

REQUEST FOR QUALIFICATIONS

GIS BASED ENTERPRISE ASSET MANAGEMENT SYSTEM



SUSQUEHANNA AREA REGIONAL AIRPORT AUTHORITY

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ISSUE VIA WWW.PENNBID.NET

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SECTION 1.00 - INVITATION

REQUEST FOR QUALIFICATIONS GIS BASED ENTERPRISE ASSET MANAGEMENT SYSTEM

The Susquehanna Area Regional Airport Authority ("SARAA" or "the Authority"), owner and operator of Harrisburg International Airport ("the Airport"), seeks a qualified consultant to assist in the selection and implementation of a GIS based enterprise asset management system that includes a wide range of work-order-management functions capable of generating, assigning, tracking, reporting and analyzing multiple aspects of facility, grounds, equipment, fleet maintenance, Part 139 airfield inspections, and warehouse inventories.

This RFQ is only available electronically. Interested parties may download the Request for Qualifications for no cost from www.PennBID.net

Proposing firm's Statement of Qualifications (SOQ) are due by **August 4, 2023, at 4:00pm EST**. SARAA reserves the right to accept, reject or make requests for new statements at its sole discretion.

SECTION 2.00 – GENERAL INFORMATION

2.01 DEFINITIONS

The following terms and definitions will apply throughout this Request for Submission

“Airport” or “HIA”	refers to or means the Harrisburg International Airport
“Agreement”	refers to the agreement executed with the successful Respondent to provide the services solicited pursuant to this RFQ
“Authority”	refers to the Susquehanna Area Regional Airport Authority (SARAA), owner and operator of Harrisburg International Airport, Capital City Airport, Gettysburg Regional Airport and Franklin County Regional Airport
“Consultant	refers to the firm chosen to provide the services described in this RFQ
“DBE”	refers to or means Disadvantaged Business Enterprise
“Respondent(s)”	refers to any company or organization submitting for the services requested in this RFQ
“RFQ”	refers to or means the Request for Qualifications
“SOQ”	Statement of Qualifications refers to Respondent’s response to the RFQ
“Submission”	refers to or means a document submitted by Respondent(s) to be considered for the Agreement; the overall submission shall include Respondents’ required information (Section 5.01) including Attachment 1.

2.02 INTRODUCTION

The Authority is seeking qualified Consultant(s) to assist in selecting and implementing a GIS based enterprise asset management system with work-order-management capabilities. The general duties of the Consultant(s) will include, but are not limited to:

- Completing a comprehensive assessment of existing systems, processes, and procedures
- Compiling a summary of organizational priorities/goals related to GIS/Asset Management System/Work Orders
- Performing a gap analysis with recommendations
- Provide recommendations and cost estimates for GIS based Asset Management System
- Generate an implementation roadmap that will guide SARAA FY2024 through FY2026 while also considering budgetary limitations.

2.03 BACKGROUND

SARAA is the owner and operator of Harrisburg International Airport (MDT) which serves about 1.3 million passengers annually. HIA is comprised of a main terminal that includes 12 gates with passenger loading bridges and security screening. A 2,500-space multilevel parking garage is connected to the terminal via one skywalk. In 2022, the Airport averaged 3,300 passengers arriving and departing daily. SARAA also owns and operates Capital City Airport (CXY), Gettysburg Regional Airport (W05) and Franklin County Regional Airport (N68).

In August 1998, SARAA began using MP2, which is a Windows based CMSS software, along with several customized MS Access Database queries and reports to manage the work order and preventative maintenance process across its four airports. Currently, work order requests are received through a public facing website and standardized submittal forms. Once received, SARAA's Work Order Specialist processes into and dispatches the work order through MP2.

Tenants and SARAA employees are responsible to track and record resources associated with each work order and report those values back to the Work Order Specialist. The Work Order Specialist then inputs the data back into MP2 updating or closing out the associated work order. Manual reporting and notifications are sent regularly reminding responsible parties of incomplete work via email.

2.04 PUBLIC RECORDS

The documents submitted in response to this request for proposal become a public record upon submission to the Authority subject to mandatory disclosure upon request by any person unless the documents are exempted from public disclosure by a specific provision of the Pennsylvania Right to Know Act.

2.05 RFQ COORDINATOR

Upon release of this RFQ, all communications concerning this request should be directed to the RFQ Coordinator listed below. Unauthorized contact regarding this RFQ may result in disqualification. Any verbal communications will be considered unofficial and nonbinding to the Authority. The respondent should rely only on written statements issued by the RFQ Coordinator.

Kevin Bryner, Deputy Director, Information Technology
Susquehanna Area Regional Airport Authority
1 Terminal Drive, Suite 300
Middletown, PA 17057
Telephone: (717) 948-3900 x4712
Fax: (717) 948-4636
Email: KBryner@SARAA.org

2.06 RFQ SCHEDULE

The Authority anticipates the following schedule, which is subject to change.

Date	Time	Event
June 26, 2023	8:00 AM EST	Advertise RFQ
July 20, 2023	4:00 PM EST	Last Day for Respondent Questions
July 27, 2023	4:00 PM EST	Final day to Issue Addendum
August 4, 2023	4:00 PM EST	RFQ Submissions Due
August 11, 2023		Evaluation Complete / Finalists Selected & Notified
August 14-18, 2023		Finalist Presentations / Interviews
August 18-23, 2023		Finalize Scope and Negotiate Fee w/successful Firm
August 30, 2023	8:00 AM EST	Recommendation to SARAA Board

2.07 QUESTIONS REGARDING THE RFQ

Any questions or interpretations must be submitted via the “Clarifications” tab within PennBID, no later than July 20, 2023, at 4:00 PM EST.

2.08 RFQ AMMENDMENTS

In the event of a material modification, all amendments to this RFQ will be posted to the “Documents” tab within PennBID and Respondents notified via email.

2.09 SUBMISSIONS

SOQ's shall be submitted online via the PennBid program (www.PennBid.net) marked with the project title and name and address of the Respondent and accompanied by the SOQ and all required documents.

2.10 TERMS AND CONDITIONS

1. The Authority reserves the right to amend the RFQ schedule or issue amendments to the RFQ at any time. The Authority also reserves the right to cancel or reissue the RFQ, to reject any or all submissions, to waive any irregularities or informalities in the selection process, and to accept or reject any item or combination of items. The Authority reserves the right to request clarification of information from any Respondent or to request supplemental material deemed necessary to assist in the evaluation of the SOQ. The Authority reserves the right to affect any agreement deemed by the Authority to be in its best interest. This RFQ does not obligate the Authority to accept or contract for any expressed or implied services.
2. In the event that the Respondent to whom any services are awarded does not execute a contract within thirty (30) calendar days after SARAA Board approval, the Authority may give notice to such Respondent of intent to award the contract to the next most qualified Respondent or to call for new SOQs and may proceed to act accordingly.
3. The Authority will not reimburse any Respondent for any of the costs involved in the preparation and submission of responses to this RFQ or in the preparation for and attendance at subsequent interviews.
4. Respondents shall thoroughly examine and be familiar with the RFQ. The failure or omission of any Respondent to receive or examine this document shall in no way relieve any Respondent of obligations with respect to this RFQ or any subsequent contract.

SECTION 3.00 – QUALIFICATION REQUIREMENTS

3.01 Required Qualifications

To be considered for selection, the Authority requires that the Consultant have the following qualifications:

A minimum of five (5) years of experience in the following discipline(s)

- Municipal/Airport Consulting and Professional Services related to EAM and GIS
- Enterprise Asset Management Solution Implementation
- Work Order Management Solution Implementation
- GIS Design, Implementation, and Program Administration

A minimum of five (5) years of experience in the following related discipline(s):

- ArcGIS Enterprise Architecture
- ArcGIS Enterprise Implementation
- Enterprise Geodatabase Design
- Enterprise Geodatabase Administration
- ArcGIS Online Implementation

SECTION 4.00 – SCOPE OF SERVICES

4.01 OBJECTIVES OF PROJECT

The Authority has identified the need for GIS based asset management to ensure the continued success of airport operations. The selected Consultant shall assist the Authority in the identification of qualified enterprise asset management software solution providers, coordination of software solution demonstrations and proposals, selection of solution and providers, and work collaboratively and cooperatively with the selected provider in the customization of that solution for implementation.

The Authority has determined the following phases as a preliminary plan to be included in the agreement for the selected respondent. Professional services may be identified, added, reprioritized, or removed as the implementation progresses or as the need arises.

Phase 1: Information Gathering

Phase 2: Assess, Define, Recommend & Document

Phase 3: Procurement

Phase 4: Implementation

4.02 PHASE 1 - INFORMATION GATHERING

The key to successfully developing and implementing any system is reliant upon the comprehensive gathering of sufficient input from Authority management and departments. The Consultant shall develop a plan to conduct interviews to gain an in-depth understanding of what procedures and workflow are currently being used for asset and work order management and then organize the findings for the assessment. Authority management and departments that should be included in the interview process include:

- IT Department
- Engineering Department
- Operations/Fire/Police Departments
- Finance/Supply
- Marketing Department
- Facility/Grounds/Vehicle Maintenance Departments
- Executive Department
- GA Airports

SARAA staff will be available to aid in the logistics of reserving facilities, setting up forums and interviews. The Consultant will remain responsible for facilitating events, conducting interviews, gathering, quantifying, analyzing, and reporting on all information obtained throughout this process.

4.03 PHASE 2 - ASSESS, DEFINE, RECOMMEND & DOCUMENT

The Consultant shall take the information gathered from Phase 1 and compile it into an easy-to-read assessment that will help the Authority summarize and prioritize common goals and fine-tune procedures and workflows. The document should include strengths and weaknesses and areas where improvements are needed.

Then based on those goals and workflows, the Consultant will provide a gap analysis explaining how the Authority can make improvements so its goals can be realized, and best practices can be implemented. The Consultant will also provide a list of systems with the benefits of each and assist the Authority in scheduling demonstrations of each. After the demonstrations are completed, a short list of software systems will be chosen by the Authority.

Throughout this phase the Consultant will need to define and document the following:

- Workflows, Processes and SOPs
- Naming standards
- Data migration plan

4.04 PHASE 3 - PROCUREMENT

After the short list of software systems is completed, the Consultant will document system specifications so the Authority can advertise via RFP or bid. These specifications will be built from the information gathered in Phase 1 as well as all the features found in the systems on the shortlist.

Once the method of procurement is determined, the Consultant will provide technical support and assistance with the advertisement and review of the submissions and advise the Authority on the final decision of a software system.

4.05 PHASE 4 - IMPLEMENTATION

Finally, after the software system has been procured the Consultant will assist the Authority with proper implementation and training. This will include:

- Planning
- Scheduling
- Data migration and input
- System setup and configuration
- Rollout
- Group training

SECTION 5.00 – RFQ RESPONSE INSTRUCTIONS

5.01 SUBMISSION FORMAT

Submissions should be limited to twenty (20) pages max and prepared using at least a 12-point font. SOQs should be prepared simply and economically, providing a straight-forward, concise description of proposer's capabilities to satisfy the requirements of this request. Emphasis should be placed on completeness and clarity of content. All submissions must be in the following format:

1. Cover Letter / Executive Summary (*not to exceed 1-page*)
2. Table of Contents
3. Company Background / Qualifications / Relevant Projects
4. Resumes of Key Personnel (*not to exceed 1-page per resume*)
5. References
6. Attachments
7. RFQ Acknowledgement Form

The desired information in each of these sections is described below:

1. Cover Letter / Executive Summary

The cover letter shall not exceed one page and contain the name of the Respondent, the address of the officer(s), and the contact individual(s) authorized to answer technical, price, and contract questions. Contact information should include telephone number, mailing address, and email address. The cover letter must be signed by a person or persons authorized to bind the Respondent and include a summary of the core aspects of basic services and approach.

2. Table of Contents

The contents of the SOQ shall be included in an index at the beginning of the submission and should include all contents and attachments.

3. Company Background /Qualifications/Relevant Projects

This section should include the full name and principal address of the company, as well as the distance of the nearest office that will be working with SARAA.

Provide a brief overview of the general background and services provided by your firm, including size of organization, description of organization structure, and number of years in business, and experience in serving municipal entities.

Provide a detailed list of relevant projects in the last five (5) years and the timeliness in which they were completed and any other relevant information.

4. Resumes of Key Personnel

Identify staff in your company and affiliates including sub-contractors or sub-consultants that will be involved in fulfilling the contract requirements. Provide job descriptions and other detailed qualification information along with their proposed role on the project. Individual resumes should not exceed one page in length.

5. References

Provide a minimum of three (3) client references of similar sized and/or municipal accounts which the proposer has served over the past five (5) years and/or is currently serving. Provide customer information including contact name, telephone number, and email address for each referenced customer.

6. Attachments

Additional information that the proposer believes is critical to the Authority's assessment of the proposal should be included in this section. As noted previously, marketing and promotional materials are not desired for review of the response to the RFQ.

7. RFQ Acknowledgement Form

All submissions must include a completed copy of the RFQ Acknowledgement Form found in *Attachment 1*. This is not counted towards the twenty-page maximum.

SECTION 6.00 – POST SUBMITTAL EVENTS

6.01 EVALUATION OF SUBMISSIONS

Each timely SOQ will be evaluated to determine overall responsiveness to the items and qualifications identified under this RFQ. Criteria to be evaluated will include the items listed below. The selection committee may select all, some, or none of the Respondents for interviews. SARAA may also request additional information from Respondents at any time prior to the final approval of a selected Respondent. SARAA reserves the right to select one, or more, or none of the Respondents to provide services. Final approval of a selected Respondent is subject to the action of the SARAA Board of Directors.

6.02 EVALUATION CRITERIA

Criterion	Evaluation
Responsiveness to the RFQ	Compliance with RFQ instructions
Experience with Similar Projects	Experience with similar projects as proposed in the RFQ
Qualifications of Personnel	Qualifications of the personnel proposed to work on the project
Methodology	Respondent's project approach
Location	Location of the firm relative to HIA

6.03 EVALUATION PROCESS

Once all submissions are received, the evaluation process will include steps to determine the preferred Respondent. Those steps are described below.

1. **Ranking** – Based upon the information supplied, and after applying the selection criteria developed, the selection committee will rank the Respondents in order of preference.
2. **Interviews** – Following ranking, the selection committee may engage in interviews with the top ranked finalists. The selection committee may, in its discretion, omit interviews and rely solely on the submitted materials.
3. **Negotiation** - SARAA will begin negotiating final contract terms (scope and fee) with the first-ranked Respondent. If unsuccessful in negotiating mutually acceptable terms with the first-ranked Respondent, the selection committee may move to the second-ranked Respondent and repeat such process until mutually acceptable terms are reached, or

the selection committee determines that it would be in SARAA's best interest to either terminate or recommence the process.

4. **Approval** – Once final contract terms (scope and fee) are established, the Respondent will be recommended for approval to SARAA's Board of Directors.

SARAA reserves the right to reject any or all responses, for any reason, or no reason at all; to waive any and all informalities; and/or defects; and to disregard all nonconforming, non-responsive or conditional responses.

Susquehanna Area Regional Airport Authority
GIS BASED ENTERPRISE ASSET MANAGEMENT SYSTEM
RFQ Acknowledgement Form

Recipients of the Authority's Request for Proposals for a GIS BASED ENTERPRISE ASSET MANAGEMENT SYSTEM should complete this form and return as directed below to ensure the Authority has the recipient's correct contact information.

Contact Name: _____

Company: _____

Mailing Address: _____

Phone Number: _____

Email: _____

Upload completed RFQ Acknowledgement Form to PennBID as a Supporting Document under the Bid
Form Question Tab