

REQUEST FOR PROPOSAL
CONCESSIONS OPPORTUNITY

Addendum No. 2

August 21, 2018

Item	Change/Clarification
Proposal Deposit	The Proposal Deposit has been changed to \$2,000.00 Please see the revised RFP.

Questions	Answers
Can one agent meet, escort and clear customer directly from Air bridge > CBP FIS Hall > Luggage pick-up > re-check-in counter > TSA Security checkpoint > Departure Gate? Could the agent pass through CBP FIS Hall and TSA Security with the customers or the agent need to pass through special channel (i.e. Crew / Staff Channel)?	Yes. An agent with a CBP seal on their SIDA badge may access these areas with the customer.
Also, we would like to understand if an agent need to hand off the customers when they are going from Landside to Airside or vice versa?	An agent will not need to hand off customers going from landside to airside if they have a SIDA badge.
Is there Porterage service available currently? If there is no porterage service currently in DFW, can we offer our own porter service and package it along with the Meet & Greet Service?	No operators are currently authorized to provide these services at DFW Airport. Please explain in your proposal how you would use this service at DFW if it were to be allowed.
We would like to further understand among the entire total airport traffic, how many percentage of passengers transferring from domestic to international or vice versa involve cross terminal transfer?	Approximately 80%. Please keep in mind these are approximations only and vary from carrier to carrier and day to day.

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<p>What is the average time for customers to clear customs, for US Nationals?</p>	<p>Approximately 10 minutes. Please keep in mind these are approximations only and vary from carrier to carrier and day to day.</p>
<p>What is the average time for customers to clear customs, for Foreign Nationals?</p>	<p>Approximately 22 minutes. Please keep in mind these are approximations only and vary from carrier to carrier and day to day.</p>
<p>If the operator would like to deploy buggies for the meet and greet operations, is there any restrictions on where buggies could be deployed or specific routes for buggies to operate? Also, could buggies transfer in between each of the terminals?</p>	<p>Although DFW does not recommend additional carts within the confines of our legacy terminals (A, B, C, E), we are open to receiving proposals provided the carts are minimized (size-wise) and a strict safety plan is also proposed. Should safety be compromised in any way, carts would be banned for this service. Terminal D (having wider concourses), is more amenable to that type of service provided the same standards described above are followed.</p>
<p>What is the average time for luggage to arrive at carousel after Actual Time of Arrival for International / Domestic?</p>	<p>International is approximately 38 minutes. Domestic is approximately 20 minutes. Please keep in mind these are approximations only and vary from carrier to carrier and day to day.</p>
<p>What is the minimum connecting time (MCT) for domestic to domestic, domestic to international or international to international?</p>	<p>MCT for domestic to domestic is approximately 50 minutes, domestic to international is approximately 50 minutes, international to domestic is approximately 70 minutes, and international to international is approximately 70 minutes. Please keep in mind these are approximations only and vary from carrier to carrier and day to day.</p>
<p>At international Terminal - Is there an area for premium passengers to have a seamless check-in till gate? (or pay-per-use)</p>	<p>Not at this time. Several carriers have premium escort service for their top-tier passengers, but they all involve the same processes (check-in, security, lounge, gate).</p>
<p>Is there a specific team in the airport to handle wheelchair requests? Is that complimentary to all travelers?</p>	<p>Each airline is responsible to handle their own wheelchair requests. Most use contractors like Flight Services & Systems (FSS), Airserv, Prospect,</p>

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<p>Also, we would like to understand if the operator is required to provide Wheel Chair Services in the Meet & Greet Services?</p>	<p>etc. Some airlines share these contracts as well (i.e. Terminal E may have a primary contract shared by 3 airlines). The exception is Terminal D international carriers (not including AA): DFW holds the shared wheelchair contract with Prospect that all Terminal D carriers utilize.</p>
<p>Is there any chance if an aircraft park at remote bay? Does the M&G staff only required to greet the passengers when they are transferred to the terminal building?</p>	<p>Yes. The Meet and Greet agents may meet the passengers once they arrive to the terminal gate.</p>
<p>Are we obliged to offer complimentary M&G service to special needs passengers?</p>	<p>Should a customer require a wheel chair and they are utilizing these meet & greet services, a wheel chair would need to be provided. Whether that wheelchair is provided directly by the proposer or the proposer partners with the airline's wheel chair provider is up to the proposer.</p>
<p>What is the average time to clear security from landside to airside at Domestic terminals, during normal and peak hours?</p>	<p>Approximately 13 minutes during peak hours, approximately 9 minutes during normal hours, and approximately 6 minutes during non-peak hours. Please keep in mind these are approximations only and vary from carrier to carrier and day to day.</p>
<p>What is the average time to clear security from landside to airside at International terminals, during normal and peak hours?</p>	<p>Approximately 14 minutes during peak hours, approximately 11 minutes during normal hours, and approximately 6 minutes during non-peak hours. Please keep in mind these are approximations only and vary from carrier to carrier and day to day.</p>
<p>In the current DFW Airport Operation, is there any fast track service (i.e. TSA Plus or Clear) available?</p>	<p>DFW does have TSA PreCheck, Global Entry, and CLEAR.</p>
<p>For those 275 M&G service provided in 2017, A) What was the ratio of International vs Domestic travelers? B) What kind of details service they provide now and approximate time spend per M&G?</p>	<p>A) 115 Domestic 160 International B) The amount of time sent per Meet & Greet would be determined by the type requested. Arrival only (Domestic or International). Departure only (Domestic or International). Connecting gate to gate depends on arrival time to</p>

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<p>C) How many requests for M&G service on a daily basis?</p>	<p>departure time, and if client wants greeter to stay with them for duration of connecting time. C) No requests were turned down. Therefore, the average daily requests for 2017 would be the number of M&G performed (or less than one per day: 0.75 per day).</p>
<p>Is there any limitation on maximum number of travelers a single M&G agent can take?</p>	<p>No.</p>
<p>If customer booked M&G what is the average flight waiting time between next transfer flight?</p>	<p>Approximately 90 minutes. Please keep in mind these are approximations only and vary from carrier to carrier and day to day.</p>
<p>Could you please clarify for current Meet & Greet, is there any working partnership with any corporate clients (i.e. Airlines or hotels)?</p>	<p>No operators are currently authorized to provide these services at DFW Airport.</p>
<p>To complete one service, how many passes does an agent need?</p>	<p>Passes are not required. All agents must obtain a badge issued from DFW to perform an escort service. Requirements for DFW badges are contained within the RFP.</p>
<p>Will the complimentary office provided come with storage space? If so, how big will that be? If no, how much will that cost to rent a storage space?</p>	<p>No. Storage is available at \$50 per square foot per year.</p>
<p>A) Are there any areas to park non-operational buggy? B) Could the operator bring buggies off-site for maintenance?</p>	<p>A) No spaces are currently identified. B) Yes, provided transportation to/from the terminals is done by the provider in accordance with all DFW's safety rules/regulations. Please explain in your proposal how you would use this service at DFW if it were to be allowed.</p>
<p>Are there any restrictions on the number of permits we can apply?</p>	<p>This RFP will award one preferred provider permit. Non-selected proposers, and those who do not wish to become the preferred provider, will also have the option to become permitted. See Overview on page 6 of the RFP.</p>
<p>Do any airport hotels currently offer Meet & Greet services?</p>	<p>The Grand Hyatt and the Hyatt Regency both occasionally perform</p>

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	Meet and Greet services for their customers.
Is there a specific team in the airport to handle wheelchair requests? Is that complimentary to all travelers?	Each airline is responsible to handle their own wheelchair requests. Most use contractors like FSS, Airserv, Prospect, etc. Some airlines share these contracts as well (i.e. Terminal E may have a primary contract shared by 3 airlines). The exception is Terminal D international carriers (not including AA): DFW holds the shared wheelchair contract with Prospect that all Terminal D carriers utilize. This service is complimentary to passengers.
If we are intended to bid for the Preferred Provider for DFW Meet and Greet Services and currently we are not operating in DFW Airport, do we still need to fill in the Concession Contact Form for Non-Preferred Providers which is due on August 10?	Yes. The form is for companies who are not planning to bid but would still like to operate at DFW Airport. However, for those who bid and are not selected, they will also have the option to become a Non-Preferred Provider. Please submit with your proposal. The due date for this form has been changed to September 5 th , 2018.
If ultimately the bidder has not been chosen as the Preferred Provider for DFW Meet and Greet Services and he/she did not submit the Concession Contact Form for Non-Preferred Providers, does that limit the operator to become the Non-Preferred Providers in the later due course?	If you bid and are not selected, and you do not currently wish to become a non-preferred provider, you may do so at a later date by contacting the DFW Concessions Department 972-973-4820.
Please kindly advise the scope of work for the current Meet & Greet Services which DFW Airport has been provided? Who is the targeted audience?	These Meet and Greets are usually reserved for high level diplomats, dignitaries, and Airport Board members.
As there is no ACDBE requirement in this bid, however if the bidder would like to continue engage ACDBE's participation, does the bidder require to submit Forms F1-F5 in the submission?	If a Proposer would like to self-perform or utilize an ACDBE certified firm towards the ACDBE Program, 1. Self-performance – the Proposer must complete Exhibit F-1 ACDBE Commitment Form 2. Percentage Participation – the Proposer must complete Exhibit F-1 ACDBE Commitment Form, Exhibit F-2

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	ACDBE Intent to Perform, Exhibit F-4 ACDBE Concessionaire Information (only if forming a Joint Venture), Draft Partnership Agreement (only if forming a Joint Venture), and ACDBE certificate(s).
For the rental structure for the 2 nd and 3 rd year of operation, does that mean the operator need to pay both “Minimum Annual Guarantee” and “10% Percentage Rent” or whichever is higher?	Please see Addendum 1. Percentage Rent will be 10%. Please see the revised Package Document.
For this opportunity since it is providing a Meet and Greet Services and the main focus of our investment is on the staff. We would like to clarify if bidder is required to fill in Exhibit C – Estimated Investment for the submission?	Yes, this form is still required. For Not Applicable investments, enter N/A. For Staffing investment, specify in the Notes section.
Please advise when will be the anticipated start date of the contract?	Depending on how quickly the permit is signed, operations could begin as early as December 2018.
Please kindly advise if any utilities would be charged separately to the bidders	There will be no charges for utilities.
Please kindly advise how much will the security deposit / performance deposit be for the selected bidder?	The proposal deposit has changed to \$2,000.00.
In Tab 2.1, Section C – Services List, Pricing and Payments, we would like to clarify what’s the meaning for all-inclusive pricing by monthly rate? Does that mean the operator need to propose a monthly package for our customer only? Is a pay as you go pricing allowed for the Meet & Greet Services for passengers who would not use our service very frequently and only using it for one occasion?	The pricing plan should include prices for individual meet and greets, all-inclusive monthly rate, and any additional a la carte services. No. The all-inclusive monthly rate would be an option for customers who use this service frequently. Yes.
Is it allowed to use our overseas parent company to submit the bid and once we are awarded, we will establish our local entity to execute the contract with DFW airport?	Yes.
For the Preferred Provider of Meet and Greet Service Provider in DFW Airport, we would like to confirm if there are any licenses required for the operation? If so, could you please outline the associated costs?	There are no additional licenses for operation required.

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<p>Are there any specific requirements from DFW on how many stations and any specific locations where the operator need to put their meet and greet counters?</p>	<p>An office space will be provided by DFW Airport Board at no cost to the contractor. No other counters will be permitted.</p>
<p>For meet and greet services transferring between terminals, is there connected bridges or pathway which allows buggies to pass through?</p>	<p>Yes. It is possible to walk, or use buggies, between Terminals A, B, C, and D. The Skylink train system connects all 5 terminals inside security. Wheelchairs are allowed on the Skylink.</p>
<p>In the current airport security operation, is there any special immigration channel or any fast track available for passengers? If so, what will be the price?</p>	<p>Our current checkpoints have only General lines, PreCheck lines (customers who register with the TSA), and CLEAR at one checkpoint. See details from our website: https://www.dfwairport.com/security/index.php</p>

Please continue to check our website www.dfwairport.com/concessions for updates.