

April 22, 2021

**CLARIFICATIONS NO. 1**

Re: Solicitation No. 7007067 Luggage Cart Services Purchase - Rent

Q1. What is the passenger transfer ratio at DFW?

A1. The average of connecting passengers at DFW is about 65-70% of total passenger traffic.

Q2. Is there a traffic prognosis for the next 3-5 years?

A2. Sourced: DFW Aviation Analytics, Global Strategy and Development, per table.

<b>Actuals/Projected</b>	<b>Fiscal Year</b>	<b>Passengers</b>	<b>Year to Year Change %</b>
<b>Actual</b>	<b>FY19</b>	73,265,367	6.1%
<b>Actual</b>	<b>FY20</b>	47,388,140	-35.3%
<b>projected</b>	<b>FY21</b>	52,514,698	10.8%
<b>projected</b>	<b>FY22</b>	68,525,679	30.5%
<b>projected</b>	<b>FY23</b>	77,407,496	13.0%
<b>projected</b>	<b>FY24</b>	80,225,229	3.6%
<b>projected</b>	<b>FY25</b>	82,206,056	2.5%
<b>projected</b>	<b>FY26</b>	83,938,689	2.1%
<b>projected</b>	<b>FY27</b>	85,636,024	2.0%

Q3. How does DFW estimate the development of international flights (not related to Covid-19; rather a general plan, like new/additional flights)?

A3. The basics of the Board's route development opportunities rely on current traffic trends, using International Air Transportation Association (IATA's) International forecast to grow markets, identifying underserved markets (both served and unserved), foreign direct investment, demographic data, and using external software to forecast impacts of new service on existing carriers.

Q4. What is the background for luggage cart services in the Rental Car Center (RCC), when passengers are shuttled to the RCC? What are the equipment quantities there, and is this facility connected to the airport network?

A4. Luggage Carts are not allowed on any Board-operated shuttles or buses. Customers can acquire a luggage cart at the terminals, and they can acquire them at the Rental Car Centers, but they will not be transported between the following locations. There are 52 carts and 2 Luggage Racks on the Lower Level

Curb. There are 61 carts and 4 Luggage Racks on the Upper Level Curb. There are 9 additional Carts with 2 Return Racks on the Upper Level Curb.

Q5. Will there be new landside passenger facilities (e.g. Terminal F) that need to be considered under the contract, period?

A5. Not under the initial term, but possibly for the renewal years

Q6. Can DFW provide historical data such as revenues generated from the luggage cart rental for the last 5 years?

A6. No. The information is not available to DFW, Smarte Carte owns the information.

Q7. Can DFW provide luggage cart rental data from 2019 and 2020 broken up into months?

A7. See A6.

Q8. Can DFW provide passenger data per terminal (Terminals A to E) and luggage cart rentals in a similar way?

A8. See A6.

Q9. What was the contribution DFW paid to the current contractor? for the luggage cart service in FIS (2019 versus 2020)?

A9. \$52,083.33/monthly for 2019 and 2020.

Q10. Will the contribution for the luggage cart service in FIS remain a flat fee, or will it be charged per cart made available in FIS by the service provider?

A10. Luggage Carts in FIS will remain complimentary to our International Passengers.

Q11. If DFW owns the luggage cart equipment (hardware and software), who will receive the revenues from the luggage cart rental fee?

A11. The DFW Airport Board will receive the revenue.

Q12. What is the route to stage carts in the FIS staging area and how wide is the hallway?

A12. Approximately 7 feet across.

Q13. In Request for Bid 7007063 is the Contractor required to provide the software, carts, vending equipment, rails and tracks for the proposal and performance?

A13. Yes, except for Technology.

Q14. Section 2 – Schedule of events – it is noted that the Notice to Proceed (NTP) for this is expected on or about June 2021. Later in the document there is the provision that the contractor must provide and install the equipment within 30 days of receipt of the NTP. The bidder requests that requirement for 30-day install be adjusted to 150 days. This number is more realistic. The lead time for a cart/Cart Management Unit (CMU) build of this size is at least 5 months and that can only be met if international shipping operations are normalized.

A14. See Addendum 2.

Q15. Section 2.3.1 – In this section it is noted that maintenance costs must be documented to insure competitive rates. In Exhibit C, the bidders are requested to provide the monthly/yearly cost for maintenance. Are maintenance costs part of the bid amount, or are they supposed to be actual expenses billed monthly?

A15. The maintenance costs should be provided in the response as estimated expenses billed monthly. The cost of carts, installation, etc. and maintenance agreement should be highlighted and provided separately as outlined in the bid sheet

Q16. Section 2.3.4 – This section provides details on the specifications for the carts. Are there further details available on the requested cart specifications? Luggage carts can have dramatic swings in quality based on design, materials, assembly, etc. Some examples of cart specifications that are often required:

- Material?
- Brake or non-brake?
- Expected cart life?
- Nesting style (front castor lift or rear wheel lift when nested)? 3 or 4 wheeled design?

A16. Bidders should include information on the type of carts they are proposing based on the scope and needs outlined in the specifications. They may also provide various options for the Board to select. See Addendum 2.

Q17. Based on these specifications, cart collection labor can increase or decrease by as much as 40-50% depending on cart model. Not to mention the effect on maintenance costs if the selected carts are of a substandard material or design.

A17. This solicitation is for Rent or Purchase of Equipment. Labor costs should not be included; however, the proposed carts should align with the appropriate maintenance plan, based on the different types of carts proposed and based on the Bidders's expertise.

Q18. With the knowledge that 5-7% of all luggage carts are stolen or damaged beyond repair at every major airport in the U.S. every year. It is expected that without replenishment the number of carts will deplete by half by the end of the term and extensions. Does the Board have a plan to purchase new, replacement carts each year?

A18. The Board would purchase additional carts as needed.

Q19. What is the expectation regarding damage to carts or vending units from cart service contractor? Improper cart movement can result in irreparable damage to the carts, with the product supplier be required to repair/replace these carts?

A19. The Bidder should factor repairs, maintenance and damages into their maintenance proposal. Reminder: the only labor aspect for this bid is that the bidder would provide a point of contact to the Board for maintenance items (carts, payment, ordering, etc.)

Q20. Section 6.3 – Regarding floor care, for clarity, is the vendor responsible for damage to the floors that might have occurred between install and maintenance work, or only responsible for damage specifically during the maintenance work?

A20. Any damage caused by the vendor would be the vendor's responsibility to rectify.

Q21. Section 9.3 – Regarding ongoing connectivity charges, most vending units of this nature utilize cellular technology for communication. Is it expected that the selected bidder will provide and pay for this ongoing cost during the agreement?

A21. Not all units require cellular technology. If the bidder would like to propose the use of cellular technology, then the bidder would need to provide and pay for the ongoing cost during the agreement.

Q22. In the scope of work questions relative to the vending unit requirements: Are there size or footprint requirements for the vending unit?

A22. The size and footprint requirements should mirror what is currently in place.

Q23. In the scope of work questions relative to the vending unit requirements: Are all units going to be supplied with standard electrical power or is the option for battery power required?

A23. All units will be supplied with standard electrical power.

Q24. In the scope of work questions relative to the vending unit requirements: If the airport requests to move a unit, will electrical be provided at the new location?

A24. Yes. The DFW Airport Board will provide electrical at the new location.

Q25. In the scope of work questions relative to the vending unit requirements: Who is to provide and pay for the labor to move units if a change is requested?

A25. See Addendum 2.

Q26. In the scope of work questions relative to the vending unit requirements: If a unit is damaged or vandalized during the term, who is responsible to pay for repairs or replacement of the unit in this scenario?

A26. See Addendum 2.

Q27. In the scope of work questions relative to the vending unit requirements: Will the Board be willing to execute a software licensing agreement for the software in the Cart Management Units (CMU's)?

A27. No.

Q28. In the scope of work questions relative to the vending unit requirements: If the Board chooses the purchase option, who will be responsible for the costs associated with software updates, Payment Card Industry (PCI) compliance changes, etc.

A28. The specifications do not require a tracking system for this option.

Q29. In the scope of work questions relative to the vending unit requirements: Is there an expectation that the number of carts used in the Federal Inspection Security Area (FIS) shall be counted? Is there a preferred methodology for this? I.e., Cart return tracking or live action inventory Radio Frequency Identification Device (RFID)?

