



METROPOLITAN  
KNOXVILLE  
AIRPORT  
AUTHORITY

Request for Proposal  
for Electrical and Mechanical Maintenance  
Service Agreement  
at  
McGhee Tyson Airport  
Alcoa, TN

Issue Date:  
Monday, August 30, 2021

Proposal Due Date:  
Tuesday, October 5, 2021

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
P.O. Box 15600  
Knoxville, TN 37901  
Phone: (865) 342-3001

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
ELECTRICAL AND MECHANICAL MAINTENANCE SERVICE AGREEMENT  
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## **I. Notice (Advertisement)**

Proposals will be received by the Metropolitan Knoxville Airport Authority (MCAA) for a Respondent to provide preventive maintenance and repair services for passenger boarding bridges and associated equipment, lighting, and other assets as needed. The selected Respondent will supplement the MCAA Facility Maintenance Department when requested.

A Request for Proposal (RFP) package, which includes a Scope of Work describing the required services, can be obtained online at [www.flyknoxville.com](http://www.flyknoxville.com) under the “Do Business @ TYS” tab or by emailing Michael Giles at [Michael.Giles@tys.org](mailto:Michael.Giles@tys.org).

A mandatory pre-proposal meeting will be held on Tuesday, September 7, 2021 at 2:00 PM. The meeting will be held at the 510 Center, 2950 Airfield Service Drive, Alcoa, TN 37701. Detailed equipment information, PM tasking, and noted exhibits will be available during the meeting.

Four (4) copies of the proposal must be submitted to the Administrative Offices of the Metropolitan Knoxville Airport Authority no later than 2:00 PM local time on Tuesday, October 5, 2021.

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## **II. Business, Contract, and Proposal Requirements**

### **DBE Program**

Firms shall comply with the MKAA approved DBE Program (available at [www.flyknoxville.com](http://www.flyknoxville.com)) to ensure disadvantaged business enterprises as defined in 49 CFR Part 26 have the maximum opportunity to participate in the performance of contracts and subcontracts and shall not be discriminated against on the basis of race, color, national origin, disability, or sex in the award and performance of DOT assisted contracts or other contracts defined by the MKAA.

### **Title VI Solicitation Notice**

The Metropolitan Knoxville Airport Authority (MKAA), in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 USC §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders or offerors MKAA will affirmatively ensure any contract entered into pursuant to the advertisement, [select disadvantaged business enterprises or airport concession disadvantaged business enterprises] will be afforded full and fair opportunity to submit bids in response to the invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

### **Response Costs**

All costs incurred in preparing the response to the RFP, participating in the RFP process, and negotiating with the MKAA, whether or not an award is granted, shall be solely the responsibility of the Respondent. All materials and documents submitted by the Respondent in response to the RFP will become the property of the MKAA and shall not be returned to the Respondent.

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## Contractual Requirements

**Choice of Law.** The laws of the State of Tennessee must govern the operation and enforceability of any resulting Agreement from this Request for Proposal. Any action or legal proceeding arising out of or related to any resulting Agreement from the Request for Proposal must be brought in the state courts of Knox County, Tennessee, or in the federal court in the district where the Airport is located.

**Indemnification.** MKAA cannot indemnify the selected Company in any resulting Agreement from this Request for Proposal with respect to any matters.

**Confidentiality.** MKAA cannot agree to confidentiality provisions in any resulting Agreement from the Request for Proposal due to open records laws.

**Federal Aviation Administration Provisions.** The selected Respondent must agree to comply with Civil Rights provisions and any other applicable Federal Aviation Administration requirements in any resulting Agreement from the Request for Proposal.

**Written Agreement Required.** The selected Respondent will be required to enter into a written agreement with the Metropolitan Knoxville Airport Authority to provide all services required in the RFP.

**Procurement and Ethics Requirements.** The Respondent must agree to comply with all normally accepted procurement and ethics standards.

**Civil Rights Provisions.** Metropolitan Knoxville Airport Authority, for itself, assignees, and successors in interest agrees to comply with Nondiscrimination Acts and Authorities, which will be noted in the resulting contract or agreement.

## Right to No Award or Partial Award

Award will be made to the Respondent(s) with the most qualified and/or responsive proposal which may or may not be the lowest cost (if applicable), if awarded. MKAA reserves the right to reject all responses, reject portions of any response, or accept the response(s) deemed most advantageous to MKAA. In addition, MKAA reserves the right to modify the terms of the RFP at any time. MKAA will provide the Respondents with written notice of cancellation or modification.

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### Rejection of Responses / Cancellation of RFP

MKAA reserves the right to reject any or all responses to the RFP, including, but not limited to, any response containing exceptions to the minimum requirements and/or specifications or fails to meet the minimum requirements and/or specifications in whole or in part. Responses containing terms and conditions other than those specified herein may be considered nonresponsive. Partial or incomplete responses may be rejected. MKAA reserves the right to reject responses or penalize Respondents who do not follow the requirements of the RFP and, likewise, to waive any informalities, technicalities, or omissions therein. Responses having any erasures or corrections shall be initialed in ink by the Respondent. Unsigned responses will be considered nonresponsive.

Also, MKAA reserves the right to reject any response when a parent, subsidiary, affiliate, or predecessor in interest of the Respondent has pending litigation or claims with MKAA, or if any response includes a proposed subcontractor or supplier having pending litigation or claims with MKAA, if MKAA determines, in its sole discretion, such litigation or claims may adversely affect the ability of the parties to work efficiently and effectively under any purchase order resulting from the RFP, or for any other reason as determined by MKAA. MKAA further reserves the right to cancel the RFP process at any time.

### Explanation by Addendum Only

No interpretation of the meaning of any provision in the RFP or the correction of any apparent ambiguity, inconsistency, error, or any other matter pertaining to the RFP shall be made orally. Every request for interpretation or for additional information regarding this RFP shall be made in writing, via email to Michael Giles, Purchasing Manager, at [Michael.Giles@tys.org](mailto:Michael.Giles@tys.org). All inquiries must be received before Tuesday, September 21, 2021. Should an Addendum be issued, the Respondent must acknowledge receipt on the proposal form.

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### No-Contact Policy

The Chairman of the Board of Commissioners of the MKAA has imposed a no-contact policy on the selection process. The no-contact policy is intended to prohibit any potential proposer from engaging in any direct or indirect lobbying of any Board Member, MKAA staff member, other persons or organization who may be involved in the RFP process. The no-contact policy is effective between the date the RFP is issued and the date of the approval of the Service Agreement by the Board of Commissioners. Questions submitted in writing for clarifications of the information contained in the RFP are not prohibited by the policy.

### Insurance

The Respondent shall furnish and keep in force for the life of the agreement Workmen's Compensation Insurance for all workers employed on the job and a certificate of insurance as required by the Metropolitan Knoxville Airport Authority.

### Term of Agreement and Fees

The MKAA intends to enter into an agreement with the selected Respondent commencing approximately January 1, 2022 and continuing for a period of five (5) years, with an optional four (4) year renewal to be exercised at the MKAA's sole discretion.

The Respondent or MKAA can terminate the agreement upon ninety (90) days written notice without cause and without prejudice to any other right and remedy.

The Service Agreement Fees may be adjusted annually by mutual agreement throughout the term of the agreement and any extensions hereof and shall not exceed five (5%) percent in any one (1) year.

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### III. Schedule for Selection (and Submission Requirements)

#### Schedule for Selection

Notice Publication Dates	August 30 – September 6, 2021
Mandatory Pre-Proposal Meeting	Tuesday, September 7, 2021 at 2:00 PM
Appointments Available	September 13 – 17, 2021
Last Day for Question Submittal	Tuesday, September 21, 2021 by 2:00 PM
Proposals Due	Tuesday, October 5, 2021 by 2:00 PM
Interviews, If Needed	Week of October 11, 2021
Board Approval of Contract	November 2021
Contract Commencement	January 1, 2022

#### Mandatory Pre-Proposal Meeting

A mandatory pre-proposal meeting will be held on Tuesday, September 7, 2021 at 2:00 PM. The meeting will be held at the 510 Center, 2950 Airfield Service Drive, Alcoa, TN 37701. Detailed equipment information, PM tasking, and noted exhibits will be available during the meeting.

#### Proposal Content and Submission

All proposals must include a cover letter indicating the Respondent's name, address, telephone number, and email address. An authorized representative of the firm must sign the proposal in ink.

Proposals shall contain all required information outlined in the RFP. Please see Exhibit K – Proposal Form and Evaluation Points.

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### Evaluation Criteria

The selection committee will consider all documents submitted in response to the RFP and all other relevant information. A point matrix will be used to score the RFP based on the following criteria:

1. Experience and Reputation (up to 30 points)
2. Maintenance Plan / Ability to Provide Major Repairs (up to 20 points)
3. Management and Staffing (up to 20 points)
4. Additional Items (up to 20 points)
5. Overall Cost to Provide Preventative Maintenance and Repair Services (up to 10 points)

The committee's selection will be those Respondents which, in the committee's sole opinion, are best able to provide the services according to the MKAA's needs.

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### Submission Procedure

Proposals shall be submitted no later than 2:00 PM local time on Tuesday, October 5, 2021, addressed by regular surface mail to:

Michael Giles  
Purchasing Manager  
Metropolitan Knoxville Airport Authority  
PO Box 15600  
Knoxville, TN 37901

Or by courier or hand-delivered to;

Michael Giles  
Purchasing Manager, 3rd Floor Admin. Offices  
Metropolitan Knoxville Airport Authority  
2055 Alcoa Highway  
Alcoa, TN 37701

Four (4) copies of the proposal shall be submitted. Proposals shall be limited to twenty-five (25) pages inclusive of attachments and exclusive of any financial information.

The exterior of the submittal package needs to contain: Respondent Name, RFP Title, and Date Mailed or Delivered.

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## **IV. Scope and Qualifications**

### Detailed Scope of Services

Generally, the services contemplated under this RFP are in the form of a maintenance agreement for servicing and managing the equipment listed. The Airport Authority will look to the selected Respondent to offer its expertise in terms of cost efficiencies, service, preventive maintenance, staffing, parts inventory, and all other components associated with an appropriate management plan for each asset.

The work scope under this RFP includes four (4) general elements:

1. An on-going preventive/predictive maintenance and repair program  
The repair component will be in a manner that accommodates the airline schedules and requirements. Any repair work will be accomplished under a schedule and budget that is pre-approved by the MKAA.
2. Continuous improvement to reduce downtime and maintenance cost
3. Supplementing the MKAA Facility Maintenance Department as requested for projects and other repairs

The on-call staff is to be “badged and capable” to provide repair on-call services of an electrical and/or mechanical nature on a 24/7/365 basis with a two (2) hour response time including legal holidays, if requested.

4. Overall cost of services

The Respondent may be requested to perform additional work or projects for the MKAA. A cost proposal and detailed scope of work will be requested.

The Respondent should understand that the Agreement is non-exclusive in nature and the MKAA reserves the right to use other Respondents should the selected Respondent and MKAA be unable to agree on a scope and/or fees.

The nature of this work requires all Respondent employees to be uniformed, obtain Security Badging, and speak conversational English. All Respondent equipment will be identified with a company name and logo. Badging fees normally amount to \$150 and require two (2) trips to the Badging Office taking approximately six (6) hours total per employee.

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Equipment and tasks involved in this RFP are as follows:

- 12 – JBT A3 Apron Drive Mechanical Lift Drive Column Passenger Boarding Bridges
- 12 – JBT Jetpower III Ground Power System Units, Single Output 400 Hz, 45 kVa and 90kVa, 28 V dc Output
- 12 – FMC Airport Systems Baggage Lift Systems – Revision 6 Knoxville, TN 1-17-07
- 2 – Rapistan Systems (now Siemens) Baggage Handling Systems  
Job #98020 TYS Model 7000 Inclined Plate Baggage Carousel  
#1 = 111 Plates / #2 = 94 Plates
- High Mast Lighting on the Ramp and Air Cargo Area – 60' Poles  
Ramp = 12 Poles with 4 – 400w HPS 480V / Air Cargo = 9 Poles with 4 – 400w HPS
- Campus Wide Street and Sign Light Preventive Maintenance and Repair
- 12- Jetaire SJ 70 Preconditioned Air Systems (Air Filter Service Only)

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The Respondent should include or consider the following items in their proposal:

1. The inspection / PM checklist specific to our equipment is programmed into the MicroMain work order system. See equipment exhibits.
2. Provide for equipment inspections and make minor repairs and adjustments based on inspections and present proposals for major repairs as needed.
3. The MKAA maintenance staff will provide after hour and weekend responses for downtime and safety issues throughout this agreement. However, on occasion, additional resources from the Respondent may be needed. The Respondent will provide a daily breakdown response while onsite. The Respondent's on-call staff is to be "badged and capable" to provide repair on-call services of an electrical and/or mechanical nature on a 24/7/365 basis with a two (2) hour response time including legal holidays, if requested.
4. Wash the exterior of the passenger boarding bridges and baggage lift devices annually.
5. Provide for load bank testing and calibration of all twelve (12) GPU units annually. The MKAA will provide the load banks.
6. All employees must be able to obtain an airport security badge, conform to Tennessee Drug Free Requirements, and conform to Limited English Proficiency (LEP) Guidelines. Employees will wear a logo work shirt or vest that clearly identifies them as Respondent employees, and they must wear their badge as outlined in the security requirements.
7. ***A two (2) person crew must be maintained daily, Monday - Friday.*** Respondents are to assume that the assigned electrician and millwright are to be replaced during their respective sick/vacation periods. There are daily inspection tasks and PMs that may require minor repairs or adjustments by those trades.
8. Trucks must be identified with the company name, phone number, and beacon.
9. Work must conform to all applicable manufacturer, TOSHA, and standard best practices.
10. Additional credentials such as Electrical Licenses, High Voltage Training, Arc Flash Training, OSHA Certificates, an Airfield Lighting Certification provided by AAEE, etc., may be required during the term of this agreement.

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11. Rate schedules for all trades available from your company or subsidiary must be listed. ***Subcontractors will not be acceptable.***
12. Equipment Improvements - It is the Respondent's responsibility to maintain and service the equipment with only minor input from the customer's staff. The Respondent is expected to research, propose, and discuss new methods and ideas, new equipment, or equipment modifications for the Airport Authority to evaluate.
13. Third Party Visits and Inspections - MKAA encourages the Respondent to bring in potential customers and suppliers of equipment, goods, and services. MKAA will also bring in vendors and consultants. The purpose of these visits is to obtain new ideas, equipment, quotes, and opinions.
14. Because of security concerns, the Respondent will notify the Facility Manager or the MKAA contact at least two (2) days before a visit. The Facility Manager will, in turn, notify the Respondent when they will be bringing in visitors that concern the equipment listed.
15. All tools must be kept within reaching distance of employees at all times and never left unattended.
16. Employees must exhibit common courtesy to our tenants. At times it may be inconvenient for the Respondent to work in an office/space, and arrangements need to be made for the Respondent to return at another time. Some night and weekend work may be required.
17. Spare parts and consumables will be purchased and supplied by the MKAA.

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### Minimum Qualifications

1. The Respondent shall have a minimum of five (5) years of continuous and recent experience in providing preventive mechanical and electrical maintenance involving the specific equipment or similar to the equipment listed.
2. The Respondent must be qualified and licensed to conduct business in the State of Tennessee. If not qualified and licensed, the Respondent must confirm in writing that, if selected, such licensing will be obtained within thirty (30) days following notice of selection.
3. The Respondent will supply labor and equipment (including trucks and lifts) to perform the work and NOT subcontract selected aspects of the work. Subsidiaries of the contracted Respondent are acceptable.
4. The Respondent must show proof of an EMR Safety Rating of < 1 (E-Mod Letter or Letter from the Insurance Carrier).

### Minimum Qualifications for Maintenance Technicians

1. The minimum staffing level is two (2) technicians, consisting of one (1) electrician and (1) millwright, working forty (40) hours per week, Monday-Friday.
2. The electrician needs to be a Tennessee Licensed Industrial / Commercial Electrician with a minimum of five (5) years of experience. Electronics and data/fiber experience is helpful but not required.
3. The millwright tradesman should have five (5) years of experience with a mechanical and welding background.
4. The on-call staff is to be “badged and capable” to provide repair on-call services of an electrical and/or mechanical nature on a 24/7/365 basis with a two (2) hour response time including legal holidays.
5. Each badged staff will have a minimum training of OSHA 10 hour, OSHA Aerial and Scissor Lift Training, OSHA Forklift Training, OSHA 1910.332, or NFPA 70E Electrical Safety Training Certificates maintained for the duration of the agreement.

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## **V. Work Requirements**

### **Behavior**

1. Sexual Harassment of any kind will be dealt with to the full extent of the law.
2. No coarse or vulgar language.
3. Proper dress required at all times.
4. Shirts, pants, and shoes must be worn for safety.
5. Special equipment must be worn as appropriate (respirators, gloves, etc.).
6. If anyone asks you to stop working for any reason, stop and report to your supervisor or MKAA contract representative.

### **Work Habits**

1. Respect the privacy of travelers and employees.
2. Do not take items from rooms/desks including tables, chairs, pencils, paper, etc.
3. Be sure hands are clean when removing or replacing ceiling panels. Ceiling tiles should be completely removed. If breakage occurs, the Respondent is responsible for replacement.
4. Be considerate of MKAA property when working. Respondent is responsible for any damages to facility i.e., floors, rugs, furniture, etc. (Should be covered before work begins)
5. Do not store materials in main corridors or lobbies.
6. Before any work is performed, report to the Facility Maintenance Supervisor, Facility Manager, or appointed designee.
7. Follow all state and local fire and safety regulations (especially those pertaining to welding, cutting, and soldering, including welding curtain). Respondent must obtain a free Hot Work Permit from the Facility Maintenance Supervisor, Facility Manager, or Fire Marshall.
8. Radios must be kept at a low volume in all work areas; otherwise, use will be prohibited.

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### Performance Standards

1. When the job is finished, leave the area in a neat and clean condition.
2. Maintain a neat and clean work area in all MKAA buildings.
3. Remove remaining stock from premises upon completion of job.
4. Use designated elevators only for deliveries. Notify MKAA representative as to special or late deliveries.
5. Respondent's work staff is limited and responsible to stay in work area when in dirty work clothes.
6. Do not turn equipment ON or OFF without prior notification.

### Storage / Office Space

Space is provided for the storage of MKAA provided parts and Respondent tools and equipment. An MKAA computer is provided for access to the MicroMain work order system.

The space is not suitable for welding and painting. Phone, internet, and other utilities may be negotiated.

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### Use of MicroMain

MicroMain is a computerized maintenance scheduling and record-keeping program. It is the customer's desire to have all the equipment inspections and repairs scheduled and documented using MicroMain. Additional record keeping including photo documentation and equipment location is also desired and will be archived within MicroMain.

All work performed will be documented with MicroMain work orders or tasks. It is the Respondent's responsibility to utilize the system provided to document the labor, parts, and other cost information and to close the work orders when the job is complete. Equipment inspections and due dates will be programmed into MicroMain so the system will generate inspections and work orders as they become due. The Respondent will close the work order after the service is performed. If additional Respondent forms are used they will be attached to the completed printed work order and filed as a backup. Photo documentation, electrical analysis, etc. will be archived in MicroMain as well. It will be the Respondent's responsibility to keep the work order system current and make changes as needed.

### Repair Work Procedures

Any billable repair work needed, not covered in the service agreement, as a result of an inspection, breakdown, or service call must have a work order generated before work begins. The Respondent will close the work order and provide additional documentation when the repairs are complete.

If a failure is noted the Respondent will:

1. Write a work order
2. Estimate the cost of needed repairs, parts, and labor
3. Discuss the work with the MKAA contact and obtain a PO number, if needed
4. Schedule and perform the work
5. Close the work order
6. Reference the work order number on the invoice

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For work orders generated by the customer because of breakdown or resulting from an after-hours dispatch call the procedure will be:

1. The customer will evaluate the problem.
2. The customer will determine an appropriate plan to fix the problem.
3. The customer will write a work order and issue a purchase order.
4. The customer will call the Respondent noting the time of the call, any comments of messages given, and provide the work order number to the Respondent.
5. The customer will log any additional information or messages in the comments section of the work order.
6. The Respondent will execute repairs and services.
7. The work order will be closed and the work order number will be referenced on the invoice.

### Responsibilities of the MKAA

The customer will perform a daily walk around inspection and maintain records of each. Any item noted outside the normal control parameters will be documented by a work order, and the Respondent will be informed.

When a repair is needed, a work order will be written with a time, date, and when the Respondent was notified of the needed repair.

Response time based on this information may be used to measure the Respondent's performance.

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### Responsibilities of the Respondent

The Respondent's responsibility is to keep the equipment in top operating condition and to minimize downtime and maintenance costs. The selected Respondent will schedule and record equipment inspections and work orders, including parts and labor, using the MicroMain work order system.

As billable repairs are needed, the Respondent will discuss the work with the MKAA contact, providing the problem, what repairs are needed, the estimated cost, and when the repair is to be completed. A work order will be written by the Respondent noting the time and date of this discussion and the details. This will be the Respondent's record should any misunderstandings arise.

### MicroMain Training

The MKAA will provide MicroMain training as needed and at no cost to the Respondent. The MKAA will not pay the Respondent to attend MicroMain training as it is required throughout the term of this agreement.

Note: On the equipment tasking Nth is the frequency of the task. The PM tasking can be found in the equipment manuals file.

- Nth 1 = Monthly
- 3 = Quarterly
- 6 = Semi-Annual
- 12 = Annual

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## **VI. Exhibits**

The following exhibits will be provided at the Mandatory Pre-Proposal Meeting:

- Exhibit A – Manual for JBT EIS TYS A3 64-131 Apron Drive Mechanical Lift Drive Column Passenger Boarding Bridge
- Exhibit A1 – Manual for JBT EIS TYS A3 64-141 Apron Drive Mechanical Lift Drive Column Passenger Boarding Bridge
- Exhibit B – PM Tasking for PBB
- Exhibit C – Manual for JBT Jetpower III Ground Power System Units, Single Output 400 Hz, 45 kVa and 90 kVa, 28 V dc Output
- Exhibit C1 – PM Tasking for Ground Power System
- Exhibit D – Manual and Tasking for FMC (Austral Star) Baggage Lift Systems – Rev 6 Knoxville, TN 1-17-07
- Exhibit E – Manual and Tasking for Rapistan and Siemens Baggage Handling Systems Job#98020 TYS Model 7000
- Exhibit F – PM and Tasking for High Mast Lighting
- Exhibit F1 – Ramp and Air Cargo Locations of High Mast Lighting
- Exhibit F2 – Sign Light Cut Sheets
- Exhibit F3 – Square Street Light Cut Sheets
- Exhibit G – TYS Jetaire SJ70 Preconditioned Air System Manual
- Exhibit G1 – Filter PM Tasking for Jetaire SJ70 Preconditioned Air System (Air Filter Service Only)
- Exhibit H – Campus Street and Sign Light Locations
- Exhibit H1 – PM Tasking for Street and Sign Lights
- Exhibit I – Certificate of Insurance Guidelines
- Exhibit J – MKAA Access Media Application
- Exhibit K – Proposal Form and Evaluation Points