Wilmington International Airport (ILM)

REQUEST FOR PROPOSALS
PASSENGER BOARDING BRIDGE AND BAGGAGE HANDLING SYSTEM
PREVENTATIVE MAINTENANCE, REPAIR AND TECHNICAL SUPPORT SERVICES

ADDENDUM #1
Issue Date: August 28, 2026
Issued By: Granseur Dick, PE, AAE
Deputy Airport Director – Operations & Facilities

1.0 PURPOSE OF THIS ADDENDUM

The New Hanover County Airport Authority (Authority) is issuing this Addendum to address questions of interested Bidders to the Request for Proposals (RFP) for the above referenced services contract.

2.0 GENERAL INSTRUCTIONS

This Addendum constitutes an integral part of the RFP and is to be read in conjunction with the RFP. Unless specifically changed by this Addendum, all other requirements and terms of the RFP remain unchanged. It is the responsibility of all responsive firms to indicate acknowledgement of this Addendum in their cover letter and modify their proposals accordingly.

3.0 MATERIAL CHANGES TO THE RFP

1. None.

4.0 QUESTIONS OF THE RFP

1. *"Will the Authority accept proposals for PBB services only and award separate contracts for BHS services?"*
   Response: The Authority intends to award a single contract for all PBB and BHS services but will consider a Proposal offering a single contract held by a primary partner/vendor where another service not provided by the primary partner is provided by a subcontracted partner/vendor. Proposals for a partnered "team" should include qualifications and experience statements for both vendors but with cohesive maintenance, staffing/response, management and pricing plans for the teaming arrangement proposed, utilizing a single point of contact for the Authority.

2. *"Please provide an overview of both the outbound and inbound baggage handling systems."*
   Response: Ref. Exhibit A of the RFP and attached drawings of the BHS systems.

3. *"Approximately How many conveyor sections make up the outbound system?"*
   Response: Approximately 24.

4. *"Confirm there is no control room or encoder operations required."*
   Response: The BHS operates on a constant-speed drive and is fed from a PLC-controlled main control cabinet.

5. *"Who is responsible for clearing bag jams?"*
   Response: Bag jams are cleared by ILM staff as part of normal operational duties and are not within the scope of this RFP.

6. *"Under Year 2 Fixed Costs Shows Year 3 Total. Should this read Year 2?"*
   Response: This is a typographical error and should be read as Year 2.

7. *"Does the Authority require full-time maintenance personnel dedicated to this contract?"*
   Response: Full-time maintenance personnel are not required, providing the Proposer can meet requested response times through other methods as outlined in their proposal, including but not limited to regional service centers, partnerships with local technician companies or expedited travel.

8. *"How old are the current BHS systems?"*
   Response: Ref "Exhibit A – Equipment Inventory" of the RFP.

9. *"Does the Authority expect to purchase and install new PBB and/ or BHS equipment during the contract term?"*
   Response: It is possible that the Authority may purchase new PBB and/or BHS equipment within the contract term, contingent upon funding availability. Any potential future PBB/BHS equipment is not included in the scope of this RFP/contract. The Authority may elect to add new equipment into the contract at the time of installation.

10. *"Is the Authority tax exempt or should sales/ use taxes be included in the pricing?"*
    Response: The Authority is tax-exempt. Please do not include sales/use taxes from base rates or other pricing elements.

11. *"Confirm the controls system provider platforms/ architecture."*
    Response: BHS PLC Logic is Allen Bradley, Authority will supply laptop and login credentials (not network connected). Level One support may be through teleconference with ILM staff technicians on-site.

12. *"Please confirm whether PLC programming, controls troubleshooting, software backup/restoration, HMI support, communications networks"*
    Response: This should be included in the scope.

13. *"Is there a third-party currently providing controls support?"*
    Response: No.

14. *"Please provide historical BHS jam information."*
    Response: Clearing of bag jams caused by poor bag hygiene are the responsibility of ILM employees and are not within the scope of this RFP. Bag jams caused by BHS failures are within the scope of the RFP and generally number 0-3 times per year over the last 4 years.

15. *"Please identify the CMMS currently used and whether the selected Contractor will be allowed to access/ use it."*
    Response: CMMS is ProdigIQ. The Authority intends to grant limited access to the selected Contractor (including PBB and BHS only).

16. *"Please confirm that repairs associated with pre-existing deficiencies, deferred maintenance, obsolete components and deficiencies identified in Exhibit D are excluded and will be priced separately."*
    Response: Confirmed – These are not included within the scope of this RFP. It should not be assumed that award of Contract under this RFP guarantees selection of repair work for pre-existing deficiencies.

17. *"Please provide approximate number of critical and after-hours PBB, GPU/PCA/ and BHS service calls experienced during the previous 12 months."*
    Response: Approximately 2.

18. *"Please clarify when the four-hour critical response period begins."*
    Response: Time begins at initial airport notification. Note that this is a response requirement, not a resolution requirement. Response may be include arrival of on-site technician, level 1 support, etc, as appropriate.

19. *"Please confirm whether the annual fixed PBB and BHS preventative maintenance price is intended to include preventative/ maintenance labor only."*
    Response: Preventative maintenance price should be included in proposal. Corrective maintenance (repairs) are outside of the scope of this contract and will be billed separately at rates provided in Exhibit C.

20. *"Please clarify if there is a dollar value or labor hour authorization threshold for minor corrective repairs, or whether all corrective work requires prior authorization."*
    Response: All corrective work requires prior authorization by at least Airport staff. Airport staff have approval limits up to $49,999. Work requiring Authority Chairman Approval is from $50,000 to $89,999. Work requiring full Authority Board approval for all repairs over $90,000.

21. *"Confirm whether the Contractor is responsible for procurement and management of all spare-parts inventory or whether critical spares will be purchased and owned by Authority."*
    Response: Authority will purchase and maintain all spare parts and will accept recommendations of Contractor.

22. *"Provide a list of Airport-owned tools available for use by the Contractor."*
    Response: Fork Lift, Man Lift, A Frames, 3 ton jack, belt lacer, PLC Computer.

23. *"Provide the current staffing/headcount and scheduling model used to support the PBB, BHS, GPU and PCA equipment."*
    Response: Third-party vendor makes 2 preventative maintenance visits per year, staffing response as needed based on nature of call. Corrective repairs are made in-house or after call-outs as needed.

24. *"Confirm if all GPU and PCA equipment in Exhibit A is included within the base PBB preventative and corrective maintenance scope."*
    Response: All are included.

25. *"Provide BHS system layout drawings for the inbound and outbound BHS."*
    Response: Reference link on ILM Website under advertisement for this RFP or https://flyilm.com/wp-content/uploads/2026/08/ILM-BHS-Drawings-Consolidated.pdf for a compilation of plan/design drawings including additions. As-builts not available.

26. *"Provide Airports typical daily flight/ operational windows."*
    Response: Reference "Attachment 1" of this Addendum for graphs showing a typical low operational day (Dec 2025) and high operational day (July 2026). Schedules and gate usage subject to change.

27. *"Confirm that emergency callout labor and authorized travel associated with critical response requirement will be compensated using the applicable rates in Exhibit C."*
    Response: They will be covered using applicable rates in Exhibit C.

28. *"Does this contact have a minimum onsite staffing requirement or minimum weekly labor-hour requirement?"*
    Response: No minimum requirements for staffing on-site.

29. *"Confirm whether routine PM consumables such as grease, lubricants, filters, fluids and cleaning materials are to be included in the fixed PM price."*
    Response: These items should be included.

30. *"Prive the current cost of employee Airport/ SIDA badging."*
    Response: Initial badge application, including fingerprinting and background processing, is $90 per employee. Renewals are currently $25 every two years.

31. *"What is the current lead time for employees to complete the badging process and receive their Airport Security credentials?"*
    Response: Security approvals are generally received 4-7 days for US citizens, longer for non-US citizens. Training is generally completed within 1-2 days following security approval.

32. *"Confirm if contractor vehicles are required to obtain AOA permits or markings, and any costs/ requirements."*
    Response: Vehicles shall include lit rotating beacon (omnidirectional) and legible logo or business name on vehicle sides (may be decal, painted or magnetic).

33. *"Please identify any existing PM backlog, deferred maintenance or known outstanding corrective maintenance items that are anticipated to remain open at contract commencement."*
    Response: All facilities are currently in operational status. Deferred maintenance and outstanding corrective maintenance are not within the scope of this contract.

34. *"Confirm that repairs or replacement of components identified as deficient during PM inspections are outside the fixed PM price and will be performed only after Authority authorization."*
    Response: Confirmed.

35. *"Please confirm whether the Airport will provide office/ workspace and secure onsite storage/ shop space for Contractor tools, equipment and spare parts."*
    Response: Dedicated office space is not available, but may be granted upon request for Contractor site visits based on availability of Airport shared conference and community office spaces. Storage for some tools and equipment may be available, upon negotiation/ need of the selected Contractor.

36. *"Please confirm if employe parking is provided by the Airport."*
    Response: Parking is provided by the Airport at no charge, either on the ramp during equipment service periods or in various employee parking areas.

37. *"Are radios required for Contractor personnel?"*
    Response: Radios are not required.

38. *"IS there a minimum vehicle requirement for this contract?"*
    Response: There is no minimum vehicle requirement.

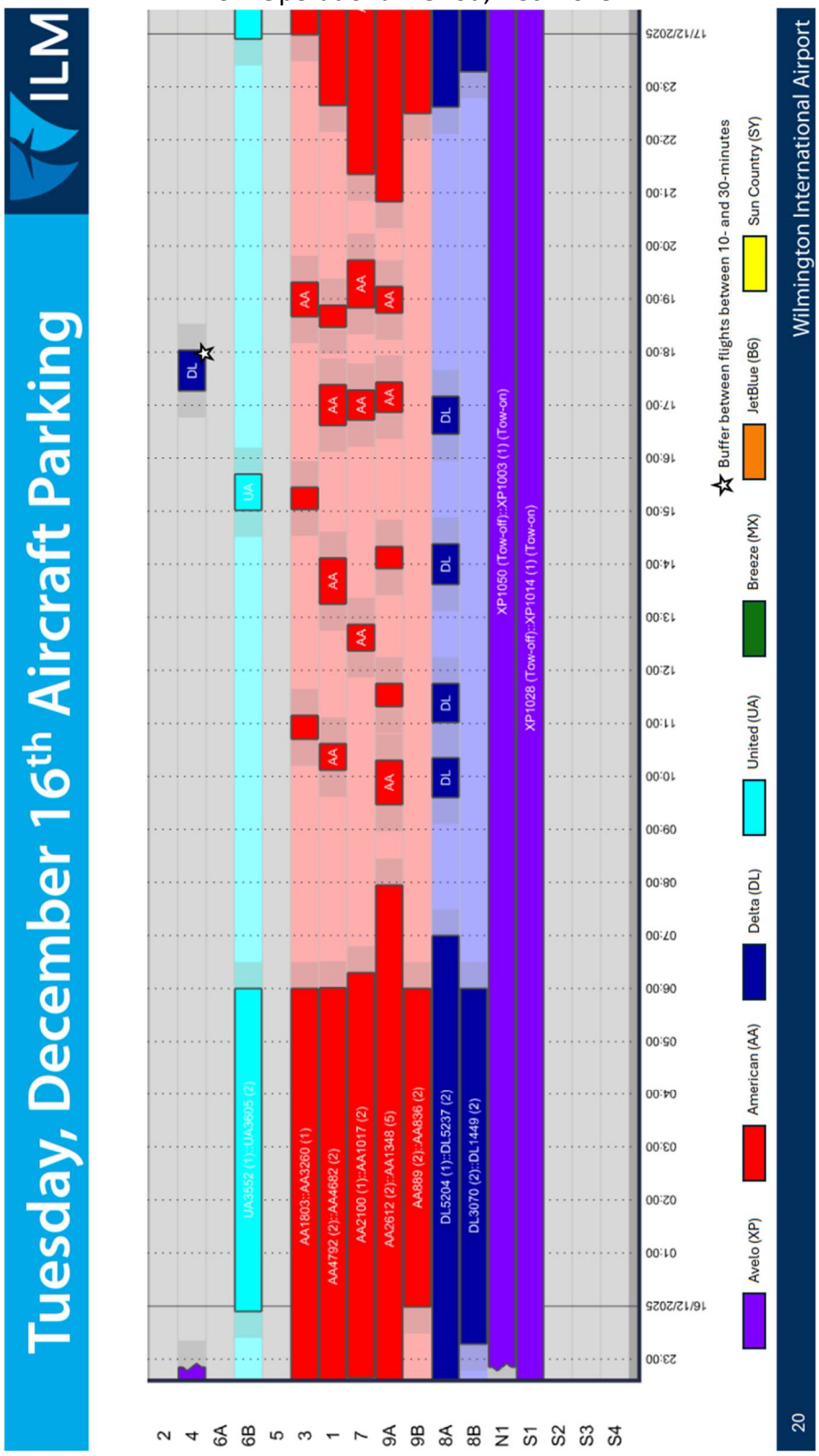
39. *"If equipment is added or removed from the contract during the contract term, please confirm that the Authority will Permit an equitable adjustment to the annual fixed maintenance price."*
    Response: The Authority will amend the contract for equitable adjustments in cases where equipment is added or removed to the contract during the contract term.

40. *"Please confirm whether prevailing wage or any Airport-established minimum wage requirement applies to this O&M contract."*
    Response: The Authority does not have a minimum wage requirement. Selected Contractor shall meet Federal/ State of NC wage requirements.

41. *"Please provide approximate number of critical and after-hours PBB, GPU/PCA/ and BHS service calls experienced during the previous 12 months."*
    Response: Approximately 2.

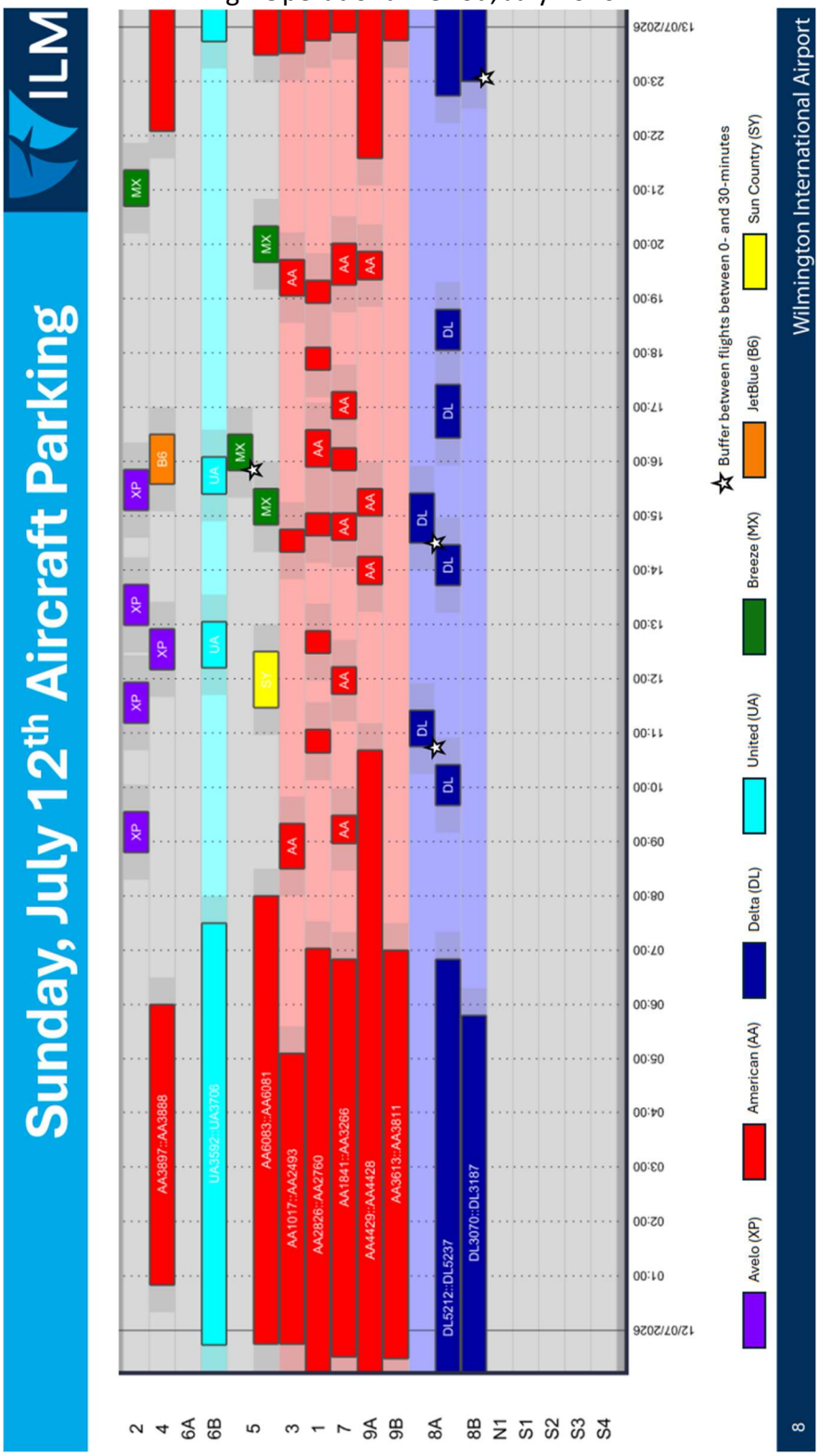
Attachment 1

Low Operational Period, Dec. 2025



Attachment 1

High Operational Period, July 2026



END OF THIS ADDENDUM