with the Authority, shall be responsible for all costs incurred by it during negotiations.
- 7) **GOVERNMENTAL APPROVALS:** It shall be the responsibility of the Respondent, for its sole benefit and on its own behalf, to secure approval from appropriate governmental agencies, everything including permits and approvals necessary to the lawful conduct and activities contemplated hereunder. The successful Respondent(s) shall pay all fees and service charges assessed by said governmental agencies.

- 8) ACCESS TO AIRPORT PROPERTY:** This Agreement is subject to the airport security requirements of 49 United States Code, Chapter 449, as amended, the provisions of which govern airport security and are incorporated by reference, including without limitation the rules and regulations in 49 CFR 1542 and all other applicable rules and regulations promulgated under them. All employees providing services at the Authority's airports must be badged by the Airport Authority. (See Airport Security Badges section below.)

Respondent(s), Sub-contractors and the respective employees of each are subject to such employment investigations, including Criminal History Record Checks (CHRC) and Security Threat Assessments (STA), as the Administrator of the Federal Aviation Administration ("FAA"), the Under Secretary of the Transportation Security Administration ("TSA"), and the Authority may deem necessary. Respondents, Sub-contractors, their respective employees, invitees and all other persons under the control of said Respondent must comply strictly and faithfully with any and all rules, regulations and directions which the FAA, or the TSA may issue from time to time during the life of this Agreement with regard to security, safety, maintenance and operation of the Airport and must promptly report any information regarding suspected violations in accordance with those rules and regulations. The airport can refuse to issue or revoke a security access badge pursuant to applicable laws, rules, regulations, policies and procedures.

SECTION 6 – SUBMITTAL REQUIREMENTS AND EVALUATION CRITERIA

1) EVALUATION PROCESS: All Responses received will be evaluated by an Evaluation Committee comprised, at a minimum, of Authority representatives from three different operating divisions/departments. Respondents shall not assume that any information shared with the Authority prior to this RFI will be considered in the evaluation process. The selection committee may or may not have prior knowledge of any discussions. Evaluation will be completed on the information submitted in the Response only. All Responses will be first evaluated for responsiveness, then responsibility. All responsive and responsible Responses will be evaluated on the following criteria, which are listed below in descending order of importance:

- a) Experience and Qualifications of the Respondent and Key Personnel;
- b) Anticipated Cost of Services;
- c) Evaluation of Work Samples, Client References, and Previous Performance (including CRAA if applicable) of the Firm and Key Personnel.

Each Response submitted in response to this RFI shall focus on these criteria. In addition, the Evaluation Committee may also consider past performance of the Respondent on other contracts with the Authority or other entities. The Authority reserves the right to make such additional investigations as it deems necessary, and may require the submission of additional information.

2) RESPONDENT SUBMITTAL FORMAT: To receive proper consideration to this Request for Information (RFI), ensure that the submitted response has addressed fields in Exhibit A – Letter of Transmittal.

EXHIBIT A – LETTER OF TRANSMITTAL

The undersigned hereby certifies that items furnished as a result of this Request for Interest will be in full accordance with the Authority specification applying thereto unless exception are stated above.

The Respondent’s name and address exactly as it would appear in a contract:

Entity Name

Street Address

City, State, Zip

Respondent’s Phone Number

Respondent’s E-Mail

FORM OF OWNERSHIP (Check One)

Corporation ()

LLC ()

Joint Venture ()

State of Incorporation/Registration _____ Date of Incorporation/Registration _____

Partnership () If Partnership, select one of the following:

Limited ()

General ()

Sole proprietorship ()

() Business is in Good Standing with the State of Michigan.

() Business is in Good Standing with the state in which this business is domiciled.

() This business is not required to obtain a Certificate of Good Standing or otherwise register with the State of Michigan (and its state of domicile, if different).

Explain why: _____

Federal Identification Number (or SSN if sole proprietorship): _____

Please include your IRS Form W9 with your Response.

I certify the proposing entity complies with Michigan Workforce Opportunity Wage Act (WOWA) regarding Living Wages. Yes () No ()

I hereby certify that the foregoing business information is true, correct and complete, that this business neither (a) engages in investment activities in the energy sector of Iran, including the provision of oil or liquefied natural gas tankers or products used to construct or maintain pipelines used to transport oil or liquefied natural gas for the energy sector of Iran, nor (b) extends credit to another person or entity, if that person or entity will use the credit to engage in investment activities in the energy sector of Iran:

SIGNATURE: _____

PRINTED NAME AND TITLE: _____

By signing this page, you state that you are an authorized representative and have reviewed and are presenting this proposal on behalf of your business entity. Please continue completing this exhibit on next page.

EXHIBIT A – LETTER OF TRANSMITTAL (continued)

COMPANY PROFILE AND BACKGROUND

Name of Respondent's Company: _____

Company's Primary Business - State the Respondent's primary business, the number of years in the industry, and the number of employees assigned to these related activities:		
Primary Business	# of Years	# of Employees Assigned

If a corporation, state of incorporation: _____

Current Pending Lawsuits: Please provide any and all suits either with the Authority or any other Municipalities and Government Agencies; including, but not limited to Federal, State, Local or other Municipalities and Governmental Agencies:

Local Office of Respondent: Office nearest to Lansing, MI: _____

Federal Identification Number (or SSN if sole proprietorship): _____

Key Personnel:

Name	Title	Contact Information: Mailing address, telephone number, fax number and email address	Designated as Primary Contact for the Authority? YES / NO