



**5601 WILKINSON BOULEVARD  
CHARLOTTE, NORTH CAROLINA 28208  
(704) 359-4000**

**REQUEST FOR PROPOSAL  
RFP AVIA #24-13: CONRAC MANAGEMENT SERVICES  
ADDENDUM #1  
DECEMBER 4, 2023**

This Addendum is hereby made a part of the specifications, as applicable, of the above referenced project. All other requirements of the original plans and specification shall remain in effect in their respective order. Acknowledge receipt of this addendum by inserting its number and date on Form #1 of your proposal.

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**General Note:**

Deadline for submission of pre-proposal meeting and site visit questions will be December 8, 2023, by 1:00 PM EST.

After December 8, 2023, RFP point of contact will be Danielle DiSanti. Email – [danielle.disanti@cltairport.com](mailto:danielle.disanti@cltairport.com)

Please copy Brian Winegard on all email correspondence at [brian.winegard@cltairport.com](mailto:brian.winegard@cltairport.com)

**Pre-Proposal Questions received are answered as follows:**

1. What is the exact square footage to be managed?  
**The three levels of the CONRAC totals approximately 1.6 million square feet. The four (4) buildings at the Remote Service Facility totals approximately 43,500 square feet.**
2. Is a scope matrix available for Manager versus Airport responsibilities? This will be very helpful in pricing certain segments of the Scope of Work, particularly for Janitorial Services.  
**An initial scope matrix is provided in §2.p and q in the RFP Scope of Work**
3. Will the historical work order data from the previous provider be retained and available to the new management team?  
**Work order data held by the city will be made available.**
4. Is there a list of equipment that will remain (forklifts, high-lifts, street sweepers)?  
**The only heavy equipment is a Forklift Truck, per Scope of Work §2.p.(v).**
5. What is the current on-site employee head count?  
**The Airport requires Proposer to have staffing sufficient to provide all services and tasks under this RFP.**
6. What are the position titles of those personnel? (See previous question)  
**The Airport requires Proposer to have personnel that are available to the Airport to respond to and address regular services and issues that arise.**

7. What is the current budget amount? (Is this only accessible through FOIA?)  
The current Budget Amount is \$2,814,000.00.
8. What fire panel system is in use?  
The Fire panel is the Notifier NFS2-3030, the system is networked throughout the Airport and monitored on site by our Airport Operations Center
9. Is there a list of assets (HVAC, Boilers, BMS, Exhaust fans), and may we have a copy?  
Per Scope of Work §2.p. the proposer will be responsible for maintenance of two (2) air handling units and sixteen (16) distinct fire suppression systems. The actual systems used will be provided in a later addendum.
10. What Security and Key Control Systems are in place?  
More information is needed from the Proposer to answer this question.
11. Can you please provide guidance on any permit requirements (fuel, pollution control, sewer, water, elevators/escalators)?
  - a. Domestic Water, Elevator, and Escalator permits are handled by CLT Facilities
  - b. The underground fuel tank permits are managed and maintained by CLT. Any fuel tank maintenance and/or repairs will be managed by the Proposer.
  - c. Pollution control and Sewer Discharge Permits are managed and maintained by CLT. All maintenance, repair, and/or schedule servicing to the Great Interceptors, traps, manholes, vaults, lift stations, pumps, etc. will be managed by the Proposer.
  - d. The Proposer shall maintain records of any maintenance or repair services. This report must be readily available on CLT's request.
12. Who is the responsible party for oil and windshield fluid (WWF) ordering?  
The Proposer is responsible for WWF ordering. Oil will be determined on a RAC-by-RAC basis between the Proposer and those impacted RACs.
13. Who is responsible for monitoring the oil and WWF levels?  
The Proposer is responsible for monitoring WWF. Monitoring oil will be based on relationships between the Proposer and RACs as indicated in question 12.
14. What is the system used for monitoring the fuel, oil, WWF. (Pulse...??)  
The proposer will be responsible for providing and maintaining a system to monitor the throughput of fuel, oil, and WWF. A report for monthly throughputs must be readily available on CLT's request.
15. Is the expectation that us as the service provider be responsible for Utilities (Electricity, Submetered Electricity EV, Natural Gas, Water, Sewer, & Stormwater, or will the City/Airport be responsible for those?  
All of the above listed utilities and/or services are provided by the Airport and City
16. Are prior year budgets and actuals for the facility operations available to share?
  - a. Routine Maintenance Opex & Major Maintenance as CapEx  
The Budget Amount provided in question 7. is sufficient for Proposals and is a stable, year-to-year estimate.
17. What was the reason for going to market for this requirement?  
CONRAC Management Services have been outsourced from the very start of the CONRAC Facility. The current Contract for CONRAC Management Services has reached the end of its allowable term.
18. Are there deficiencies in the current service, was it previously in-house and decided to be outsourced, etc?  
CONRAC Management Services have been outsourced from the very start of the CONRAC Facility. The current Contract for CONRAC Management Services has reached the end of its allowable term.

19. Are there currently any pain-points or items desired to be improved from the existing service level?  
The current Contract for CONRAC Management Services has reached the end of its allowable term. The Airport is seeking the Proposer that, in its sole judgement, is most responsive in meeting the requirements and objectives of this RFP as stated in Section 1, §C.8. of the RFP.
20. Would the airport say it is seeking a "lowest price" or "best value" level of service for this SOW? Thank you!  
The Airport is seeking the Proposer that, in its sole judgement, is most responsive in meeting the requirements and objectives of this RFP as stated in Section 1, §C.8. of the RFP.

Charlotte Douglas International Airport (CLT), a City of Charlotte department does not discriminate on the basis of disability. We will provide auxiliary aids and services, written materials in alternative formats, and reasonable modifications in policies and procedures to persons with disabilities upon request. To make a request, please email [brian.winegard@cltairport.com](mailto:brian.winegard@cltairport.com) or [danielle.disanti@cltairport.com](mailto:danielle.disanti@cltairport.com)



**REQUEST FOR PROPOSAL**  
**CONSOLIDATED RENTAL CAR SERVICE CENTER “CONRAC”**  
**MANAGEMENT SERVICES**  
**RFP AVIA 24-13**

**Pre-Proposal Meeting**  
**November 29, 2023 at 10:00 AM**

# AGENDA

- Housekeeping Items
- Team Introduction
- Submission Requirements
- Bid Format (Required Forms)
- Selection Criteria
- Addenda and Proposer Questions
- e-Builder Bid Portal
- CBI Program Requirements
- Scope Summary
- Site Visits
- Closing

# HOUSEKEEPING ITEMS

- The purpose of this conference is to review the Request for Proposals (RFP).
- Any questions and answers discussed in this meeting are unofficial and will need to be submitted via e-Builder. Official answers will be provided only via addendum.
- You may email [brian.winegard@cltairport.com](mailto:brian.winegard@cltairport.com) with questions regarding the operation of e-Builder.
- This presentation is not being recorded but will be provided via addendum, along with an attendance list.
- Vendor registration and related information:  
<https://www.charlottenc.gov/Growth-and-Development/Doing-Business/Vendor-Registration>

# TEAM INTRODUCTION

- Presenters:
  - Brian Winegard – RFP Project Manager
  - Eleeta Wesley – Business Diversity & Development Specialist
  - Michael Ellis – Project Manager
  
- Meeting Attendance:
  - Please be sure your attendance is captured by submitting your name, company, and email address using the Chat feature

# SUBMISSION REQUIREMENTS

## Submission Requirements:

- Companies should submit proposal in searchable Adobe Acrobat .pdf format, signed in ink, or digitally signed.
- Proposals should have standard text no smaller than twelve (12) points.
- Please combine all documents into one submission packet.
- Please limit the bid response to 25 pages or less.
- Please name your file using twenty (20) characters or less.
- Please share username and password among co-workers.
- Proposals must be submitted through the eBuilder Bid Portal, using the link provided within the RFP document. CLT will not accept submissions through any other means (i.e. – mailed, faxed, emailed, hand delivered, etc.)

## Proposal Submission Deadline:

- December 18, 2023, at 1:00 PM (per CLT's clock)
- The bid portal will close promptly at 1:00 PM. **Late submissions will not be accepted.**
- Please notify Brian Winegard via email [brian.winegard@cltairport.com](mailto:brian.winegard@cltairport.com) if you experience issues using the bid portal. All other questions must be submitted through the Q&A link in the bid portal.
- DO NOT wait until the last minute!

## Target Dates:

- Estimated start date is July 1, 2024.





# PROPOSAL FORMAT (REQUIRED FORMS)

Proposals shall consist of the following forms:

- Form 1, Proposal Form
- Form 2, Proposal Qualifications and Requirements
- Form 3, Nondiscrimination Certification
- Form 4, CBI Program Requirements
- Form 5, Confidential Information
- Form 6, Pricing

**\*All required forms must be completed, signed, and uploaded\***

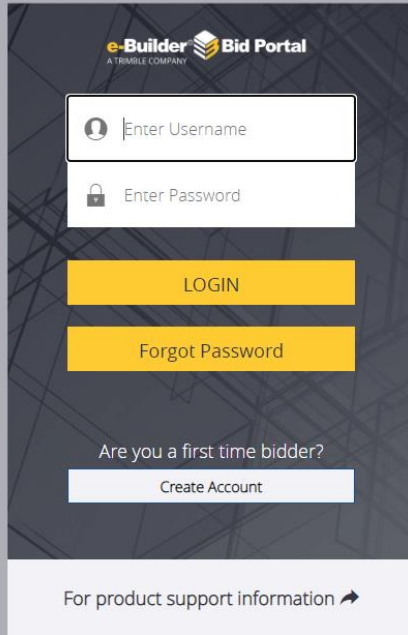
# SELECTION CRITERIA

<b>Experience</b>	CLT will evaluate the Proposer based on its ability to meet the Experience requirements as set forth in the Specifications including Work experience providing the Work during the past seven (7) years.
<b>System Solution</b>	CLT will evaluate the Proposer's System Solution compared to the requirements set forth in the Specifications and Scope of Work.
<b>Implementation Plan</b>	CLT will evaluate the Proposers ability to meet the requirements set forth in the Specifications and as detailed in the Proposer's Implementation Plan.
<b>Compensation</b>	CLT will evaluate the Proposer on the overall compensation proposed related to the provision of the Work.

# ADDENDA AND PROPOSER QUESTIONS

- All addenda will be posted to the e-Builder bid portal.
- Questions and answers of this RFP will be included in addenda for the benefit of all proposers.
- Questions must be submitted in written form through the eBuilder Bid Portal Q&A board.
- Deadline for submitting written questions is December 8, 2023, at 1:00 PM.

# EBUILDER BID PORTAL



e-Builder Bid Portal  
A TRIMBLE COMPANY

Enter Username

Enter Password

LOGIN

Forgot Password

Are you a first time bidder?

Create Account




For product support information ↗

- Please use the link provided in the RFP to access the eBuilder Bid Portal.
- **PLEASE NOTE:** The eBuilder link is the “Invitation Key”.
- If this will be your first-time logging into the eBuilder bid portal, you will need to create login credentials.
- Use Chrome or Firefox as your browser when accessing the bid portal (do not use Microsoft Edge).

# EBuilder Bid Portal

Locate proposal documents here\*

The screenshot shows the EBuilder Bid Portal interface. At the top, there are three tabs: 'Package Invitation', 'Response Form', and 'Q&A Board'. Below these are 'Accept' and 'Decline' buttons. The 'Invitation Documents (1)' tab is selected, and a red arrow points to it. Below the tabs, there are 'Bid Info', 'Invitation Documents (1)', and 'Addenda' sections. Under 'Invitation Documents (1)', there are 'Hide All' and 'Show All' buttons. Below these is a dashed box containing a download icon and the text: 'Click this icon to download files. Clicking the icon next to a folder will download all files and subfolders within it.' Below this is a table with columns for 'File / Folder Name', 'Uploaded on', and 'File Size'.

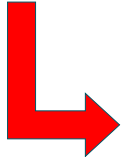
File / Folder Name	Uploaded on	File Size
  Solicitation Documents (1)	08.16.2023 7:29 PM	
 RFP AVIA 24-06 Terrazzo Maintenance FINAL.pdf Version 1	08.24.2023 4:00 PM	2.50 MB

\*Screenshot may not depict this RFP.



# EBUILDER BID PORTAL

Submit Questions here



Package Invitation      Response Form      **Q&A Board**

[? Submit Question](#)    [Export](#)




[View List](#) | [View All](#)      Note: The date and time are shown in the bid time zone.

View	Subject	Questionee	Date & Time
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# EBuilder Bid Portal

Submit pricing once completed

Package Invitation      **Response Form**      Q&A Board

**Submit**            

**STEP 1: Bid Form**    STEP 2: Response Documents    STEP 3: Additional Info

Estimated Contract Price - Zone 1							
#	Description	Spec Reference	Part Number	Quantity	UoM	Unit Cost	Total Cost
1	Year 1			1,0000	LS	<input type="text"/>	
2	Year 2			1,0000	LS	<input type="text"/>	
3	Year 3			1,0000	LS	<input type="text"/>	
4	Optional Year 1			1,0000	LS	<input type="text"/>	
5	Optional Year 2			1,0000	LS	<input type="text"/>	
Estimated Contract Price - Zone 1 Subtotal							0.00

Estimated Contract Price - Zone 2

#	Description	Spec Reference	Part Number	Quantity	UoM	Unit Cost	Total Cost
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Enter pricing here\*

\*Screenshot may not depict this RFP.

# EBUILDER BID PORTAL

Submit  
Proposal once  
completed

The screenshot shows the top navigation bar with three tabs: "Package Invitation", "Response Form", and "Q&A Board". Below the tabs is a row of icons: a blue "Submit" button, a save icon, a download icon, and an upload icon. Below this is a progress bar with three steps: "STEP 1: Bid Form", "STEP 2: Response Documents", and "STEP 3: Additional Info". The "Response Form" tab and "STEP 2: Response Documents" are circled in red.

Upload  
submission  
packet here

The screenshot shows the "Response Documents" section. It includes a warning icon and the text "There are no supporting documents attached to this bid." Below this is the instruction "Please provide response documents" and the heading "Upload Additional Files". A dashed box contains the text "Drag and drop files here to upload, or browse." and a blue upload icon.

## Reminder:

- Upload as one (1) file
- File name 20 characters or less
- Don't wait until the last minute!

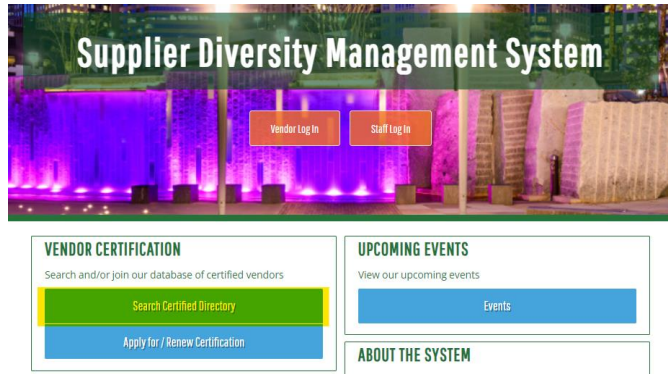


# Charlotte Business Inclusion (CBI)

- The City will negotiate an MWSBE participation goal.
- Minority, Women and/or Small Business Enterprises (MBE) (WBE) &/or (SBE)
- Required: CBI Form 3 (Services) Subconsultant Utilization Form
  - Located at [www.cltairport.com](http://www.cltairport.com) under "Business – Business Diversity Programs. "
- This Contract may be subject to the terms and conditions of the City's CBI Program regarding subcontracting opportunities that may arise during the term of the Contract.
- The CBI Program can be found at: [www.charlottebusinessinclusion.com](http://www.charlottebusinessinclusion.com)

# Charlotte Business Inclusion (CBI)

- Search for MWSBE firms: <http://charlotte.diversitycompliance.com>

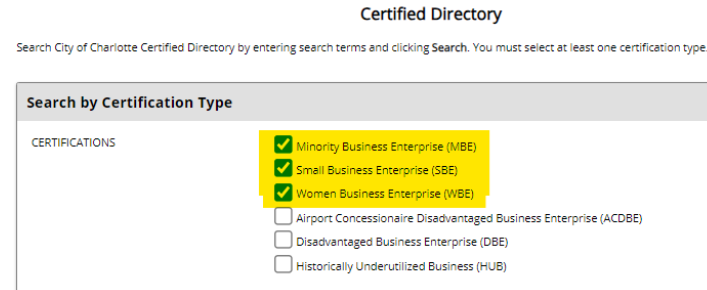


- Contact for CBI questions:

Eleeta Wesley

[Eleeta.Wesley@cltairport.com](mailto:Eleeta.Wesley@cltairport.com)

704-617-5964



# SCOPE SUMMARY

## Summary:

- The City is interested in partnering with a qualified company to perform Operating, Management and Maintenance Services (the "CONRAC Management Services") for the consolidated rental car facilities (the "CONRAC") at the City of Charlotte Douglas International Airport ("CLT").
- Contract Term: Three years with two additional one-year options to renew.

## Services scope of work:

- The CONRAC consists of an On-Airport Rental Car Facility; and a Remote Service Facility. As of the date of this RFP, CLT has entered into concession agreements with seven (7) rental car companies ("RACs") for the use of the CONRAC.
- Price services based on rates described in the pricing worksheet.
- City to select based on experience, system solution, implementation and compensation.

# Pre-proposal site visit locations:

Site 1:

CONRAC (right across from terminal)

5489 Josh Birmingham Parkway

Charlotte, NC 28214

Site 2:

Remote Service Facility

6525 Rackham Drive

Charlotte, NC 28214

**THANK YOU!**



**CLT** 



**PREBID/PROPOSAL MEETING**  
**November 29, 2023**

**RFP AVIA 24-13**  
**CONSOLIDATED RENTAL CAR SERVICE CENTER "CONRAC" MANAGEMENT**  
**SERVICES**

<b>Name</b>	<b>Company Name</b>	<b>Contact Information</b>
Jon Poisson	CBRE	jon.poisson@cbre.com
Shelly Mesecke	CBRE	shelly.mesecke@cbre.com
Jeff Clark	CBRE	jeff.clark@cbre.com
Justin Hitt	CBRE	justin.hitt@cbre.com
Gillian Phillips	CBRE	gillian.phillips@cbre.com
Prince Summerlin	CBRE	prince.summerlin@cbre.com
Kezia Pendergraft	CBRE	Kezia.Pendergraft@cbre.com
Ricardo Rodriguez,	CBRE	ricardo.rodriguez@cbre.com
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Anthony Criddle	Conrac Solutions	acriddle@conracsolutions.com

D. Scott Anderson	Conrac Solutions	sanderson@conracolutions.com
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Nicholas Pine	MVI Field Services	npine@mvifieldservices.com
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Sharon Maumus	MVI Field Services	
Jeremiah Carson	MVI Field Services	Cjeremiah@mvifieldservices.com
Ghnahsham Manakikar	LGC Corp	ghanahsham.manakikar@lgccorp.com
Allen Forrest	TFGLA	ceo@tfgla.com
Brian Winegard	Aviation	RFP Project Manager
Michael Ellis	Aviation	Project Manager
Eleeta Wesley	Aviation	Business Diversity & Development Specialist
Claire Butler	Aviation	Business Diversity & Development Manager

Charlotte Douglas International Airport (CLT), a City of Charlotte department does not discriminate on the basis of disability. We will provide auxiliary aids and services, written materials in alternative formats, and reasonable modifications in policies and procedures to persons with disabilities upon request. To make a request, please reply to this email or call me at 980-242-9584 (contact for specific event).