



AGENDA
Regular Commission Meeting
Port of Portland Headquarters
7200 N.E. Airport Way, 8th Floor
August 8, 2018
9:30 a.m.

Minutes

Approval of Minutes: Regular Commission Meeting – July 11, 2018

Executive Director

Approval of Executive Director's Report – July 2018

Public Comments

General Discussion

PDX Community Advisory Committee Annual Report

*JEFF OWEN
RON GLANVILLE*

Action Items

1. SHUTTLE BUS PROCUREMENT CONTRACT – PORTLAND INTERNATIONAL AIRPORT *BRIAN FRANCIS*
Requests approval to award a procurement contract to EIDorado National California, Inc., for the purchase of six new shuttle buses to be used at Portland International Airport.
2. PUBLIC IMPROVEMENT CONTRACT – AIRCRAFT RESCUE AND FIREFIGHTING FACILITY RENOVATIONS – PORTLAND INTERNATIONAL AIRPORT *ALAN DAKESSIAN*
Requests approval to award a public improvement contract for construction services to JR Merit, Inc., for renovation of the Aircraft Rescue and Firefighting Facility at Portland International Airport.
3. PUBLIC IMPROVEMENT CONTRACT – PDXNEXT COMMON USE GATE IMPROVEMENTS 2018 – PORTLAND INTERNATIONAL AIRPORT *KEN WILLHITE*
Requests approval to award a public improvement contract to COR Construction, Inc., for the PDXNext Common Use Gate Improvements 2018 project at Portland International Airport.
4. SERVICE CONTRACT – CUSTOMER SERVICE MANAGEMENT – PORTLAND INTERNATIONAL AIRPORT *DONNA PRIGMORE*
Requests approval to award a five-year customer service management contract to ABM Aviation, Inc., for customer service support in a variety of locations at Portland International Airport.

SHUTTLE BUS PROCUREMENT CONTRACT – PORTLAND INTERNATIONAL AIRPORT

August 8, 2018

Presented by: Brian Francis
Mechanical Project Engineer
Facilities Engineering**REQUESTED COMMISSION ACTION**

This agenda item requests approval to award a procurement contract to EIDorado National California, Inc. (EIDorado), in the amount of \$2,785,908, for the purchase of six new shuttle buses to be used at Portland International Airport (PDX).

BACKGROUND

The existing shuttle bus fleet at PDX consists of 24 EIDorado buses. The shuttle buses are primarily used to move people from the economy parking lot and employee parking lot to the PDX terminal. Each of these 35-foot-long buses are powered by compressed natural gas, which offers substantial environmental advantages in terms of carbon and air particulate matter reductions as compared to equivalent diesel-powered buses. Port of Portland (Port) staff have implemented an ongoing bus replacement program (Program) to systematically identify and replace those shuttle buses with high mileage (over 500,000 miles) that have increasing maintenance needs, as these vehicles contribute to higher maintenance and operating costs. The Program calls for the replacement of six shuttle buses every two years, which results in the entire fleet being upgraded on a 10-year cycle. The Program ensures that the shuttle bus fleet will continue to provide the highest level of customer service and incorporates the newest passenger technology, while distributing procurement costs over a 10-year period. The procurement for which approval is sought pursuant to this agenda item will replace six existing 2008 model EIDorado shuttle buses with six new 2018 model EIDorado shuttle buses.

**SCOPE OF WORK**

- Fabricate, test and deliver six new shuttle buses according to Port specifications.
- Provide onsite training on shuttle bus operating systems to Port and contracted staff.

SCHEDULE

Specification development	October 2017 – March 2018
Request EIDorado price quote	April 20, 2018
Commission approval	August 8, 2018
Manufacture buses	November 2018 – March 2019
Training provided onsite at PDX and shuttle buses enter fleet service	April 2019

PROCUREMENT PROCESS

The Port will participate in a cooperative purchasing program through the Houston-Galveston Area Council (HGAC), a Texas-based regional government, to procure the shuttle buses. Using a competitive process, HGAC has contracted with various vendors that allow cooperative purchasing by public agencies. HGAC holds a shuttle bus procurement contract with EIDorado. The Port is a member of the HGAC Buy Cooperative and has the authority to participate in the purchasing program under ORS 279A.220.

The Port sent a bus specification and a request for price quote for six buses to EIDorado on April 20, 2018. On July 11, 2018, the Port received a price quote from EIDorado that meets the Port's specifications and is within the Port's project budget. The Port will contract directly with EIDorado by issuing a purchase order under the HGAC contract.

Small Business Participation

Based on the nature of the cooperative purchasing program, the Port's small business enterprise program did not establish a participation goal for this contract. EIDorado tracks its Disadvantaged Business Enterprise (DBE) participation and goals in conjunction with maintaining its eligibility to bid on Federal Transit Administration (FTA) funded contracts. EIDorado has provided documentation to the Port showing its current DBE participation goal is 3.43%, which has been confirmed by the FTA.

BUDGET

Procurement contract	\$2,786,000
Port staff and contracted services	\$200,000
Radios, graphics, accessories	\$304,000
Contingency	\$210,000
Total budget	\$3,500,000

The contingency, representing 6% of the project cost, is considered reasonable given the risk profile for the procurement.

The project costs will be funded by the Port Cost Center, which is composed primarily of revenues from the Port's public parking, rental car and ground transportation operations at the airport.

EXECUTIVE DIRECTOR'S RECOMMENDATION

The Executive Director recommends that the following resolutions be adopted:

BE IT RESOLVED, That approval is given to award a procurement contract to EIDorado National California, Inc., for the PDX shuttle bus replacement project in accordance with the terms presented to the Commission; and

BE IT FURTHER RESOLVED, That the Executive Director or his designee is authorized to execute the necessary documents on behalf of the Port of Portland Commission in a form approved by counsel.

PUBLIC IMPROVEMENT CONTRACT – AIRCRAFT RESCUE AND FIREFIGHTING FACILITY RENOVATIONS – PORTLAND INTERNATIONAL AIRPORT

August 8, 2018

Presented by: Alan Dakessian
Engineering Project Manager

REQUESTED COMMISSION ACTION

This agenda item requests approval to award a public improvement contract for construction services to JR Merit, Inc. (JR Merit), for renovation of the Aircraft Rescue and Firefighting Facility (ARFF) at Portland International Airport (PDX) in the amount of \$1,279,452.

BACKGROUND

The ARFF serves as the fire station at PDX. In addition to providing services at PDX, the staff and equipment at ARFF also provide fire and rescue services for river operations to the surrounding community and beyond. The ARFF was built in 1997. Although it has been well maintained, it is in need of routine asset renewal renovations to maintain its performance and preserve its long-term value. Port of Portland (Port) staff engaged three consultants to perform evaluations of specific areas of the ARFF:

- Building roof and exterior; evaluated in 2014
- HVAC and electrical systems; evaluated in 2015
- Indoor air quality; evaluated in 2016

The ARFF renovations project (Project) implements many of the recommendations provided in these evaluations.



PUBLIC IMPROVEMENT CONTRACT – AIRCRAFT RESCUE AND FIREFIGHTING FACILITY
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CONTRACT SCOPE OF WORK

The Project includes the following key scopes of work:

- Roof and siding improvements
- Boiler, chiller and telecom room air conditioner replacement
- Air filtration improvements, duct cleaning and air balancing
- HVAC system efficiency upgrades
- Public address system and uninterruptable power supply replacement

SCHEDULE

Preliminary design	July 2017 – January 2018
Airport Airline Affairs Committee approval	June 2018
Design	February 2018 – June 2018
Commission approval (award public improvement contract)	August 8, 2018
Construction	September 2018 – September 2019

CONTRACT SOLICITATION

Solicitation Results

The Port procured this public improvement contract utilizing a competitive sealed bidding solicitation under Oregon Revised Statutes, Chapter 279C. The solicitation was advertised on June 22, 2018 and bids were opened on July 19, 2018. JR Merit submitted the lowest responsive bid.

The bids were as follows:

JR Merit, Inc.	\$1,279,452
Integrity Structures, LLC	\$1,862,597
Engineer's Estimate	\$1,500,000

Small Business Participation

Based on an availability analysis, the Port's small business enterprise (SBE) program participation goal for this contract was set at 5% of the total amount bid. SBE includes firms certified by Oregon or Washington as minority, women, or service disabled veteran-owned, or as an emerging small business. JR Merit's bid identified an 8.5% SBE participation level. However, two of the listed subcontractors were not certified, and a third subcontractor was not a

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pre-approved bidder. The Port's Small Business Enterprise Program Manager reviewed JR Merit's efforts to meet the 5% goal and found that they acted in good faith to meet the goal. A revised goal of 2.65% was approved by the Port's Program Manager and is included in the contract.

RISKS

Risk: Work to be performed on the roof and the interior of an occupied critical facility.

Mitigation Strategies:

- Coordination and scheduling with ARFF staff to avoid conflicts.
- Port construction safety administrator and construction inspector will provide oversight of the work.
- Pre-task planning by contractor with Port oversight.

BUDGET

Public improvement contract (construction)	\$1,280,000
Personal services contract (design)	\$325,000
Port staff and contracted services	\$525,000
Contingency	\$320,000
Total budget	\$2,450,000

The contingency, representing 15% of the Project cost, is considered reasonable given the risk profile for the Project and the complexity of the work site.

The Airport Rescue and Firefighting Facility is a shared cost center under the Signatory Passenger Airline Lease and Operating Agreement. Expenditures related to the ARFF are funded by the Airline Cost Center at 94% and by the Port Cost Center at 6%.

EXECUTIVE DIRECTOR'S RECOMMENDATION

The Executive Director recommends that the following resolutions be adopted:

BE IT RESOLVED, That approval is given to award a public improvement contract to JR Merit, Inc, for construction services for the Aircraft Rescue and Firefighting Facility Renovations project at Portland International Airport, in accordance with its bid; and

BE IT FURTHER RESOLVED, That the Executive Director or his designee is authorized to execute the necessary documents on behalf of the Port of Portland Commission in a form approved by counsel.

**PUBLIC IMPROVEMENT CONTRACT – PDXNEXT COMMON USE GATE IMPROVEMENTS
2018 – PORTLAND INTERNATIONAL AIRPORT**

August 8, 2018

Presented by: Ken Willhite
Senior Manager
Project Development**REQUESTED COMMISSION ACTION**

This agenda item requests approval to award a public improvement contract to COR Construction, Inc. (COR), for the PDXNext Common Use Gate Improvements 2018 project (Project) at Portland International Airport (PDX) in the amount of \$609,012.

BACKGROUND

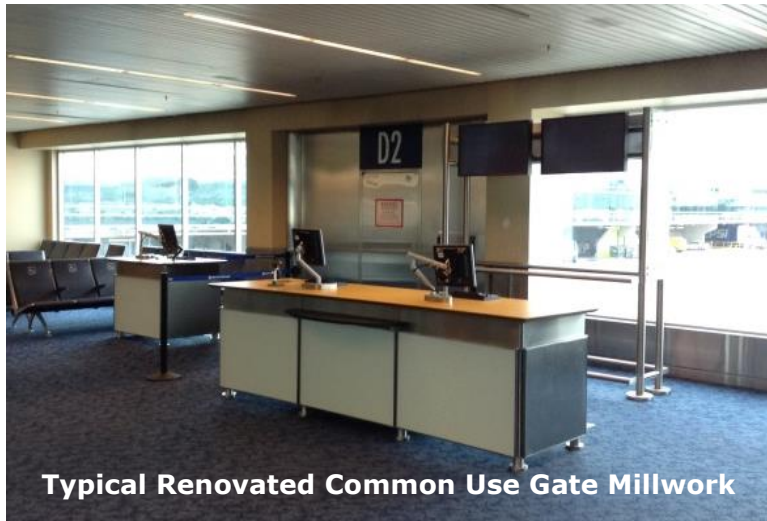
In 2005, the Port of Portland (Port) identified the need for “common use” airline passenger processing system capabilities at PDX. A common use system allows airlines at PDX to share the passenger processing systems at ticket counters, airport gates and baggage claim carousel service areas interchangeably. This eliminates the need for each airline to independently maintain proprietary furniture, equipment and systems in fixed counter, gate and baggage claim facilities.

Common use system equipment deployment at PDX has evolved since its inception. Initially three airlines used the system at a few gates. Today, all carriers at PDX are configured to use the system, and more than one third of the airport gates at PDX are common use facilities with upgraded technology features and uniform, modern millwork (Common Use Gates).

Common use system expansions over the years have included: equipment purchases for six gates converted to Common Use Gates; configuration of Frontier and Southwest Airlines to run on the common use system; purchase of common use self-service kiosks; a software/hardware upgrade to the aviation industry standard version of the common use passenger processing systems; configuration of Icelandair and Condor Airlines on common use systems and kiosks in 2015; and millwork replacement at all but five of the Common Use Gates.

The Project will complete a multi-year replacement of millwork at all existing Common Use Gates. The Project will also entail the installation of the first common use podiums in baggage claim to further enhance customer service. To ensure consistency and take advantage of economies of scale, millwork for the Project has already been purchased through the construction contract supporting the extension of Concourse E that also provided millwork for 2017 common use system and facilities improvements.

The current layout of Concourse D creates confusion for passengers and airline employees when queueing for flights. To address these issues, there is a need to modify doorways and install a secure hallway at the end of Concourse D. In addition to the common use improvements, the Project includes these modifications to Concourse D and will improve wayfinding, queueing locations and security.



CONTRACT SCOPE OF WORK

The Project includes the following key scopes of work:

- Renovation of four Common Use Gates on Concourse D and three ticket counters in the Federal Inspection Services area, and installation of five baggage claim podiums in the baggage claim area.
- Installation of a secure hallway at Gate D12.
- Modification of doorways accessing and within the sterile corridor at the end of Concourse D.

Construction will be phased to limit the extent of holdroom and gate disruption.

SCHEDULE

Airport Airline Affairs Committee approval	July 2015
Design and millwork procurement	June 2017 – August 2018
Commission approval (award public improvement contract)	August 8, 2018
Construction	September 2018 – June 2019

CONTRACT SOLICITATION

Solicitation Results

The Port procured this public improvement contract utilizing a competitive sealed bidding solicitation under Oregon Revised Statutes, Chapter 279C. The solicitation was advertised on June 6, 2018 and bids were opened on July 3, 2018. In this case there was only one bidder, COR Construction, Inc., who submitted a responsive bid.

The bids were as follows:

COR Construction, Inc.	\$609,012
Engineer's Estimate	\$535,000

Small Business Participation

Based on an availability analysis, the Port's small business enterprise (SBE) program participation goal for this contract was nine percent of the total bid amount. SBE includes firms certified by Oregon or Washington as minority, women, or service disabled veteran-owned, or as an emerging small business. COR's bid identified an 11% participation level.

BUDGET

Public improvement contract (construction)	\$609,000
Public improvement contract (millwork procurement)	\$500,000
Personal services contract (design)	\$136,000
Port staff and contracted services	\$233,000
Contingency	\$148,000
Total budget	\$1,626,000

The contingency, representing 9% of the project cost, is considered reasonable given the risk profile for the project, the complexity of the work site, and that the millwork has already been procured.

The project costs will be funded by the Airline Cost Center, which is composed primarily of revenues from the Port's commercial airline service business lines.

EXECUTIVE DIRECTOR'S RECOMMENDATION

The Executive Director recommends that the following resolutions be adopted:

BE IT RESOLVED, That approval is given to award a public improvement contract to COR Construction, Inc., for the PDXNext Common Use Gate Improvements 2018 project at Portland International Airport in accordance with its bid; and

BE IT FURTHER RESOLVED, That the Executive Director or his designee is authorized to execute the necessary documents on behalf of the Port of Portland Commission in a form approved by counsel.

**SERVICE CONTRACT – CUSTOMER SERVICE MANAGEMENT – PORTLAND
INTERNATIONAL AIRPORT**

August 8, 2018

Presented by: Donna Prigmore
Senior Manager
Passenger Terminal Experience**REQUESTED COMMISSION ACTION**

This agenda item requests approval to award a five-year customer service management contract to ABM Aviation, Inc. (ABM), in the amount of \$5,500,000. ABM will provide customer service support services in a variety of locations at Portland International Airport (PDX), providing passenger assistance services as needed.

BACKGROUND

Based on current growth forecasts, PDX is expected to accommodate 20 million passengers in 2019. The growth in passenger volumes is due in part to increases in international flight arrivals/departures. At the same time as passenger numbers are increasing, PDX is undergoing numerous, significant capital construction projects through approximately 2025. The Port of Portland (Port) currently provides exceptional frontline customer service to passengers transiting PDX utilizing a combination of staff, volunteers and contractors. However, in response to the expected continued growth in passenger traffic and to address the challenges posed by planned construction activity, Port staff have identified the need to supplement the Port's existing resources with additional frontline customer service support.

CONTRACT SCOPE OF WORK

The services to be provided by ABM will include working in partnership with Customs and Border Protection representatives, airline staff and PDX volunteers to assist passengers entering the Federal Inspection Station and the international arrivals bus location. ABM staff will greet arriving international passengers, answer questions, provide wayfinding assistance and help passengers use the Automated Passport Control kiosks.

Elsewhere in the terminal, ABM staff will assist passengers and airlines by answering questions, providing wayfinding, locating key amenities, retrieving/returning lost and found items, directing traffic around elevator/escalator construction and maintenance, ensuring animals are authorized in the terminal and assisting with common use kiosks. Other duties will include, as needed, helping travelers to obtain wheelchair assistance, monitoring airline queue lines, re-routing passengers, and escorting personnel (e.g., rescue/ambulance personnel, art installers, etc.). ABM staff will also be available to provide support at the security checkpoint areas, in the baggage handling system area, in the volunteer booths and with emergency or irregular operations.

SERVICE CONTRACT -- CUSTOMER SERVICE MANAGEMENT – PORTLAND
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ABM will work with the Port to develop an adequate staffing plan to cover all areas above, based on operational need. In addition, all ABM staff providing the services will be required to uphold PDX customer service values: 1) treating people with respect; 2) being friendly; 3) being knowledgeable about the airport environment; 4) being proactive and anticipating the needs of travelers; and 5) understanding body language.

CONTRACT SOLICITATION

The Port conducted a competitive procurement to select the contractor for this work, using a Request for Proposals (RFP) process. The Port evaluated each proposer’s qualifications (30%), project approach/management plans (30%), costs/fees (25%) and intended small business participation level (15%). Proposals received were as follows:

	<u>Total</u> <u>Annual Cost</u>	<u>Evaluation</u> <u>Ranking</u>
ABM Aviation, Inc.	\$965,535	1
SP+	\$1,416,218	2
Prime Flight	\$1,010,950	3
ATS	\$1,295,878	4

ABM was the highest-ranked proposer and provides similar services at numerous airports, including London Heathrow, Atlanta Hartsfield and Phoenix Sky Harbor. Customer service is a top priority in their training process, focusing on the “Seat-to-Seat” customer experience. For example, tablet computers with multi-lingual capabilities are provided to ABM staff in order to help better serve non-English speaking passengers arriving from international destinations.

Small Business Participation

ABM identified a 20% small business enterprise (SBE) subcontractor participation level, matching the Port’s overall SBE participation goal for this type of contract. SBE includes firms certified by Oregon or Washington as minority, women, or service disabled veteran-owned, or as an emerging small business. ABM also has a strong commitment to diversity, providing mentoring programs for minority/women-owned businesses and holding a membership with the National Minority Supplier Development Council.

Worker Experience

ABM intends to provide an excellent working environment in terms of safety, security and opportunities for advancement and mutual success among its employees.

The starting hourly rate for employees is \$13.46 per hour, and the annual salary for supervisors begins at \$38,644. ABM offers healthcare coverage and dental and vision plans to full-time employees (32+ hours per week). ABM also provides vacation leave to full-time and part-time

employees after 1040 hours. Personal and professional growth opportunities are also made available to employees via a tuition discount for fully-accredited associate's and bachelor's degree programs through Southern New Hampshire University.

CONTRACT TERMS

The contract is for a five-year term. The contract contains specific service standards and other performance measures. Compensation will be based on negotiated hourly rates for each worker (salary for supervisors), which include the employee's compensation and ABM's expenses and management fee. Based on projected utilization levels, the first year's contract costs will be approximately \$965,535 at the negotiated rates. Approval for a \$5,500,000 contract amount is requested in order to cover cost escalation and potential additional utilization over the contract's five-year term.

Contract costs will be funded by the Airline Cost Center, which is composed primarily of revenues from the Port's commercial airline service business lines.

EXECUTIVE DIRECTOR'S RECOMMENDATION

The Executive Director recommends that the following resolutions be adopted:

BE IT RESOLVED, That approval is given to award a service contract to ABM Aviation, Inc., for customer service management at Portland International Airport, in accordance with the terms presented to the Commission; and

BE IT FURTHER RESOLVED, That the Executive Director or his designee is authorized to execute the necessary documents on behalf of the Port of Portland Commission in a form approved by counsel.