

INVITATION FOR BIDS

(Multi-Step Competitive Sealed Bid)

IFB/GS/DOA/2606-1260233/Curbside Management Services



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Airport General Manager
Department of Aviation

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Table of Contents

1 Requirements.....4
1.0.1 Section 1. Solicitation Requirements.....4

1 Requirements

**Response is required*

0.1 Section 1. Solicitation Requirements

1.

Pursuant to Section §2-1188(1) and other relevant sections of the Procurement and Real Estate Code of the City of Atlanta Code of Ordinances ("City Code"), the City of Atlanta ("City") issues this Multi-Step Competitive Sealed Bidding seeking qualified and experienced Offerors (as defined below) to provide commercial ground transportation as described herein ("Services" or "Curbside Management Services") at Hartsfield-Jackson Atlanta International Airport (also referred to herein as "Airport") on behalf of the Department of Aviation ("DOA").

About this Solicitation

This solicitation process involves two phases:

- Phase I - Statement of Qualifications (SOQ): focuses on qualifications and technical capability.
- Phase II - Invitation for Bid (IFB): focuses on pricing and responsiveness.

ØStandard Definitions

Please note that the following key terms are used in this solicitation:

- **Award:** An award is made when legislation authorizing the award of the contract has been adopted by the council and approved by the Mayor, provided, however, that the contract will not become binding upon the City and the City will incur no liability under it until it has been duly executed by the contractor, returned to the City with all required submittals, including insurance and bonding, if applicable, executed by the Mayor, attested to by the municipal clerk, approved by the City attorney as to form and delivered to the contractor.
- **Bid Security:** A Bid Security shall be a bond provided by a surety company authorized to do business in the state by the Georgia Insurance Commissioner or the equivalent in cash, cashier's check or certified check.

- **Contract:** A Contract means all types of city agreements, including purchase orders, regardless of what they may be called, for the procurement or disposal of supplies, services, construction, professional or consultant services and for the transfer of interests in real property.
- **Contractor:** Any person having a contract with the City.
- **Discussions:** An exchange of information or other means of negotiation during which the offeror and the city may alter or otherwise change the conditions, terms and price of the proposed contract. Discussions may be conducted in connection with competitive sealed proposals, sole source and emergency procurement. Discussions are not permissible in competitive sealed bidding, except to the extent permissible in the first phase of multi-step sealed bidding, when all competitive bids exceed available funds but the responsive bid does not exceed such funds by more than five percent; or as otherwise permitted by applicable law.
- **Newly Established Business:** Any for-profit or nonprofit entity that was legally formed or registered in any U.S. jurisdiction within the last 24 months prior to this solicitation's posting date.
- **Offeror:** Any firm that has submitted a bid or proposal in response to the particular solicitation in question.

ØPhase I – Statement of Qualifications

Phase I of this solicitation evaluates Offerors' qualifications, experience, and responsiveness without considering pricing. Offerors must submit comprehensive documentation, including qualification narratives, financial capability attestations, references, and compliance acknowledgments. Successful Offerors are shortlisted for the next phase based on their technical expertise, capacity, and qualifications.

ØPhase II – Invitation for Bid(s)

In Phase II, shortlisted Offerors are required to submit pricing and meet all IFB requirements. This phase also includes compliance with the Office of Contract Compliance (OCC) goals. Evaluation is based on responsiveness and pricing, and only Offerors meeting all requirements are eligible for Award consideration.

*2.

Project Information

Ø Project Background

Department of Aviation (also referred to herein as "City"), requires a service provider (also referred to herein as "Operator") to provide, at a minimum, commercial ground transportation Curbside Management Services ("Services" or "Curbside Management Services") at Hartsfield-Jackson Atlanta International Airport (also referred to herein as "Airport").

Ø Project Scope

A. GENERAL SERVICES

The Operator shall provide comprehensive operation and management oversight of the Airport's ground transportation operations and commercial ground transportation operators, including taxis, limousines, shared ride shuttles, hotel shuttles, off-airport parking shuttles, charter buses, rideshare companies, and the Airport's ConnectATL Shuttle Service. Operator shall manage all ground transportation loading areas, including the locations specifically designated herein, ("Curbside Space") used by commercial ground transportation operators ("GT Operators") at the Domestic and International Terminals and designated pickup areas at the Rental Car Center ("RCC"). The Operator shall facilitate the ground transportation needs of the traveling public, including individuals requiring special transportation services (e.g., physically disabled, visually impaired, and the elderly). The Operator shall monitor and oversee the Services 24 hours per day, 7 days per week, 365 days per year, providing an exceptional level of customer service.

PLEASE SEE ATTACHED STATEMENT OF WORK, ATTACHMENT - 2 MAP OF PREMISES, PSC VIDEO AND TRANSCRIPT.

Attachments:

File Name or URL	Type	Description
Curbside Scope of Services Upd	File	Scope of Services
Attachment 2 - Map of Premises	File	Attachment 2 - Map of Premises
PSC Transcript.pdf	File	PSC Transcript
Pre-Solicitation Conference DO	File	PSC Video

Select one of the following:

- a. I have reviewed the attached Statement of Work, Attachment 2 - Map of Premises, PSC Video, and Transcript

*3.

Ø Ground Transportation Requirements and Audit Procedures

Please review Ground Transportation Requirements and Audit Procedures.

Attachments:

File Name or URL	Type	Description
Ground Transportation Requirem	File	Ground Transportation Requirements and Audit Procedures

Hint: Please see attached Ground Transportation Requirements and Audit Procedures.

Select one of the following:

- a. I have reviewed Ground Transportation Requirements and Audit Procedures.

*4.

Ø Project Contract

i. *Pro Forma of City's Contract.* If the City makes an Award under this solicitation, it will prepare and forward a Contract for execution. The Contract will include terms and conditions substantially in the form attached as Contract Terms in Oracle Cloud Application.

ii. *Exceptions to the City's Terms and Conditions.* Execution of the City's Contract within five (5) business days after notification of Eligibility for Award is required. The City does not intend to modify its standard terms, which are mandated by law and align with City practices. Any proposed revisions must be submitted in writing with the Offeror's response and clearly labeled "PROPOSED EXCEPTIONS TO CITY'S TERMS AND CONDITIONS." If no exceptions are submitted, the Offeror will be deemed to accept all terms. Significant exceptions may render the Offeror ineligible for Award.

iii. *Additions to the City's Terms and Conditions.* If the Project Scope involves technology services, the City may accept reasonable product-specific terms (e.g., EULA) that do not conflict with City terms. Offerors must submit these terms with their response, clearly labeled "POTENTIAL ADDITIONAL TECHNOLOGY PRODUCT-SPECIFIC TERMS AND CONDITIONS FOR USE."

If, in the City's sole discretion, Discussions are necessary to determine responsiveness, the Department of Law will initiate them. Discussions will be limited to the product-specific terms and will not alter the City's standard Contract language. The Discussion period will not exceed five (5) business days from initial contact. Failure to reach agreement within this timeframe may render the Offeror ineligible for Award.

iv. *Expansion and Extension of Rights.* The City of Atlanta reserves the right, at its sole discretion and without the need for a formal amendment to this Scope of Work, to increase or modify the size, scale, volume, type, or quantity of goods or services required under this solicitation. This includes but is not limited to the extension of existing goods or services to additional City departments or using agencies. Any such increase or expansion shall be made with the expectation that the City will receive improved pricing or other favorable terms as a result of increased volume or consolidated procurement.

PLEASE SEE ATTACHED PROJECT CONTRACT

Attachments:

File Name or URL	Type	Description
1260233 Draft Project Contract	File	Draft Project Contract

Select one of the following:

a. I have reviewed the attached Project Contract.

*5.

Standards for Prequalification in Phase I

i. Statement of Qualifications. Offerors must submit a comprehensive Statement of Qualifications that clearly demonstrates their technical expertise, organizational capacity, relevant experience, and ability to meet all requirements outlined in this solicitation.

Submissions must include all requested documentation, narrative responses, certifications, and supporting materials necessary for the City to assess the Offerors qualifications as outlined below:

Ø Firm Experience and Technical Capability

- **Minimum Qualification Requirement** - Offeror must demonstrate at least five (5) years of experience managing large-scale curbside or ground transportation operations in high-volume, 24/7/365 environments, such as airports or similar facilities. The firm must also demonstrate experience managing GTMS, AVI, or comparable systems; overseeing multiple transportation modes, including taxis, rideshare, shuttle, and bus services; ensuring ADA compliance and customer assistance services; handling traffic control, dispatching, and congestion mitigation; and preparing operational, financial, and compliance reporting.

Requirement	Submission / Demonstration
Minimum 5 years experience managing large-scale curbside or ground transportation operations	Provide detailed narrative demonstration
Experience in 24/7/365 operations in high-volume environments (airport or equivalent)	Provide detailed narrative demonstration
Experience managing GTMS, AVI, or similar systems	Provide detailed narrative demonstration
Experience managing multiple transportation modes (taxi, rideshare, shuttle, bus)	Provide detailed narrative demonstration

Experience with ADA compliance and customer assistance services

Provide detailed narrative demonstration

Experience in traffic control, dispatching, and congestion mitigation

Provide detailed narrative demonstration

Experience producing operational, financial, and compliance reports

Provide detailed narrative demonstration

Hint: Please provide details in the narrative space and upload evidence that demonstrates technical expertise, organizational capacity, relevant experience, and ability to meet this minimum qualification requirement. Response attachments are required.

*6.

Ø Ability to Meet Schedule and Deliver Services on Time

- **Minimum Qualification Requirement** - Offeror must demonstrate the ability to provide continuous 24/7/365 staffing coverage while maintaining service levels during peak and high-demand periods. It can mobilize resources and complete full operational transitions within 30 days, supported by a proven track record of meeting daily, weekly, and monthly reporting deadlines. The team also has experience effectively responding to irregular operations (IRROPs) and operational disruptions,

with established incident response processes and timely issue resolution capabilities.

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Requirement

Submission / Demonstration

Demonstrated ability to provide continuous 24/7/365 staffing

Provide detailed narrative demonstration

Ability to mobilize and fully transition within 30 days

Provide detailed narrative demonstration

Proven history of meeting reporting deadlines (daily, weekly, monthly)

Provide detailed narrative demonstration

Ability to respond to IRROPs and operational disruptions

Provide detailed narrative demonstration

Ability to maintain service levels during peak and high-demand periods

Provide detailed narrative demonstration

Demonstrated incident response and issue resolution timelines

Provide detailed narrative demonstration

Hint: Please provide details in narrative space and upload evidence that demonstrate a proven history of performing

projects within required timeframes without material delays or service interruptions.
 Response attachments are required.

*7.

Ø Company Background and Management Capacity

- **Minimum Qualification Requirement** - Offeror must demonstrate a minimum of (5) years of experience providing similar services and is supported by a qualified General Manager with over (5) years of relevant industry experience. Operational managers possess proven expertise in overseeing comparable service operations, supported by an organizational structure capable of managing multi-location activities effectively. The company maintains a comprehensive staffing plan to ensure required coverage levels are consistently met, along with established employee recruitment, training, and retention programs. Additionally, the organization demonstrates the capability to manage subcontractors and coordinate multiple service areas efficiently.

Requirement	Submission / Demonstration
Minimum 5 years in business performing similar services	Provide detailed narrative demonstration
Qualified General Manager with 5+ years relevant experience	Provide detailed narrative demonstration
Operational managers with relevant	Provide detailed narrative

experience managing similar services

demonstration

Organizational structure supporting multi-location operations

Provide detailed narrative demonstration

Staffing plan demonstrating ability to meet required coverage levels

Provide detailed narrative demonstration

Employee recruitment, training, and retention program

Provide detailed narrative demonstration

Ability to manage subcontractors and multiple service areas

Provide detailed narrative demonstration

*Hint: Please provide details in narrative space and upload evidence that demonstrate providing services or supplies similar in scope and complexity.
Response attachments are required.*

*8.

Ø Past Performance on Similar Contracts

- **Minimum Qualification Requirement** - Offeror must demonstrate satisfactory performance on at least three (3) similar contracts completed within the past five (5) years, including experience in high-volume airport or transportation environments. The offeror must also show proven success in customer service and complaint resolution, while maintaining compliance with safety, ADA, and applicable regulatory requirements. In addition, the offeror should provide positive references from comparable clients and demonstrate a strong performance history with no significant contract failures or terminations for cause.

Requirement	Submission / Demonstration
At least 3 similar contracts within past 5 years	Provide detailed narrative demonstration
Experience in high-volume airport or transportation environments	Provide detailed narrative demonstration
Demonstrated success in customer service and complaint resolution	Provide detailed narrative demonstration
Demonstrated compliance with safety, ADA, and regulatory requirements	Provide detailed narrative demonstration

Positive references from comparable clients

Provide detailed narrative demonstration

No significant contract failures or terminations for cause

Provide detailed narrative demonstration


Hint: Please provide details in narrative space and upload evidence that demonstrate satisfactory performance on prior projects of similar scope and complexity. Response attachments are required.


*9.


Ø References from Prior Projects


- Each Offeror is required to provide the information below for at least three (3) references from prior projects of similar scope and complexity to this project. Offerors that qualify as a **Newly Established Business** and do not have prior project references must submit a formal statement on company letterhead confirming this.

Select one of the following:

- a. Newly Established Business - please attach formal statement on company letterhead. Offerors without three references must affirmatively state this and provide alternate indicators (e.g., principals' prior work, certifications, letters). *(Response attachments are required)*
- b. Established Business - please provide information for References 

 Respond to the following requirements if you selected option b. for requirement 9.
*9.b.1. Reference One
Select one of the following:

<input type="checkbox"/> a. Enter Reference Details 
<p>*9.b.2. Reference Two</p> <p>Select one of the following:</p> <input type="checkbox"/> a. Enter Reference Details 
<p>*9.b.3. Reference Three</p> <p>Select one of the following:</p> <input type="checkbox"/> a. Enter Reference Details 

 Respond to the following requirements if you selected option a. for requirement 9.b.1.
<p>*9.b.1.a.1. Project (Name and brief description):</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>*9.b.1.a.2. Project Budget:</p> <p>_____</p>
<p>*9.b.1.a.3. Contact Person for Reference:</p> <p>_____</p>
<p>*9.b.1.a.4. Contact Person Title:</p> <p>_____</p>
<p>*9.b.1.a.5. Contact Phone/Ext:</p> <p>_____</p>
<p>*9.b.1.a.6. Contact Email:</p> <p>_____</p>
<p>*9.b.1.a.7. Was your firm's performance satisfactory?</p> <p>Select one of the following:</p> <input type="checkbox"/> a. Yes <input type="checkbox"/> b. No
<p>*9.b.1.a.8. Did your firm stay within budget?</p> <p>Select one of the following:</p> <input type="checkbox"/> a. Yes <input type="checkbox"/> b. No

*9.b.1.a.9. Did your firm follow the scope and bid requirements?

Select one of the following:


- a. Yes
- b. No

*9.b.1.a.10. Were deliverables provided as agreed?

Select one of the following:

- a. Yes
- b. No

9.b.1.a.11. Additional Comments:

 **Respond to the following requirements if you selected option a. for requirement 9.b.2.**

*9.b.2.a.1. Project (Name and brief description):

*9.b.2.a.2. Project Budget:

*9.b.2.a.3. Contact Person for Reference:


*9.b.2.a.4. Contact Person Title:

*9.b.2.a.5. Contact Phone/Ext:

*9.b.2.a.6. Contact Email:

*9.b.2.a.7. Was your firm's performance satisfactory?

<p>Select one of the following:</p> <p><input type="checkbox"/> a. Yes</p> <p><input type="checkbox"/> b. No</p>
<p>*9.b.2.a.8. Did your firm stay within budget?</p> <p>Select one of the following:</p> <p><input type="checkbox"/> a. Yes</p> <p><input type="checkbox"/> b. No</p>
<p>*9.b.2.a.9. Did your firm follow the scope and bid requirements?</p> <p>Select one of the following:</p> <p><input type="checkbox"/> a. Yes</p> <p><input type="checkbox"/> b. No</p>
<p>*9.b.2.a.10. Were deliverables provided as agreed?</p> <p>Select one of the following:</p> <p><input type="checkbox"/> a. Yes</p> <p><input type="checkbox"/> b. No</p>
<p>9.b.2.a.11. Additional Comments:</p> <p>_____</p> <p>_____</p> <p>_____</p>

<p> Respond to the following requirements if you selected option a. for requirement 9.b.3.</p>
<p>*9.b.3.a.1. Project (Name and brief description):</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>*9.b.3.a.2. Project Budget:</p> <p>_____</p>
<p>*9.b.3.a.3. Contact Person for Reference:</p> <p>_____</p>
<p>*9.b.3.a.4. Contact Person Title:</p> <p>_____</p>
<p>*9.b.3.a.5. Contact Phone/Ext:</p>

*9.b.3.a.6. Contact Email: _____
*9.b.3.a.7. Was your firm's performance satisfactory? Select one of the following: <input type="checkbox"/> a. Yes <input type="checkbox"/> b. No
*9.b.3.a.8. Did your firm stay within budget? Select one of the following: <input type="checkbox"/> a. Yes <input type="checkbox"/> b. No
*9.b.3.a.9. Did your firm follow the scope and bid requirements? Select one of the following: <input type="checkbox"/> a. Yes <input type="checkbox"/> b. No
*9.b.3.a.10. Were deliverables provided as agreed? Select one of the following: <input type="checkbox"/> a. Yes <input type="checkbox"/> b. No
9.b.3.a.11. Additional Comments: _____ _____ _____

*10.

ii. Indication of Insurability. Offerors are not required to submit certificates of insurance in Phase I. Instead, Offerors must upload a signed and dated letter from their insurance broker confirming the qualification for, and the financial capacity to obtain the required insurance coverages provided.

Insurance Coverage Requirements

B. Workers' Compensation and Employer's Liability Insurance

Contractor/Consultant must procure and maintain Workers' Compensation and Employer's Liability Insurance in the following limits to cover each employee who is or may be engaged in work under

the agreement.

Workers' Compensation. Statutory

Employer's Liability:

Bodily Injury by Accident/Disease \$1,000,000 each accident,

Bodily Injury by Accident/Disease \$1,000,000 each employee

Bodily Injury by Accident/Disease \$1,000,000 policy limit

C. Commercial General Liability Insurance

Contractor/Consultant must procure and maintain Commercial General Liability Insurance on form (CG 00 00 01 or equivalent) in an amount not less than \$1,000,000 per occurrence subject to a \$2,000,000 aggregate. The following indicated extensions of coverage must be provided:

Contractual Liability

Use of Fire Arms

Broad Form Property Damage

Premises Operations

Personal Injury

Advertising Injury

Fire Legal Liability

Medical Expense

Independent Contractor/Consultants/SubContractor/Consultants

Products – Completed Operations

Additional Insured Endorsement* (primary& non-contributing in favor of the City of Atlanta)

Waiver of Subrogation in favor of the City of Atlanta

D. Commercial Automobile Liability Insurance

Contractor/Consultant must procure and maintain Automobile Liability Insurance in an amount not less than \$1,000,000 Bodily Injury and Property Damage combined single limit. The following indicated extensions of coverage must be provided:

Owned, Non-owned & Hired Vehicles

Waiver of Subrogation in favor of the City of Atlanta

If Contractor/Consultant does not own any automobiles in the corporate name, non-owned vehicle coverage will apply and must be endorsed on either Contractor/Consultant's personal automobile policy or the Commercial General Liability coverage required under this Appendix B.

Additionally, in accordance with Section 22-181(b) of Chapter 22, Code of Ordinances of the City of Atlanta, all vehicles requiring access to the restricted areas of the airport must be covered by an automobile liability policy in the minimum amount of Ten Million Dollars (\$10,000,000) combined single limit for personal injury and property damage. The \$10,000,000 limit of liability will also be imposed on any parties transporting workers, materials and/or equipment to the Airport site from parking lots or similar facilities.

E. Excess or Umbrella Liability Insurance

Contractor/Consultant shall procure and maintain a policy providing Excess or Umbrella Liability Insurance which is at least as broad as the underlying policy. This insurance, which shall be maintained throughout the life of the contract, shall be in an amount of not less than \$2,000,000 per occurrence.

Coverage must follow form with primary policy

May be used to achieve minimum liability limits

Coverage must be as broad as primary policy

F. Professional Liability Insurance

Contractor/Consultant shall procure and maintain during the life of this contract Professional Liability Insurance in an amount of \$2,000,000 per occurrence and annual aggregate. The policy will fully address the Contractor/Consultant's professional services associated with the scope of work contained in this document. The policy will include at least a three-year Extended Reporting Provision.

G. Performance Bond and Payment Bond

Contractor/Consultant shall furnish a Payment Bond and a Performance Bond to the City in an amount equal to 10 percent of the total contract value and for the duration of the entire term.

The person executing the Bonds on behalf of the surety shall file with the Bonds a general power of attorney unlimited as to amount and type of bonds covered by such power of attorney and certified by an official of said surety. Be a U.S. Treasury Circular 570 listed company.

H. Primary and Non-Contributory

Contractor/Consultant coverage shall be Primary and Non-Contributory where permissible.

I. Higher Limits to Apply

If the contractor maintains broader coverage and/or higher limits than the minimums requested in this document, the City of Atlanta requires and shall be entitled to the broader coverage and/or higher limits maintained by the contractor. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the City of Atlanta.

Select one of the following:

- a. Please upload a signed and dated letter from the insurance broker confirming the required insurance coverages
(Response attachments are required)

*11.

iii. Financial Capability.To indicate financial capability, Offerors must submit the following:

- Attestation of Financial Capability - Offeror is required to review and sign the Attestation of Financial Capability to do business with the City, and failure to do so will result in the Offeror being deemed non-responsive.

ACKNOWLEDGMENT OF ATTESTATION

The Offeror hereby acknowledges and certifies that its financial records have been examined by the undersigned, that the undersigned is familiar with the Offeror's financial condition, and that the Offeror is in sound financial condition. The Offeror further certifies that it has no outstanding judgments, liens, or litigation risks that would compromise its ability to fulfill its obligations to the City of Atlanta; that it is current with all federal and state tax payments and required employment withholding obligations; and that it is fully willing and financially capable of meeting all obligations required under the solicitation in accordance with the specifications and timeframes established by the City of Atlanta.

The Offeror further acknowledges and certifies that all information provided and all statements

made in connection with this attestation are true, accurate, and correct as of the date of execution of this acknowledgment. This acknowledgment constitutes a continuing attestation, and the Offeror agrees to notify the City of Atlanta within fifteen (15) days of any material change to any of the representations made herein.

The Offeror acknowledges that any false or fictitious statement or representation made in connection with this Acknowledgment of Attestation may be subject to fines and penalties as provided under O.C.G.A. § 16-10-20.

Hint: Please enter your name to acknowledge.

*12.

iv. Office of Contract Compliance (OCC). OCC requirements apply to any Offerors susceptible for award. While Offerors are not required to meet OCC participation goals at the SOQ stage, any Offerors advancing beyond Phase I will be required to meet established goals or demonstrate acceptable Good Faith Efforts as referenced. [Please review attached OCC Requirements]

Attachments:

File Name or URL	Type	Description
OCC Requirements 1260233 DOA C	File	OCC Requirements

Select one of the following:

a. I have reviewed the attached OCC requirements.

13.

Phase I Qualification Criteria

QUALIFICATION CRITERIA	PASS or FAIL*
Firm Experience and Technical Capability	
Ability to Meet Schedule and Deliver Services on Time	
Company Background and Management Capacity	
Past Performance on Similar Contracts	



14.

Requirements for Phase II

Ø Demonstration of Ability to Meet OCC Requirements

Compliance with OCC goals is mandatory in Phase II. The City promotes equal business opportunities through its diversity programs, including Small Business Enterprises (SBE).

Office of Contract Compliance Requirements (IFB)

It is the policy of the City of Atlanta to promote full and equal business opportunity for all persons doing business with the City. The City must ensure that firms seeking to participate in contracting and procurement activities with the City are not prevented from doing so on the basis size as it relates to revenue and number of employees. The City is committed to ensuring that it is not a passive participant in any private scheme of discrimination. To ensure that businesses are not discriminated against with regard to prime contracting, subcontracting or other partnering opportunities with the City, the City has developed its' various diversity inclusion programs. The purpose of the Small Business Opportunity Program is to ensure that the City of Atlanta has a robust race-neutral approach to promoting full and equal business opportunity for all persons doing business with the City of Atlanta, to promote commerce by assisting Small Business Enterprises (SBEs) to actively participate in the City's procurement process and ensure that the City of Atlanta utilizes programs that provide it with the best possible resources.

The City of Atlanta has established a **35%** Small Business Opportunity ("SBO") participation goals for this solicitation. This goal is not a fixed quota, set-aside, or preference, but rather a participation target that may be met through prime contracting, subcontracting, joint ventures, or other approved partnerships in accordance with the City's OCC requirements. The City of Atlanta will monitor and evaluate each Respondent's submission for SBE participation and/or demonstrated Good Faith Efforts to promote equitable contracting opportunities consistent with the City's SBE Program and applicable provisions of the City Code.

To assist prime contractors in this effort, the OCC has set forth in this solicitation document the M/FBE goals within the relevant NAICS Codes for this Project.

• ~~City~~ **Program – Small Business Opportunity**

• ~~City~~ **Program Goal – 35% SBE**

• ~~€€€€€€~~ **Domestic NAICS Code:**

- 541611 - Administration & Management**
- 541613 - Customer Service Management**
- 551614 - Transportation Management**

No Offeror shall be awarded a contract on an Eligible Project unless the OCC determines that the Offeror has satisfied the non-discrimination requirements of City EBO Code of Ordinances Section 2-1448 on such Eligible Project. Accordingly, each Offeror shall submit the following:

Good Faith Outreach Efforts Documentation: written documentation demonstrating its outreach efforts to identify, contact, contract with, or utilize businesses including certified Minority/Female Business Enterprises (M/FBEs) and Small Business Enterprises (SBEs) —as subcontractors or suppliers for the contract. This documentation must include: a list of all subcontractors or suppliers categorized in accordance with the applicable diversity program (i.e., M/FBE or SBE)

ØCost or Price Submission

Qualified Offerors will be asked to provide costs or prices for items being procured in such format provided in an IFB to be posted on the date set forth in the Schedule of Events below.

The Offeror will be required to provide the following in Phase II:

1. Cost Sheet (Management Fee Offer)

2. A detailed annualized Operating Budget (Exhibit A.2) and monthly projection for each Contract Year during the Term of the Agreement.

3. A detailed Project Operations Plan (requirements below).

ØProject Operations Plan

The Offeror **shall submit a comprehensive, detailed Operations Plan Narrative** that fully demonstrates its ability to perform all required curbside management functions as identified in **Project Operations Plan**

requirements.

The Operations Plan must address, **in narrative form**, each of the following required components.

Offerors are instructed to respond to each section **thoroughly, clearly, and with specific operational methods, workflows, staffing approaches, and technology usage**. General statements of capability will **not** be considered responsive.

1. Curbside Operations, Traffic Management, and Passenger Flow

The Offeror shall provide a detailed narrative describing its approach to:

- Managing daily curbside operations at all required locations (Domestic, International, Lower-Level Curbs, Hold Lots, Rideshare, Shuttle Areas).
- Ensuring continuous 24/7/365 curbside oversight as required under the Scope of Services.
- Maintaining safe pedestrian and vehicular movement, including use of cones, barricades, delineators, and traffic control positions.
- Monitoring and mitigating congestion resulting from passenger volumes, road conditions, and peak periods.

The narrative must include step-by-step operational workflows for typical daily operations and enhanced resource posture during high-volume activity.

2. Dispatching and Coordination of Ground Transportation Services

The Offeror shall narrate a detailed description of:

- How taxi, shuttle, bus, limousine, rideshare, and hotel/off-airport operator dispatching will be coordinated.
- Dispatching sequences, queue management procedures, and gate control processes for commercial vehicles.
- Operational procedures for coordinating simultaneous commercial modes during peak traffic periods.
- Methods to prevent over-saturation at loading areas and entry gates.

Narrative responses must reference the specific dispatch duties required under the Scope of Services.

3. Use of GTMS, AVI, and Technology Systems

Offeror shall provide a detailed narrative describing:

- How GTMS will be used to track commercial vehicle activity, manage permits, collect fees, and produce ground transportation metrics.
- How AVI systems, Pay-on-Foot stations, CCTV feeds, and associated technology will be monitored and maintained.
- How real-time virtual queues, automated dispatching, and driver notifications will be implemented.
- How the Offeror will ensure accurate, timely, and compliant GTMS data entry, reporting, and reconciliation.

The narrative shall demonstrate expertise with GTMS or comparable systems.

4. Response to Peak Congestion Scenarios

The Offeror shall narratively describe procedures for:

- Monitoring roadway, pedestrian, and vehicle volumes in real time.
- Deploying additional curbside agents, floaters, or supervisory staff during peak periods.

- Adjusting traffic flows, queueing patterns, dispatch rates, and hold-lot release pacing.
- Coordinating with Airport Operations to mitigate congestion.

Narrative must illustrate the Offeror's ability to sustain required service levels during high-demand periods as defined by the evaluation criteria.

5. Irregular Operations (IRROPs) Response

The Offeror shall provide a detailed narrative explaining:

- Anticipated IRROP scenarios (weather events, mass cancellations, diversions, roadway blockages, etc.).
- Operational procedures for reallocating staff, extending shifts, and adjusting dispatch strategies.
- Communication protocols with DOA Parking & Ground Transportation and other Airport stakeholders during IRROPs.
- Methods for handling distressed passengers and elevated crowd control requirements.

Responses must align with IRROP duties defined in the Scope of Services.

6. ADA Compliance & Customer Service Interaction Scenarios

The Offeror shall provide a narrative describing:

- Compliance procedures for ADA and Title VI requirements.
- Training, protocols, and staffing methods used to support passengers with disabilities.
- Steps used to dispatch ADA-equipped vehicles and provide passenger assistance.
- Customer service performance standards based on Airport requirements, including DOA Customer Experience training.

Offeror must include one or more detailed scenario examples demonstrating employee interactions with:

- Mobility-impaired passengers
- Visually impaired passengers
- Elderly passengers
- Passengers requiring additional assistance

7. Staffing Deployment Across Multiple Shifts and Locations

The Offeror shall narratively describe:

- How minimum staffing requirements across all shifts and posts will be achieved, including the mandated 41/41/30 baseline staffing levels.
- Management structure, supervisory assignments, and chain of command.
- Methods for shift scheduling, relief coverage, and contingencies for absenteeism.
- Recruitment, onboarding, training, and retention strategies for curbside personnel.
- How staff will be deployed and redeployed during peak periods and IRROPs.

Narrative shall demonstrate the Offeror's ability to maintain uninterrupted coverage across multiple locations simultaneously.

8. Real-Time Communication Between Field Staff and Management

Offeror shall provide a narrative explaining:

- How radios, cellular devices, and technology tools will be used to maintain real-time communication.
- Communication protocols between curbside staff, supervisors, managers, DOA Parking & Ground Transportation, and the Airport Operations Center.
- Escalation procedures for operational issues, incidents, and emergent conditions.

Narrative should detail the technical and operational methods used to maintain live situational awareness.

9. Real-Time and Summary Reporting Capabilities

The Offeror shall narrate how the organization will provide:

- Daily observation logs and operational summaries.
- Weekly and monthly reporting required under the Scope of Services (e.g., Customer Comments, Lost & Found, Overtime Analysis, Incident/Accident reports, Maintenance Inspection, Employee Hire/Separation reports).
- GTMS-generated reports including wait times, trip counts, permit compliance, and driver activity.
- Predictive analytics and historical trend reporting.

Narrative must demonstrate the Offeror's capacity to meet all DOA reporting deadlines.

10. Coordination with Airport Stakeholders and Operators

Offeror shall provide a narrative describing:

- How coordination will occur with DOA staff at all organizational levels.
- Collaboration with ground transportation operators, including taxis, shuttles, limousines, rideshare providers, buses, and ConnectATL.
- Participation in DOA meetings, construction coordination activities, event planning, and operational briefings.

Narrative must show clear communication pathways and the Offeror's ability to operate as an integrated partner with Airport staff.

11. Comprehensive Operating Budget Narrative

Offeror shall provide a narrative describing:

- Cost assumptions and methodologies used to develop the Operating Budget.
- Personnel compensation, benefits, training, communications, supplies, contractual services, equipment, and management fees in alignment with reimbursable expense requirements.
- Any non-recurring or start-up costs associated with the proposed plan.
- Financial controls and compliance with DOA reimbursement rules.

Budget narratives must demonstrate understanding of the City's budget structure, reimbursable expense parameters, and DOA approval requirements.

SUBMISSION REQUIREMENT

Offerors **must respond to each section above fully, clearly, and in narrative form.**

Failure to provide a complete narrative addressing all required components may result in the Offeror receiving a failing evaluation.

ØBid Security

If applicable, qualified Offerors will need to obtain a bid bond as shall be set forth in the IFB.

ØEligibility of Award

After evaluations of Phase II, Offerors eligible for Award must provide the following documentation within five (5) business days following notice:

- Supplier Signed Contract
- Notarized IIREA affidavit or exemption
- Proof of active registration on SAM.gov or exemption
- Bid bond if applicable

- Certificate of Insurance
- Georgia Secretary of State

Ø Award

Award shall be made to the most responsible and responsive Offeror who met the eligibility of Award requirements.

15.

Schedule of Events

Event	Date	Time	Days
Pre-Advertisement Notice Posted	June 8, 2026	4:51 PM	N/A
Pre-Solicitation Conference Held	June 15, 2026	10:30 AM	N/A
PHASE I			
Statement of Qualifications Advertisement Date	June 22, 2026		
	Open Date	Closed Date	
Questions submitted in ATLCLOUD	June 22, 2026	June 26, 2026 12:00 noon ET	5 DAYS
Questions and responses posted in ATLCLOUD	June 30, 2026		
Deadline for Submission of Statement of Qualifications	Closed Date July 13, 2026	2:00 PM ET	
PHASE II			
Invitation for Bid Posted to Qualified Offerors	July 16, 2026		
	Open Date	Closed Date	
Questions submitted in ATLCLOUD	July 17, 2026	July 22, 2026 12:00 noon ET	3 DAYS
Questions and responses posted in ATLCLOUD	July 24, 2026		
IFB Closed Date	Closed Date	2:00 PM ET	

16.

Additional Information

ØSubmission Due Dates

Submissions are due at the time and date specified via ATLCLOUD. Late submissions will not be accepted. All questions must be submitted through ATLCLOUD within five (5) calendar days from the date of advertisement. Unauthorized communication may result in disqualification.

ØBlackout Period and Anti-Lobbying

The Blackout Period begins with the advertisement of the solicitation and shall remain in effect until execution of the contract, or the solicitation is cancelled and will not be resolicited, whichever comes first. During the Blackout Period, all questions, comments or discussions pertaining to this solicitation must be directed to the Department of Procurement's assigned Procurement Professional or the appropriate Supervisor. Offeror or any representative, agent or other person acting on behalf of Offeror is prohibited from contacting any other City agency, employee, representative, or elected or appointed official regarding questions, comments or discussions about this solicitation. Violations of this section will result in Offeror's disqualification.

The City's Anti-Lobbying policies also prohibit any direct or indirect attempts to influence the selection process, including through the involvement of City employees or elected or appointed officials. Violations may result in Offeror's disqualification, suspension, or debarment in accordance with the City Code.

ØDisqualification

The City reserves the right to disqualify any Offeror failing to provide required documents.

ØRequest for Debrief

Non-Awarded Offerors may request a debrief within thirty business days of the Award posting. Requests must be submitted in writing.

ØGeorgia Open Records Act

Information provided is subject to disclosure under the Georgia Open Records Act. Confidential portions should be marked, but disclosure cannot be guaranteed.

ØNon-Discrimination and Socio-Economic Program Compliance

Offerors must comply with the City's EBO and EEO programs, prohibiting discrimination based on various factors. Non-compliance may result in penalties.

ØCancellation of Solicitation

The City may cancel the solicitation or reject submissions in whole or part in accordance with the City Code.

17.

Certification and Acknowledgements

A. Certification Against Collusion and Other Anti-Competitive Practices

Collusion and other anti-competitive practices among Offerors are prohibited by city, state, and federal laws. All Offerors shall identify a person who has authority to sign for the Offeror who, by execution of this RFP, certifies, in writing, as follows:

"I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a bid or offer for the same supplies, labor, services, construction, materials, or equipment to be furnished or professional or consultant services and is in all respects fair and without collusion or fraud. I understand collusive bidding is a violation of city, state and federal law and can result in fines, prison sentences, and civil damages awards. By signing this document, I agree to abide by all conditions of this solicitation and offer and certify that I am authorized to sign for this Offeror."

Acknowledged By:

*18. By signing in the designated area below, the undersigned certifies (i) that the undersigned is authorized to make this submission on behalf of the Offeror, (ii) that the undersigned is an authorized representative of the Offeror responsible to have read and fully understand the requirements of this solicitation, and (iii) that its submission hereto is binding on the Offeror in respect to all terms and conditions of this solicitation and applicable law.

Hint: Please enter your initials.

*19. **Printed Name**

20. **B. Agreement to Comply with ALL Identified Requirements of this Solicitation Costs**

By submitting a response, the Offeror is certifying its agreement to comply with all of the identified requirements of this solicitation and that all costs for complying with these general business requirements are included in the Offeror's submitted pricing. All expenses for preparing and submitting responses are the sole cost of the party submitting the response. The City is not obligated to any party to reimburse such expenses. All submissions upon receipt become the property of the City.

Acknowledged By

*21. By signing in the designated area below, the undersigned certifies (i) that the undersigned is authorized to make this submission on behalf of the Offeror, (ii) that the undersigned is an authorized representative of the Offeror responsible to have read and fully understand the requirements of this solicitation, and (iii) that its submission hereto is binding on the Offeror in respect to all terms and conditions of this solicitation and applicable law.

Hint: Please enter your initials.

*22. **Printed Name**
