

RFI #	Question	Response
1	Can the Authority define the expected duration (in months) of ORAT and TSA certification support?	Current schedule is January 2026 through February 2027. Will clarify via addendum.
2	What level of staffing (roles and headcount) is expected during ORAT?	Reference RFP Section 5 Proposal Format and Organization. Proposers should include this in their technical approach and financial proposal portions of the proposal.
3	Will ORAT support be adjustable (T&M) if duration exceeds assumptions?	Reference RFP Appendix B - Cost Template Proposal Form requires a "monthly pre-activation labor for ORAT, Commissioning, and Testing Participation". Use this to propose your monthly costs.
4	What are the formal system acceptance criteria prior to O&M handover?	The final acceptance test plan has not been generated yet. Goals/criteria set forth in the RFP are the maximum possible, some may be adjusted downward based on the results of acceptance testing. Please note that the awarded OMC will be involved in testing, commissioning, and ORAT trials.
5	What are the exact KPI thresholds (availability, MTTR, read rate)?	Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section J, "Performance Standards and System Availability" for KPI thresholds.
6	How are KPIs calculated and validated (system vs manual reporting)?	A separate BHS Controls Support contractor will develop the dashboards for operations & performance monitoring.
7	Are there exclusions for performance impacts caused by airlines, upstream systems, or OEM defects?	Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section N: liquidated damages are assessed to the OMC based on the OMC's "failures to perform under the provisions of this Agreement..."
8	What CMMS platform/version will be used and what level of access will Contractor have?	Accruent's Maintenance Connection is the CMMS software. There are three levels of access available for the Contractor to utilize. Will clarify via addendum.
9	Are dashboards and reporting tools provided, or must Contractor develop them?	A separate BHS Controls Support contractor will develop the dashboards for operations & performance monitoring. Will clarify via addendum.
10	Can the Authority clarify all excluded services referenced in Appendix C?	Reference RFP Appendix C - Draft BHS O&M Services Agreement
11	What responsibilities remain with OEMs, controls integrator, and IT teams?	Equipment OEMs are responsible for warranty claims, as is customary. Please refer to the RASCI Matrix in Attachment C of the Draft BHS O&M Services Agreement for controls responsibilities. Will clarify via addendum.
12	What is Contractor's role in cybersecurity and DR testing (support vs execution)?	The OMC will operate in a "support" role for cybersecurity and disaster recovery (DR) testing.
13	Are there minimum staffing requirements or expectations per shift?	Expectations are that the agreement terms are met as described in the RFP and RFP Appendix C - Draft BHS O&M Services Agreement. This should be proposed as part of the technical approach proposal.
14	What is the timeline for inbound make-up unit activation?	Units IB2, 3, 4 will be activated in January/February of 2027. Units IB0, 1, 5 will be activated in Q1 2028. Will clarify via addendum.
15	Will initial spare parts inventory be provided or procured by Contractor?	Initial inventory provided by OAA. Will clarify via addendum.
16	Is there a cap on LD's	LD's are not specifically "capped"; however, Per RFP Section N.1, liquidated damages are intended to be a "fair and reasonable estimate of damages to compensate the OAA for its administrative efforts to address the stated matter..."
17	Are there any WMBE or SBE requirements	Reference RFP Section 5, RFP Section 1 Cover Letter asks to identify any entities comprising the proposer that are Disadvantaged Business Enterprises. There are no established participation goals.
18	Are purchase of CMMS licenses required on an annual basis or is OAA providing?	OAA will provide. Will clarify via addendum.
19	What voltages will our electrician be required to work on?	480V/208V/120V/24V. Equipment within the BHS operates on 120/208V and 277/480V.
20	Is there a min max on manpower?	Reference RFP Section 5 Proposal Format and Organization. RFP requires proposers to propose on their Technical Approach and Staffing Plan in accordance with the requirements of RFP Appendix C - Draft BHS O&M Services Agreement.
21	What hours do we need to cover?	Reference RFP Appendix C - Draft BHS O&M Services Agreement. Section F - Daily Operations.
22	Will OAA provide initial inventory?	Initial inventory provided by OAA. Will clarify via addendum.
23	Are there minimum stock requirements or must the OEM-recommended spare list be maintained?	Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section F.b: "The OMC shall maintain a full inventory of spare parts which are required to maintain and repair the BHS..."
24	Are manlift or forklift available at the airport for contractor use?	Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section F.a: "The OMC shall provide all parts, labor, materials, tools, supplies, lubricants, equipment..."
25	Does OAA have an estimated contract amount or budget for this project?	This is not available.
26	What is the estimated number of bags going through the system?	Reference RFP Section 2 - "Eppley Airfield is a medium-hub airport that served over 5.2 million passengers in 2025.
27	What is the estimated percentage of bags going to the manual encode station?	With a required 96% read rate at the ATR, it is estimated 5%-7% of bags will end up at manual encode.
28	Is tub loading a part of the scope? How many tubs does OAA currently have on-site? If so, what percentage of the bags need tubs? How often are the tubs replaced?	Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section F.3.i: "Baggage Tub Management" for tub related scope and requirements.
29	Can you provide a spare parts inventory list?	OAA is currently doing a first pass on the recommended spare parts list. OAA expects OMC input before the finalized spares list can be determined.

30	What role do you anticipate the Contractor plays in the support and development of the CMMS?	Reference RFP Appendix C - Draft BHS O&M Services Agreement. The OMC's role in the utilization of CMMS is detailed in multiple sections. Generally, the OMC is responsible for developing the CMMS program through entering the data in the system, generating preventative maintenance schedules, work orders, managing inventory, and so on as described in the Draft Agreement.
31	Are there any associated costs with parking for contractors?	No associated costs with parking for the contractor. There is an onsite employee lot with shuttle service to the terminal.
32	Are the ticket counter scales included in the scope or work? If yes what is the scope of work?	Ticket counter scales are not included in the scope of work for the OMC.
33	Are freight charges on any parts purchases reimbursable?	It is assumed that freight is part of the cost of procuring spare parts.
34	For pricing purposes is OAA tax exempt?	
35	What are the minimum staffing requirements per shift on this contract?	Staffing should be proposed as part of the OMC's Technical Approach and Staffing Plan required in the RFP.
36	Are there any airport fees associated with this contract?	Propose based on what is included in the RFP.
37	Are there any remote HMI's throughout the system where the BHS graphics can be viewed outside of the immediate control room? If so, where will those monitors be located?	Passive HMI's are available in the OSR, the CBRA, and on a wall outside the control room
38	Is janitorial service provided for Contractor spaces, or is it the Contractor's responsibility?	Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section F.2. This section details cleaning responsibilities.
39	If terminal opening or operational readiness is delayed, how will staffing, mobilization costs, and pricing adjustments be handled?	Reference RFP Appendix B - Cost Template Proposal Form requires a "monthly pre-activation labor for ORAT, Commissioning, and Testing Participation". Use this to propose your monthly costs. If unforeseen conditions arise related to the scheduled operations, this would be handled through the out-of-scope process.
40	Section S.1 (General Indemnity) and Section S.2 (Authority's Right to Recover Damages) require the OMC to indemnify and reimburse OAA for claims arising from any act or omission, including in circumstances not caused by the OMC's own acts or omissions. Will the Authority consider limiting the indemnification obligation to claims arising from the OMC's negligent acts or omissions, and excluding claims caused by the acts or omissions of OAA, its other contractors, airlines, or third parties?	
41	Will the Authority consider including a liability cap (e.g., an amount equal to the annual Base Fee, or total contract value) to allow proposers to appropriately price risk in their financial proposals?	
42	Section S.2 states OAA may recover damages arising from use of provided office/storage areas "whether or not due to the OMC's own act or omission." Will the Authority clarify the intended scope of this provision? As drafted, the OMC would bear liability for events entirely outside its control.	
43	Section N establishes multiple categories of liquidated damages with no aggregate monthly or annual cap. Will the Authority consider implementing a monthly or annual aggregate cap on total liquidated damages (e.g., a percentage of the monthly or annual Base Fee)?	LD's are not specifically "capped"; however, Per RFP Section N.1, liquidated damages are intended to be a "fair and reasonable estimate of damages to compensate the OAA for its administrative efforts to address the stated matter...'
44	Regarding Section N.3.f (unplanned outages at \$500 per 15-minute interval), will the Authority confirm whether outages caused by factors outside the OMC's control (e.g., power failures, BHSC/OAAIT system issues, airline misuse) are excluded from this LD provision?	Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section N.1.: "...failures to perform under the provisions of this Agreement as listed below may result in the imposition of liquidated damages...". Outages caused by factors outside the OMC's control wouldn't be considered a failure to perform.
45	Will the Authority consider adding a formal cure period or progressive escalation process before liquidated damages are assessed for first-time or minor violations?	
46	Section S.12 permits OAA to unilaterally increase insurance requirements during the term with 30 days' notice. Will the Authority confirm that any increased insurance costs resulting from such changes will be reimbursable as an adjustment to the Base Fee?	
47	Will the Authority consider reducing the payment term to 30 days, or alternatively, confirm whether interest accrues on late payments?	The 60 days is negotiable, but we would prefer not to go under 45 days in the contract due to the review process for potential work being done. Our goal is payment within 30 days.
48	Section U.9 provides that any consent or approval where the Agreement is silent on the standard is at OAA's "sole and unfettered discretion" without any liability for refusal. Will the Authority consider applying a "reasonable discretion" or "good faith" standard for operational approvals (e.g., substitute parts, schedule changes)?	
49	Section Q.7 provides limited relief for events like strikes, fire, and flood. Will the Authority consider adding a comprehensive force majeure clause that excuses both parties' performance obligations during qualifying events?	
50	Will the Authority permit assignment to an affiliate or successor entity in connection with a merger, reorganization, or change of control without requiring separate consent, provided the assignee meets the Agreement's qualification requirements?	
51	There is no termination for convenience provision for either party. Would the Authority consider a mutual termination for convenience upon 30 days notice?	
52	What is the cost for Contractor's employee parking?	No associated costs with parking for the contractor. There is an onsite employee lot with shuttle service to the terminal.
53	Is Prevailing Wage required for this contract?	No.
54	If the project is bonded, should the bond amount be the total contract amount or the annual amount?	

55	If the bond is for the total contract amount, can we renew the bond annually at the remaining contract value?	
56	Are there any tools or equipment provided by the airport?	Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section F.a: "The OMC shall provide all parts, labor, materials, tools, supplies, lubricants, equipment..."
57	Should pricing include taxes?	OAA has tax exempt status in the State of Nebraska. Nebraska Resale or Exempt Sale Certificate Form 13 and Nebraska Purchasing Agent Appointment Form 17 will be provided to the winning bidder as applicable. Will clarify via addendum.
58	What services are provided by the airport? (telephone, internet, etc.)	The OAA will provide data and telephone.
59	What is the cost for fingerprinting and badging?	Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section C.7.
60	Are US Customs Seals required? If so, what is the cost?	Not currently required.
61	Are there any airport fees that should be accounted for?	Nothing beyond what is included in the RFP or discussed in other questions.
62	Who is responsible for the acquisition of spare parts?	Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section F.b: "The OMC shall maintain a full inventory of spare parts which are required to maintain and repair the BHS..."
63	What is the markup allowed on spare parts?	Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section F.3.0: "The OMC may include a 5% markup on reimbursable inventory parts to account for administrative fees involved with managing parts inventory."
64	Who is responsible for the high-level controls?	There will be a separate Baggage Handling Controls Contractor (BHCC) responsible for the ULC
65	Who is responsible for the lower-level controls?	There will be a separate Baggage Handling Controls Contractor (BHCC) responsible for the LLC
66	What is the contractor's responsibility for the EDS machines?	Maintenance, reserts and jam clearing of the EDS's devices will initially be TSA's responsibility. However, a working arrangement with TSA may be possible to allow shared responsibility with the OMC for jam clearing
67	Will jam clearing and system resets for the EDS machines be required?	Maintenance, resets and jam clearing of the EDS's devices will initially be TSA's responsibility. However, a working arrangement with TSA may be possible to allow shared responsibility with the OMC for jam clearing.
68	Who is responsible for portering the baggage tubs?	Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section F.3.i: "Baggage Tub Management" for tub related scope and requirements.
69	Who is responsible for maintaining tag printers?	Out-of-scope for this contract.
70	Does the control room require dedicated staffing? If so, what are the coverage hours?	Reference RFP Section 5 Proposal Format and Organization. Proposers should include this in their technical approach and financial proposal portions fo the proposal.
71	Please confirm that there is only one Manual Encode Station.	Confirmed. One Manual Encode Station.
72	What hours would the airport like manual encoding staffed?	Reference RFP Appendix C - Draft BHS O&M Services Agreement. Section F - Daily Operations.
73	The Base Bid is for the Outbound portion of the BHS O&M, what are the expectations for hours of coverage?	Reference RFP Appendix C - Draft BHS O&M Services Agreement. Section F - Daily Operations.
74	The Alternate Bid is for the Inbound portion of the BHS O&M, what are the expectations for hours of coverage?	Reference RFP Appendix C - Draft BHS O&M Services Agreement. Section F - Daily Operations.
75	Will office and shop space be provided?	Reference RFP Appendix C - Draft BHS O&M Services Agreement. Section F - Daily Operations.
76	Will racks be provided for spare parts storage?	Reference RFP Appendix C - Draft BHS O&M Services Agreement. Section F - Daily Operations.
77	What is the cost of Employee parking?	No associated costs with parking for the contractor. There is an onsite employee lot with shuttle service to the terminal.
78	Which computerized maintenance management system (CMMS) will the Authority provide for the contractor to utilize?	Accruent's Maintenance Connection is the CMMS software.
79	Will CMMS training be provided by the Omaha Airport Authority (OAA)?	Yes. We have a series of training videos available and can provide additional support as needed.
80	Will out-of-scope overtime be entirely covered by OAA as an addition to the monthly base fee?	Reference RFP Appendix C - Draft BHS O&M Services Agreement. Section I - Out-of-Scope Services. These types of services are outside the requirements of the typical scope of work and authorized by the OAA. Work will be compensated at the Standard Rates required to perform the work. If overtime is required to accomplish the potential out-of-scope work, then that would be agreed to prior to OAA authorization of the scope.
81	Can the Authority please clarify paragraph 17, Chapter N, Liquidated Damages (LDs), in the draft Agreement, if these would apply to any requirements in the current Agreement, or would it apply only to any potential future performance metrics? How will the Authority and the Vendor discuss and agree to updates as they pertain to new performance standards and LDs?	Any future requirements of the BHS O&M Services Agreement not currently addressed, would have to be negotiated and agreed upon between parties.
82	Can the Authority confirm that there are no requirements to sub-contract with a Small Business Enterprise, or similar category.	Confirmed. There are no reuirements to sub-contract with small business enterprise or similar.
83	Does the Proposal Checklist in Appendix A after the cover letter count towards the 2-page limit of the Cover Letter?	Reference RFP Section 5, RFP Section 1.2: "Attach the Proposal Checklist in Appendix A after the cover letter". The proposal checklist is not part of the cover letter's page limit.
84	How long is your warranty with Vanderlande	There is a one year warranty on the BHS equipment.
85	Pls describe the warranty details, ie; type of support, phone, in-person, call-in maintenance, response time, resident maintenance	The BHS warranty includes defective design, materielals, equipment, parts and labor. The BHS contractor must provide on-site mechanical and electrical, and on-call technical, PLC and software support for 60 days after the start of live operations, and on-call technical support for 30 days thereafter.

86	Which CMMS do you utilize	See previous RFI.
87	Are we required to utilize your CMMS or can we introduce a new system	Yes, per RFP requirements.
88	What is your projected MRO spend in years 1, 2 and 3	Information not currently available.
89	Define your parts procurement process	Reference the RFP for parts procurement requirements.
90	Did you purchase a service package from Vanderlande or any other asset OEM	No.
91	If so, define their service SLA's	Not applicable.
92	Are there other peripheral assets not included in the Vanderlande list	See previous RFI.
93	Does Vanderlande include parts and if so which parts and quantity	Reference previous RFI's regarding parts.
94	Do you have a parts room	Yes.
95	If so, where and define the isolation method	Reference RFP for these requirements.
96	If not, where can we put one	Not applicable.
97	What is your typical downtime with your current BHS	Not applicable, OMA does not currently have an in-line BHS.
98	Which KPI's do you measure and what are current metrics	Not applicable.
99	Define any penalties for downtime	Reference RFP for these requirements.
100	When are PM's currently performed	Not applicable.
101	When would you like PM's performed	Reference RFP for these requirements.
102	How many shifts do you expect coverage	Reference RFP for these requirements.
103	Who provides specialty tools?	Reference RFP for these requirements.
104	If supplier is responsible for tool purchase, do you have a tool control program we're required to follow or can we initiate ours	No tool control program is required per the RFP.
105	Pls list any financial penalties, how measure, amount and cadence to review	Reference RFP for these requirements.