



RFP# 554-2023-0060

Resource Management Center/Ramp Control Tower Operation and Management

ADDENDUM #2

Date: April 17, 2024

The purpose of this Addendum is to add the Pre-Proposal Presentation Slides and the Attendance Report.

Attachment 1. Pre-Proposal Presentation Slides

Attachment 2. Pre-Proposal Attendance Report

Thank you for your interest in doing business with our Agency and we look forward to receiving a proposal submittal from your firm.

Paul Brown

Procurement and Contracts Specialist II

END OF ADDENDUM #2

Attachment 1.



Raleigh-Durham
Airport Authority

Pre-Proposal Meeting

Resource Management Center/Ramp Control Tower Operation and Management RFP

Wednesday, April 17, 2024, at 11:00AM

Host: Paul Brown, MSC BBA



Agenda

- RDUAA Introductions
- Business Solicitation Overview
- Airport Operations Overview
- Small Business Office Overview
- Questions



RDUAA Introductions

Host

- Paul Brown, Procurement Lead

Project Sponsors

- Rob Peterson, Director of Operations

Small Business Office

- Thiané Carter, Small Business Program Officer
- Christy Thaxton, Small Business Program Administrator

Contributors

- Corinne Lisefski, Director of Procurement
- John Connell, Senior VP & Chief Operating Officer

Business Solicitation Overview



- Deadline to submit questions is **Wednesday, April 24, 2024, at 12:00 p.m. EST**
 - *Email (only) to Procurement Contact.*
 - *Copy jamel.alston@rdu.com*
- Check RDUAA website for any issued Addenda, updates, etc.
 - *Addendum will be issued to provide the Authority's response to properly submitted questions.*
- Sealed Bids are due **Wednesday, May 22, 2024, at 2 p.m. EST**
 - *Mail (FedEx, UPS, USPS, etc.) or hand deliver.*
- Communications only through Procurement Contact.



Delivery Addresses

If Delivered by United Parcel Service (UPS):

**Raleigh-Durham Airport
Authority Attn: Paul Brown
RDU Center
1000 Trade
Drive
Morrisville, NC 27560
Raleigh-Durham Airport Authority**

If Delivered by FedEx:

**Raleigh-Durham Airport
Authority Attn: Paul Brown
RDU Center
1000 Trade
Drive
RDU Airport, NC 27623
Raleigh-Durham Airport Authority**

If Delivered by United States Postal Service (USPS):

**Raleigh-Durham Airport
Authority Attn: Paul Brown
1000 Trade Dr.
PO Box 80001
RDU Airport, NC 27623
Raleigh-Durham Airport Authority**

If Hand Delivered to RDU Authority Building:

**Raleigh-Durham Airport
Authority RDU Authority
Building-Cell Phone Lot Attn:
Paul Brown
RDU Center
1000 Trade
Drive
RDU Airport, NC 27623**

Airport Operations Overview

- Providing service to 69 non-stop destinations with 18 airlines
- 10 international destinations
- 7.2 million enplanements
- 207,771 aircraft operations (2023)
- Summer 2024 - 205 peak daily departures

2023 in Review



NEW RECORD

RDU WELCOMED
14.5 MILLION
PASSENGERS IN 2023



4
New
Airlines

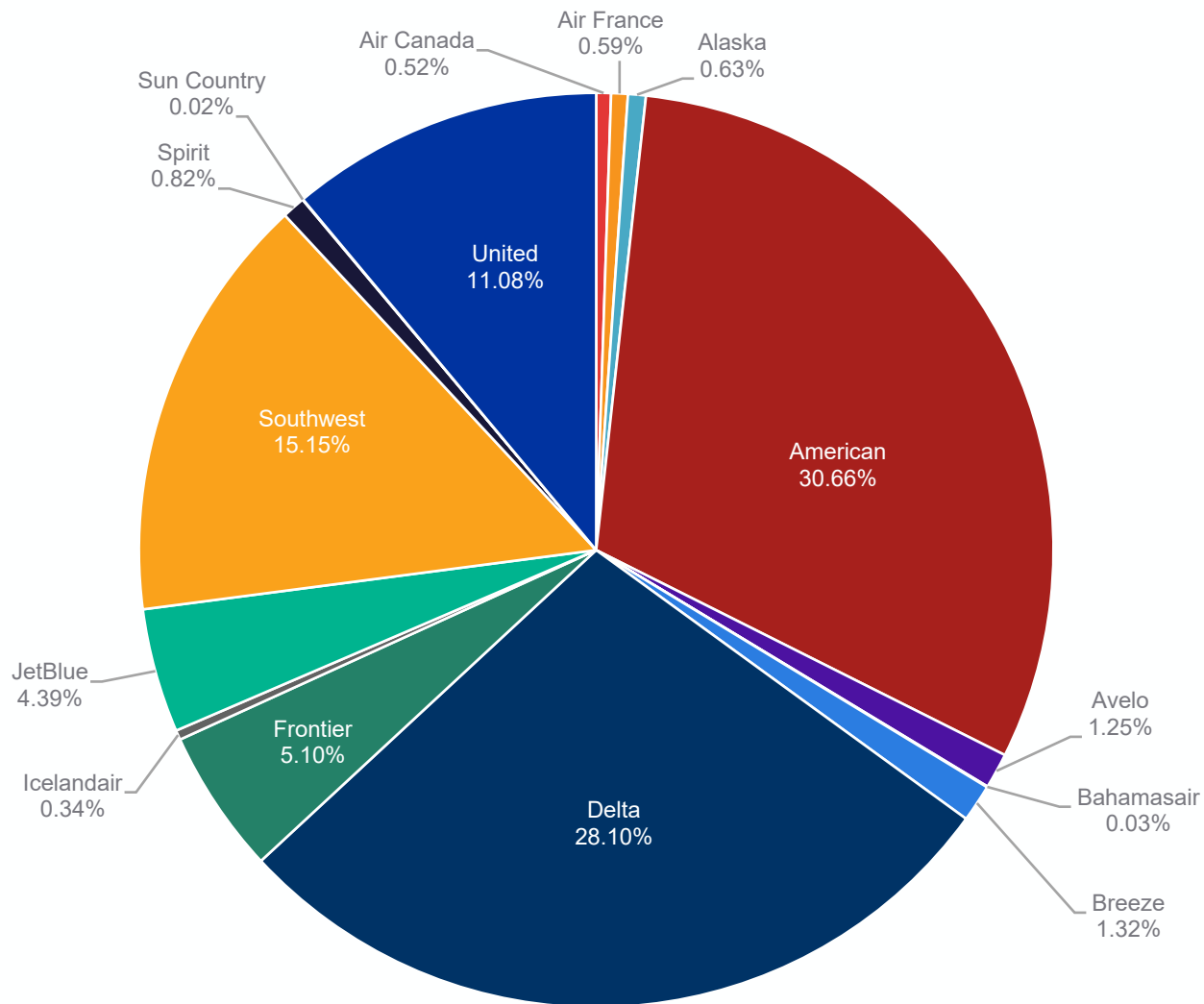


49
New
Routes

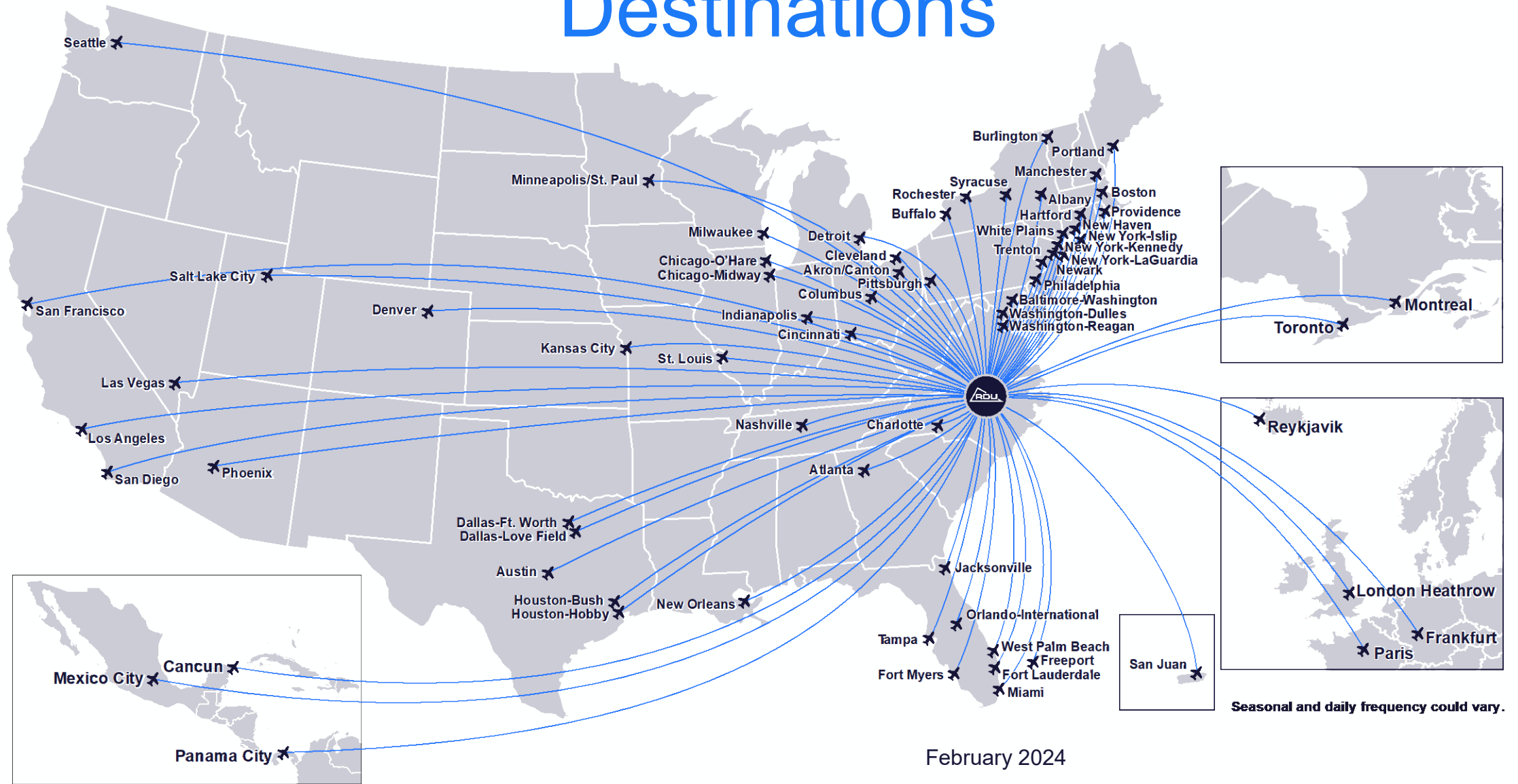


25
New
Destinations

Air Service



Destinations



Seasonal and daily frequency could vary.



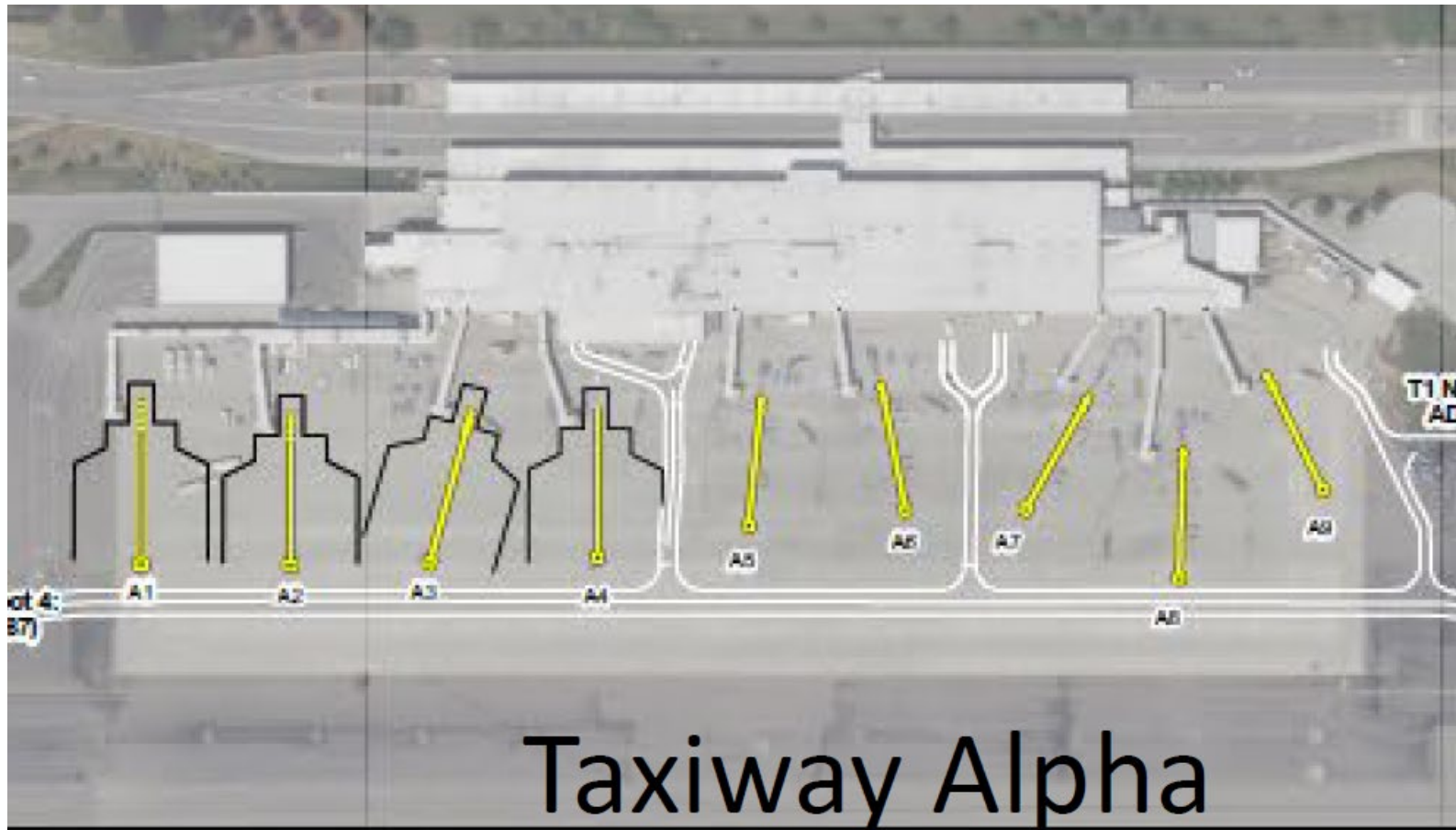
Raleigh-Durham Airport Authority

Airport Operations Overview

- Terminal 1 Facilities

- Alaska, Avelo, Breeze, Spirit, Sun Country, Southwest
- 170,122 sq ft
- 9 Aircraft gates
- 19 Passenger ticket counters (8 SWA)
- 3 Baggage claims
- 2 Baggage makeup areas separate handling systems
- 1 Passenger checkpoint

Terminal 1 Layout



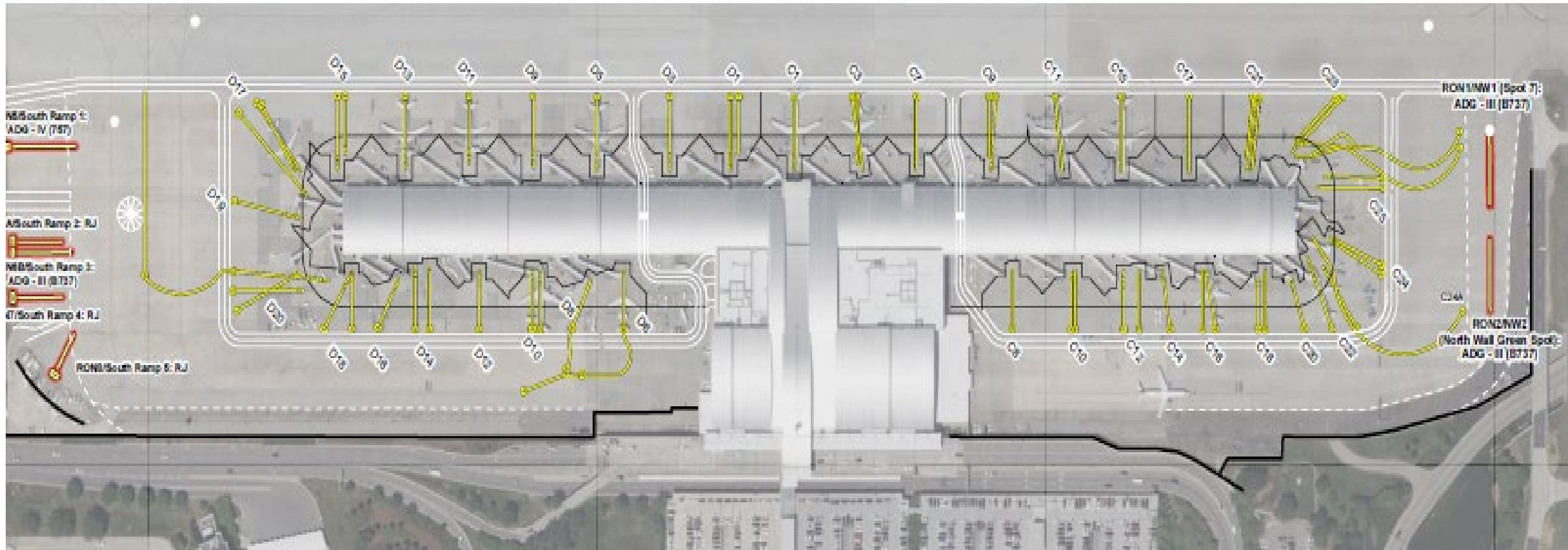
Airport Operations Overview

- Terminal 2 Facilities

- Over 900,000 sq ft
- 36 aircraft gates
- C Concourse – 19 gates (3 International)
- D Concourse – 17 gates
- 60 ticket counter (3 islands)
- 5 Baggage claim areas (1 FIS)
- 6 Baggage makeup areas
- In-line EDS system
- 1 passenger checkpoint



Terminal 2 Layout



Remain Over Night (RON) Parking Locations

- RCM manages all RON locations
- South Cargo, T2, T1, West RON apron
- 28 total RON locations



Facilities and Equipment

- RMC is in T2, C7 and C9
- During agreement, operations may relocate to IOC
- Facilities provided by Airport:
- The RMC tower cab equipped with casework, furniture, workstations, appropriate communications equipment, resource management system, computers, FID monitors and telephones. A manager's office and kitchenet.



Facilities and Equipment Cont.

- Resource Management System (SITA)
- Weather Radar and Lightning Detection Services through DTN Weather Sentry
- Closed Circuit Television (CCTV) – Display and Control
- MUFIDS
- Emergency Fuel Shutoff
- VOIP Phone System
- Digital Audio Recording System
- The Authority reserves the right to replace, remove or add to the equipment listed above as it determines necessary throughout the term of the Agreement



Facilities and Equipment Cont.

- Proposer will be required to subscribe and maintain a yearly subscription to VirTower Airport Operations Tracking System and provide the Authority with two logins to allow Authority staff to access to the system
- Any additional equipment the Proposer believes to be essential to the operation of the RMC and the associated cost must be identified in Proposer's Proposal
- The purchase of any additional equipment is at the Authority's sole discretion



Staffing Requirements

- 24/7/365 operations
- Develop a staffing contingency plan to avoid “RMC Zero”
- Employment contingent on completion of CHRC and obtain a SIDA badge
- Results of physical examination, which includes hearing, vision, which is equivalent to a FAA Class III medical. No hearing loss in either ear of more than 30 decibels in the 500, 100, and 2,000 range
- Ability to work with consoles, equipment to conduct panoramic surveillance of aircraft. Distant and near vision correctable to 20/20 vision and able to see color.
- Assign a qualified and experienced RMC Manager who is responsible for overseeing and directing the operation and management of the RMC
- Designate one additional full-time manager in addition to the RCM manager
- Shall provide staffing plans to augment coverage during leaves
- Staffing levels may vary throughout the day to meet demands



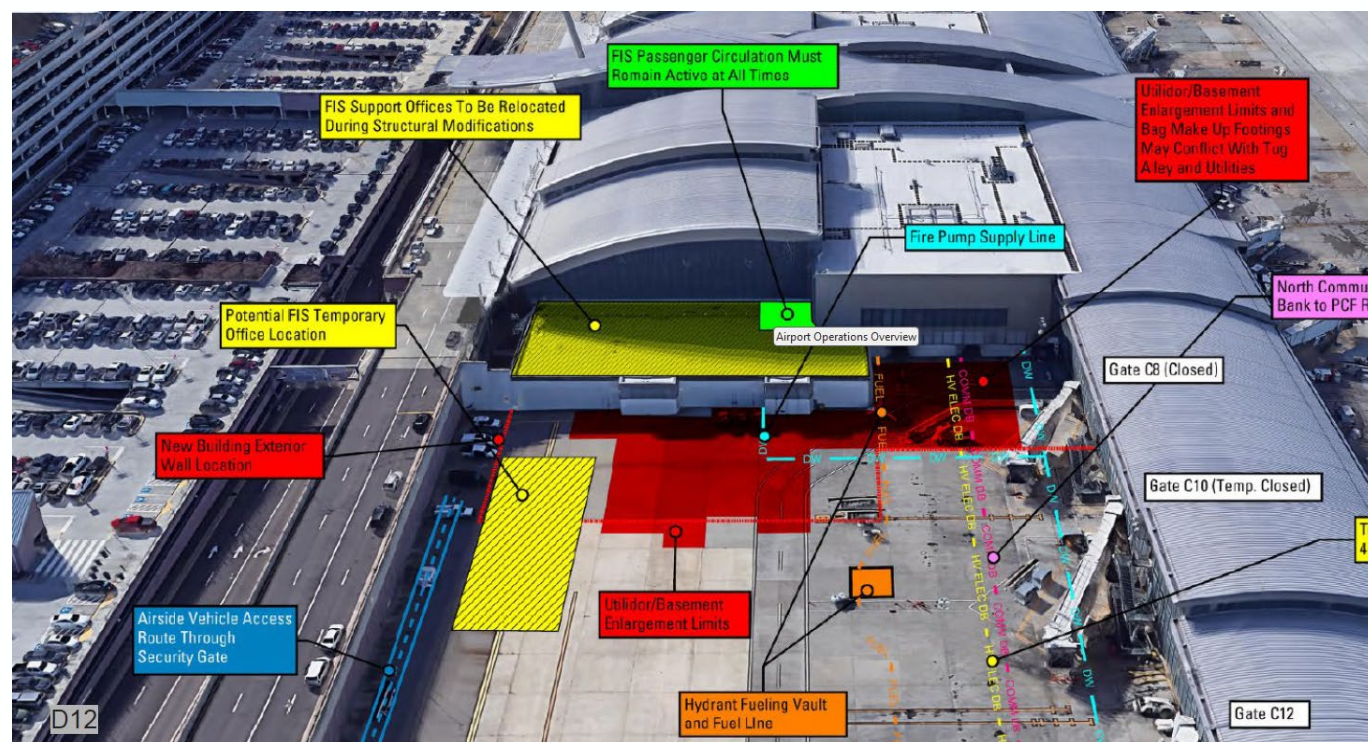


Administration

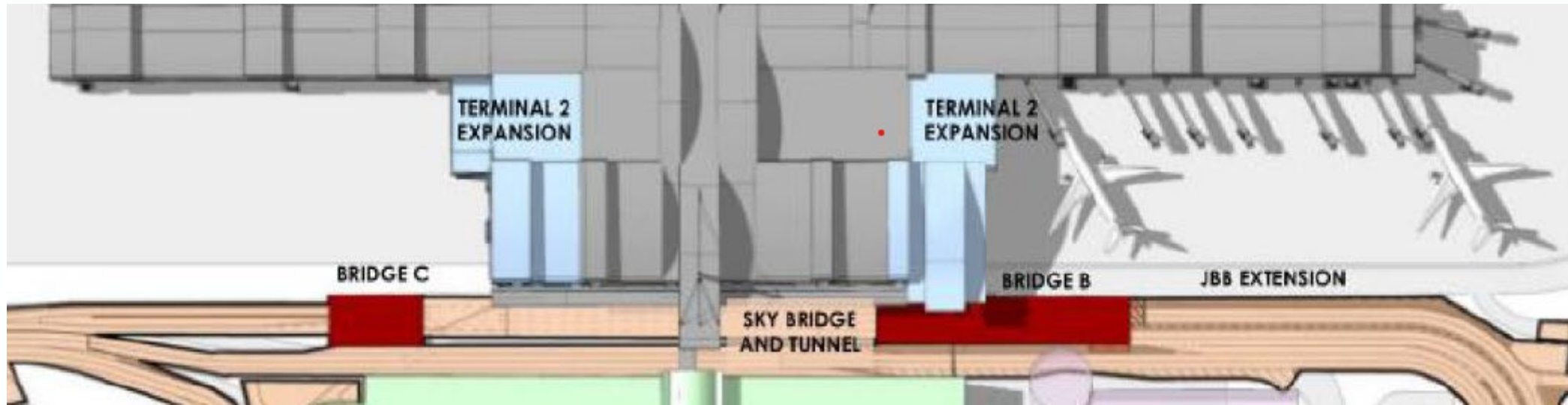
- Invoicing: Prepare and submit an accurate monthly invoice to the Authority for costs authorized in the Agreement
- Operational Records: Maintain operational activity records for at least five years and prepare reports as requested by the Authority
- Monthly Report: Prepare a monthly report that summarizes operational issues, quality controls, financial status, staffing costs, training, operational statistics, and performance, etc.
- Meetings: Attend all scheduled and unscheduled meetings as required with the Authority, FAA and air carriers
- Other: Other administrative duties that support the management and operation of the RMC, as requested by the Authority

Terminal 2 Expansion

- Terminal 2 construction
- March 2025
- Expand FIS and ticketing area
- Impacts to C8, C10 and potentially C12
- Southside construction
- Impacts to D6 and potentially D8



Terminal 2 Expansion Cont.



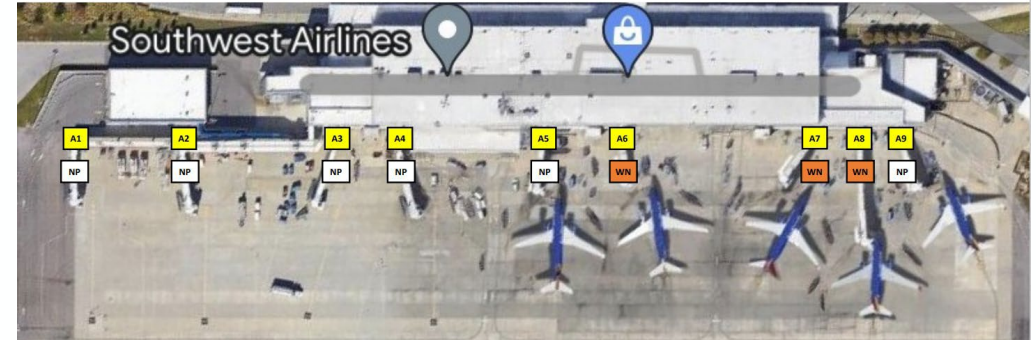
Updated Common Use Regulations

- Implementation of a fair and consistent methodology for assigning preferential use gates (Minimum Utilization Requirement or MUR = 8.0 turns/day)
- Reduced buffer times to increase capacity
- Reassigning all international gates to common use
- RON scheduling process
- Schedule submissions priority
- Implementation of the revisions to Common Use Regulations is scheduled for April 1, 2024. First schedule submissions under new regulations are due April 15. First service under the new regulations will begin on June 1.

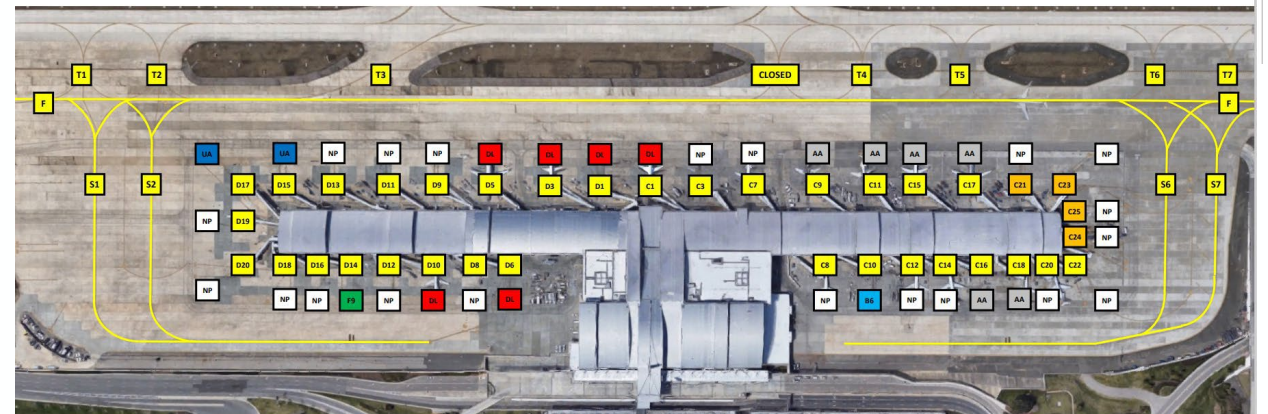
Updated Common Use Regulations Cont.

- Pref Gates are assigned by fleet mix, international gate availability, club location, and proximity to non-preferential gates (buffers).
- Reduction and relocation of airline gates
- AA rotated off FIS gates
- T1 increased from 5 to 6 common use gates
- T2 increased from 14 to 20 common use gates

Terminal 1 Preferential Gates w/ Regulations MUR 8.0



Terminal 2 Preferential Gates w/ Regulations MUR 8.0



- AA—American
- DL—Delta
- B6—JetBlue
- UA—United
- F9—Frontier

- International
- Domestic



Raleigh-Durham
Airport Authority

MWSB Overview

Minority and Woman-Owned Small Business Program (MWSB)

- The Minority and Woman-Owned Small Business (MWSB) program is designed to facilitate the inclusion of minority and women-owned small businesses in Authority-funded.
- MWSBs are small businesses which are owned, operated and controlled by individuals that are: Black, Hispanic, Asian-Pacific, Native American, Subcontinent Asian American or Women.

MWSB Program Requirements

- Separate goals for the participation of minority-owned small businesses (MB) and women-owned small businesses (WB)
- MB Goal: 7%
- WB Goal: 4%
- Proposers should include MWSBs in real, substantial and meaningful roles to achieve the both goals.
- RDU is committed to the inclusion of both minority-owned businesses and woman-owned businesses

MWSB Program Requirements

- Proposers must submit a written statement that describes the Proposer's plan to meet or exceed both MWSB goals or provide documentation of efforts to meet the MWSB goals.
 - Describes the MWSB firms that will participate in contract
 - Describes in specific detail, the scope to be performed by the MWSBs
 - Estimated MWSB participation based on the scope
 - Letters of MWSB certification for proposed firms

MWSB Program Requirements

- Must include Proposer's commitment to meet the requirements of the Authority's MWSB Program
- Must include Proposer's commitment to use the MWSB firms listed in the proposal as submitted
- Must include written confirmation from each MWSB stating its scope and intent to participate in the agreement
- May also include the methods by which a Proposer will monitor its participation throughout the contract



MWSB Program Requirements

- Proposers must meet both MWSB goals or provide documentation of the efforts to achieve the goals.
- RDUAA will determine whether the Proposer has provided sufficient documentation
 - If the proposer does not meet the MWSB goals, good faith effort documentation must be submitted with the proposal

Good Faith Efforts

- Efforts that are merely pro-forma do not meet the MWSB Program requirements.
- RDUAA considers the quality, quantity and intensity of efforts
- RDUAA reserves the right to reject the proposal of any proposer who fails to make a good faith effort and submit timely, satisfactory evidence of its good faith effort.



MWSB Program

- The successful Proposer's MWSB commitment will be incorporated into the contract and will be enforceable under the terms of the contract.
- Proposers shall be solely responsible for confirming experience, capacity, and MWSB eligibility of subconsultants related to this solicitation.



Locating MWSB Firms

- RDUAA certified directory:
www.rdu.com/mwsbdirectory
 - Search for “MBE” or “WBE” or “DBE” firms



Vendor Certification

Search and/or join our database of certified vendors

[Search Certified Directory](#)

System Training

Learn how to fully utilize our system with a live trainer

[Training List](#)

Business Opportunities

Find a list of current business opportunities available with the Raleigh-Durham Airport Authority.

[View Opportunities](#)

About the System

Learn more about this system and how it works today

[Information for Vendors](#)

Account Access

Lookup Vendor accounts or reset user passwords

[Account Lookup](#)

[Forgot Password](#)

RDUAA Small Business Programs

Find additional information and resources through Raleigh-Durham Airport Authority small business programs webpage.

[RDUAA Small Business Programs](#)



Questions?

Attachment 2.

1. Summary

Meeting title Ramp Tower RFP Pre-Proposal Conference

Attended participants 12

Start time

End time

Meeting duration

Average attendance time

2. Participants

Name	In-Meeting Duration	Email
Brown, Paul	50m 7s	paul.brown@rdu.com
Thaxton, Christy	54m 11s	christy.thaxton@rdu.com
Doug Wilson	54m 3s	Doug.Wilson@dynamicsscience.com
Mark Dauter	54m 14s	mark.dauter@dynamicsscience.com
Gregg Mowrer	54m 4s	Gregg.Mowrer@dynamicsscience.com
Nathan Bourgeois	1s	nathan.bourgeois@rvainc.com
King, Aprile	20m 10s	aprile.king@rdu.com
Kyle Mitchell	52m 45s	Kyle.Mitchell@tbiam.aero
Natalie C. ANDERSON	52m 11s	Natalie.Anderson@aww.aero
Peterson, Rob	50m 53s	rob.peterson@rdu.com
Carter, Thiane	48m 3s	Thiane.Carter@rdu.com
Groth, Drew	46m 48s	drew.groth@rdu.com

3. In-Meeting Activities

Name	Duration	Email
Brown, Paul	50m 7s	paul.brown@rdu.com
Thaxton, Christy	54m 11s	christy.thaxton@rdu.com
Doug Wilson	54m 3s	Doug.Wilson@dynamicsscience.com
Mark Dauter	54m 14s	mark.dauter@dynamicsscience.com
Gregg Mowrer	54m 4s	Gregg.Mowrer@dynamicsscience.com
Nathan Bourgeois	1s	nathan.bourgeois@rvainc.com
King, Aprile	20m 10s	aprile.king@rdu.com
Kyle Mitchell	52m 45s	Kyle.Mitchell@tbiam.aero
Natalie C. ANDERSON	52m 11s	Natalie.Anderson@aww.aero
Peterson, Rob	50m 53s	rob.peterson@rdu.com
Carter, Thiane	48m 3s	Thiane.Carter@rdu.com
Groth, Drew	46m 48s	drew.groth@rdu.com

Participant ID (UPN)	Role
paul.brown@rdu.com	Organizer
christy.thaxton@rdu.com	Presenter
Doug.Wilson@dynamicscience.com	Attendee
mark.dauter@dynamicscience.com	Attendee
Gregg.Mowrer@dynamicscience.com	Attendee
nathan.bourgeois@rvainc.com	Attendee
aprile.king@rdu.com	Presenter
mitchellK@AWW.AERO	Attendee
andersonnc@AWW.AERO	Attendee
rob.peterson@rdu.com	Presenter
thiane.carter@rdu.com	Presenter
drew.groth@rdu.com	Presenter

Role
 Organizer
 Presenter
 Attendee
 Attendee
 Attendee
 Attendee
 Presenter
 Attendee
 Attendee
 Presenter
 Presenter
 Presenter