

ISSUING DEPARTMENT INPUT DOCUMENT
CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

☒ New ☐ OTR ☐ Sole Source ☐ Bid Waiver ☐ Emergency Previous Contract/Project No. N/A / EPPRFP-01383

☐ Contract ☐ Re-Bid ☐ Other – Access of Other Entity Contract LIVING WAGE APPLIES: ☐ YES ☐ NO

Requisition No./Project No.: EVN0002929 TERM OF CONTRACT 5 YEAR(S) WITH 0 YEAR(S) OTR

Requisition /Project Title: Concierge Services at Miami International Airport

Description: This solicitation will establish a contract for concierge services at Miami International Airport (MIA).

Issuing Department: SPD Contact Person: Pablo Martinez Phone: 305-375-4254

Estimate Cost: \$1,300,000 GENERAL FEDERAL OTHER
Funding Source: Revenue

ANALYSIS

<u>Commodity Codes:</u>	<u>90534</u>	<u>91821</u>	<u>95892</u>	<u>96178</u>	<u>96179</u>
Contract/Project History of previous purchases three (3) years Check here <input checked="" type="checkbox"/> if this is a new contract/purchase with no previous history.					
	<u>EXISTING</u>	<u>2ND YEAR</u>	<u>3RD YEAR</u>		
Contractor:	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>		
Small Business Enterprise:	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>		
Contract Value:	<u></u>	<u></u>	<u></u>		
Comments:					
Continued on another page (s): <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO					

RECOMMENDATIONS

	Set-Aside	Subcontractor Goal	Bid Preference	Selection Factor
SBE	<u></u>	<u></u>	<u></u>	<u></u>
Basis of Recommendation: <div style="height: 30px;"></div>				
Signed: <u>Pablo Martinez</u>		Date sent to SBD: <u>09/13/2023</u>		
		Date returned to SPD: <u></u>		



REQUEST FOR PROPOSALS (RFP)

EVENT No.:

EVENT TITLE:

PRE-PROPOSAL CONFERENCE TO BE HELD:

_____, 2023 at __:00 AM (local time)
111 NW 1st Street, ____ Floor, Conf. Rm. __, Miami, Florida

ISSUED BY MIAMI-DADE COUNTY:

Strategic Procurement Department
(Through the Expedited Purchasing Program)
for
Miami-Dade Aviation Department

MIAMI-DADE COUNTY CONTACT FOR THIS SOLICITATION:

Pablo Martinez, Procurement Contracting Officer
111 NW 1st Street, Suite 1300, Miami, Florida 33128
Telephone: (305) 375-4254
E-mail: pablo.martinez@miamidade.gov

PROPOSALS DUE:

INSERT DATE AND TIME

IT IS THE POLICY OF MIAMI-DADE COUNTY (COUNTY) THAT ALL ELECTED AND APPOINTED COUNTY OFFICIALS AND COUNTY EMPLOYEES SHALL ADHERE TO THE PUBLIC SERVICE HONOR CODE (HONOR CODE). THE HONOR CODE CONSISTS OF MINIMUM STANDARDS REGARDING THE RESPONSIBILITIES OF ALL PUBLIC SERVANTS IN THE COUNTY. VIOLATION OF ANY OF THE MANDATORY STANDARDS MAY RESULT IN ENFORCEMENT ACTION. (SEE IMPLEMENTING ORDER 7-7)

Electronic Proposal responses to this RFP are to be submitted through a secure mailbox at Integrated Financial Resources Management System (INFORMS) until the date and time as indicated in this document. It is the sole responsibility of the Proposer to ensure its Proposal reaches INFORMS before the Solicitation closing date and time. There is no cost to the Proposer to submit a Proposal in response to a Miami-Dade County Solicitation via INFORMS. Electronic Proposal submissions may require the uploading of electronic attachments. The submission of attachments containing embedded documents or proprietary file extensions is prohibited. All documents should be attached as separate files. All Proposals received and time stamped through the County's system, INFORMS, prior to the proposal submittal deadline shall be accepted as timely submitted. The circumstances surrounding all proposals received and time stamped after the Proposal submittal deadline will be evaluated by the issuing department in consultation with the County Attorney's Office to determine whether the Proposal will be accepted as timely. Proposals will be opened promptly at the time and date specified. The responsibility for submitting a proposal on or before the stated time and date is solely and strictly the responsibility of the Proposer. The County will in no way be responsible for delays caused by technical difficulty or caused by any other occurrence. All expenses involved with the preparation and submission of Proposals to the County, or any work performed in connection therewith, shall be borne by the Proposer(s).

A Proposer may submit a modified Proposal to replace all or any portion of a previously submitted Proposal up until the Proposal due date. The County will only consider the latest version of the Proposal.

Requests for additional information or inquiries must be made in writing and submitted using the question/answer feature provided by INFORMS at <https://supplier.miamidade.gov>. The County will issue responses to inquiries and any changes to this Solicitation it deems necessary via written addenda issued prior to the Proposal due date and time (see Mandatory Online Forms and Addendum Acknowledgement Section of INFORMS site). Proposers who obtain copies of this Solicitation from sources other than through INFORMS risk the possibility of not receiving addenda and are solely responsible for those risks.

1.0 PROJECT OVERVIEW AND GENERAL TERMS AND CONDITIONS

1.1 Introduction

Miami-Dade County, hereinafter referred to as the County, as represented by the Miami-Dade Aviation Department (Aviation), is soliciting proposals to select a qualified firm to provide Concierge Services to passengers travelling through Miami International Airport (MIA). Such Services may include, but not be limited to the services described in Section 2, of this solicitation. The Service shall be offered to international as well as domestic passengers.

The County anticipates awarding a contract for a five (5) year period.

The anticipated schedule for this Solicitation is as follows:

Pre-Proposal Conference:	See front cover for date, time, and place. Attendance is recommended but not mandatory.
	Should you need an ADA accommodation to participate in Pre-Proposal Conference (i.e., materials in alternate format, sign language interpreter, etc.), please contact the Internal Services Department's ADA Office five days prior to scheduled conference to initiate your request. The ADA Office may be reached by phone at (305) 375-3566 or via email at: Skarlex.Alorda@miamidade.gov or Heidi.Johnson-Wright@miamidade.gov . TTY users may reach the ADA Office by calling the Florida Relay Service at 711.
Deadline for Receipt of Questions:	xxxxxxx
Proposal Due Date:	See front cover for date and time.
Evaluation Process:	xxxxxxxxx
Projected Award Date:	xxxxxxxxx

1.2 Definitions

The following words and expressions used in this Solicitation shall be construed as follows, except when it is clear from the context that another meaning is intended:

1. The words "**Addenda**" or "**Addendum**" shall mean the written or graphic instruments issued prior to Proposal opening that clarify, correct or change the RFP documents or the Draft Lease and Concession Agreement.
2. The words "**Agreement**" or "**Contract**" shall mean the Lease and Concession Agreement, including all attachments thereto and a part thereof entered into by the County and the Concessionaire, including all of its terms and conditions, attachments, exhibits, and amendments.
3. The word "**Airport**" shall mean Miami International Airport.
4. The words "**Aviation**", "**Department**", or "**MDAD**" to mean Miami-Dade Aviation Department.
5. The term "**CBP**" shall mean Customs and Border Protection.
6. The word "**Central Terminal**" shall refer to the area of the terminal building and concourses, within the central part of the Miami International Airport terminal area, landside and airside, which is known as Concourses E-G.
7. The word "**Code**" shall mean the Code of Miami-Dade, Florida.
8. The words "**Common Carrier/Contracted Carrier**" to mean a person, firm, or corporation that undertakes for hire, as a regular business, to transport persons or commodities from place to place, offering their services to all such as may choose to employ the common carrier and pay their charges.
9. The words "**Concessionaire**" to mean the Proposer that receives any award of a contract from the County as a result of this Solicitation, also to be known as "**the prime Concessionaire**".
10. The words "**Competitive Selection Committee**" or "**Review Team**" to mean the group of individuals who are tasked with reviewing, evaluating and scoring the Proposals submitted in response to this RFP.
11. The word "**Contractor**" to mean the Proposer that receives any award of a contract from the County as a result of this Solicitation, also to be known as "the prime Contractor".
12. The word "**County**" to mean Miami-Dade County, a political subdivision of the State of Florida.
13. ~~The words "**Cybersecurity Products**" to mean software and hardware that include technologies, processes, and practices designed to protect information technology networks, devices, programs, and data from attack, damage, or unauthorized access.~~
14. The term "**FIS**" shall mean Federal Inspection Station.

15. ~~The words "Heightened Security Review" to mean any and all security screening conducted on County employees with access to Cybersecurity Products or any other additional security screenings or reviews the County Mayor or County Mayor's designee determines necessary to protect the security of the County's information technology networks, devices, programs, and data.~~
16. The words "Joint Venture" to mean an association of two or more persons, partnerships, corporations, or other business entities under a contractual agreement to conduct a specific business enterprise for a specified period with both sharing profits and losses.
17. The words "Licensed Software" to mean the software component(s) provided pursuant to the Contract.
18. The word "**Location(s)**" to mean the designated area within Miami International Airport from which the Concessionaire may use as a hub for the provision of Services.
19. The words "**North Terminal**" shall mean the area of the terminal building and concourses, within the north part of the Miami International Airport terminal area, landside or airside, which is now known as Concourses A-D.
20. ~~The word "**Neurodivergent**" shall refer to the concept that certain developmental disorders are normal variations in the brain, and people who have these features also have certain strengths. Besides Attention Deficit Hyperactivity Disorder (ADHD), neurodiversity commonly refers to people with autism spectrum disorder, dyslexia, dyspraxia, and other learning disabilities.~~
21. The words "**Passenger**" to mean a traveler on a public or private conveyance other than the driver, pilot, or crew.
22. The term "**Pressure-sales**" shall mean an unethical selling technique in which the salesperson exerts relentless and persistent pressure upon the customer, using inducements and psychological pressure to gain a fast sale.
23. ~~The words "**Produced in the United States**" to mean, with respect to Cybersecurity Products, a product for which all development and production occurs in the United States.~~
24. The word "**Proposal**" to mean the properly signed and completed written good faith commitment by the Proposer submission in response to this Solicitation by a Proposer for the Services, and as amended or modified through negotiations.
25. The word "**Proposer**" to mean the person, firm, entity or organization, as stated on the Submittal Form, submitting a Proposal to this Solicitation.
26. The words "**Request for Proposals**" or "**RFP**" shall mean this Solicitation document and all associated addenda and attachments.
27. The words "**Scope of Services**" to mean Section 2.0 of this Solicitation, which details the work to be performed by the Contractor.
28. The word "**Solicitation**" to mean this Request for Proposals (RFP) or Request for Qualifications (RFQ) document, and all associated addenda and attachments.
29. The word "**Subcontractor**" to mean any person, firm, entity or organization, other than the employees of the Contractor, who contracts with the Contractor to furnish labor, or labor and materials, in connection with the Services to the County, whether directly or indirectly, on behalf of the Contractor.
30. The words "**Support Space**" shall mean those areas under lease by the Concessionaire at the Airport for office or administrative functions, storage of goods and materials, prep areas, or areas not generally accessible to customers.
31. The term "**TSA**" shall mean the United States Transportation Security Administration, and any successor agency, office or department thereto.
32. The word "Terminal" shall mean the area of the Miami International Airport consisting of the terminal buildings and concourses, within the North, Central and South Terminals, landside or airside and connecting concession and public spaces.
33. The words "**Work**", "**Services**", "**Program**", or "**Project**" to mean all matters and things that will be required to be done by the Contractor in accordance with the Scope of Services, and the terms and conditions of this Solicitation.

1.3 General Proposal Information

Pursuant to Florida Statutes Section 287.05701, Proposers are hereby notified that the County will not request documentation of, or consider, the social, ideological or political interests of a Proposer when determining if a Proposer is a responsible vendor nor will the County give preference to a Proposer based on the Proposer's social, ideological or political interests.

The County may, at its sole and absolute discretion, reject any and all or parts of any or all Proposals; accept parts of any and all Proposals; further negotiate project scope and fees; postpone or cancel at any time this Solicitation process; or waive any irregularities in this Solicitation or in the Proposals received as a result of this process. In the event that a Proposer wishes to take an exception to any of the terms of this Solicitation, the Proposer shall clearly indicate the exception in its Proposal. No exception shall be taken where the Solicitation specifically states that exceptions may not be taken. Further, no exception shall be allowed that, in the County's sole discretion, constitutes a material deviation from the requirements of the Solicitation. Proposals taking such exceptions may, in the County's sole discretion, be deemed nonresponsive. The County reserves the right to request and evaluate additional information from any Proposer regarding Proposer's responsibility after the submission deadline as the County deems necessary.

The Proposer's Proposal will be considered a good faith commitment by the Proposer to negotiate a contract with the County, in substantially similar terms to the Proposal offered and, if successful in the process set forth in this Solicitation and subject to its conditions, to enter into a Contract substantially in the terms herein. Proposer Proposal shall be irrevocable until Contract award unless the Proposal is withdrawn. A Proposal may be withdrawn in writing only, addressed to the County contact person for this Solicitation, prior to the Proposal due date and time, or upon the expiration of one hundred eighty (180) calendar days after the opening of Proposals.

As further detailed in the Submittal Form, Proposers are hereby notified that all information submitted as part of, or in support of Proposals will be available for public inspection after opening of Proposals, in compliance with Chapter 119, Florida Statutes, (the "Public Record Law")

Any Proposer who, at the time of Proposal submission, is involved in an ongoing bankruptcy as a debtor, or in a reorganization, liquidation, or dissolution proceeding, or if a trustee or receiver has been appointed over all or a substantial portion of the property of the Proposer under federal bankruptcy law or any state insolvency law, may be found non-responsible.

To request a copy of any code section, resolution and/or administrative/implementing order cited in this Solicitation, contact the Clerk of the Board at (305) 375-5126, Monday- Friday, 8:00 a.m. – 4:30 p.m.

1.4 Aspirational Policy Regarding Diversity

Pursuant to Resolution No. R-1106-15, County vendors are encouraged to utilize a diverse workforce that is reflective of the racial, gender and ethnic diversity of Miami-Dade County and employ locally based small firms and employees from the communities where work is being performed in their performance of work for the County. This policy shall not be a condition of contracting with the County, nor will it be a factor in the evaluation of Solicitations.

1.5 Cone of Silence

Pursuant to Section 2-11.1(t) of the Code of Miami-Dade County, as amended (the "Code"), a "Cone of Silence" is imposed upon each RFP or RFQ after advertisement and terminates at the time a written recommendation is issued. The Cone of Silence prohibits any communication regarding RFPs or RFQs between, among others:

- potential Proposers, service providers, lobbyists or consultants **and** the County's professional staff including, but not limited to, the County Mayor and the County Mayor's staff, County Commissioners or their respective staffs;
- the County Commissioners or their respective staffs **and** the County's professional staff including, but not limited to, the County Mayor and the County Mayor's staff; or
- potential Proposers, service providers, lobbyists or consultants, any member of the County's professional staff, the Mayor, County Commissioners or their respective staffs **and** any member of the respective Competitive Selection Committee.

The provisions do not apply to, among other communications:

- oral communications with the staff of the Vendor Outreach and Support Services Section, the responsible Procurement Contracting Officer (designated as the County's contact on the face of the Solicitation), provided the communication is limited strictly to matters of process or procedure already contained in the Solicitation document;
- oral communications at pre-Proposal conferences and oral presentations before Competitive Selection Committees during any duly noticed public meeting, public presentations made to the Board of County Commissioners (the "Board") during any duly noticed public meeting;
- recorded contract negotiations and contract negotiation strategy sessions; or
- communications in writing at any time with any County employee, official or member of the Board of County Commissioners unless specifically prohibited by the applicable RFP or RFQ documents.

When the Cone of Silence is in effect, all potential vendors, service providers, bidders, lobbyists and consultants shall file a copy of any written correspondence concerning the particular RFP or RFQ with the Clerk of the Board, which shall be made available to any person upon request. The County shall respond in writing (if County deems a response is necessary) and file a copy with the Clerk of the Board, which shall be made available to any person upon request. Written communications may be in the form of e-mail, with a copy to the Clerk of the Board at clerkbcc@miamidade.gov.

All requirements of the Cone of Silence policies are applicable to this Solicitation and must be adhered to. Any and all written communications regarding the Solicitation are to be submitted only to the Procurement Contracting Officer with a copy to the Clerk of

the Board. The Proposer shall file a copy of any written communication with the Clerk of the Board. The Clerk of the Board shall make copies available to any person upon request.

1.6 Communication with Competitive Selection Committee Members

Proposers are hereby notified that direct communication regarding this Solicitation, written or otherwise, to individual Competitive Selection Committee (or Review Team) Members or, to the Competitive Selection Committee (or Review Team) as a whole, **are expressly prohibited**. Any oral communications with Competitive Selection Committee (or Review Team) Members other than as provided in Section 2-11.1 of the Code, are prohibited.

1.7 Public Entity Crimes

Pursuant to Paragraph 2(a) of Section 287.133 of the Florida Statutes, a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a Proposal for a contract to provide any goods or services to a public entity; may not submit a Proposal on a contract with a public entity for the construction or repair of a public building or public work; may not submit Proposals on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and, may not transact business with any public entity in excess of the threshold amount provided in Section 287.017 of the Florida Statutes for Category Two for a period of thirty-six (36) months from the date of being placed on the convicted vendor list.

1.8 Lobbyist Contingency Fees

- a) In accordance with Section 2-11.1(s) of the Code, after May 16, 2003, no person may, in whole or in part, pay, give or agree to pay or give a contingency fee to another person. No person may, in whole or in part, receive or agree to receive a contingency fee.
- b) A contingency fee is a fee, bonus, commission or non-monetary benefit as compensation which is dependent on or in any way contingent upon the passage, defeat, or modification of: 1) any ordinance, resolution, action or decision of the County Commission; 2) any action, decision or recommendation of the County Mayor or any County board or committee; or 3) any action, decision or recommendation of any County personnel during the time period of the entire decision-making process regarding such action, decision or recommendation which foreseeably will be heard or reviewed by the County Commission or a County board or committee.

1.9 Collusion

In accordance with Section 2-8.1.1 of the Code, where two (2) or more related parties, as defined herein, each submit a Proposal for any contract, such Proposals shall be presumed to be collusive. The foregoing presumption may be rebutted by the presentation of evidence as to the extent of ownership, control and management of such related parties in preparation and submittal of such Proposals. Related parties shall mean Proposer, the principals, corporate officers, and managers of the Proposer; or the spouse, domestic partner, parents, stepparents, siblings, children or stepchildren of a Proposer or the principals, corporate officers and managers thereof which have a direct or indirect ownership interest in another Proposer for the same contract or in which a parent company or the principals thereof of one Proposer have a direct or indirect ownership in another Proposer for the same contract. Proposals found to be collusive shall be rejected. Proposers who have been found to have engaged in collusion may be considered non-responsible, and may be suspended or debarred, and any contract resulting from collusive bidding may be terminated for default.

1.10 Expedited Purchasing Program

Pursuant to Section 2-8.1.6 of the Code, the County created the Expedited Purchasing Program (EPP). Due to the expedited nature of County projects issued under the EPP, prospective Proposers should anticipate a shortened Solicitation timeline for submission of Proposals. Technical, professional and legal staff may be used to determine best value as set forth in the Solicitation documents without the need to utilize the formal Competitive Selection Committee process established by the County. The County Mayor's or designee's written recommendation to award a contract under the EPP shall be sufficient to commence the bid protest period and terminate the Cone of Silence. Any legislation contrary to the provisions of the EPP shall be deemed suspended or amended as necessary to give effect to the intent of this Program.

1.11 Contract Measures

This Solicitation includes contract measures for Miami-Dade County Certified Small Business Enterprises (SBE's) pursuant to Sections 2-8.1.1.1.1 and 2-8.1.1.1.2 of the Code as follows:

Set-aside:

This Solicitation is set-aside for SBE's.

Subcontractor Goal:

% SBE subcontractor goal is applicable. The purpose of a subcontractor goal is to have portions of the work under the contract performed by available subcontractors that are certified SBEs for contract values totaling not less than the percentage of the contract value set out in this Solicitation. Subcontractor goals may be applied to a contract when estimates made prior to Solicitation advertisement identify the quality; quantity and type of opportunities in the contract and SBEs are available to afford effective competition in providing a percentage of these identified services. Proposers shall submit an executed Certificate of Assurance Affidavit at the time of Proposal acknowledging the project SBE Measure. After Proposals are opened, and prior to a recommendation for award, the Small Business Development Division (SBD) will send a notice to the Proposers directing them to complete the Utilization Plan via the County's web-based, Business Management Workforce System (BMWS), identifying the certified subcontractors to be utilized to meet the subcontractor goal. The Utilization Plan shall specify the scope of work and commodity code the SBE will perform. The Certificate of Assurance Affidavit and the completed Utilization Plan, submitted via BMWS listing the subcontractors, shall constitute an agreement by the Proposer that the specified work and the percentage of work will be performed by the SBE subcontractor.

The participating SBE firm(s) or joint venture(s) must have a valid Miami-Dade County SBE certification by the Proposal due date and time, as well as meet all other requirements as established in Implementing Order 3-41 and Sections 2-8.1.1.1.1 and 2-8.1.1.1.2 of the Code. Additional information regarding Miami-Dade County's Small Business Enterprise Program, including new amendments to the Program, is available on the Small Business Development Division's website <http://www.miamidade.gov/smallbusiness/>

(If Selection Factor, use Section 4.4 and delete above Section 1.11)

1.12 Labor Peace Requirements

Pursuant to Resolution No. R-148-07, the Proposer shall provide and to the extent that a labor organization(s) seeks to represent the Proposer's employees, a signed copy of the Labor Peace Agreement for their employees as part of their Proposal to assure that no labor dispute or unrest will disrupt their operations at MIA. Furthermore, the County has the right, in the event of a labor disruption, to suspend its obligations under the contract while the labor disruption is ongoing and to use alternative means to provide the service that is affected by the labor disruption. In the event a Proposer is unable to reach an agreement with a labor organization regarding the terms of a Labor Peace Agreement, the dispute between the Proposer and the labor organization shall be resolved by expedited binding arbitration in which the decision shall be rendered within ten (10) days of the request for arbitration but no later than five (5) days prior to the date Proposals are due. The Proposer and the labor organization shall equally share the costs of arbitration. The Proposer shall ensure that all sub-tenants also sign a Labor Peace Agreement. If, after reasonable diligence on the part of the Proposer, there are no labor organizations seeking to represent the Proposer's employees, the Proposer will indicate such within their Proposal. In the event a Proposer subsequently learns of a labor union seeking to represent the Proposer's employees after the date Proposals are due, Concessionaire must execute and submit a Labor Peace Agreement as a condition of award.

1.13 LIVING WAGE

Accordance with Section 2-8.9 of the Code of Miami-Dade County, and Administrative Order No. 3-30, as amended is applicable to the Agreement, as per Article 43 of the Agreement.

1.14 Contract Measures Airport Concession Disadvantaged Business Enterprises (ACDBE)

As used in this Solicitation, the term "Airport Concession Disadvantaged Business Enterprises (ACDBE)" means a small business concern, which (a) is at least fifty-one percent (51%) owned by one or more socially and economically disadvantaged individuals, or in the case of any publicly owned business, at least fifty-one percent (51%) of the stock which is owned by one or more socially and economically disadvantaged individuals; and (b) whose management and daily business operations are controlled by one or more of the socially and economically disadvantaged individuals who own it as set forth in 49 CFR Part 23, Code of Federal Regulations. It is the policy of MDAD that ACDBE's shall have the maximum practical opportunity to participate in the performance of County agreements.

ACDBE participation is not a mandatory requirement in order to be considered for award of a contract as a result of this solicitation. If the Proposer elects to participate, the ACDBE Plan must be submitted with the Proposal Submission Package in accordance with Attachment 3.

1.12

2.0 SCOPE OF SERVICES**2.1 Background**

Miami International Airport (MIA) is the leading economic engine for Miami-Dade County and the State of Florida. Founded in 1928, MIA now offers more flights to Latin America and the Caribbean than any other U.S. airport. Today, MIA enjoys the 3rd top position as the leading international freight airport in the United States and ranks as second for international passenger traffic (2022.)

~~MIA's prominent presence in international passenger traffic and cargo activity has fueled a host of other industries, such as: tourism, cruise industry, international banking, and commerce. Approximately 80% of all exports and 83% of all imports between the United States and the Latin American/Caribbean region flow through MIA. It should also be noted that MIA is the port of entry for approximately 60% of all international traffic arriving by air to Florida. MIA is the world's largest Latin American/Caribbean gateway, offering 1,222 weekly departures and a total of 161 destinations (domestic and international). With 42% of total passenger traffic being international, MIA is among the top airports in the U.S. with the highest international to domestic passenger ratios.~~

MIA's prominent presence in international passenger traffic and cargo activity has fueled a host of other industries, such as: tourism, cruise industry, international banking, and commerce. Approximately 80% of all exports and 83% of all imports between the United States and the Latin American/Caribbean region flow through MIA. It should also be noted that MIA is the port of entry for approximately 60% of all international traffic arriving by air to Florida. MIA is the world's largest Latin American/Caribbean gateway, offering over 1,300 weekly departures with non-stop service to 77 destinations in the region. With 44% of total passenger traffic being international, MIA is among the top airports in the U.S. with the highest international to domestic passenger ratios.

The Miami-Dade County Board of County Commissioners adopted a new capital improvement program at MIA that will fund up to \$5 billion in airport-wide modernization projects over the next five to 15 years, paving the way for future growth in passenger and cargo traffic at MIA - projected to reach 77 million travelers and more than four million tons of freight by the year 2040.

Sub-Programs include:

Central Terminal Redevelopment

Redevelopment of North Terminal's Regional Commuter Facility

New Concourse K

2.2 Concession Program Goals and Objectives

Aviation has established concession goals and objectives to better meet or exceed the demands of today and tomorrow's traveling public. The Department's concession goals and objectives for the Airport are to:

- Enhance the image of the Airport as a world-class airport.
- Enhance customer service and satisfaction by improving product choice, price choice, and customer service.
- Optimize sales and revenues.
- Optimize design and location of retail units.
- Present a local and regional identity to the traveling public.
- Provide national and international branded concepts.
- Increase local and Airport Concession Disadvantaged Business Enterprises (ACDBE) participation to the extent possible.

2.3 Concierge Service Program

- A. The Aviation Department is seeking a qualified firm to develop and provide a Concierge Service Program at MIA. The services shall provide personalized travel services that offer assistance and support to travelers at the airport, which in turn will increase revenues to the Airport, maximize passenger comfort, and enhance MIA's image as a customer-

friendly Global Airport. These services are currently being offer to passengers by some airlines through elite packages; however, this does not prevent passengers from obtaining services from other sources.

The Successful Proposer will operate two (2) kiosks to be located in the North and South Terminals, which receives domestic and international passengers. The size and locations of the kiosks will be assigned in the negotiations. The Successful Proposer will also have an opportunity to operate MDAD pre-approved mobile gondolas.

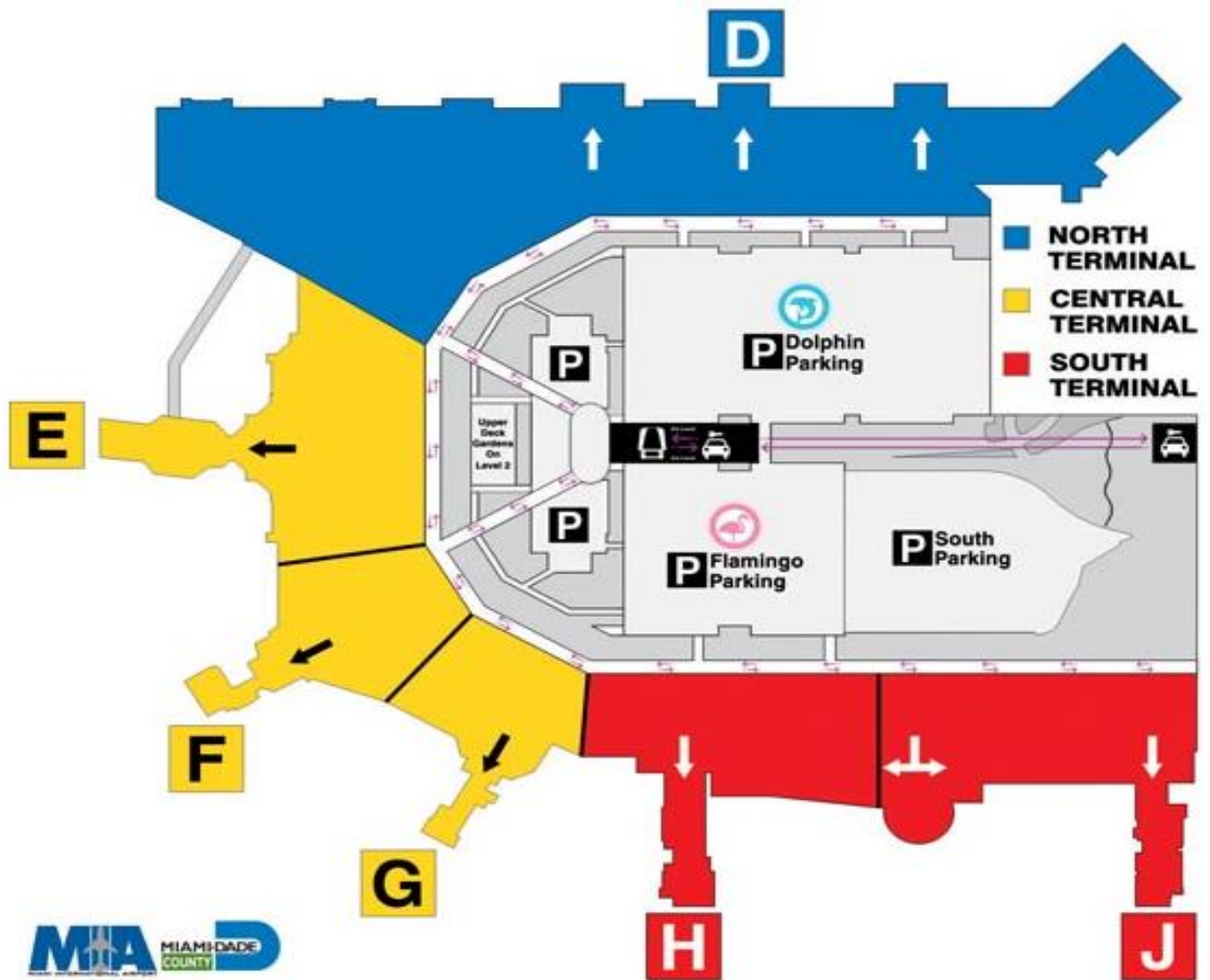
The Concierge Services proposed Program may include the following:

- I. Airport meet and greet.
- II. Airport lounge access (refer to Section 2.6, B)
- III. Bookings: Airline, Hotel, Car rental (inclusive of returns)
- IV. Manage re-bookings, check-ins, boarding passes, connecting flights, and itinerary changes.
- V. If authorized, assist customers through TSA, U.S. Immigration and Customs, and gates. It is the Concessionaire's responsibility to seek the approval of all governing authorities before assisting customers and delivering merchandise through all secured areas. Note: **Airfield Operation Areas, sterile areas, and MDAD restricted areas throughout the term of the Agreement, as per Article 18.15 – Secured Areas/Airfield Operations Area (AOA) Sterile Areas Security.**
- VI. Coordinate transportation to and from MIA.
- VII. Special needs travel assistance (e.g., wheelchair assistance, unaccompanied minors and seniors, and sign language assistance etc.)
- VIII. Provide language interpretation.
- IX. Shopping services
- X. Personalized services
- XI. Security arrangements (e.g., celebrities, high profile guests, etc.)
- XII. Any emerging technologies that will enhance the operation of the services being proposed.
- XIII. All online booking/transactions shall be reported as stipulated in the Draft Form of Agreement, Sub-article 3.10 "Reports of Gross Revenues."
- XIV. Kiosks (footprint) shall not exceed 32' square feet (8' x 4').
- XV. Advertising products or services not within the Concessionaires scope will not be permitted.
- XVI. Flashing signs on kiosks will not be allowed.

B. Valet Services Information

Valet Services are operated by APA (A private company doing business with MDAD). The valet services is conveniently located on the 1st level (Departures) by the Dolphin (North) and Flamingo (South) Garage.

C. Map of Miami International Airport Terminals



D. Miami International Airport Passengers by Concourse Report

The following report shows passengers by concourse, and it is provided for informational purposes only.

MIAMI INTERNATIONAL PASSENGERS BY CONCOURSE							
OCTOBER 1, 2021 – SEPTEMBER 30, 2022							
Concourse	--- Domestic ---		--- International ---		----- Total -----		Total Passengers
	Arrival	Departure	Arrival	Departure	Arrival	Departure	
Concourse: Concourse D							
American Airlines Inc	7,928,218	7,863,159	4,819,268	5,026,745	12,747,486	12,889,904	25,637,390
Envoy Air Inc	1,066,429	1,062,074	306,779	313,201	1,373,208	1,375,275	2,748,483
****Concourse Total****	8,994,647	8,925,233	5,126,047	5,339,946	14,120,694	14,265,179	28,385,873
Concourse: Concourse E							
American Airlines Inc	920,884	956,012	651,804	560,889	1,572,688	1,516,901	3,089,589
JetBlue Airways Corporation	459,633	448,686	150	0	459,783	448,686	908,469
British Airways	256	0	168,890	181,945	169,146	181,945	351,091
Iberia LAE SA Operadora	0	0	156,783	168,100	156,783	168,100	324,883
Qatar Airways	0	0	87,872	81,512	87,872	81,512	169,384
Air Europa Lineas Aereas SA	0	0	71,007	71,863	71,007	71,863	142,870
Global Crossing Airlines Inc	1,450	1,556	31,832	62,396	33,282	63,952	97,234
Red Air SA	0	0	3,011	63,233	3,011	63,233	66,244
Cayman Airways Ltd	63	0	25,988	27,790	26,051	27,790	53,841
World Atlantic Airlines	29	36	10,332	42,775	10,361	42,811	53,172
Swift Air LLC	439	379	14,804	23,617	15,243	23,996	39,239
GOL Linhas Aereas SA Inc	0	0	18,350	17,562	18,350	17,562	35,912
Finnair Airlines OYJ	0	0	16,913	16,976	16,913	16,976	33,889
Alaska Airlines Inc	16,113	16,376	0	0	16,113	16,376	32,489
Boliviana de Aviacion	0	0	12,648	16,104	12,648	16,104	28,752
Royal Air Maroc	0	0	13,378	14,219	13,378	14,219	27,597
Air Century SA c/o Ultra Aviation Services Inc	0	0	4,876	19,615	4,876	19,615	24,491
LOT Polish Airlines Joint Stock Company	0	0	7,117	6,055	7,117	6,055	13,172
Generic Cash and GA Account	0	0	5,499	7,244	5,499	7,244	12,743
TUI Airlines Belgium NV dba TUIfly	0	0	5,384	5,806	5,384	5,806	11,190
Eastern Airlines LLC	0	0	884	1,550	884	1,550	2,434
Envoy Air Inc	1,148	747	86	313	1,234	1,060	2,294
Surinam Airways	0	0	527	491	527	491	1,018
Swiss International Air Lines Ltd	0	0	321	321	321	321	642
Delta Air Lines Inc	392	208	0	0	392	208	600
National Air Cargo Group dba National Airlines MUA	220	220	0	100	220	320	540
Icelandair	0	0	0	157	0	157	157
****Concourse Total****	1,400,627	1,424,220	1,308,456	1,390,633	2,709,083	2,814,853	5,523,936
Concourse: Concourse F							
Frontier Airlines	487,353	483,887	124,235	129,674	611,588	613,561	1,225,149
Swift Air LLC	0	0	123,429	131,866	123,429	131,866	255,295
Boliviana de Aviacion	0	0	61,292	19,648	61,292	19,648	80,940
Red Air SA	0	0	59,229	135	59,229	135	59,364
World Atlantic Airlines	68	185	28,744	10,359	28,812	10,544	39,356
Fast Colombia SAS dba Viva Air Colombia	0	0	18,889	18,329	18,889	18,329	37,218
Global Crossing Airlines Inc	85	130	31,550	3,234	31,635	3,364	34,999
Concesionaria Vuela Compania de Aviacion SAPI de C	0	0	15,879	15,768	15,879	15,768	31,647
Sun Country Airlines	15,154	15,990	0	0	15,154	15,990	31,144
Cayman Airways Ltd	0	0	14,604	15,240	14,604	15,240	29,844
Sky Airlines Peru SAC	0	0	15,080	13,856	15,080	13,856	28,936
Air Century SA c/o Ultra Aviation Services Inc	0	0	13,517	3,498	13,517	3,498	17,015
Surinam Airways	0	0	5,410	4,244	5,410	4,244	9,654
Icelandair	0	0	1,208	2,960	1,208	2,960	4,168
Generic Cash and GA Account	185	169	2,063	176	2,248	345	2,593
Eastern Airlines LLC	0	270	1,139	0	1,139	270	1,409

Transportes Aereos Portugueses SA aka TAP Portugal	0	0	222	528	222	528	750
Bahamasair Holdings Ltd	0	0	276	173	276	173	449
Spirit Airlines Inc	165	208	0	0	165	208	373
JetBlue Airways Corporation	290	0	0	0	290	0	290
Southwest Airlines	219	0	0	0	219	0	219
American Airlines Inc	119	0	91	0	210	0	210
SAS Scandinavian Airlines	0	0	144	0	144	0	144
Atlas Air Inc	0	0	78	0	78	0	78
****Concourse Total****							
	503,638	500,839	517,079	369,688	1,020,717	870,527	1,891,244
Concourse: Concourse G							
Southwest Airlines	868,058	845,396	0	0	868,058	845,396	1,713,454
Spirit Airlines Inc	761,279	666,411	185	75,993	761,464	742,404	1,503,868
Frontier Airlines	49,734	47,310	499	7,196	50,233	54,506	104,739
Bahamasair Holdings Ltd	0	0	41,976	43,717	41,976	43,717	85,693
Air Canada	0	0	20,174	22,413	20,174	22,413	42,587
Sun Country Airlines	12,900	14,117	0	0	12,900	14,117	27,017
WestJet, an Alberta Partnership	0	0	7,569	7,195	7,569	7,195	14,764
Delta Air Lines Inc	1,155	570	0	0	1,155	570	1,725
Eastern Airlines LLC	0	0	0	1,046	0	1,046	1,046
United Airlines, Inc	178	197	0	0	178	197	375
Generic Cash and GA Account	0	0	0	254	0	254	254
Air Century SA c/o Ultra Aviation Services Inc	0	0	229	0	229	0	229
Surinam Airways	0	0	127	91	127	91	218
Global Crossing Airlines Inc	0	0	0	180	0	180	180
World Atlantic Airlines	0	0	0	114	0	114	114
****Concourse Total****							
	1,693,304	1,574,001	70,759	158,199	1,764,063	1,732,200	3,496,263
Concourse: Concourse H							
Delta Air Lines Inc	1,290,827	1,353,830	421	134	1,291,248	1,353,964	2,645,212
United Airlines, Inc	642,168	640,484	0	0	642,168	640,484	1,282,652
Aerovias de Mexico SA de CV	0	0	148,313	144,646	148,313	144,646	292,959
Concesionaria Vuela Compania de Aviacion SAPI de C	0	0	31,574	36,055	31,574	36,055	67,629
Aerolineas Argentinas	0	0	33,549	33,266	33,549	33,266	66,815
Italia Trasporto Aereo SPA dba ITA Airways	0	0	31,500	35,060	31,500	35,060	66,560
Fast Colombia SAS dba Viva Air Colombia	0	0	29,380	34,967	29,380	34,967	64,347
SAS Scandinavian Airlines	0	0	25,421	28,238	25,421	28,238	53,659
Emirates	0	0	1,318	38,038	1,318	38,038	39,356
Air Canada	0	0	15,620	16,945	15,620	16,945	32,565
LATAM Airlines Group SA	0	0	4,053	12,774	4,053	12,774	16,827
KLM Royal Dutch Airlines	0	0	8,093	7,875	8,093	7,875	15,968
Air Century SA c/o Ultra Aviation Services Inc	0	0	6,330	9,501	6,330	9,501	15,831
Boliviana de Aviacion	0	0	598	12,660	598	12,660	13,258
Bahamasair Holdings Ltd	0	0	6,717	5,828	6,717	5,828	12,545
Air Transat	0	0	5,945	6,081	5,945	6,081	12,026
Virgin Atlantic Airways Ltd	0	0	5,107	5,946	5,107	5,946	11,053
Caribbean Airlines Limited CO	0	0	2,222	2,229	2,222	2,229	4,451
Frontier Airlines	0	0	4,258	0	4,258	0	4,258
LOT Polish Airlines Joint Stock Company	0	0	2,006	1,688	2,006	1,688	3,694
TACA INTERNATIONAL AIRLINES S A	0	0	1,695	1,742	1,695	1,742	3,437
Lufthansa Airlines	0	0	1,371	1,586	1,371	1,586	2,957
Transportes Aereos Portugueses SA aka TAP Portugal	0	0	1,201	1,183	1,201	1,183	2,384
Swift Air LLC	0	0	1,807	0	1,807	0	1,807
Avianca - Aerovias Nacionales de Colombia SA	0	0	1,048	710	1,048	710	1,758
Generic Cash and GA Account	0	1	578	1,156	578	1,157	1,735
World Atlantic Airlines	0	0	1,515	186	1,515	186	1,701
Air France	0	0	730	815	730	815	1,545

Bahamasair Holdings Ltd	0	0	321	194	321	194	515
Aerovias de Mexico SA de CV	0	0	284	212	284	212	496
Qatar Airways	0	0	255	237	255	237	492
Sun Country Airlines	175	182	0	0	175	182	357
GOL Linhas Aereas SA Inc	0	0	160	170	160	170	330
Cayman Airways Ltd	0	0	111	144	111	144	255
Surinam Airways	0	0	85	169	85	169	254
Red Air SA	0	0	133	0	133	0	133
National Air Cargo Group dba National Airlines MUA	0	0	122	0	122	0	122
****Concourse Total****	295,464	392,910	2,534,072	2,391,103	2,829,536	2,784,013	5,613,549
Concourse: Concourse XX							
Generic Cash and GA Account	24,604	22,718	9,836	3,998	34,440	26,716	61,156
Swift Air LLC	2,911	4,001	984	116	3,895	4,117	8,012
Delta Air Lines Inc	1,453	1,516	0	64	1,453	1,580	3,033
United Airlines, Inc	476	513	0	0	476	513	989
JetBlue Airways Corporation	490	460	0	0	490	460	950
Global Crossing Airlines Inc	330	281	61	0	391	281	672
Sun Country Airlines	273	362	0	0	273	362	635
Atlas Air Inc	0	175	0	0	0	175	175
World Atlantic Airlines	63	40	40	25	103	65	168
Eastern Airlines LLC	30	30	0	88	30	118	148
National Air Cargo Group dba National Airlines MUA	0	123	0	0	0	123	123
Air Canada	58	58	0	0	58	58	116
IBC Airways Inc	50	48	0	0	50	48	98
Qatar Airways	25	0	0	0	25	0	25
Air Century SA c/o Ultra Aviation Services Inc	0	0	8	0	8	0	8
****Concourse Total****	30,763	30,325	10,929	4,291	41,692	34,616	76,308
Report Total:	14,852,008	14,842,208	#####			24,937,982	49,733,342

2.4 Credentialing (Badging)

Concessionaire shall be subject to all Aviation requirements, TSA, and CBP mandates, pertaining to the issuance of airport identification badges, including personnel completion of the Security Identification Display Area (SIDA) training conducted by Aviation, and respective background checks required by the TSA and CBP Unescorted Access Privilege Rule. Concessionaire shall be required to conduct background investigations and to furnish certain data on such personnel before issuance of such ID badges, which data may include fingerprinting applicants for such badges. All personnel working need to be badged before work commences. Badges must be always displayed. The fee for ID badges/background checks is approximately \$58.00 per applicant.

2.5 Payments to the County

Concessionaire shall provide a monthly payment to the County for the provision of Concierge Services. The monthly payment shall be the greater of either the Percentage Fee (percentage of gross revenues) or the Annual Rent.

A. Percentage Fee

Concessionaire shall pay a minimum of twelve percent (12%) of all gross revenues generated through MIA transactions, including, but not limited to: website bookings, transportation arrangements, meals, related assistance, and any other support provided to the customer in exchange for payment.

B. Annual Rent

Refer to Attachment No. 4, Draft Form of Agreement, Article 3, "Rentals, Payments, and Reports."

Annual Rental of Location/Support Space Rental: The Concessionaire shall pay rent for the two (2) kiosks (square footage footprint of the kiosks) and any Support Space the prevailing Class VI Terminal rental rate, currently \$89.80 per sq. ft.

C. Concession Marketing Fee

A concession marketing fee of one half (1/2) of one percent (1%) of Gross Revenues will be assessed annually, to be paid monthly to Aviation, on the twentieth (20th) of the month, beginning on the month following the commencement of Operations. The Concession Marketing Fee shall be used for marketing the concessions at the Airport.

3.0 RESPONSE REQUIREMENTS

3.1 Submittal Requirements

In response to this Solicitation, Proposer should **complete and return the entire Proposal Submission Package**. Proposers should carefully follow the format and instructions outlined therein. All documents and information must be fully completed and signed as required and submitted in the manner described. **Nothing in this RFP shall in any way be utilized to request documentation relating to or authorizing consideration of a Proposer's social, political, or ideological interests when determining if the Proposer is a responsible vendor or give a preference to a Proposer based on the Proposer's social, political, or ideological interests.**

The Proposal shall be written in sufficient detail to permit the County to conduct a meaningful evaluation of the proposed services. However, overly elaborate Proposals are not requested or desired.

Suppliers/Vendors are encouraged to access the links below to assist with submission of responses to the Solicitation.

Recorded eSupplier Workshop

https://www.miamidade.gov/global/news-item.page?Mduid_news=news1652724628268780

Password: q37%t+pG

Submit a Bid Job Aid

<https://www.miamidade.gov/technology/library/informs/job-aid/submit-a-bid.pdf>

4.0 EVALUATION PROCESS

4.1 Review of Proposals for Responsiveness

Each Proposal will be reviewed to determine if the Proposal is responsive to the submission requirements outlined in this Solicitation. A responsive Proposal is one which follows the requirements of this Solicitation, includes all documentation, is submitted in the format

outlined in this Solicitation, is of timely submission, and has the appropriate signatures as required on each document. Failure to comply with these requirements may result in the Proposal being deemed non-responsive.

4.2 Evaluation Criteria

Proposals will be evaluated by a Review Team which will evaluate and rank Proposals on criteria listed below. The Review Team will be comprised of executives, professionals and subject matter experts within the County or from private or non-profit sectors, other governmental/quasi-governmental organizations, and retired executives with the appropriate experience and/or knowledge, striving to ensure that the Review Team is balanced with regard to both ethnicity and gender. The criteria are itemized with their respective weights for a maximum total of one thousand (1,000) points **per Review Team** Member.

TECHNICAL EVALUATION REFER TO ATTACHMENT NO. 1	
TECHNICAL CRITERIA	POINTS
Proposer's Relevant Experience, Qualifications, Capabilities and Past Performance	250
Proposer's Approach to Providing the Services	200
Relevant Experience and Qualifications of Key Personnel, including Key Personnel of Subcontractors, that will be assigned to this project, and Experience, Qualifications, and Past Performance of Subcontractors	125
Proposer's Concierge Program Services Offered	175
Proposers use of innovative technologies and environmentally friendly products	50???
TOTAL TECHNICAL EVALUATION POINTS	800

PRICE PROPOSAL EVALUATION REFER TO ATTACHMENT NO. 2	
PRICE CRITERIA	POINTS
Percentage of Revenues Fee Proposal Maximum Points	200
TOTAL PRICE EVALUATION POINTS	200
GRAND TOTAL MAXIMUM EVALUATION POINTS*	1,000
*Includes the combined total Technical Criteria Points, and the total Price Criteria Points.	

Any Proposer, whether a joint venture or otherwise, may proffer the experience or qualifications of its corporate parent, sister, or subsidiary (collectively "an Affiliated Company"). However, given the unique nature of individual corporate relationships, Proposers seeking to rely on the experience or qualifications of an affiliated company are advised that the or Review Team shall have the discretion to determine what weight, if any, it wishes to give such proffered experience or qualification on a case-by-case basis. Review Team may base such decision on the particulars of the relationship between the Proposer and the Affiliated Company, as evidenced by the information and documentation provided in the Proposer Information Section, during Oral Presentations, or otherwise presented at the request of the Review Team.

Additionally, pursuant to County Resolution No. [R-321-23](#), the Review Team shall be provided with adverse findings or substantiated allegations within the past seven (7) years of the proposal submittal date (collectively "Reports") of the Miami-Dade Office of the Inspector General ("OIG") and/or the Miami-Dade County Commission on Ethics and Public Trust ("COE") regarding any Proposer and their proposed subcontractor(s) under deliberation by the Review Team to be considered in accordance with the evaluation of each applicable criteria identified in the Solicitation. In the event the OIG and/or COE issues Reports after the Review Team has scored and ranked the Proposers, the County Mayor or County Mayor's designee may re-empanel Review Team to consider if such Reports would change the rankings. If the Review Team determines that Reports would change the rankings of the Proposer(s) identified in the Reports, then the Review Team shall re-score the Proposer(s) identified in the Report solely based on the impact the information

identified in the Report would have on the scoring of the Proposer(s) in accordance with the applicable criteria identified in the Solicitation, re-rank the Proposers, and submit a written justification for the revised rankings to the County Mayor or County Mayor's designee. Upon review of such re-ranking and the justification, the County Mayor or County Mayor's designee may accept or reject the revised rankings. The County Mayor shall, in any recommendation to the Board of County Commissioners, either attach all Reports issued by the OIG and/or the COE or provide a description of such Reports and a link to where such Reports may be viewed.

4.3 Oral Presentations

Upon evaluation of the criteria indicated above (Technical and Price), rating and ranking, the Review Team may choose to conduct an oral presentation with the Proposer(s) which the Review Team deems to warrant further consideration based on, among other considerations, scores in clusters and/or maintaining competition. (See "Lobbyist Registration Affidavit" regarding registering speakers in the Proposal for an oral presentation and/or recorded negotiation meeting or sessions). Upon completion of the oral presentation(s), the Competitive Selection Committee (or Review Team) will re-evaluate, re-rate and re-rank the Proposals remaining in consideration based upon the written documents combined with the oral presentation.

4.4 Selection Factor

This Solicitation includes a selection factor for Miami-Dade County Certified Small Business Enterprises (SBE's) as follows. A SBE is entitled to receive an additional ten percent (10%) of the total technical evaluation points on the technical portion of such Proposer's Proposal. Pursuant to Sections 2-8.1.1.1.1 and 2-8.1.1.1.2 of the Code, Proposer shall have all the necessary licenses, permits, registrations and certifications, to include SBE certification, to perform a commercially useful function in the provision of the type of goods and/or services required by this Solicitation. For certification information, contact Small Business Development Division at (305) 375-3111, visit <http://www.miamidade.gov/smallbusiness/> or, e-mail your inquiries directly to: Sbdcert@miamidade.gov.

The SBE must be certified by Proposal submission deadline, at contract award, and for the duration of the Contract to remain eligible for the preference. Firms that graduate from the SBE Program during the Contract term may remain on the Contract.

Any Proposer may enter into a joint venture with a Small Business Enterprise firm for the purposes of receiving an SBE Selection Factor. Joint ventures will be considered as one entity by the County during the evaluation of the Proposal in response to this Solicitation. Joint ventures must be pre-approved by Small Business Development and meet the criteria as established in Implementing Order 3-41 and Sections 2-8.1.1.1.1 and 2-8.1.1.1.2 of the Code for the purposes of receiving an SBE Selection Factor pursuant to this Section.

OR

A Selection Factor is not applicable to this Solicitation.

OR

(If no points are assigned to evaluation criteria, include the following in addition to above paragraph):

Whenever there are two best ranked Proposals that are substantially equal and only one of the two so ranked Proposals is submitted by a Proposer entitled to a selection factor, the selection factor shall be the deciding factor for award.

4.5 Local Certified Veteran Business Enterprise Preference

This Solicitation includes a preference for Miami-Dade County Local Certified Veteran Business Enterprises in accordance with Section 2-8.5.1 of the Code. "Local Certified Veteran Business Enterprise" or "VBE" is a firm that is (a) a local business pursuant to Section 2-8.5 of the Code and (b) prior to Proposal or bid submittal is certified by the State of Florida Department of Management Services as a veteran business enterprise pursuant to Section 295.187 of the Florida Statutes. A VBE that submits a Proposal in response to this Solicitation is entitled to receive an additional five percent of the evaluation points scored on the technical portion of such vendor's Proposal. If a Miami-Dade County Certified Small Business Enterprise (SBE) measure is being applied to this Solicitation, a VBE which also qualifies for the SBE measure shall not receive the veteran's preference provided in this section and shall be limited to the applicable SBE preference. At the time of Proposal submission, the firm must affirm in writing its compliance with the certification requirements of Section 295.187 of the Florida Statutes and submit this affirmation and a copy of the actual certification along with the Submittal Form.

4.6 Price Evaluation

The price Proposal will be evaluated subjectively in combination with the technical Proposal, including an evaluation of how well it matches Proposer's understanding of the County's needs described in this Solicitation, the Proposer's assumptions, and the value of the proposed services. The pricing evaluation is used as part of the evaluation process to determine the highest ranked Proposer. The County reserves the right to negotiate the final terms, conditions and pricing of the Contract as may be in the best interest of the County.

The Price Proposal will be assigned a maximum of 200 points per each voting Review Team member.

4.7 Local Preference

The evaluation of competitive Solicitations is subject to Section 2-8.5 of the Code, which, except where contrary to federal or state law, or any other funding source requirements, provides that preference be given to local businesses. If, following the completion of final rankings by the Competitive Selection Committee (or Review Team) a non-local Proposer is the highest ranked responsive and responsible Proposer, and the ranking of a responsive and responsible local Proposer is within 5% of the ranking obtained by said non-local Proposer, then the highest ranked local Proposer shall have the opportunity to proceed to negotiations and the Competitive Selection Committee (or Review Team) will recommend that a contract be negotiated with said local Proposer.

4.8 Negotiations

The Review Team will evaluate, score and rank Proposals, and submit the results of the evaluation to the County Mayor or designee with its recommendation. The County Mayor or designee will determine with which Proposer(s) the County shall negotiate, if any, through the approval of the Review Team Coordinator Report which will be shared through electronic means with all Proposers. The County Mayor or designee, at their sole discretion, may direct negotiations with the highest ranked Proposer, by taking into consideration Local Preference to determine whether to direct negotiations with the highest ranked local Proposer recommended by the Review Team pursuant to the Local Preference Section above, if any, **and/or** may request a better offer. In any event the County engages in negotiations with a Proposer and/or requests a better offer, the discussions may include price and conditions attendant to price.

Notwithstanding the foregoing, if the County and said Proposer cannot reach agreement on a contract, the County reserves the right to terminate negotiations and may, at the County Mayor's or designee's discretion, begin negotiations with the next highest ranked Proposer. This process may continue until a contract acceptable to the County has been executed or all Proposals are rejected. No Proposer shall have any rights against the County arising from such negotiations or termination thereof.

Any Proposer recommended for negotiations shall complete a Non-Collusion Affidavit, in accordance with Section 2-8.1.1 of the Code. (If a Proposer fails to submit the required Non-Collusion Affidavit, said Proposer shall be ineligible for award). Attendees actively participating in negotiation with Miami-Dade County shall be listed on the Lobbyist Registration Affidavit or registered as a lobbyist with the Clerk of the Board. For more information, please use the following link to access the County's Clerk of the Board Lobbyist Online Registration and Information System: <https://www.miamidade.gov/Apps/COB/LobbyistOnline/Home.aspx>

Any Proposer recommended for negotiations may be required to provide to the County:

- a) Its most recent certified business financial statements as of a date not earlier than the end of the Proposer's preceding official tax accounting period, together with a statement in writing, signed by a duly authorized representative, stating that the present financial condition is materially the same as that shown on the balance sheet and income statement submitted, or with an explanation for a material change in the financial condition. A copy of the most recent business income tax return will be accepted if certified financial statements are unavailable.
- b) Information concerning any prior or pending litigation, either civil or criminal, involving a governmental agency or which may affect the performance of the services to be rendered herein, in which the Proposer, any of its employees or subcontractors is or has been involved within the last three years.
- c) Disclosure of any lawsuits which include allegations of discrimination in the last ten years prior to date of Solicitation, the disposition of such lawsuits, or statement that there are NO such lawsuits, in accord with Resolution No. [R-828-19](#).

4.9 Contract Award

Any proposed contract, resulting from this Solicitation, will be submitted to the County Mayor or designee. All Proposers will be notified in writing of the decision of the County Mayor or designee with respect to contract award. The Contract award, if any, shall be made to

the Proposer whose Proposal shall be deemed by the County to be in the best interest of the County. Notwithstanding the rights of protest listed below, the County's decision of whether to make the award and to which Proposer shall be final.

4.10 Written Objections to Selection Committee Ranking/Scoring and Rights of Protest

A recommendation for contract award may be protested by a Proposer in accordance with the procedures contained in Sections 2-8.3 and 2-8.4 of the Code, as amended, and as established in Implementing Order No. 3-21, as amended. Any question, issue, objection or disagreement concerning the rankings, scoring or recommendations of the Review Team shall be deemed waived by the Protestor and shall be rejected as a basis of a bid protest, unless it is brought by the Proposer to the attention of the Procurement Contracting Officer. Proposers must notify the Procurement Contracting Officer in writing with a copy to the Clerk of the Board within five (5) work days of receipt of notification of the Review Team Coordinator Report referenced in Section 4.8 above. The written objection shall state with particularity the basis of the objection and with sufficient information to allow the County's procurement professionals to consider, evaluate and address the issues raised in the objection promptly.

5.0 TERMS AND CONDITIONS

The County's **draft form of agreement** is attached. Proposers should review the document in its **ENTIRETY**. The terms and conditions summarized below are of special note and can be found in their entirety in the agreement:

a) Supplier/Vendor Registration

Prior to being recommended for award, the Proposer shall complete a Miami-Dade County Supplier/Vendor Registration Package. For online Supplier/Vendor registration, visit the **Supplier Portal**: <https://supplier.miamidade.gov>.

b) Insurance Requirements

The Contractor shall furnish to the County, Strategic Procurement Department, prior to the commencement of any work under any agreement, Certificates of Insurance which indicate insurance coverage has been obtained that meets the stated requirements.

c) Inspector General Reviews

In accordance with Section 2-1076 of the Code, the Office of the Inspector General may, on a random basis, perform audits on all County contracts, throughout the duration of said contracts, except as otherwise indicated. The cost of the audit, if applicable, shall be one quarter (1/4) of one (1) percent of the total Contract amount and the cost shall be included in any proposed price. The audit cost will be deducted by the County from progress payments to the Contractor, if applicable.

d) User Access Program

Pursuant to Section 2-8.10 of the Code, any agreement issued as a result of this Solicitation is subject to a user access fee under the County User Access Program (UAP) in the amount of two percent (2%). All sales resulting from this Solicitation and the utilization of the County Contract price and the terms and conditions identified therein, are subject to the two percent (2%) UAP.

6.0 ATTACHMENTS

Proposal Submission Package, including:

- Attachment 1 - Proposer Information Section
- Attachment 2 - Form 1 – Price Proposal Schedule
- Attachment No. 3 - Airport Concession Disadvantaged Business Enterprises (ACDBE) Participation Plan/Provision
- Attachment 4 - Draft Form of Agreement
- Web Forms – Submittal Form, Subcontracting Form, Lobbyist Registration Affidavit (*for an Oral Presentation and/or Recorded Negotiation Meeting or Sessions*), Contractor Due Diligence Affidavit, Exhibit A – Common Carrier or Contracted Carrier (as applicable)
- Certificate of Assurance Affidavit (TBD)

MARKET RESEARCH

Solicitation No.: RQID2100862	Recommendation: <input type="checkbox"/> Exercise OTR <input type="checkbox"/> Non-Competitive Contract <input checked="" type="checkbox"/> Solicit Competition <input type="checkbox"/> Access Contract <input type="checkbox"/> Other
Title: Concierge Services at Miami International Airport	
Procurement Contracting Officer/Associate: Pablo Martinez	

Background:

Miami-Dade Aviation Department (MDAD) submitted a request to ISD Procurement, for a new solicitation for Concierge Services. MDAD intends to establish a contract with a qualified firm to develop and provide concierge services at MIA, thru a revenue generating contract. There is no previous contract for concierge services at MIA. MDAD seeks to provide VIP Concierge Services, as a means of offering a convenient and comfortable experience to passengers traveling thru MIA, and to enhance MIA's image as a global customer-friendly global airport.

The concierge services requested are as follows:

- Airport meet and greet
- Airport lounge access
- Bookings: Airline, Hotel, Car rental (inclusive of returns)
- Manage re-bookings, check-ins, boarding passes, connecting flights, and itinerary changes
- Assist guest through TSA, U.S. Immigration and Customs, and gates
- Coordinate transportation to and from MIA
- Special needs travel assistance (e.g. wheelchair assistance, unaccompanied minors and seniors, and sign language assistance etc.)
- Provide language interpretation
- Shopping services
- Personalized services
- Security arrangements (e.g. celebrities, high profile guests, etc.)

Research Conducted:

Market research was conducted to understand the industry, determine how similar services have been procured at other airports, and to communicate with companies providing concierge services to gauge the level of competition in the market.

An internet search was conducted, and staff also accessed GovWin (<https://iq.govwin.com>) and BidSync (www.bidsync.com), to find companies that provide concierge services. In addition, staff emailed a questionnaire to the firms to determine the level and type of services provided and to validate that the services requested in MDAD's scope of service can be delivered.

Below is a list of companies contacted. Nine of these firms stated that they currently provide concierge services at MIA.

- | | | |
|------------------------------|---|-----------------------------------|
| • Air VIP | • Blacklane Airport Services | • Pacific Aviation LLC |
| • Airport Assist by MUrgency | • Fly On My Jet | • Perq Soleil (VIP Services) |
| • Airport Butler | • Diamond Air International | • Prospect Air Services, Inc. |
| • Airport Concierge Experts | • Gateway Concierge Services | • Royal Airport Concierge Service |
| • Airssist | • Gateway VIP Services | • The Private Suite |
| • AssistAnt | • Global Airport Concierge | • Triangle Services |
| • Alpha Priority | • Jourve | • Signature Flight Support- Fixed |
| • Asia Fast Track | • MasterCard Airport Concierge
(by Global Airport Concierge) | Base Operator (FBO) at MIA |

Companies Currently Providing Concierge Services at MIA

Company / Contact	Email	Telephone	Website	Notes
Royal Airport Concierge Service Contact: Ron Gorfinkel	ron@isroyal.com	(866)769-2590 x102	https://www.royalairportconcierge.com/miami-mia-airport-vip-service-fast-track	As per website, provides concierge services at MIA.
Blacklane Airport Services Contact: Lauritz Becker	lauritz.becker@blacklane.com	(646) 652-0731 +49 30 201 63952	https://pass.blacklane.com/fast-track/mia	Provides services at MIA, as verified by phone.
Airssist	concierge@airssist.com	+971 4 368-2596	https://airssist.com/miami-airport-concierge/	As per website, provides concierge services at MIA

Airport Assist by MUrgency	MUAirportAssist@MUrgency.com	(650) 308-9964	http://miamiairportassistance.com/	As per website, provides concierge services at MIA
Alpha Priority	Reservations@alphapriority.com	(212) 518-8486	http://alphapriority.com/airports-served.html	As per website, provides concierge services at MIA
Air VIP Contact: Adrian Raileanu	info@airviplondon.com	+44 (0) 7450 851 815	https://airviplondon.com/airport-concierge/	Provides concierge services at MIA, as verified by phone.
Signature Flight Support Contact: Isaac Lee	isaac.lee@signatureflight.com	(305) 874-1477	https://www.signatureflight.com/locations/mia?searchunitkeyword=s=Miami	Provides concierge services at MIA, as verified by phone.
Triangle Services, Inc. Contact: Tom Knowles	tknowles@triangleservices.com	(516) 612-6109	http://www.triangleservices.com/aviation-services	Works with Perq Soleil to provide concierge services at MIA
Perq Soleil (VIP Services) Contact: Tenu Ige	tige@perqsoleil.com	(305) 375-4254	https://www.flightbridge.com/Directory/Airport/JFK-KJFK/Services/None/PerqSoleilVIPServices/252664/5086996	Works with Triangle Services to provide VIP concierge services at MIA

The companies currently providing concierge services at MIA advised staff that they contract the assistance of General Aeronautical Services Permit holders (GASPer) to deliver the services. The GASPer charge a fee to provide concierge services on behalf of the Concierge Service companies, which include meeting clients past TSA gates in Domestic Terminals and escorting them throughout the airport. This information was shared with MDAD. In addition, companies providing concierge services at MIA shared some challenges they face. One challenge is their inability to deliver the services past the International Terminals, and another is working in the North Terminal where American Airlines operates, due to territorial challenges.

Procurement presented the market research information to MDAD, along with the list of companies currently providing concierge services at MIA. MDAD had doubts on the information, as they were under the assumption that no permits had been issued to provide such services at MIA. As a result of the market research findings, MDAD conducted an internal review of permits and operations, and found that indeed the GASPer were working outside of their permitted work descriptions without MDAD's knowledge. MDAD informed Procurement staff that one GASPer, Ultra, may in fact lose their permit as a result of the unauthorized work they had been doing at MIA. In addition, MDAD sent letters to the permittees at MIA ordering them to end the unauthorized work practices.

Comparable Contracts:

During the market research, staff found solicitations and contracts from other entities for concierge services, as listed below:

- City of Dayton, Ohio – (RFP No. 18003AOOP, 2017) – Limited scope, not the same as MDAD scope.
- Metro Government of Nashville and Davidson County, Nashville, Tennessee (RFQ 575778, 2014) – Not the same as MDAD Scope.
- San Francisco, California (RFP January 2018) – Competitive RFP awarded to Airport Butler, Revenue Generating.
- Dallas-Fort Worth International Airport, Texas (RFP No. 072318) – Current Solicitation advertised.

A review of the solicitations from other entities revealed that only the solicitation from San Francisco (SFO), awarded to Airport Butler, has similar requirements. However, SFO's solicitation does not provide a scope of service and allowed the vendor to propose a scope for evaluation.

Recommendation:

In conclusion, based on the number of companies in the market providing concierge services and level of interest in offering the services at MIA, it is recommended that the County issue a competitive solicitation for concierge services.

Procurement Contracting Officer/Associate: _____

Date: _____

Procurement Manager: _____

Date: _____