Technical Proposal Questionnaire

Offerors shall complete and submit responses to each item below. Insert responses directly beneath each question or prompt within this questionnaire and submit the completed document as a single PDF file. Responses shall not exceed thirty-five (35) pages. Question text and cover pages do not count toward the page limitation.

Offeror Name: _____

Criterion 1: Experience and Qualifications

1. Experience

Using specific project examples, describe your firm's experience performing Baggage Handling System (BHS) refurbishment, rehabilitation, modernization, and installation services comparable in size, complexity, and scope to those identified in the Statement of Work (SOW). For each project example, the Offeror shall provide the following information:

a. Provide a minimum of five (5) client references for projects involving similar or equivalent BHS services successfully completed within the past five (5) years. Each reference shall include:
- Project name
- Client organization
- Contract value
- Period of performance
- Scope of work
- Client point of contact

b. If subcontractors are proposed, provide a minimum of **three (3) references** for each key subcontractor demonstrating successful performance of similar or equivalent services within the past **five (5) years**. Each reference shall include:
- Project name
- Client organization
- Subcontractor role
- Scope of work performed
- Project complexity
- Client point of contact

c. Describe the Offeror's experience integrating new BHS equipment, controls, and technologies with existing legacy baggage handling infrastructure while maintaining operational continuity and minimizing impacts to airport operations.

d. Demonstrate experience working with original equipment manufacturer (OEM) equipment and industry-standard baggage handling technologies, including, but not limited to:
- Conveyors
- Sortation systems
- Baggage screening equipment interfaces

- Programmable Logic Controllers (PLCs)
- Human-Machine Interfaces (HMIs)
- Motor control systems
- Communications networks
- Associated control system components

e. Describe the Offeror's experience managing BHS refurbishment projects in active airport environments, including coordination with airport authorities, airlines, regulatory agencies, operations personnel, and other stakeholders.

f. Provide the Offeror's safety performance record for the past five (5) years, including:
- Total Recordable Incident Rate (TRIR), if available
- Lost Time Incident Rate (LTIR), if available
- Experience Modification Rate (EMR), if available
- Summary of significant safety incidents and corrective actions taken

2. Project Team Qualifications

Provide a detailed summary of the proposed project team and organizational structure. Clearly identify all key personnel and their assigned roles and responsibilities for performing the work under this contract.

For each proposed team member, provide the following:

a. Relevant experience supporting BHS refurbishment, modernization, installation, operations, or maintenance projects of similar size and complexity.

b. Professional qualifications, certifications, licenses, and specialized training applicable to the proposed role.

c. Technical expertise in one or more of the following areas, as applicable:
- Mechanical systems
- Controls and automation
- PLC programming
- SCADA/HMI systems
- Electrical systems
- Networking and communications
- Cybersecurity
- Project management
- Quality control
- Safety management

d. Years of experience in the airport and baggage handling industry.

e. A description of how the individual's background, knowledge, and expertise will contribute to the successful execution of the contract requirements and achievement of project objectives.

Criterion 2: Technical Approach

1. Understanding of Requirements and Airport Operating Environment

a. Describe your understanding of the operational, technical, and logistical challenges associated with performing Baggage Handling System (BHS) refurbishment and rehabilitation activities within an active airport environment.

b. The response shall demonstrate the Offeror's understanding of maintaining continuous airport operations while minimizing impacts on passengers, airlines, Transportation Security Administration (TSA) operations, and other airport stakeholders.

c. Additionally, describe your approach to integrating new equipment, controls, and technologies into existing BHS infrastructure. The response shall address:
- Compatibility with legacy systems
- Phased implementation
- Testing and commissioning procedures
- System cutovers
- Operational continuity
- Measures to maintain system performance, reliability, and availability throughout the project.

2. Critical Success Factors

Identify and describe the factors you consider most critical to the successful execution of BHS refurbishment services at Washington Dulles International Airport (IAD). For each factor, use the following format:

a. Critical Success Factor # – Title

b. Importance – Explain why the identified factor is critical to the successful performance of the contract.

c. Technical Approach – Describe the processes, methodologies, resources, and actions that will be implemented to effectively manage and execute this aspect of the work while meeting project schedules, quality requirements, and operational objectives.

3. Risk Management Approach

Identify and describe the risks you consider most critical to the successful execution of BHS refurbishment services. For each risk, use the following format:

a. Risk # – Title
b. Risk Description – Explain the nature of the risk, including how, when, and why the risk may occur.

c. Impact and Mitigation Strategy – Describe the potential impact of the risk on project performance, system operations, schedule, safety, cost, or service continuity, and provide the mitigation measures, contingency plans, and management controls that will be implemented to reduce or eliminate the risk.

4. Parts, Materials, and Supply Chain Management

Provide a detailed description of your approach for procuring, managing, storing, tracking, and furnishing all parts, materials, equipment, and supplies required to perform the contract. The response shall address:

- Procurement and purchasing procedures.
- Supplier and manufacturer relationships.
- Management of long-lead and critical spare parts.
- Inventory control and material tracking processes.
- Quality assurance and inspection procedures.
- Warranty management practices.
- Supply chain risk management and contingency planning.
- Strategies for ensuring continuous availability of materials necessary to support rehabilitation and modernization activities without impacting project schedules.

5. Staffing, Resource Management, and Project Execution

Describe how your proposed organizational structure, staffing levels, and personnel qualifications will support the work required under this contract. The response shall include:

- Roles, responsibilities, and reporting on relationships of key personnel.
- Availability of technical resources and specialized subject matter experts.
- Supervision and management of field personnel and subcontractors.
- Staffing strategies for multiple concurrent work activities.
- Methods for ensuring adequate coverage during critical phases of the project.
- Approach for planning, scheduling, coordinating, and executing work in active operational environments.

Additionally, explain how rehabilitation and modernization activities will be performed to:

- Minimize operational disruptions
- Maintain system availability
- Preserve baggage flow
- Ensure the safe and efficient operation of the BHS throughout all phases of project execution

6. Safety Management Program

Provide a summary of your Safety Management Program and organizational commitment to workplace safety. At a minimum, the response shall address:

- Safety policies and management processes.
- Compliance with OSHA, airport, TSA, and other applicable safety requirements.
- Hazard identification and risk assessment procedures.
- Job Hazard Analysis (JHA) and Activity Hazard Analysis (AHA) processes.
- Employee safety training and certification programs.
- Incident reporting, investigation, and corrective action procedures.
- Contractor and subcontractor safety oversight.
- Continuous safety improvement initiatives.

7. Communication and Stakeholder Coordination

Describe your approach to communication, coordination, and stakeholder engagement throughout contract performance. The response shall address procedures for coordinating with:

- The Metropolitan Washington Airports Authority (MWAA).
- Airport Operations.
- Airlines and airline stakeholders.
- Transportation Security Administration (TSA).
- Operations and Maintenance contractors.
- Design consultants, construction contractors, and other third parties as applicable.

Additionally, describe:

- Reporting procedures
- Meeting schedules
- Escalation processes
- Outage coordination procedures
- Work notification procedures
- Project status reporting
- Methods for ensuring timely communication, coordination, and collaboration among all affected stakeholders.

The Authority reserves the right to validate any information provided within the proposal's submission, including project references, personnel qualifications, certifications, and past performance information. Failure to provide complete and accurate information may adversely affect the evaluation of the proposal.