



REQUEST FOR PROPOSAL (RFP)

Invercargill Airport Guest Services

December 2018

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To whom it may concern

Invercargill Airport Limited (IAL) is the aviation gateway to Invercargill City and the Southland region. It is situated approximately 10 minutes' drive from the Invercargill CBD. Several aviation related companies and businesses use or are operated from the airport.

In 2011, a project was started to replace the Invercargill Airport terminal building. This project is now complete, and the new terminal is in operation.

IAL is on the journey to ensure that guests who use the terminal building have a first-class experience. Having guest services that are professional and friendly is extremely important not only to the smooth operation of the terminal, but to the reputation of the Airport.

As part of the process of choosing suitable suppliers for the supply of guest services, including materials, labour, and equipment, IAL has put together this document as an invitation to your company ("Bidder") to provide detailed information, including services offered and costings, for the items and conditions set out in this RFP.

IAL wishes to proceed on the basis that the proposals provided by Bidders, in accordance with the specifications contained in this RFP, will be an irrevocable offer by the Bidder to IAL for a period of five (5) months from the closing date of this invitation, or such later date as we may mutually agree on, or such earlier date as IAL advises a Bidder of its acceptance or rejection of such Bidder's Proposal.

IAL, at its discretion, may elect not to progress this project beyond the evaluation stage. The quality of product and/or services proposed by Bidder, the economic justification of the proposal solutions and the fitness for purpose to meet IAL's requirements may all influence what decision is made.

IAL shall be under no obligation to accept any offer, nor give reasons for not accepting any of the proposals or for not progressing this project.

Closing Date for Proposals

Proposals are to be delivered no later than the closing date which is 1:00pm on 28 February 2019

As IAL recognises the commercial sensitivity of the information it is requesting, responses will be treated in the strictest confidence. To assist in maintaining confidentiality please e-mail completed proposals and any supporting material to: commercial@invercargillairport.co.nz

Please find attached:

- Section A: Selection Considerations
- Section B: Responses Required
- Section C: RFP Principles
- Appendix A: Questionnaire
- Appendix B: Specification

Should you have any questions please feel free to contact me.

Yours faithfully

Glenn Knipe
SAFETY, COMPLIANCE AND CUSTOMER EXPERIENCE MANAGER, INVERCARGILL AIRPORT LTD

SECTION A

SELECTION CONSIDERATIONS

IAL is seeking to enter into a contract with suitably qualified businesses for the provision of guest services at the Invercargill Airport situated at 106 Airport Avenue, Invercargill, including the provision of all labour, equipment and materials required to undertake such guest services.

The resulting contract will be for two years with the conditional option of an extension of two one year extensions (1+1) subject to the mutual agreement of both parties and provided that the Contractor has met the requirements of the service specification sufficiently (in the opinion of the Employer) for the first two year period (and for any subsequent periods). Each subsequent extension will be considered independently. The maximum period of any resulting contract may not exceed four years in total. Payment terms will be 60 days from the end of the month of receipt by IAL of the applicable invoice.

The major considerations of IAL's selection process include:

1. Your Capability
2. Measuring Your Performance
3. The Relationship
4. Safety & Environmental
5. Your People
6. Your processes and methodology
7. Your Technology
8. Your Guest Service Expectations
9. Your Strategy
10. Your Costs

Within each of these categories (Appendix A) are several questions. Your responses to these questions will assist IAL to gain a better understanding of your current and future capabilities.

Please provide a response to each question in the order that they are set out. If you feel that a question is not relevant to your company or you do not wish to respond, please indicate "N/A".

SECTION B

RESPONSES REQUIRED

1. Every response must include the name of the Bidder's representative to whom IAL may address any questions relating to the response and should include a contact telephone and email address.
2. The Bidder is to provide an electronic copy. A hard paper copy is NOT REQUIRED.
 - Electronic copies to: commercial@invercargillairport.co.nz
3. Each response must include a management summary that includes:
 - (a) A statement confirming the RFP response is complete
 - (b) The major features of the response
 - (c) The major benefits to IAL of the response
 - (d) Any other significant issues

PROPOSED TIMEFRAME

The following timetable indicates the anticipated key dates:

<i><u>RFP documents issued</u></i>	<i><u>7 January 2018</u></i>
<i><u>RFP closes</u></i>	<i><u>28 February 1.00 p.m.</u></i>
<i><u>Commence evaluation of responses</u></i>	<i><u>1 March 2019</u></i>
<i><u>All applicants notified of next steps</u></i>	<i><u>18 March 2019</u></i>
<i><u>Presentations take place</u></i>	<i><u>22 March 2019 – 26 March 2019</u></i>
<i><u>Decision made, and vendors notified</u></i>	<i><u>Early April 2019</u></i>
<i><u>Rollout commences</u></i>	<i><u>May 2019</u></i>

SECTION C

RFP PRINCIPLES

1. You are asked to treat the information in this document as confidential and to communicate it only to the people directly involved in the preparation of your proposal.
2. This invitation to respond to our RFP is issued on the understanding that no charge will be made for preparation of your proposal or other information that may be supplied.
3. IAL is under no obligation to accept the lowest priced, or any proposal. IAL reserves the right to negotiate for only selected parts of any offered solution.
4. IAL will answer any questions or requests for further information or clarification of requirements as and when required for you to develop your proposal. IAL reserves the right to distribute questions and answers to all Bidders. All communications must be directed to:

Email: commercial@invercargillairport.co.nz
5. IAL reserves the right to extend the closing date for RFP responses and to accept or decline late proposals at its discretion.
6. IAL has used all reasonable efforts in compiling this RFP. It will not be liable to Bidders for any inaccuracy or omission in the RFP or any additional information that IAL may provide.
7. IAL reserves the right to cancel, amend, or withdraw all or part of this RFP and/or process under it at any stage prior to completion of contract negotiations without incurring any liability.
8. Information relating to the examination, clarification, evaluation and comparison of proposals and the recommendations for selection of Bidders is confidential to IAL and will *not* be disclosed to Bidders or any other persons not officially concerned with such process.
9. The entire RFP process, including communications and negotiations, is confidential to IAL and the Bidder.
10. No advertising, press release or other information relating to the RFP or the subsequent acceptance of any proposal shall be published or otherwise made public without the *prior* written consent of IAL.
11. This RFP and any contract arising from it will be construed according to and governed by New Zealand law.

12. All submitted proposals and any material submitted by the Bidder to substantiate the proposal become the property of IAL and *will not* be returned to the Bidder, at any stage, irrespective of the outcome.
13. No proposal will be deemed to have been accepted or rejected unless and until the acknowledgement of such acceptance or rejection has been notified in writing by IAL.
14. Except as required by law each party shall preserve as confidential the contents of this RFP and any information provided by the other party to that party or obtained by that party for the purposes of this RFP and under no circumstances, unless the prior agreement in writing has been obtained from IAL, shall the Bidder make any comment, statement, release or other communication to the media relating to this RFP or to any matter arising out of this RFP. The Bidder shall direct any enquiries from the media to IAL and immediately advise of the details of the enquiry.
15. For a Bidder to be successful in progressing to the short list stage a financial viability assessment maybe required. A suitable agency may be appointed to provide any such assessment.
16. Contract negotiations will be undertaken with the selected supplier(s) once the RFP evaluation process is completed.

APPENDIX A

1 YOUR CAPABILITY

- 1.1 Detail in which geographic areas your company operates/supports; please specify whether this is directly or through agencies.
- 1.2 Please describe your total product/service range including afterhours service.
- 1.3 Please outline any other areas in which you could assist IAL.
- 1.4 Do you have the capability to provide 24/7 coverage if required?
- 1.5 What technical support will you provide us as part of this relationship?
- 1.6 Please describe the network (organisation/distribution) used to provide the products and services detailed as per (1.2).
- 1.7 Have you managed the range of products and services you wish to supply for any other clients? How were these accounts structured and is it possible (and are you agreeable) for IAL to contact these clients for comment? If so, please supply details.
- 1.8 If your proposal includes the management of third-party specialists, how do you intend to manage these relationships?
- 1.9 What is your willingness and capability to hold stock on behalf of IAL?
For example, pamphlets and posters for advertising.

2 MEASURING YOUR PERFORMANCE

- 2.1 What service/performance measures do you currently have in place with your customers? How are you currently performing against these measures?
- 2.2 How do you currently measure **Delivery In Full, On Time and In Specification**?
How are you currently performing against these measures?
- 2.3 Do you actively seek customer feedback? If so, how and what has that feedback been like?
- 2.4 Do you benchmark your company against others? If so how and what has that feedback been like?

2.5 What initiatives have you brought into previous relationships to reduce the customer's total cost to the owner, please give examples?

3 THE RELATIONSHIP

3.1. If chosen as a guest services supplier to IAL, what resources would you commit to the relationship?

3.2. How do you intend to manage the relationship with IAL? What would be the structure and the qualification/experience of any key account team?

3.3 Currently IAL manage a number of systems that support the guest experience. These include parking equipment, pay machines, barrier arms and other equipment. How would you propose to operate this equipment to ensure guests have an excellent experience?

4 SAFETY & ENVIRONMENTAL

4.1. What are your safety and environmental performance goals and how do you measure your progress?

4.2. What safety and environmental awards, or public recognition, has your company received?

4.3 What safety and environmental capabilities/expertise do you have which could be accessed as part of the relationship?

4.4 How would you manage the front of terminal to ensure it works well and everyone using it is safe?

5 YOUR PEOPLE

5.1 Please provide a copy of your Organisational Chart showing who would support your company working with IAL.

5.2 What % of revenue do you invest in training annually?

5.3 The delivery of excellent guest service requires particular skills. What skills do you believe a guest service person needs to deliver excellent guest service, and how would you ensure your team have the right capability?

6 **YOUR PROCESSES**

- 6.1. Do you have a quality system in place? If so, please provide details.
- 6.2. Do you have processes in place to ensure continuous improvement? If so, please provide details.
- 6.3. Please detail any industry or quality awards received.
- 6.4. What is your process for handling customer complaints?

7 **YOUR TECHNOLOGY**

- 7.1. What is your current information technology platform?
- 7.2. Do you have a company web page? If so, please provide details.
- 7.3. What specialist technology does your company have that will improve the guest service processes at the airport?
- 7.4. Do you have the ability to?
 - Send/receive e-mail.
 - Send/receive faxes.
 - Provide an invoice for each month's services.
 - Accept EFT payments.
 - Process your invoices electronically.
 - Enable customers to access their accounts on your system

8 **GUEST SERVICE EXPECTATIONS**

- 8.1. Describe how you would deliver excellent guest experience at our airport?
- 8.2. Describe how you would deliver excellent front of house management (roads, drop off and pick up and car parking areas)?
- 8.3. How would you demonstrate to IAL that you are delivering excellent guest service?
- 8.4. What is your philosophy on guest service?

9 YOUR STRATEGY

- 9.1 What is your company's vision or future direction for your company?
- 9.2 What are your key strategies to attain your vision?
- 9.3 What do you see as your company's key sustainable competitive advantage?
- 9.4 What initiatives will you bring to this relationship
- 9.5 What would your company's strategy for working with IAL?
- 9.6 What other skills, capabilities or experience might your company bring to the airport?

10 YOUR COSTS

Following this questionnaire, Appendix B, please find IAL's indicative listings of requirements as listed by the following schedules.

The items on the schedules may not be a complete listing of the guest services requirements for the airport environment. If, as part of the RFP process we have missed anything, these items should be highlighted to IAL in your proposal. IAL reserve the right to pass this information onto other Bidders if necessary

	Guest Services Offered	Total
	Annual Price (excluding GST)	\$
	Total Price for Schedules for 24 months	\$

	Guest Services Offered	Total
	Miscellaneous guest services hourly rate (excluding GST)	\$
	Total Price	\$

You are requested to submit proposed prices for all the categories.

- All pricing must be in NZ\$ and exclude GST

APPENDIX B

General

This specification describes the requirements for guest services within the IAL Airport environment.

IAL's Vision

To be New Zealand's leading full-service regional airport with a thriving airport community connecting Southland to the world.

IAL's Purpose

Provide an aerodrome that allows safe aviation operation, and, utilise our assets to grow the business, and provides excellent guest service from the front gate to the aircraft.

Scope

This RFP is for the supply of guest services to the Invercargill Airport Terminal building and front of terminal which includes, but is not limited to, the airport terminal, front of the terminal drop off/pick up area, public car park, taxi and shuttle stands and rental cars carpark; but excludes:

- (a) Secured areas where access is not provided
- (b) Terminal building cafe and kitchen

General Guest Service Specifications

The guest services area of work comprises all areas inside and outside the airport terminal, shown on the attached plans. The services include, but are not limited to:

- (a) Ensuring guests have an excellent experience from the carpark to the aircraft
- (b) Managing the public carpark, including equipment, traffic flow, guests and trolleys
- (c) Being present and available to help guests when required within the Airport terminal and outside
- (d) Performing the required administrative tasks involved with guest services
- (e) Working with the advertising team to maintain the advertising equipment and services
- (f) Any other services required from time to time
- (g) Being an ambassador for the airport. This includes greeting guests as they arrive at the airport and making them feel welcome and identifying opportunities to exceed customer expectations.
- (h) Ensuring the terminal is secure after the last flights arrive.

Hours of Work

Airport Terminal Building

The normal hours of service are between:

- 0600 and 2100 on week days
- 0700 and 1900 on Saturdays

- 0830 and 2100 on Sundays
- There will be a requirement to work later occasionally due to late flights
- These hours may change depending on future growth of the airport

Description of Guest Services Specifications

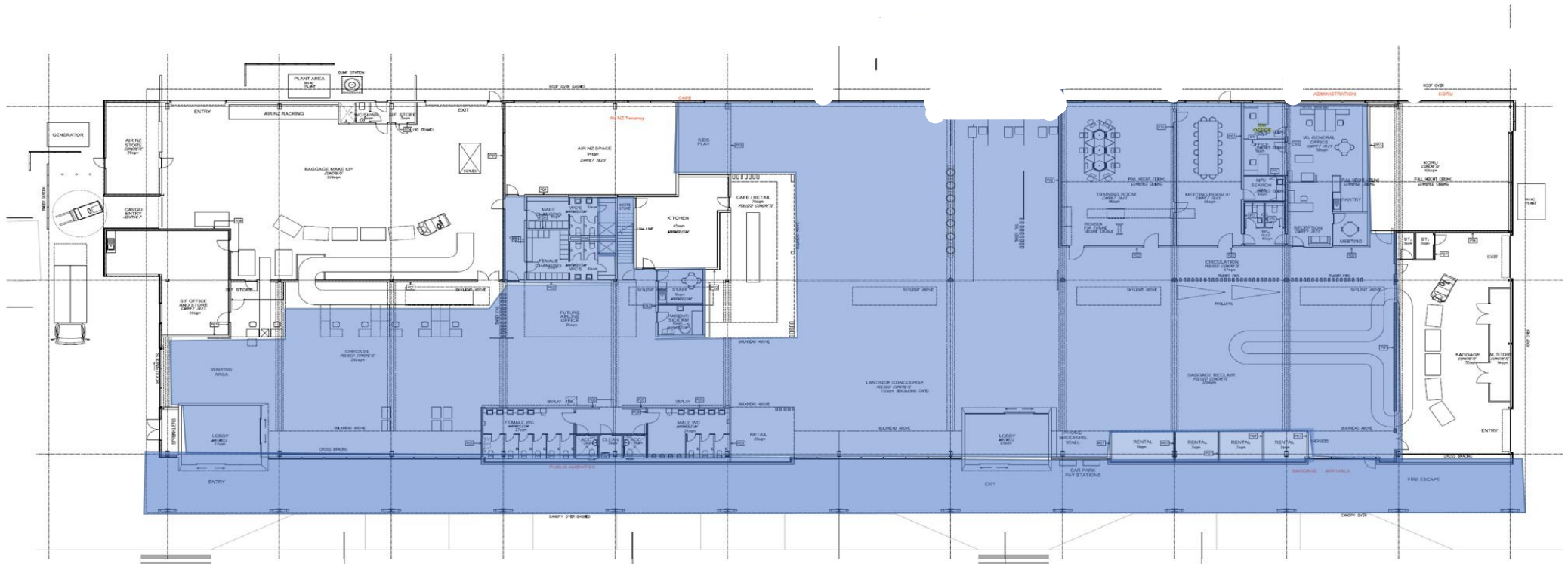
Invercargill Airports vision is “To be New Zealand’s leading full-service regional airport with a thriving airport community connecting Southland to the world.”

Our purpose is to “Provide an aerodrome that allows safe aviation operation, and, utilise our assets to grow the business, and provides excellent guest service from the front gate to the aircraft.”

With these in mind, please describe or explain how you would satisfy the following criteria to ensure the vision and purpose are met:

- (a) Ensuring guests have the best experience available from the carpark to the aircraft**
For example: Helping guests with their luggage and giving information.
- (b) Managing the carpark, including equipment, traffic flow, customers and trolleys**
For example: Helping guests with way finding, collecting trolleys, ensuring car park equipment is working and collecting rubbish.
- (c) Being present and available within the Airport terminal and outside when required**
For example: being present and available as guest services, both in person and contactable by phone.
- (d) Performing the required administrative tasks involved with guest services**
For example: Completing any paper work on problems identified and health and safety incidents, managing faulty tickets.
- (e) Working with the advertising team to maintain the advertising equipment and services**
For example: Stocking pamphlets, changing advertising posters and keeping equipment clean.
- (f) Any other services required from time to time**
For example: Clearing rubbish from around the terminal and front veranda during quiet periods, directing traffic for special events.
- (g) Ambassador Duties**
For example: Greeting guests as they arrive at the airport and making them feel welcome, and any other opportunities to exceed customer expectations.

Terminal Layout



Current areas of responsibility are coloured blue.

Carpark Layout



Current area of carpark responsibility is within the red circle and includes the public carpark, rental carpark, taxi/shuttle drop off and front of terminal drop off areas.