

RFP 2024-23 Addendum #2

Question #1: Could you please provide additional information in reference to the pricing structure? Would you like a daily rate or hourly rate?

Response #1: The Airport normally receives a concession fee from the contractor for 10% of total revenue. The rate charged from the contractor to the customer is at the discretion of the contractor.

Question #2: How many employees would be needed for this project?

Response #2: The contractor should determine the number of employees needed to meet the customer demand for services.

Question #3: How many employees should be expected per hour? This information will be needed to properly provide costing.

Response #3: The contractor should determine the number of employees needed to meet the customer demand for services.

Question #4: What would be the tentative start date of the contract?

Response #4: Mid-January 2025

Question #5: What are the proposed # of years of this contract?

Response #5: 3 years

Question #6: How many years should we provide pricing for?

Response #6: 3 years

Question #7: Could you please provide a link for current certified ACDBE companies?

Response #7: Information on the SRAA's Supplier Diversity Program, including ACDBE, can be found online at <https://syrairport.org/sraa/supplier-diversity-program/>. A link to the New York State Unified Certification Program and Directory can be found online at: <https://nysucp.newnycontracts.com>

Question #8: Are you able to provide any current statistics on number of passengers needing assistance daily?

Response #8: This data is not available as this RFP is for a service that has not been provided at our airport before. However, the Airport has historical data on enplanements (number of passengers who depart out of SYR). See below:

In Fiscal Year July 2023-June 2024, the Syracuse Airport averaged 4,119 enplanements per day (125,634 enplanements per month). Since July 2024, the Airport has averaged 4,314 enplanements per day.

ENPLANEMENTS

	<u>2023/2024</u>	<u>2024/2025</u>
JUL	130,661	147,479
AUG	134,238	132,966
SEP	117,745	116,835
OCT	137,734	
NOV	125,746	
DEC	120,492	
JAN	103,699	
FEB	116,028	
MAR	129,298	
APR	127,556	
MAY	136,076	
JUN	128,335	
Total	<u>1,507,608</u>	<u>397,280</u>

Question #9: How are passengers currently being assisted?

Question #9: There are no passengers currently being assisted through fee-for-service contractors. The only passenger assistance being provided is through the airlines (or their contractors) for disability assistance for free, which is required by law. The services covered under the RFP will not replace or be an alternative for airline disability assistance. The RFP for passenger assistance services is for a fee-based, concierge service provided based on passenger requests.

Question #10: What would be the process of passengers notifying the Airport of assistance being needed? How would the Airport communicate this information to the Contractor?

Question #10: The passengers should notify the contractor directly and all communication should go through the contractor. The contractor should have a system in place for taking requests for services and responding to those requests directly with confirmation of the services being provided, when, and for how much. The Authority can include the contractor's contact information on our website, indicating passengers may contact the contractor directly to request paid passenger assistance services.

Question #11: Does the Airport have a recommended hourly wage for this position? Additionally, are there any required benefits?

Question #11: Wages must meet minimum wage requirements. There are no required benefits other than those required by Federal, State and/or local law. The contractor must provide proof of insurance, including general liability, disability, and workers compensation.