V2

Indianapolis Airport Authority
Request for Proposal
Management of Baggage Handling System (BHS)

Solicitation Issued On:
July 3, 2026

Proposals Due By:
August 28, 2026 @ 2:00 PM

A Pre-Proposal Meeting and Tour Will Be Held On:
July 20, 2026 @ 9:00 AM

**All times in this document are local time*

Point of Contact: Procurement Team
William Glant: wglant@ind.com
Payton Ingram: pingram@ind.com

Table of Contents

1.0 Purpose of RFP, Solicitation Information, and History

Solicitation Documents and Submission Instructions
Definitions

2.0 Scope of Work

System Information
Operating Obligations
General Requirements
Content and Development Plan
Level of Service

3.0 Solicitation Schedule

Pre-Proposal Conference
Deadline for Questions
Schedule of Events

4.0 Minimum Qualifications

Respondent
Maintenance Facility Manager

5.0 Response Evaluation

Objective
Evaluation Criteria
Interviews
Negotiation
Selection and Award

6.0 Fees and Payment Method

7.0 Contract

Award of Contract
Term of Contract

8.0 General Terms and Conditions

Binding Offer
Insurance Requirements
Business Participation
Title VI
Exclusivity
Monthly Reports

9.0 Response Requirements

Responsiveness Criteria

Solicitation Process
Costs of Preparation
Solicitation Compliance
Questions, Clarifications and Addenda
Disclosure
Public Entities
Supplemental Information

10.0 Post Award

Responsibilities of the Successful Respondent

11.0 Cost and Local participation

12.0 Authorized Signature

Exhibits (External Documents):

Exhibit: Sample Services Agreement (IAA Provided)
Exhibit: Conflict of Interest Form (IAA Provided)
Exhibit: E-verify (IAA Provided)
Exhibit: System Diagram (IAA Provided – Siemens Volume 1 & 2)
Exhibit: Authority Signature Guide (IAA Provided)
Exhibit: Business Information Document (IAA Provided)
Part Orders 2021 thru 2026 (IAA Provided)
Parts & Material Cost Spreadsheet (IAA Provided to be completed by Respondent)
Response (Provided by Respondent)
Financial (Provided by Respondent)
PM Check list (Provide by Respondent)
IAA Insurance Requirement (IAA Provided)
IAA Price breakdown sheet (IAA Provided)

CAPITAL PROJECT TEAM DOCUMENTS ARE LISTED BELOW
Exhibit: New BHS Centralized CBIS Project Overview Existing BHS & Future CBIS (Reference Only)
Exhibit: New BHS Centralized CBIS Isometric View
Exhibit: Existing Asset Count List
Exhibit: Asset Count List (ISAT 1 – Phase 2.02)
Exhibit: Asset Count List (ISAT 2 – Phase 2.03)
Exhibit: Asset Count List (ISAT 3 – Phase 4)
Exhibit: Drawing Sheet QE552

1.0 Purpose of RFP, Solicitation Information and History

The Indianapolis Airport Authority (Authority) issues this Request for Proposal (RFP) for the Management of the Baggage Handling System (BHS) at the airport. Services include, but are not limited to, personnel, the installation, configuration, operation, part management, maintenance of all equipment, and hardware/software needed for Baggage Handling System. The agreement will be a three-year engagement with the option of two one-year addition.

The Authority welcomes responses to this Solicitation from all Vendors. The firms who submit a Response to this Solicitation must meet the minimum qualification requirements specified in *Section 4.0, Minimum Qualifications.*

Solicitation Documents and Submission Instructions
If a Respondent did not secure this RFP directly from the Authority's electronic Solicitation management system (*PlanetBids*), then be advised that the Authority will accept only Proposals and questions that are uploaded to *PlanetBids* by or before their designated Due Date and Time listed within the Schedule of Events. To register as a Vendor, go to: https://www.planetbids.com/portal/portal.cfm?CompanyID=32621. After registering, Vendors will be able to download documents, submit questions, and submit Proposals. For *PlanetBids* technical support, email PBsupport@ind.com

Definitions

Asset: System attribute that requires preventative maintenance, oversite, and testing for fit to function.

Airport: Indianapolis International Airport (IND).

Airport Terminal: Consists of two (2) concourses, Bag Claim, Civic Plaza and Parking Garage

Awarded Respondent: A Respondent that is awarded the Services Agreement.

Board: The Indianapolis Airport Authority Board of Directors.

BHS Inventory: would include any components needed to keep the BHS functional in order the meet or exceed expected service levels.

Key Performance Indicators: performance measurement that indicates the success of the BHS activity in which it engages customer service. Often success is simply the repeated, periodic achievement of some levels of operational goal, and sometimes success is defined in terms of making progress toward strategic goals

Services: The services and deliverables to be performed and provided by Awarded Respondent as detailed in the sample Services Agreement.

TSA: The U.S. Department of Homeland Security Transportation Security Administration or any successor thereto.

History:

Outbound Bags

BAG COUNT				
YEAR	**2022**	**2023**	**2024**	**2025**
January	169,405	189,063	202,583	199,630
February	163,818	181,322	201,562	187,234
March	245,145	254,366	275,355	269,949
April	196,568	204,145	216,364	205,314
May	N/A	251,239	274,855	273,630
June	232,187	254,806	309,916	262,563
July	230,960	261,483	266,096	239,531
August	192,039	210,467	220,850	213,398
September	199,072	209,097	208,852	186,855
October	228,082	249,004	258,696	241,653
November	202,165	218,736	209,958	183,631
December	186,820	252,404	274,443	241,156

YEAR	MONTHLY AVERAGE
2022	204,205
2023	228,011
2024	243,285
2025	225,379

Annual cost for replacement parts

YEAR	AMOUNT
2021	**$307,135.28**
2022	**$331,589.90**
2023	**$40,698.68**
2024	**$149,470.71**
2025	**$102,841.59**
2026	**$46,629.14**

All Airport data and/or projections provided as part of this Solicitation are for informational purposes only and should not be construed as a guarantee of business.

The information shown herein has been obtained from sources considered to be reliable. However, the Authority and its Board, officers, employees, agents, and contractors are not liable for the accuracy of the information or for its use by Respondent. Respondent must examine and inspect this Solicitation and all its appendices, attachments, and exhibits to be knowledgeable of the requirements and terms and conditions. Respondent must independently evaluate circumstances and conditions that may affect its response and its ability to provide the required services.

2.0 Scope of Work

Summary

- Respondent will support the system 22 hours per day, seven days a week.
- Respondent will have a Total Recordable Incident Rate (TRIR) safety program with defined performance targets.
- Respondent will measure monthly and **report quarterly** the defined KPI and TRIR results
- Respondent will provide their own Computer Maintenance Management System (CMMS) This will be used to document, track, and report on all maintenance and parts activities.
- Respondent must provide a detailed mobilization plan for site startup
- Respondent must provide a plan to bring value to the IAA through maximizing assets and suggesting alternatives, managing the "'End of Life" assets and recommending replacement of those assets with pay back cost analysis, and providing overall coverage of the BHS.
- Respondent must provide a detailed plan for both operations and maintenance. This includes a Performance Maintenance (PM) Check list for the operations.
- Respondent must perform upper and lower (PLC) level controls support
    - Includes support of the BSM subsystem utilized by Southwest (BSM is a software used to allow sortation based on flight numbers for ED-9 and ED-10. It is Siemens proprietary coding.
    - Vaculex lift maintenance for TSA operations (The Respondent will perform a systematic review of the Vaculex lift system, but it is outside the scope of this agreement to repair. The IAA may on an hourly rate basis have the Respondent perform the repair) This system will be replaced during the system upgrade
- Respondent responsible for providing their own tools, vehicles, and equipment (Forklift, scissor lift, etc..)
- Respondent will manage BHS inventory both specific and general related to the BHS system.
- Respondent will provide lowest possible cost for parts and material. They actively seek alternative sources to increase efficiency, build redundancy, and lower total cost.
- **During the term of this agreement the BHS will be undergoing an upgrade which will require the Respondent to be flexible in working with the contracting party updating and implementing the new aspects of the BHS. Once a new construction is made functional accepted by the Authority, and considered live, the Successful Respondent will be responsible for all aspects of that segment of the BHS for parts, maintenance, and any material even if under warranty. Understanding how the Respondent plans to meet these**

requirements will be key in the evaluation process. Explain how your company has operated in a similar situation at other airport locations.

System Information

System consists of 884 assets including:

- Siemens Conveyor equipment. Transport, merge, divert and queue belts
- Siemens HSDs Gen 3
- Siemens VSUs Gen 2
- Makeup's & Claim Devices rebuilt in 2022
- ED9, ED 10 Southwest lines have an additional CTX (ED9X) to also be used with Southwest BSM's
- Simatic S7 controls system
- Portec Power turns (varied configurations)
- SICK Scanner Arrays
- Vaculex TP-Vacuum lift system maintenance (This will be phased out with new BHS construction)

The successful O&M Contractor shall maintain all existing BHS assets remaining in service while assuming maintenance responsibility for new BHS Centralized CBIS assets as they are placed into service following each ISAT. The table below summarizes the anticipated phased asset transitions. Refer to the Phased Asset Count Exhibits for the detailed asset inventory associated with each phase.

ISAT/Phase	Tentative Timing	Existing	New	Total
ISAT 1 – 2.02	Q2 2028	656	379	1035
ISAT 2 – 2.03	Q3 2028	555	454	1009
ISAT 3 – 4.00	Q3 2029	263	834	1097

Note: Asset counts and ISAT timing are preliminary and may be revised as the design is finalized and construction progresses

Key Performance Indicators

- Monthly PM Completion Rate 99.5% (All assets must have a PM completed each month)
- System availability 99.9%
- Jams response time 2 minutes or less
- Tracking accuracy 99.8%
- ATR Read rates 95%
- Measure process improvements and value delivered to the IAA
- Manual encode station MEC response time 2 minutes or less.

Level of Service
Respondent agrees to:

a) Respond to all Authority inquiries in a timely and professional manner;
b) Ensure maximum system uptime to the Authority;
c) Provide sufficient staff to maintain a First-Class Baggage Management System;
d) Provide high performing maintenance and diagnostic personnel to maintain system performance;
e) Provide a support team that builds redundancy, contingency plans, and workaround procedures to maintain baggage flow and meet defined performance matrix; and,
f) Provide a Maintenance Facility Manager who will be responsible for the daily maintenance of the BHS, safety work habits of the Respondent's Team, and all service performance of the BHS.
g) Once new BHS components are accepted by the Authority from the new construction, the Team will handle all maintenance of the new line even handling any warranty work and ordering the appropriate components.
h) End of Life assets should be addressed with ongoing plans on how to maintain service levels and minimize total operational costs.

3.0 Solicitation Schedule

The following schedule has been established for this Solicitation. Refer to *PlanetBids* for agenda and other updated information pertaining to revisions to this schedule.

Pre-Proposal Meeting and Tour
There will be one (1) Pre-Proposal meeting wherein information contained in this RFP will be reviewed. An on-site tour will be conducted after the meeting to show Respondents the site. The on-site tour will involve access to secured areas of the Airport. Therefore, all participants will need to provide a valid government-issued identification card.

The Pre-Proposal meeting will be held on:

July 20, 2026 @ 9:00 a.m. Local Time
Indianapolis International Airport (IND)
7800 Col H. Weir Cook Memorial Dr.
Indianapolis, IN 46241

Due to space constraints, a maximum of three (3) representatives per Respondent Firm shall be permitted. RSVP for the Pre-Proposal meeting and tour by confirming within Planet Bid and via email to pingram@ind.com . You should identify the list of attendees that will be at the event.

Any person or persons requiring a special accommodation to attend the Pre-Proposal meeting due to disability or physical impairment should contact pingram@ind.com at least 48 hours prior to the meeting.

Deadline for Questions
Written questions regarding the Solicitation must be submitted through *PlanetBids n*o later the posted date and time within the Schedule of Events. The Authority will not answer questions related to this RFP by

telephone, email or in-person, but rather will be answered and posted via *PlanetBids*.

Withdrawal of Proposal

Proposals may not be withdrawn after the Proposal due date. In submitting the Proposal, the Respondent agrees that the Proposal will remain valid for 180 calendar days after the deadline for submission of Proposals and may be extended beyond that time by mutual agreement.

SCHEDULE OF EVENTS

RFP Date of Issue in ***PlanetBids***	July 3, 2026
RFP Pre-Proposal Meeting and Tour @ IND	July 20, 2026 @ 9:00 AM
RFP Written Questions due in ***PlanetBids***	July 23, 2026 @ 5:00 PM
Response to Written Questions Posted (addendum in ***PlanetBids***)	July 28, 2026 @ 5:00 PM
RFP Proposals due or Response Deadline in ***PlanetBids***	August 28, 2026 @ 2:00 PM
Finalist Interviews	Sept 2026
Proposal Review by Selection Committee	Sept 2026
Negotiations & Awarding of Contract	Sept 2026

4.0 Minimum Qualifications

Minimum qualifications have been established as a basis for determining the eligibility of each Respondent. A Response will be considered non-responsive and will not be evaluated unless sufficient documentation is provided to determine whether the Respondent, its Maintenance Facility Manager meet the minimum qualifications listed below:

Respondent

1. Must be a legally formed business entity.
2. Must be in good standing with the State of Indiana for conducting business in the State.
3. Is registered with *PlanetBids* as described in Section 1.0.
4. Must declare any current, ongoing, or past code violations.
5. Has the ability to obtain the insurance coverage and limits as required in **Exhibit: Sample Agreement, Article XII – Insurance Terms**
6. Has managed and operated a minimum of three (3) different baggage handling systems and related personnel. The experience must be at large or medium airports (as defined by the FAA).3
7. Has the capacity to finance the services and inventory commitments defined within this RFP. Investment to operate, manage and maintain a professionally designed, high-quality service program.
8. Working knowledge of Siemen's controls, components, and systems.
9. Experience delivering performance enhancements and "value" to organizations you service. Define how you will manage parts and material inventory to bring the best value to the IAA.

Maintenance Facility Manager

Respondent must supply a BMS Manager who is based in the Indianapolis area. If Respondent would like this person to be housed at the Indianapolis International Airport, the Authority will work with Respondent on a mutually agreed upon office space.

5.0 Response Evaluation

Objective
It is the Authority's intention to evaluate Responses and award an Agreement to the Respondent whose Proposal is determined to serve the best interest of the Authority. The Authority reserves the right to request additional information and clarification of any information submitted, including any omission from the original Proposals. All Proposals shall be treated equally regarding this item.

The Authority seeks to enter into an Agreement with qualified, experienced, and financially sound entities that will operate and manage the program 365 days a year and work in partnership with the Airport to exceed the program objectives to:

- Optimize the customer experience and increase customer/passenger satisfaction
- Remain relevant in a dynamic ever-changing environment
- Minimize expenses and bring total value to Authority

All Responses must meet the minimum qualifications. In addition, the Authority may, at its sole discretion, request a Best and Final Offer as outlined in Section 5.00, Best and Final Offer, from all Respondents that meet the minimum qualifications.

Evaluation Committee
The Evaluation Committee will prepare initial responses based on quality and responsiveness to the RFP. The Evaluation Committee, may, at its discretion, may invite Respondents to oral interviews, as necessary.

Interviews
The Authority may schedule interviews with qualified Respondents as a chance for members of the Evaluation Committee to ask questions or seek clarification from Respondents. Information provided by Respondents in an interview with the Authority, including content and style, will be part of the evaluation process.

All qualified Respondents who have been invited to interview may be allotted up to one (1) hour to present and answer questions. The presentation, if applicable, is to be provided to the Authority three (3) days prior to the interview date. The presentation must be in a PC compatible format

Individuals who are encouraged to attend the interview, include, but are not limited to, the authorized representative identified in the Response to make representations for the Respondent and the proposed Maintenance Facility Manager. All Respondent's representatives are expected to participate in the Interview.

A copy of any written information covered during the Interview, whether hard copy or electronic format, must be furnished to the Authority 2 days prior to the Interview. Interviews are not open to the public. A Respondent may elect, in writing, not to participate in the Interviews, however, they may be disqualified from the process.

The Evaluation Committee may provide interviewees with questions in advance.

Following the interviews, each member of the Evaluation Committee may revise its initial rankings. The Evaluation Committee's work is complete when the Authority identifies the successful Respondent(s).

Respondents invited to interview may not:

- Bring merchandise or gifts for the Evaluation Committee.
- Introduce new information at the interviews that was not in the original written Proposal.
- Change or alter the business terms or proposed concept in any way.

Negotiation
The Authority, at its sole discretion, reserves the right to negotiate terms and conditions with the highest ranked Respondent.

Selection and Award
The selection of the Respondent and award of the Agreement will be made by the Authority in accordance with its competitive selection process.

6.0 Fees and Payment Method

Invoices
Invoices required by this Solicitation will be created and submitted to the Authority Finance Department in a form acceptable to the Authority and will include, at a minimum, the invoice date, invoice amount, dates of services, and purchase order number.

7.0 Contract

Award of Contract
Prior to Board award, the Respondent(s) being recommended by staff to the Board (Recommended Respondent(s)) will be required to execute the Agreement. The Agreement will be substantially similar to Advertising Service Agreement, and will incorporate the Recommended Respondent's Response, any subsequent information requested from the Recommended Respondent by the Authority during the evaluation process, and any other mutually agreed upon terms and conditions.

Term of Contract
The term of the Agreement will be three years with two one-year renewal options at the mutual agreeance of both Authority and Awarded Respondent. Renewal clauses, end of term transition, and termination language are in the sample Services Agreement.

8.0 Solicitation General Terms and Conditions

Binding Offer
A Response may be withdrawn by Respondent at any time prior to the Response Deadline as defined within the Schedule of Events by withdrawing bid within Planet Bid and submitting an email to the Procurement Team emails listed on the first page. Once the Response Deadline has passed, a

Respondent's Response may not be withdrawn and will remain valid for a period of one hundred and eighty (180) calendar days. The Response will be considered a binding offer. The submission of a Response will be taken as prima facie evidence that the Respondent has familiarized itself with the contents of this Solicitation in its entirety.

Insurance Requirements

Insurance requirements will be determined by Authority's Risk Management Department and will be negotiated with the successful Respondent(s) and a part of the Services Agreement. The IAA Insurance Requirement document has been attached as a separate document for your insurance company to review. Any exceptions must be noted in the pages for exceptions to terms.

- Commercial General Liability ($10,000,000.00)
- Name the IAA as additional insured
- Automobile Liability Insurance not less than ($2,000,000.00) per accident
- Property
- Workers Compensation
- Provide a waiver of subrogation in favor of the IAA for all applicable lines of coverage

The Awarded Respondent's insurance certificate, meeting the minimum requirements specified in the Contract, must be submitted and approved by the Authority within ten (10) calendar days of Agreement award by the Authority's Board.

Failure on Awarded Respondent's part to submit the required insurance to the Authority by the required date may result in cancellation of the Agreement and recommended award of the Agreement to the next highest ranked, qualified Respondent. Self-insurance will only be accepted upon written request and approval by the Authority. For the Awarded Respondent's self-insurance program to be considered, the Awarded Respondent must submit the following documents to the Authority for review and approval within ten (10) calendar days of Agreement award by the Authority's Board:

1. An audited financial statement for the most recent completed fiscal year.
2. An explanation of how the program is funded.
3. Number of years the Awarded Respondent has been in business.
4. Size of the Awarded Respondent (based on number of office locations).
5. The total dollar amount of claims paid during the past five years.

Non-Exclusivity of Contract

The Awarded Respondent understands and agrees that any resulting contractual relationship is non-exclusive, and the Authority reserves the right to contract with more than one Respondent or seek similar or identical services elsewhere if deemed in the best interest of the Authority.

Collusion

More than one Response from the same Respondent under the same or different names will not be considered. Joint Responses will not be accepted. Reasonable grounds for believing that a Respondent is submitting more than one Response will cause the rejection of all Responses in which the Respondent is involved. Responses will be rejected if there is reason for believing that collusion exists among Respondents, and no participant in such collusion will be considered in any future Solicitations for a period of six (6) months following the Response Deadline for this Solicitation.

Code of Silence
To ensure a proper and fair evaluation process, the Authority has established a code of silence applicable to all competitive procurement processes, including this Solicitation. The code of silence will be imposed on this Solicitation beginning with advertisement for the same and ending with the Board's selection.

The code of silence prohibits any communications regarding this Solicitation between:

a. A potential Respondent (which includes Vendors, service providers, bidders, proposers, lobbyists and consultants) and their representative(s) and Authority staff, except for communications with the Authority Procurement Agent or other supporting procurement staff responsible for administering the procurement, provided the communication is strictly limited to procedural matters.
b. A potential Respondent and their representative(s) and a Board member.
c. A potential Respondent and their representative(s) and any member of the technical evaluation committee.
d. A Board member and any member of the technical evaluation committee.

Unless specifically provided otherwise, in addition to the exceptions set forth above, the code of silence does not apply to:

a. Communications with the Authority's Legal Department.
b. Oral communications at the Pre-Solicitation Conference.
c. Oral communications during publicly noticed technical evaluation committee meetings, including those specifically for presentations, demonstrations, or interviews.
d. Oral communications during any duly noticed Board meeting.

Any violation of the code of silence will render voidable the Response, as well as any awarded Agreement.

Compliance
Respondents must comply with all Authority, local, State, and federal directives, orders, policies, and laws as applicable to this Solicitation and subsequent Agreement.

Governance
If any of the language or information in this Solicitation conflicts with language in the Agreement as prepared by the Authority, the language of the final Agreement, as executed, will govern.

Public Disclosure
All Responses and other materials or documents submitted by a Respondent to this Solicitation will become the property of the Authority. The Authority is subject to the open records requirements of the State of Indiana. As such, all materials submitted by the Respondent to the Authority are subject to public disclosure. The Respondent specifically waives any claims against the Authority related to the disclosure of any materials if made under a public records request.

Procurement RFP Concerns or Questions
Any question or concern with the RFP process or procedures will be sent via Planet Bids and reviewed by the Procurement Team. The goal is to be fair to all parties participating in the RFP process. The Authority will review the concern or question and provide feedback if it deems it necessary. The Authority reserves the right to answer or not answer any question or concern.

Litigation and Other Contract Disputes
All Respondents are required to make the following disclosures to the Authority. Each Respondent shall list and describe all business-related lawsuits and litigation, claims, arbitrations, and administrative hearings related to negligence; errors and omissions; and contract defaults, terminations, suspensions, or failures to perform brought by or against the Respondent, its predecessor organization(s), its parent organization(s), any of its wholly-owned subsidiaries, or its principals and officers during the last ten (10) years. The list shall include all case names; case, arbitration, or hearing identification numbers; the name of the project over which the dispute arose; a description of the subject matter of the dispute; and the final outcome of the matter or the current status if the matter has not become final.

Business Participation
The IAA encourages RESPONDENTs to consider business partnerships, mentoring, and other meaningful opportunities as a part of their submission. The RESPONDENT shall identify in their RFP all subcontractor utilization efforts the IAA should expect to see as part of this opportunity. This information should include the name(s) of anticipated subcontractor(s), subcontractors' area(s) of expertise and role(s) on this Project, and subcontractors' estimated percentage of participation on this Project. The IAA reserves the right to verify all the RFP's information identified in the exhibit titled 'Business Information Document.' This document is required to be completed and submitted for each prime respondent and all subconsultants as a part of the RESPONDENT's proposal.

RESPONDENTS are encouraged to describe how their proposed approach delivers public value. This may include meaningful workforce development efforts, economic development outcomes, and business participation strategies that support long-term community impact. Refer to the "Narrative Requirements" section for additional guidance.

For questions, please contact the IAA Strategic Alliance Department via e-mail at business@ind.com.

Narrative Requirements Respondents are encouraged to provide detailed narratives as part of their proposal describing their commitment to the following:

Customer Service: A narrative outlining the Respondent's approach to delivering exceptional customer service throughout the duration of the opportunity. This should include strategies for responsiveness, professionalism, and communication with IAA stakeholders. Respondents should highlight any past performance, metrics, recognition, or testimonials related to service excellence. (no more than half a page)

Workforce Development: A narrative explaining the Respondent's efforts to support workforce development.

This should include planned efforts to hire, train, and retain workers; support upskilling or apprenticeship opportunities; and partner with workforce agencies.

Economic Development: A narrative describing how the Respondent will support economic development through this opportunity. This should include any planned initiatives to engage businesses, create job opportunities, support small or emerging firms, and invest in the local and regional economy. The Respondent should describe how its business practices, procurement strategies, and community partnerships (e.g., Chambers of Commerce and other business development and advocacy organizations) will contribute to sustained economic impact. (No more than one-half page.

Title VI:
The Indianapolis Airport Authority, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4), 28 CFR § 50.3, and 49 CFR Part 21, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, all contractors will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of the owner's race, color, national origin, sex, creed, age, or disability in consideration for an award.

Disclosure of Authority Records
The Authority owns all records and documents generated by the Awarded Respondent pursuant to the Contract and the Awarded Respondent agrees that it will not, without written approval by the Authority, disclose publicly said records and documents.

Hold Harmless
Respondent, in responding to this Solicitation, affirms it will hold the Authority harmless from and against all suits, claims, demands, damages, actions and causes of action of any kind or nature in any way arising from this Solicitation process and will pay all expenses in defending any claims made against the Authority.

The determination by Authority as to whether a Respondent is eligible for recommendation for award may include an investigation of all information provided in Respondent's Proposal and its Interview. A final ranking will not be made until all investigations are completed through whatever investigative measures the Authority selects and from any sources deemed by the Authority as necessary and prudent. By submitting a Proposal, Respondent consents to and agrees to cooperate with any such investigation.

9.0 Response Requirements

Responsiveness Criteria
The following information and documents are required to be included in the proposal response to this RFP. The Authority reserves the right to waive minor technicalities or irregularities when it is determined that such waivers are in the best interest of the Authority.

Please respond to the following questions in the same sequential order as presented in this document, citing the question number in your response, and restating the question.

1. Provide the history of the company, including type of ownership (private, public, etc.)
2. Provide information about your company culture and values.
3. Provide the identity, address, and contact information of any individual who has an investment or ownership interest in the Respondent, whether that be directly or through some other legal entity, including any individual with a direct or indirect pecuniary interest in the project.
4. Describe how this company meets the Minimum Qualifications in Section 4.0 with a brief summary and explanation of each item listed or an explanation if they do not meet the preferred qualification.
5. Note any changes in the company name(s) or ownership structure and any other names under which the company has been doing business.
6. Explain the company's experience with managing a Baggage Handling System in a comparable environment such as a medium-size airport.
7. Explain the geographical footprint of the company and list how many locations the company currently operates in a comparable environment.
8. Explain any significant local, regional, or national charitable, civic, academic involvements.
9. Explain your companies most innovative implementations that enhance customer service and/or experience.
10. Provide a transition plan for your organization based upon current operational situation.
11. Please provide financial data that is on a GAAP basis. Items can include comparative financial statements (Income Statement, Balance Sheet and Cash Flow) with footnotes (compiled, reviewed or audited) for the latest fiscal year-end and YTD comparative GAAP basis internal financial statements (income statement and balance sheet) for the latest period available for the current fiscal year. If the latest fiscal year-end complied, reviewed or audited statements are not yet available, please provide the GAAP basis comparative financial statements from the year just prior, comparative GAAP basis internal financial statements from the latest fiscal year-end and the latest period available for the current fiscal year.
12. Explain in detail the company's experience that includes:
    a. Number of years of relevant experience operating baggage management system in airport(s).
    b. Number of total locations that your company is currently operating a BHS Program
    c. Descriptions of up to three (3) current operations most relevant to those included in this Proposal. For these relevant operations, please provide:
        i. Enplanements for those years (if applicable)
        ii. Include a description of any operational challenges including, but not limited to, logistics, business swings due to large scale events or conventions and any others deemed relevant and appropriate.
13. Provide a list that includes names, addresses and telephone numbers of the airport's managers for each of your operations who will be familiar with the day-to-day operations of your business.
14. List any judgements or lawsuits currently pending or judgments rendered against you or the company within the last ten (10) years.
15. Also, list any lawsuits filed by you or the company in the last ten (10) years.
16. Note if the Respondent or any Respondent partners have ever declared bankruptcy, filed a petition in court, filed for protection from creditors in bankruptcy court, been named as a defendant in any legal proceedings, or had involuntary proceedings filed in bankruptcy court and the status of each occurrence.

17. In an exhibit to your Response, please provide:
    a. Balance sheet and income statements for each of the last three (3) fiscal years prepared in accordance with Generally Accepted Accounting Principles (GAAP).
    b. If the Respondent is a newly-formed organization, the Respondent must include a certified statement of the names of the officers of the organization to be formed, the principal occupation of all member of the new organization's Board, and certified statements of the personal net worth as well as tax returns for each of the past two (2) years of the prime participants in the organization.

References

All Respondents are required to submit two (2) operational references and two (2) financial references. Operational references can include landlords, suppliers, and/or franchisors or other entities that are familiar with Proposer's operating capability. Financial references include institutions that can attest to the Proposer's credit worthiness and/or certified public accountants that have completed audits for the Proposer or Proposer's principal. If Proposer is selected as a finalist, listed organizations will be contacted by the Authority or a third-party contractor to determine the quality of work performed and service received.

Proposer should include the following information for each operational reference:

1. Name of the organization
2. Initial dates service started
3. Date of most recent project
4. List of services performed
5. Responsible official or on-site contact
6. Address, telephone number and email address

Respondent should include the following information for each financial reference:

1. Name of organization
2. Initial dates service started
3. Responsible official or contact person
4. Address, telephone number and email address

Respondent should also include (if different from the financial reference) who specifically the Respondent does financial business with. Financial references include institutions that can attest to the Respondent's credit worthiness and/or certified public accountants that have completed audits for the Respondent or Respondent's principal.

Additional Response Criteria

Proposer shall also provide the following items with their response:

1. Completed **Exhibit: Conflict of Interest Form**
2. Requirements in accordance with *Section 8.0 – Respondent Eligibility*, of this document
3. Respondent must state their acceptance of the DRAFT **Exhibit A: Sample Services Agreement** in their submitted response to the RFP. The Authority will negotiate contractual terms and conditions with the successful Proposer until the parties reach an agreement or an impasse. An award shall not occur until the Board of Directors of the Authority has approved and signed the Concession Agreement
4. Proposed Management Plan with a Staffing Structure, Operating Plan and Customer Service Approach

Solicitation Process
Proposals must be submitted electronically via *PlanetBids.* The format must be an 8½ x 11-inch document, in 10 pt. font, with margins at a minimum of 1 inch, and must be no longer than 50 pages, single-sided. Appendices are permitted, if clearly labeled, and will not be counted toward the 50-page limit.

It is the responsibility of Respondents to examine their documents carefully, understand the Airport's characteristics and requirements, and assess all the circumstances and conditions that may affect the Proposals. Respondents are responsible for anticipating both positive and negative aviation and general economic trends over the course of a multi-year agreement, and to consider Proposals, financial or otherwise, with this understanding. Failure on the part of a Respondent to be completely knowledgeable of the terms and conditions of the Proposal requirements, operational conditions, or any other relevant documents or information will not relieve the Selected Respondent(s) from complying fully with this RFI or the terms of an executed Agreement.

For a submission to be considered, it must be received in its entirety by or before the Due Date and Time stated in Schedule of Events, Request for Information Schedule, and Proposal Evaluation, of this RFP. Submissions received after the Due Date & Time will not be considered by the Authority. Additionally, *PlanetBids* will not accept submissions after the Due Date & Time.

Following the receipt of submissions to this RFP, the Authority, in its sole discretion, may select one or more Respondents for the project described herein. In connection therewith, the Authority may seek supplemental information, or conduct preliminary interviews, final interviews, or move immediately to a contract. The Authority reserves the right, in its sole and absolute discretion, to make a selection(s) based solely upon the submissions to this RFP. The schedule for selection will vary based upon numerous factors, including, by way of example and not of limitation, the nature of and need for the service and the number of responses to this RFP.

This Solicitation will in no manner be construed as a commitment on the part of the Authority to award a Contract. The Authority reserves the right to reject any or all Responses; to waive minor irregularities in this Solicitation process or in the Responses thereto; to re-advertise this Solicitation; to postpone or cancel this Solicitation; to negotiate, select or procure parts of services; to change or modify the Solicitation schedule at any time; to negotiate a Contract with another Respondent if a Contract cannot be negotiated with the Recommended Respondent; to reject a Response from a qualified Respondent whose Cost Proposal is higher than the Authority's approved budget or estimated project cost; and to make the award in the best interest of the Authority.

Costs of Preparation
All costs associated with preparing and delivering a Response to this Solicitation and costs associated with interviews that are part of this process will be borne entirely by the Respondent. The Authority will not compensate the Respondent for any expenses incurred by the Respondent as a result of this Solicitation process.

Solicitation Compliance
It is the responsibility of each Respondent to examine carefully this Solicitation and to judge for

itself all of the circumstances and conditions which may affect its Response. Any data furnished by the Authority is for informational purposes only. The Respondent's use of any such information will be at the Respondent's own risk. Failure on the part of any Respondent to examine, inspect, and be completely knowledgeable of the terms and conditions of this Solicitation, and all its attachments, appendices, exhibits and addenda, the operational conditions, or any other relevant documents or information, will not relieve the Respondent from fully complying with this Solicitation.

Questions, Clarifications and Addenda

A. Each Respondent must examine the Solicitation documents, which incorporates all its addenda, appendices, exhibits and attachments, including the Contract, to determine if the requirements are clearly stated. All questions and clarification requests concerning the Solicitation documents, such as discrepancies, omissions and exceptions to any term or condition of the Solicitation documents, which incorporate all its addenda, appendices, exhibits and attachments, including the Contract, must be submitted in writing to the Procurement prior to the Question and Clarification Deadline as stated in Schedule of Events. If the Respondent requests modifications to the Solicitation documents, the Respondent must provide detailed justification for each modification requested. The Authority will determine what changes will be acceptable to the Authority and changes approved by the Authority will be issued in a written addendum as outlined below. No oral interpretation or clarification of the Solicitation documents will be made to any Respondent. It is the responsibility of the Respondent to verify the Authority received its question, clarification or modification request concerning this Solicitation.

   Any issue that may affect the Respondent's ability to submit a Response or to provide the services may be submitted to the Procurement after the Question and Clarification Deadline. The Authority will determine if the issue affects the Respondent's ability to submit a Response or provide the services and, if it substantially does so, the Authority will issue an Addendum addressing the issue.

B. All interpretations, clarifications and/or modifications to this Solicitation, including all its addenda, appendices, exhibits and attachments, including the Contract, and any supplemental instructions, will be in the form of written addenda in order that all Respondents will be given the opportunity of proposing to the same specifications. Any issued addenda will be posted to *PlanetBids*. Failure of any Respondent to acknowledge an issued addendum in its Response will not relieve the Respondent from any obligation contained therein.

Disclosure

The Respondent warrants that any Response submitted is not made in the interest of or on behalf of any undisclosed party; that the Respondent has not, directly or indirectly, induced any other Respondent to submit a false Response; and that the Respondent has not paid or agreed to pay to any party, either directly or indirectly, any money or other valuable consideration for assistance or aid rendered or to be rendered in attempting to procure the Contract for the privileges granted herein.

Opening

There will be no formal Response opening for this Solicitation. Responses will be opened and evaluated after the Response Deadline stated in Schedule of Events.

Public Entities
The Authority reserves the right to utilize applicable State of Indiana contracts or other approved cooperative contracts for any items or services covered by this Solicitation when it is in the best interest of the Authority.

The Awarded Respondent agrees to make available to all governmental agencies, authorities, departments, and municipalities the prices submitted with their Response should any governmental agency, authority, department, or municipality (collectively referred to as Public Entities) desire to buy under the Awarded Response. Any governmental agency, authority, department, or municipality electing to utilize the Awarded Respondent will negotiate their own agreement and coordinate the requirements with the Awarded Respondent.

The Authority will not be responsible for any transactions between the Awarded Respondent and Public Entities that may elect to utilize the Awarded Response. All terms, prices and conditions of the Awarded Response will apply between the Awarded Respondent and Public Entities utilizing the Awarded Response. As a condition of using the awarded Response, the Public Entity and Awarded Respondent shall hold the Authority harmless from any claims or lawsuits that may arise. NOTE: Any quantities estimated in this Solicitation are for the Authority only.

Supplemental Information
The Authority reserves the right to request any supplementary information from Respondent it deems necessary to evaluate the Respondent's Response and clarify or substantiate any information contained in the Respondent's Response or supplemental information provided by the Respondent as part of the evaluation process.

10.0 Post Award

Responsibilities of the Successful Respondent

1. A mandatory post award conference will be scheduled after the Contract is awarded which is normally held within ten (10) business days after contract award. The Respondent will furnish the certificates of insurance, copies of licenses, permits and other items required by the Authority as outlined in the applicable provision in the Agreement.

2. The Respondent will begin the services as described in the Agreement upon issuance of a written Notice to Proceed by the Authority.

3. The Respondent is responsible for the professional services, technical accuracy, and timely completion of the work to be done, and for compliance with all terms and conditions of the Contract.

4. The Respondent will be liable for any and all damages caused by the Respondent's negligent performance of any of the services furnished under this Contract.

5. The Respondent represents that it is an independent Respondent and not an employee of the Authority, nor are any of the Respondent's employees performing services in furtherance of this Contract to be considered employees of the Authority. The Respondent is responsible for any federal or state taxes applicable to this Contract and for complying with the requirements of all federal and state laws about income tax withholding, unemployment insurance and other insurance applicable and necessary for its employees. Employees of the Respondent will not be eligible for any Federal Social Security, State Worker's Compensation or unemployment insurance under this Contract except as employees of the Respondent.

6. The Respondent will designate in writing a qualified person(s) to act as its representative. The Respondent's Representative(s) will have authority to act for the Respondent in all matters covered by the Contract. The Respondent's Representative(s) will be authorized to submit written estimates and any changes to these estimates, make joint inspections with Authority Inspector at time designated by Authority and will be available to meet with Authority during the working hours of Authority and to answer questions for Authority Inspector and Authority Contracting Officer.

7. The Respondent will comply with all provisions of the Contract and will not commence any additional work without submitting a written estimate of charges to the designated Authority Inspector. All charges over this estimate must be pre-approved in writing by the Authority, or payment will be made for only the original estimated amount.

8. The Respondent always will have a competent Respondent's Representative on the job when services are being performed with full authority from the Respondent and who is satisfactory to the Authority. All Representatives must be thoroughly familiar with the Contract terms, as well as the following:

    - Provide an adequate workforce to service IND according to Contract requirements.
    - Provide sufficient backup personnel to cover absenteeism or existing work force hours to compensate for absent personnel.

9. All employees requiring access to restricted areas of the Airport must obtain an Airport identification badge at the sole expense of the Respondent. Respondent will have the sole responsibility of complying with TSA security regulations, including but not limited to, requiring a ten (10) year Criminal History Records Check, and wearing security badges. Any fines incurred by the Authority for violations of any TSA regulations by the Respondent's employees will be charged to the Respondent, and if not promptly paid by the Respondent, may result in termination of the Contract. See **Exhibit: Authority Signatory Guide,** for details on the issuance procedures, background checks, and cost of security badges.

10. All personnel employed by the Respondent will be competent, trustworthy, and properly trained. The Respondent and its employees will be required to comply with all the applicable regulations

of the Authority. The Authority will require the Respondent to remove from Authority-owned property all employees deemed careless, incompetent, or otherwise objectionable and/or detrimental to Authority interests. All personnel assigned to Authority must understand and clearly speak English.

11. Any vehicles used by Respondent employees will have the company name clearly visible with a sign on the side or with an easily readable placard or sign in the front window and will only be parked in designated parking areas. All items brought into the IND Terminal or moved into security zones must be cleared through the applicable security control checkpoints.

12. In addition to all Authority security rules and regulations, which will be provided to the Respondent at the post award conference, the Respondent will inform employees, subcontractors and ensure compliance with the following:

    - No guns, knives or other weapons are allowed on Authority Premises.
    - No drugs or other prohibited substances, including alcohol, are allowed to be brought onto Authority Premises.
    - All building regulations concerning smoking.

13. The Respondent is responsible for the repair or replacement cost of any damage to Authority property. Failure to report the same within the specified time may be cause for termination of Contract. The Respondent is responsible for reporting, in writing, within twenty-four (24) hours, the occurrence of damage to Authority property, or its tenants. Failure to make a report within the specified time may be cause for termination of a Contract.

14. The Respondent's employees (and/or subcontractors, and/or independent operators) will not be assisted or accompanied by non-employees during the performance of the Scope of Services.

15. The Respondent is liable for any expense incurred because of any traffic infraction or parking violations attributable to employees of the Respondent.

16. The Respondent agrees that its vehicles, cargo, goods, and other personal property are subject to being inspected and searched when attempting to enter IND, leave IND, and/or while on Authority property at the sole discretion of the Authority. Such action is for the protection of all people at the Airport.

11.0 PRICING AND BUSINESS PARTICIPATION

PRICING:

All pricing quoted will be firm for 180 days from Bid due date. Provide any addition price breakdown required for this service below.

ITEM	ANNUAL COST					
	QTY	YEAR 1	QTY	YEAR 2	QTY	YEAR 3
Work Performed for SOW Defined per year						
Other related costs defined below and included in Total Annual Cost.						
TOTAL ANNUAL COST						

* QTY = Number of Employees covering hours of operation.
Any change between Years must be explained and based on

ITEM	UOM	COST
VSU: GEN: 2 Manufacturer: Model:	EACH	
HSD: GEN: 3 Manufacturer: Model:	EACH	
Powerturn refurbishing kit from Interoll Part#	EACH	
LIST ANYOTHER KEY ASSET WITH UNIT PRICE		

QUOTE THE LATEST VERSION OF THE VSU & HSD

Hourly rate to perform service(s) outside the scope of this RFP* $ _____/ Hour
* Example: Vaculex TP-Vacuum Lift and work due to construction additional hours

Will you hold the above costs and part & material pricing for 3 Years: YES / NO

If NO, the cost adjustments must be based on a fixed governmental index. Any other related costs should be defined on the last page of this RFP.

ITEM	UOM	COST

Slope Plate Pallet Replacement*	Lump Sum	

* Refer to drawing sheet QE552, included as an Exhibit. Include all costs necessary for the complete installation of the materials or items, including materials, labor, equipment, operations, administration, overhead, profit, and taxes (as applicable).

Respondent's general liability insurance amount is $ _____

Do you accept the IAA Insurance requirements: Circle one: YES NO Initial: _____

Are you utilizing Local Participants in your operation: YES or NO (Circle one)

If YES, what is the minimum based on Total Annual Cost: _____%

List participants associated with this agreement:

Participant	**Type**	**%**

12.0 Authorized Signature

_____
Written Name

_____
Printed Name

_____
Title

_____
Company Name

_____
Date

_____
Federal Tax ID

_____
Total Pages in your RFP response

Signing this document is an acknowledgement your company will abide by the confidentiality provisions contained herein and the applicable IAA Contractor Health & Safety General Terms and Conditions. If your company is selected to perform services for IAA, your company will provide the required E-verify and Certificate of Insurance prior to beginning any work on IAA property.

REQUEST FOR PROPOSAL EXCEPTIONS:

IAA SCOPE OF WORK EXCEPTIONS:

IAA AGREEMENT TERMS AND CONDITIONS EXCEPTIONS:

OTHER RELATED COST, COST ADJUSTMENTS EXPLAINATIONS, AND OTHER COSTS WITH DEFINITIONS: