



**RFP No. 26-27-45143**  
**Baggage Handling System Support Services**

**Addendum No. 01**  
**Release Date: June 29, 2026**

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**THE FOLLOWING ITEMS ARE MADE AND HEREBY BECOME A PART OF THIS SOLICITATION AS PREPARED BY PROCUREMENT:**

**REMOVE AND REPLACE**

**REMOVE**                      Proposal Pricing RFP No. 26-27-45143

**REPLACE WITH**              Revised Proposal Pricing RFP No. 26-27-45143

**QUESTIONS & ANSWERS**

- Q1: What is the current headcount for the BHS Support operation, by role?**  
**R1: Refer to Article III, Scope of Services, 3.01 General Overview and 3.03 Staffing Requirements.**
- Q2: Is this contract prevailing wage?**  
**R2: Refer to Article III, Scope of Services, 3.04 Personnel Salaries and Contractor Compensation.**
- Q3: Will the invoicing for this contract be based on actual hours, or is it fixed price?**  
**R3: Refer to Article III, Scope of Services, 3.04 Personnel Salaries and Contractor Compensation.**
- Q4: What are the hours of the current shifts?**  
**R4: Refer to Article III, Scope of Services, 3.03 Staffing Requirements.**
- Q5: What is the cost of employee parking? Is this a monthly cost?**  
**R5: It is an annual parking fee of \$60. The parking fee is invoiced when badges are issued and at time of badge renewal.**
- Q6: What is the cost for fingerprinting and badging?**  
**R6: Refer to Exhibit E Sample Contract, Exhibit F Certifying Official Training**
- Q7: Are yearly renewals for badging required?**  
**R7: Yes.**
- Q8: Please provide the current lead time for employees to receive their SIDA badge.**  
**R8: Up to 90 days if TSA requires additional documentation. The lead time may be longer for employees born outside of the United States.**
- Q9: Is there a cap on Service Performance deductions for this contract?**  
**R9: No.**
- Q10: What have the dollar amounts been for Service Performance deductions over the last 6 months?**  
**R10: \$0.00.**



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- Q11: Will JAA waive the Service Performance deductions for the first 60 days?**  
**R11: No however, JAA will allow a 30-day grace period from the contract effective date.**
- Q12: Are telephone and internet services provided by the airport?**  
**R12: JAA provides telephone and internet services for the Control room.**
- Q13: Will the airport supply any equipment for this contract?**  
**R13: Yes however, refer to Article III, Scope of Services 3.10 Respondent Equipment – Minimum Requirements for equipment Respondent must provide.**
- Q14: What are the North Side operating hours? What are the South Side operating hours?**  
**R14: Refer to Article III, Scope of Services, 3.03 Staffing Requirements.**
- Q15: Page 23, Section 3.03 – Staffing Requirements stats that “When only one side of the system is operational (North or South), usually due to airline accommodation, the minimum staffing levels can be reduced by 1 ME, and 2 SMs.” How frequently does JAX shut down once side of the operation? How many times over the last 36 months has the incumbent been able to implement this staffing reduction?**  
**R15: Frequently. Managed by the Contractor and monitored by JAA.**
- Q16: Is there any specialized equipment or tooling that the vendor is required to provide?**  
**R16: No.**
- Q17: What space is provided to the vendor for this contract? (i.e. office space, etc.)**  
**R17: Refer to Article III, Scope of Services 3.12 Office Space.**
- Q18: What is the minimum number of radios required?**  
**R18: Refer to Article III, Scope of Services 3.10 Respondent Equipment – Minimum Requirements.**
- Q19: What are the programming parameters for radios, including the frequency?**  
**R19: JAA will provide this information to the awarded Respondent.**
- Q20: Can the vendor us the airport’s radio frequency channel, including repeater? What is the cost?**  
**R20: Contractor will be allowed to use the repeater at no cost.**
- Q21: How often are the bag tag printers required to be checked?**  
**R21: Monthly.**
- Q22: How will the vendor be able to access the Brock SmartSuite system? Will training be provided?**  
**R22: Contractor will have access in the Control Room. Training will be provided.**
- Q23: Page 102 of RFP, Equipment Assessment: What equipment is the vendor responsible for that JAA will assess?**  
**R23: All equipment provided by Contractor.**
- Q24: What are the minimum/maximum dimension requirements for oversized bags?**  
**R24: Refer to attached Specifications for Regular and Oversized Bags.**



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**Q25: What is the process for items that exceed the weight limit of 75lbs or the dimension requirements?**

**R25: Airline takes item to Oversize Belt or walks item down to TSA at Checked Bag Resolution Area.**

**Q26: What is the number and the nature of the injuries that the incumbent has experienced over the last 18 months?**

**R26: None reported to JAA.**

**Q27: Will bag jams caused by bag hygiene issues count against the contractor?**

**R27: No.**

**Q28: Does poor performance allow JAA to utilize performance deductions and liquidated damages at the same time? If so, has this happened to the incumbent vendor within the last 24 months?**

**R28: JAA reserves the right to seek any and all legal redress associated with vendor performance. This has not happened in the last 24 months.**

**Q29: How many times a day are tubs restocked?**

**R29: Varies depending on airline and day of the week; every 1-2 hours during busy periods.**

**Q30: Who is responsible for purchasing tubs? If vendor is responsible, is the cost reimbursable?**

**R30: JAA provides the tubs.**

**Q31: What are the specifications for the tubs? (manufacturer, model, color, etc.)**

**R31: Refer to R30.**

**Q32: Is the awarded contractor responsible for supplying vehicles and/or carts to move tubs? If so, what type of carts are required?**

**R32: JAA provided flat baggage-type push carts for moving tubs.**

**Q33: Is there a minimum vehicle requirement for this contract?**

**R33: Two (2) motorized carts.**

**Q34: Is there a vehicle fuel requirement? (gasoline, diesel, propane, natural gas, etc.)**

**R34: No.**

**Q35: What are the requirements for ramp vehicle permitting? Are there any associated costs?**

**R35: Refer to Exhibit E Sample Contract, Exhibit F Certifying Official Training.**

**Q36: Are there any airport fees that should be accounted for?**

**R36: Just Badging and Parking fees.**

**Q37: What hours are the manual encode stations currently staffed.**

**R37: Anytime the system is operational.**

**Q38: What hours is the control room currently staffed?**



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- R38:** Refer to Article III, Scope of Services, 3.03 Staffing Requirements.
- Q39:** How many days will JAA provide the chosen vendor between Notice to Proceed and Start Date?
- R39:** Notice of Intent to Award will be issued on or around August 1, 2026 with a contract start date of October 1, 2026.
- Q40.** 1.10 A. Radios – Are the specified Motorola CP-200D radios the analog or digital versions?
- R40:** Digital (D designation).
- Q41.** Parking – Please confirm that the \$60 employee parking charge is an annual amount.
- R41:** Refer to R5.
- Q42.** May we submit an alternate Pricing Proposal sheet with actual anticipated hours? The total Average Annual Hours on the Pricing Proposal sheet provided with the RFP, 331, 120, is equal to slightly more than 159 employees.
- R42:** No, Respondents must submit the Revised Proposal Pricing RFP No. 26-27-45143, without modifications, issued with this Addendum..
- Q43.** The Pricing Proposal sheet has a column titled “Mark-Up Percentage”. Are we to enter our mark-up percentage for purchase that are reimbursable by JAA in this column? If not, what should be entered here?
- R43:** This is a labor hours worked only contract; no purchases are reimbursable.
- Q44.** Is monthly invoicing based solely on the hours worked by position with all expenses (uniforms, phones, training, safety supplies, insurance, etc.) included in the hourly rate, essentially a time and materials invoice?
- R44:** Yes.
- Q45.** Can JAA clarify the level of detail required in monthly invoices (e.g., labor categories, hours by position, shift-level breakdowns) and whether supporting documentation (timesheets, KPI reports) must accompany each invoice? *(RFP references invoice requirements and deductions but lacks detailed format expectations.)*
- R45:** List hours worked each day of the month by position and rate (regular, overtime, or holiday). Include a separate timesheet (Excel or Excel export compatible) by employee name and position with hours worked per day.
- Q46.** Can JAA provide a comprehensive KPI scorecard (including measurement methodology, reporting frequency, and acceptable thresholds) for all Service Level Expectations beyond the defined penalties (e.g., bag processing times, system response targets)? *(Penalties exist, but the full KPI framework and measurement approach are only partially defined.)*
- R46:** No.
- Q47.** Can JAA clarify whether KPI-related deductions (e.g., \$200 per bag, \$250 violations) are capped monthly or annually, and whether there is any dispute or cure process before deductions are applied? *(Current language shows deductions but no cap or structured dispute process.)*



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- R47:** There is no cap. If necessary, JAA Procurement will coordinate performance meetings with Contractor and JAA Operations/BHS personnel. Additionally, refer to Exhibit E Sample Contract, Article 23 Disputes.
- Q48.** What systems does JAA currently use for real-time BHS monitoring, KPI tracking, and reporting, and will the Contractor have direct access to these systems? *(Daily reporting is required, but system access is unclear.)*
- R48:** Brock SmartSuite. Refer to R22.
- Q49.** 3.08 – Please confirm that the 1.5x Holiday pay only paid to those working shifts on the holiday?
- R49:** Yes.
- Q50.** 3.03 – 1 Manager is indicated to be required each shift. Please confirm if 1 manager for the contract or 1 per shift.
- R50:** One (1) manager for the Contract.
- Q51.** The RFP states BHS support is currently staffed approximately 3:00 AM to 10:00 PM daily, while Exhibit A states 3:00 AM to 9:30 PM. Please confirm the required daily base staffing window proposers should use for pricing.
- R51:** This is a typographical error. The correct time is 3:00 a.m. (local time) to 10:00 p.m. (local time).
- Q52.** Please provide the current shift schedule used by the incumbent contractor, including start/end times, days of week, position assignments, and whether positions are full-time or part-time.
- R52:** Shift schedules vary and are controlled by the Contractor who must ensure each position is covered.
- Q53.** JAA encourages review and consideration of hiring existing employees. Please clarify whether any formal employee retention, right-of-first-refusal, seniority, or transition hiring process applies, or whether incumbent hiring is encouraged but not mandatory.
- R53:** Encouraged but not mandatory.
- Q54.** Please confirm whether the General Manager must be physically onsite Monday through Friday during all BHS operating hours, or whether a qualified onsite supervisor may serve as the General Manager designee during portions of the day.
- R54:** The General Manager must be present.
- Q55.** Please define the seasonal demand periods during which the General Manager must be present and explain how much advance notice JAA will provide for these periods.
- R55:** Thanksgiving through New Year's; Spring Break; THE PLAYERS (March). JAA coordinates a pre-planning meeting before these and other busy periods. The General Manager must be present at these pre-planning meetings.
- Q56.** Please confirm whether the General Manager may perform working duties, such as contingency support, administrative reporting, training, or limited shift coverage, or must remain management-only.



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- R56:** The General Manager may fill any role in the contract but salary is paid exclusively by the Contractor.
- Q57.** Please confirm whether the General Manager may perform working duties, such as contingency support, administrative reporting, training, or limited shift coverage, or must remain management-only.
- R57:** Refer to R56.
- Q58.** The Checkpoint Ticket Guide coverage may be cancelled on 30 days' notice. Please confirm whether cancellation will result in a corresponding price reduction based on the proposed hourly bill rate, a monthly fixed amount, or another adjustment method.
- R58:** There is no adjustment. Contractor only bills for hours worked by position under this contract.
- Q59.** The Proposal Pricing Form calculates annual totals using proposed hourly bill rates and estimated average annual hours, and notes that actual hours will depend upon operational demand. Please confirm whether the resulting contract will be invoiced based on actual approved hours worked, fixed annual/monthly pricing based on the pricing form totals, or another billing method.
- R59:** Contractor will invoice based on actual hours worked by position.
- Q60.** The RFP states that the fully burdened compensation of the General Manager must be factored into the proposal and will not be reimbursed through monthly invoices; however, the Proposal Pricing Form does not include a General Manager pricing line. Please clarify where proposers should include the General Manager cost in the pricing form and whether it should be embedded in bill rates, added to a specific labor category, or shown elsewhere.
- R60:** Embedded in bill rates.
- Q61.** The Proposal Pricing Form does not include separate lines for mobilization, badging, fingerprinting, training, transition, equipment startup, or other one-time costs. Please confirm whether these costs must be included in the proposed hourly bill rates / annual totals, or whether proposers may identify them separately elsewhere in the proposal.
- R61:** Included in the proposed hourly bill rates.
- Q62.** Please confirm whether travel, lodging, rental car, per diem, parking, badge fees, office supplies, radios, uniforms, PPE, and similar direct expenses are reimbursable, included in bill rates, or included in fixed annual pricing.
- R62:** Included in bill rates.
- Q63.** Please clarify which Consumer Price Index series and geographic scope should be used to calculate the annual wage increase when CPI is less than 3%.
- R63:** Refer to Article III, Scope of Services, 3.05 Wages – Minimum Requirements.
- Q64.** The Proposal Pricing Form notes that the chart assumes a 3% increase from year to year in both hourly and bill rates, while the RFP states annual increases will be 3% or CPI-U, whichever is less. For proposal pricing, should proposers use the 3%



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escalation shown in the form for all out-years, or should proposers apply a CPI-based assumption?

**R64:** Use 3%.

**Q65.** Please confirm whether the stated minimum hourly rates apply to all hours worked, including training, badging, meetings, non-operational assignments, and special event support.

**R65:** All hours worked in direct support of the contract or special events as authorized by JAA.

**Q66.** The Proposal Pricing Form includes Overtime/Holiday Rate and Overtime/Holiday Bill Rate columns; however, the annual total formulas appear to calculate totals using only the regular Hourly Bill Rate and Average Annual Hours. Please confirm whether overtime and holiday costs should be included in the annual totals, proposed only for informational purposes, or billed separately only when authorized and incurred.

**R66:** Informational purposes.

**Q67.** The Proposal Pricing Form lists estimated Average Annual Hours of 33,280 for Supervisor, 33,280 for CRO, 250,000 for Baggage Handling Agent, and 14,560 for Checkpoint Ticket Guide. Please confirm that proposers must use these hours without modification for price evaluation purposes, even if they do not reconcile to the daily staffing hours stated in the RFP.

**R67:** Refer to Revised Proposal Pricing RFP No. 26-27-45143 issued with this Addendum.

**Q68.** Please confirm that the Contractor is providing BHS operational support and coordination, and that mechanical maintenance, corrective repair, and software/logic repair remain JAA or JAA-designated maintenance responsibilities except where expressly stated otherwise.

**R68:** This solicitation is strictly for operational support. JAA is responsible for maintenance of the Baggage Handling System.

**Q69.** Please identify the current BHS maintenance provider or JAA maintenance team responsible for Mike-99 response and clarify the Contractor escalation process for mechanical and software issues.

**R69:** Contractor is responsible for reporting discovered mechanical and/or software issues to the Airport Operations Control Center.

**Q70.** The CRO must be familiar with the Brock SmartSuite system and run reports. Please confirm what access, accounts, training, licenses, and permissions will be provided by JAA at no cost.

**R70:** Refer to R22.

**Q71.** Please confirm that TSA-owned EDS equipment is outside Contractor maintenance scope and that Contractor responsibility is limited to operational coordination and bag movement support.

**R71:** This solicitation is strictly for operational support.

**Q72.** The Contractor is responsible for monthly bag-tag printer verification and reporting airline printer issues. Please confirm whether airlines remain responsible for



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cleaning, repairing, or replacing their printers, and whether airline-caused no-read conditions are excluded from Contractor performance penalties.

**R72:** Airlines are responsible. No penalties will be assessed for airline-caused issues.

**Q73.** Please clarify whether the Contractor is responsible only for collecting and returning conveyor tubs, or also for procuring, replacing, cleaning, relabeling, inventorying, and managing tub stock.

**R73:** Collection and returning only.

**Q74.** Please define the process for determining whether a missed or late bag was caused by Contractor mishandling versus system failure, TSA security protocol, airline issue, passenger issue, or other third-party cause.

**R74:** Review Brock SmartSuite data, cameras, and interview personnel involved.

**Q75.** Please confirm whether the \$200 missed/late bag deduction is the exclusive monetary remedy for missed/late bags, or whether airline chargebacks or additional damages may also apply.

**R75:** No airline chargeback will be assessed.

**Q76.** Please clarify how the two-minute response time for bag jams, CBRA oversized delivery, OS2 delivery, and ME station bag delivery will be measured, including the triggering event and timestamp system.

**R76:** System reports and bag tag tracking as well as cameras. Triggering event for jams or other system issues will be the initial report. OS2 or ME station will be bag arrival time.

**Q77.** For the two-minute response requirements, please clarify whether response time is measured to acknowledgement, dispatch, arrival at location, physical possession of bag, or completed action.

**R77:** Arrival at location.

**Q78.** Please confirm whether each missed SLA in SOP Section 9.0 is subject to a \$250 deduction per violation, per occurrence, and whether any cure period applies after written notice.

**R78:** Per violation. Cure periods are at the sole discretion of JAA.

**Q79.** Please provide historical data for the past 24 months, including missed bags, late bags, tag-off bags, no-read volume, jam counts, response times, CBRA/OS volumes, and SLA violations.

**R79:** This information is not easily available within the time allowed for posting of this Addendum; information can be provided to awarded Respondent, if requested.

**Q80.** The selected Respondent must be onsite and fully operational 30 days after Notice to Proceed. Please provide the anticipated Notice to Proceed date and confirm whether the contract start date remains October 1, 2026.

**R80:** Refer to R39.

**Q81.** The SOP states JAA will not permit new Contractor employees to work under escort. Please confirm whether all replacement or new employees must receive SIDA badges before beginning any onsite work and how this will be managed within the 30-day mobilization period.



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- R81:** Contractor employees who have started the Badging process and awaiting results may work under escort.
- Q82.** Please provide current SIDA badging processing timelines, appointment availability, required fees, and whether incumbent employees with active badges can transfer or reactivate under the successor contractor.
- R82:** Refer to R8. Refer to Exhibit E Sample Contract, Exhibit F Certifying Official for appointment availability and required fees.
- Q83.** The SOP requires at least two motorized carts for daily business needs. Please confirm whether JAA will provide the motorized carts, whether Contractor must provide them, and who is responsible for maintenance, insurance, charging/fueling, and replacement.
- R83:** Contractor will provide, maintain, insure, charge/fuel, and replace as necessary.
- Q84.** Please identify the office area, control room, break room, storage areas, and any work areas that will be provided at no cost, including approximate size, furniture, IT, phone, internet, printer, and utility availability.
- R84:** Spaces are available in CBRA for Contractor to provide storage lockers and refrigerator. The Control Room is approximately 15'x20'. There is an office space in a non-secure area near CBRA and is approximately 10'x12'. There is a breakroom located next to the Control Room in the CBRA which is approximately 15'x20'.
- Q85.** Please confirm whether employee parking will be provided, the cost per employee, the number of spaces available, and whether parking costs are reimbursable or included in pricing.
- R85:** Refer to R5. Designated parking accommodation will not be provided. Parking accommodation will consist of common areas utilized by other contractor employees. Parking fees are not reimbursable.
- Q86.** Sample Contract – 3.04 Termination – Request to add the following language: **JAA reserves the right, at any time and for its convenience, to terminate this Agreement in whole or in part by written notice to Contractor. Immediately upon receipt of such notice, Contractor shall stop all work hereunder except as otherwise directed by JAA. If Contractor is not in default of any of its obligations hereunder at the time of such termination, JAA shall pay to Contractor, as Contractor's sole and exclusive remedy, an amount equal to: (a) reasonable and documented costs incurred by Contractor prior to termination, plus the reasonable profit prorated on the portion of work completed, less the disposal or retention value of termination inventory; and (b) the reasonable and necessary cost, if any, incurred by Contractor in terminating the work. The above amounts, plus prior payments, shall in no event exceed the Contract Price as prorated to the portion of the order completed as of the time of Contractor's receipt of such notice.**
- R86:** No, JAA does not agree to proposed language addition.
- Q87.** Sample Contract – Article 10 Indemnification – Request to remove the following language: provided that any such claim, damage, loss or expense is attributable to



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bodily injury, sickness, disease, death or personal injury, or property damage, ~~including the loss of use or diminution in value resulting there from~~; but only to the extent caused ~~in whole or in part~~ by the actual or alleged negligent acts, errors, or omissions of the Contractor

R87: No, JAA does not agree to the proposed change.

Q88. Sample Contract – Article 10 Indemnification – Request to add the following language: **Contractor's indemnity obligations will exclude indirect and consequential damages, and will not exceed the value of the contract.**

R88: No, JAA does not agree to the proposed language addition.

Q89. Sample Contract – Article 11 - Cyber Liability Insurance – Requesting confirmation if Cyber Liability Insurance is required for this contract?

R89: A Cyber Liability Insurance waiver can be offered.

Q90. Sample Contract – Article 11 – Additional Insured – Requesting alteration request:

Additional Insured: Contractor agrees to **include endorse** Authority as an Additional Insured with a CG2026 Additional Insured – Designated Person or Organization endorsement or similar endorsement, to the Commercial General Liability and Business Auto Liability. The Additional Insured shall read “Jacksonville Aviation Authority.”

R90: This change is acceptable to JAA.

Q91. Sample Contract – Article 11 – Waiver of Subrogation – Requesting language be removed: ~~Waiver of Subrogation: Contractor agrees by entering into this contract to a Waiver of Subrogation for each required policy herein. When required by the insurer, or should a policy condition not permit Contractor to enter into an pre-loss agreement to waive subrogation without an endorsement, then Contractor agrees to notify the insurer and request the policy be endorsed with a Waiver of Transfer of Rights of Recovery Against Others, or its equivalent. This Waiver of Subrogation requirement shall not apply to any policy, which includes a condition specifically prohibiting such an endorsement, or voids coverage should Contractor enter into such an agreement on a pre-loss basis.~~

R91: No, JAA does not agree to remove language.

Q92. Sample Contract – Article 11 – Umbrella or Excess Liability – Requesting language changes: Umbrella or Excess Liability: Contractor may satisfy the minimum liability limits required above for Commercial General Liability and Business Auto Liability under an Umbrella or Excess Liability policy. There is no minimum Per Occurrence limit of liability under the Umbrella or Excess Liability; however, the Annual Aggregate limit shall not be less than the highest “Each Occurrence” limit for the Commercial General Liability and Business Auto Liability. Contractor agrees to **include endorse** Authority as an “Additional Insured” on the Umbrella or



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**Excess Liability, unless the Certificate of Insurance states the Umbrella or Excess Liability provides coverage on a pure "True Follow-Form" basis.**

R92: This change is acceptable to JAA.

**Q93. Sample Contract – Exhibit A – Scope of Services – Requesting language addition:**  
**1.15 Contractor shall not be liable for delays due directly or indirectly to causes beyond Contractor's reasonable control, including but not limited to; (1) acts of God, (2) act (including failure to act) of any governmental authority (*de jure* or *de facto*), wars (declared or undeclared), governmental priorities, riots, revolutions, strikes, fires, floods, sabotage, nuclear incidents, earthquakes, storms, epidemics; or (3) inability due to causes beyond Contractor's reasonable control to timely obtain either necessary and proper materials, components, energy, fuel or transportation.**

**In the event of any delay or failure excused by this Article, Contractor shall as soon as practical notify JAA and shall at the same time, or at the earliest practical date after such notice, specify the revised performance date. In the event of such delay, the time of performance shall be extended for a period equal to the time lost by Contractor by reason of the delay. If delay excused by this Article extends for more than sixty (60) days and the parties have not agreed upon a revised schedule for continuing the work at the end of the 60 day period, including adjustment of the price if applicable, then either party upon thirty (30) days written notice, may terminate this Agreement with respect to the unexecuted portion of the work, whereupon JAA shall pay Contractor for all the work completed to the date of termination including profit for that work.**

R93: No, JAA does not agree with the proposed language addition.

**Q94. Article II – General Conditions – Right to Revise or Reject – Requesting the removal of language: ~~Right to Revise or Reject: JAA reserves the right, but not the obligation, to review and revise any insurance requirement, not limited to limits, coverages and endorsements based on insurance market conditions affecting the availability or affordability of coverage; or changes in the scope of work / specifications affecting the applicability of coverage. Additionally, JAA reserves the right, but not the obligation, to review and reject any insurance policies failing to meet the criteria stated herein or any insurer providing coverage due.~~**

R94: No, JAA does not agree to the proposed change.

**Q95. Can JAA confirm what close-out (demobilization, employee severance, etc.) are compensable under Section 4.02(A) upon a convenience termination?**

R95: Refer to Exhibit E Sample Contract, 4.05 Payment when Services are Terminated at the Convenience of the Authority.

**Q96. Would JAA consider extending the notice period to 60 days to allow orderly transition?**



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**R96:** Refer to R39.

**Q97.** Would JAA consider mutual agreement to renew the agreement?

**R97:** This change is acceptable to JAA.

**Q98.** Would JAA consider to allow the Contractor to decline a renewal option?

**R98:** Refer to R95.

**Q99.** Can JAA describe the circumstances under which it would engage a second contractor for BHS support services while this contract is active?

**R99:** Refer to Exhibit E Sample Contract, Article 40 Contract Changes, 40.02 Right to Carry Out the Work or Services.

**Q100.** Would JAA consider making Article 25 mutual?

**R100:** Article 25 relates to the prohibited use of "Scrutinized Companies" and, while unclear as to why mutuality would be requested here, this change is acceptable to JAA.

**Q101.** Who is the incumbent service provider?

**R101:** PrimeFlight Aviation Services, Inc.

**Q102.** What is the number of Full Time Equivalents the incumbent has on site currently? (Total annual hours divided by 2080)

**R102:** Refer to Article III, Scope of Services, 3.01 General Overview. Refer to Revised Proposal Pricing RFP No. 26-27-45143 issued with this Addendum for annual hours.

**Q103.** Will there be any equipment (luggage carts, golf carts, utility carts) left for the incoming contractor to utilize?

**R103:** Awarded Respondent may negotiate this with the incumbent.

**Q104.** Will the authority consider adding an administrative position to the staffing model?

**R104:** No.

**Q105.** Are reporting requirements for submittal of reports daily detailing BHS activities and occurrences being met?

**R105:** Yes.

**Q106.** Your per shift minimums list 1 manager per shift (page 23), is this to mean multiple managers so there is always one on site, or one Manager overall?

**R106:** One manager overall.

**Q107.** On Page 23, when calculating Full Time Equivalents (FTEs) based on the two tables provided, the total of FTEs is different. Is this the intention?

**R107:** Yes, because the manager position is not a billable position.

**Q108.** On the proposal pricing sheet, column G, total average annual hours equate to 159.19 FTE's, is this an error?

**R108:** Refer to R67.

**Q109.** On the proposal pricing sheet, there is no line item for a manager, will this be corrected?



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- R109:** No, the manager position is not a billable position.
- Q110.** There is no call out for an administrative position, will the authority consider adding this to assist with back office functions that come with supporting a contract of this size?
- R110:** No.
- Q111.** Page 23, there is a call out for a General Manager availability, is the General Manager the same as the Mangager?
- R111:** Yes.
- Q112.** What are the actual hourly pay rates to the existing staff based on position?
- R112:** Supervisor: \$21.73/hour; Control Room Operator: \$20.44/hour; Baggage Handling Agent: \$16.11/hour; and Checkpoint Ticket Guide: \$14.45/hour.
- Q113.** What is the Number of staff per shift on proposal pricing page? RFP 3.03 minimum staffing requirements show 12 vs 11 on proposal pricing sheet.
- R113:** The manager position is not a billable position. Refer to Article III, Scope of Services, 3.03 Staffing Requirements.
- Q114.** What average annual per position should be utilized on the proposal pricing page to neutralize bid
- R114:** This question is unclear as to what information in RFP No. 26-27-45143 requires clarification therefore, JAA is not providing a response.
- Q115.** Are incumbent employees covered by collective bargaining agreement? If so, What union?
- R115:** No.
- Q116.** Will the successful proposer be permitted to interview incumbent personnel prior to contract?
- R116:** Yes.
- Q117.** What is the historical turnover rate for each position classification?
- R117:** Unknown to JAA.
- Q118.** Will the incumbent contractor be required to provide transition support and operational documentation?
- R118:** Awarded Respondent may negotiate this with the incumbent.
- Q119.** Are the minimum hourly rates identified in the RFP current incumbent wage rates or minimum acceptable rates established by JAA?
- R119:** Minimum acceptable rates established by JAA.
- Q120.** Can JAA provide current average wages paid by position classification?
- R120:** Refer to R112.
- Q121.** Does JAA have any expectations regarding retention of incumbent wage and benefit levels?
- R121:** Refer to Article III, Scope of Services, 3.01 General Overview.



**RFP No. 26-27-45143**  
**Baggage Handling System Support Services**

**Addendum No. 01**  
**Release Date: June 29, 2026**

- Q122. Has the current provider been assessed with performance standard penalties? If yes, how much annually?**  
**R122: Minimal, less than \$1,000 annually.**
- Q123. Please provide annual passenger, baggage volume, and flight activity data for the previous three years.**  
**R123: Refer to Article III, Scope of Services, 3.01 General Overview.**
- Q124. Are there seasonal staffing fluctuations that require additional personnel?**  
**R124: Refer to R55.**
- Q125. What KPIs and performance metrics are currently utilized?**  
**R125: Refer to Article III, Scope of Services, 3.15 Performance Standards.**
- Q126. Are there response-time requirements for baggage system alarms, jams, or operational incidents?**  
**R126: Refer to R125.**
- Q127. What is the current annual contract value?**  
**R127: \$1,556,326.00**
- Q128. What training requirements are required for each position classification?**  
**R128: Contractor is responsible for ensuring personnel is trained to perform to the assigned position to the standards of the contract.**
- Q129. What are the current costs associated with obtaining and maintaining SIDA badges?**  
**R129: Refer to Exhibit E Sample Contract, Exhibit F Certifying Official Training**
- Q130. What is the average badge processing time for new employees?**  
**R130: Refer to R8.**
- Q131. Are AOA driving permits required for any positions?**  
**R131: Refer to Exhibit E Sample Contract, Exhibit F Certifying Official Training**
- Q132. Will office, breakroom, and storage space be provided to the successful proposer?**  
**R132: Refer to Article III, Scope of Services, 3.12 Office Space**
- Q133. Will employee parking be provided, and if not, what are the applicable parking fees?**  
**R133: Refer to R5.**
- Q134. What equipment, radios, computers, uniforms, or other operational resources will be provided by JAA versus supplied by the Contractor?**  
**R134: JAA will provide computers, printers, CCTV screens, a landline telephone, and desk and chairs in the Control Room.**
- Q135. Can JAA clarify whether a non-local proposer, may receive Local Preference points through subcontracting or partnering with a qualifying local business, and if so, what level of participation is required?**



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**R135:** Respondents may utilize Subcontractors. Refer to Article 1 Instructions to Respondents, 1.17 Local Preference Program.

**Q136.** It appears that the Average Annual Hours displayed in the proposal pricing document reflect the cumulative total over the 5 years instead of the 1-year average annual hours. Can you please clarify?

**R136:** Refer to Revised Proposal Pricing RFP No. 26-27-45143.

**End of Addendum**

Responses must be submitted into Demandstar.com by 2:00 PM local time on Thursday, July 9, 2026.

# Ticket Counters & Curbsides



**JAX**  
Jacksonville  
International  
Airport

## Size and Weight Limitations

### Weight

*Max – 100 lbs*

*Min – 2 lbs*

### Max Size

*4.5 ft Long x 2.5 ft Wide x 1.75 ft High*

- ✓ Spacing should be at least **4 ft** in-between bags/items.
- ✓ Wheels must be facing up when placed on the belts.
- ✓ Unless exceeding size and weight limitations, all **FIREARMS** are to be sent down the ticket counter and curbside belts per normal TSA/airline procedures.



# Oversized Belt



**JAX**  
Jacksonville  
International  
Airport

## Items that must be placed down the Oversized Belt

- Coolers (with secured lids)
  - Automotive Equipment
  - Child car seats not in bags
  - Child Strollers / Playpens / Jogging Strollers (Collapsed, Wrapped and place in a tub)
  - Toolboxes/Bags
  - Liquor Boxes (if properly packaged)
- ✓ Any item larger than size and weight limitations for the ticket counters and curbside belts will be inducted at the Oversized belt or hand delivered to TSA CBRA.
  - ✓ Do not place Spherical / Cylindrical down the belt if they do not fit in a tub. (Big problem with tubes)



# Hand Delivered to TSA-CBRA



**JAX**  
Jacksonville  
International  
Airport

**Items that must be hand delivered to TSA-CBRA** (Clear Bag Resolution Area)

- Wheelchairs
- Walking Frames/Walking Sticks
- Fishing Poles/Sharp Pointed Items
- Surfboards / Skis
- Spherical / Cylindrical Items ( Items that roll)
- Bicycles
- Dollys / Hand Trucks
- Fragile Items
- Furniture



# Plastic Tub



**JAX**  
Jacksonville  
International  
Airport

## Items that **MUST** be placed Plastic Tub

- Soft Garment Bags/Duffel Bags
- Backpacks
- Odd shaped items (**only if they fit in the tub**)
- Small Items
- Items with hooks or straps
- Car Seats in bags
- Soft sided bags



- ✓ Barcode Bag Tag must be faced up.
- ✓ Ensure the entire item fits inside the tub.
- ✓ Only **ONE** item per tub!

