

NOTICE TO ALL PROPOSERS

ADDENDUM NO. 2

TO THE REQUEST FOR PROPOSALS FOR

TUCSON AIRPORT AUTHORITY PROJECT

PARKING FACILITIES MANAGEMENT

1/16/2026

The following Addendum dated January 16, 2026, shall be made as part of the Request for Proposal (RFP) dated December 15, 2026, for Parking Facilities Management.

GENERAL

1. Proposers will not be penalized for slight discrepancies in Proposal organization.
2. The following list of Schedule of attachments are attached

FY 2025 Fourth Quarter Grace Period Transactions

FY 2024 – 2025 Parking Transactions

FY 2024 – 2025 Parking Revenue

FY 2026 YTD Parking Revenue and Transactions

August 2024 - YTD Method of Payment

FY 2026 Parking O & M Budget

FY 2024 – 2025 Cash Shortages

FY 2025 Fourth Quarter Reservations and Drive-Up Transactions and Revenue

RESPONSES TO QUESTIONS

Q1: To allow sufficient time for the review of all addenda and the preparation and shipment of seven hard copy proposals, would the Airport please set the proposal due date to be at least seven (7) business days after the release of the final addendum that includes all bidders' questions and answers?

Answer: TAA Will extend the due date for submittals to Thursday 1/29/2026 no later than 2:00 pm

Q2: Please provide a copy of the current parking agreement, and any amendments.

Answer: The current agreement contains substantially the same terms as the Draft Agreement included in the RFP package. Four amendments extended the agreement, of which one included an adjustment to the Management Fee.

Q3: Please provide the annual Performance Revenue Incentive amount earned by the current operator for each of the last 3 completed fiscal years.

Answer: This is a new component of the agreement. There is no data history.

Q4: Is the operator responsible for employee parking (e.g., invoicing employees for parking) or have any responsibility for the employee parking lot?

Answer: The Operator is responsible for direct billing of employees whose parking is not paid for by their employer and the processing of those payments. Operator is responsible for providing TAA a list of company paid employee parkers which TAA will include in tenant invoices.

Q5: Please confirm that the proposer is free to propose its own or third party online booking system.

Answer: TAA utilizes Chantry as the online booking system and intends to do so for the foreseeable future.

Q6: Please provide the quantity and make/model of the existing service vehicles utilized by the current provider.

Shuttle Number	Make	Mileage	Seating Capacity	Fuel Type	Security Technology	ADA Status
TAA 532	2015 Chevrolet 4500	155,500	14	unleaded	none	Wheelchair lift
TAA 561	2018 Ford E450	154,800	14	unleaded	none	Wheelchair lift
TAA 568	2018 Ford E450	161,000	14	unleaded	none	Wheelchair lift
TAA 602	2020 Chevrolet 4500	110,500	14	unleaded	none	Wheelchair lift
Spare TAA 530	2015 Chevrolet 4500	121,700	14	unleaded	none	Wheelchair lift

Note* TAA has just taken delivery of a new shuttle which will be operational by the contract commencement date. One of the older shuttles (532) will be retired when the newest is operational.

Q7: Does the Airport require a minimum or exact number of service vehicles that the successful proposer must furnish and maintain?

Answer: TAA supplies and maintains five service vehicles (four and one spare).

Q8: Are passenger counts currently conducted for the Economy Parking Lots and if so, what system or technology is used to obtain the counts?

Answer: If Proposer is referring to number of passengers transported to and from Economy Lot that is a manual count. If Proposer is referring to a vehicle inventory, that is maintained through the PARCS via LPI/LPR. Proposer may be required to manually count and adjust available spaces to ensure accurate lot occupancy.

Q9: Can the proposer capitalize on expected financial and operational synergies (e.g., shared management) for the operation of the Parking/Shuttle and Valet operations?

Answer: TAA requires a dedicated valet supervisor on duty and Proposer may propose synergistic management plan, provided that subject management staff has the requisite skillset and experience.

Q10: Conversely, must all management, supervision, and front-line valet personnel be solely dedicated to the Valet operation?

Answer: Please see response to #9.

Q11: Please confirm what are the first and last month of your fiscal year (e.g., July - June).

Answer: October – September.

Q12: To project valet income, please provide the number of grace and paid transactions, by parking lot, for each of the last three completed fiscal years and the current fiscal year to date.

Answer: TAA began the practice of providing a grace period effective October 2025.

Grace Period Transactions

	Oct- 25	Nov- 25	Dec- 25	Total
Hourly Lot	1,054	771	943	2,768
Daily Lot	0	0	0	0
Garage Lot	223	246	238	707
Economy Covered Lot	30	29	25	84
Economy Surface Lot	308	277	273	858

TAA can provide transaction counts for the past two fiscal years and YTD see attached):

Q13: Will the Airport provide a booth with power and utilities at the proposed valet drop-off and pick-up site?

Answer: TAA will provide a curbside podium with electrical power. Proposer will be responsible for tenant improvements and installation of Valet Operator equipment to operate the valet service. TAA will consider installing a booth.

Q14: Given the employee retention request, and to ensure we accurately project costs, please provide:

- a. Copy of the current schedule by position
- b. Hourly wage of each employee with position, title and hourly wage or annual salary.
- c. A copy of the most recently submitted health insurance invoice and/or census detailing the monthly health premium paid for each covered employee.

Answer: At this time, TAA will not be providing the requested data, as Proposers are not being asked to assume responsibility for these costs. These expenses will be addressed internally as part of TAA's budget process. TAA acknowledges and expects each Proposer will assess the operations and required staffing levels and propose accordingly.

Q15: Are the existing employees scheduled for a merit or pay raise prior to the award of this new RFP? If so, please state the projected month and estimated percent rate increase.

Answer: At this time, TAA will not be providing the requested data, as Proposers are not being asked to assume responsibility for these costs. These expenses will be addressed internally as part of TAA's budget process.

Q16: Is any of the existing workforce covered by a collective bargaining unit? If yes, please provide the name of the local union and contact information.

Answer: The current Operator's employees are not subject to a collective bargaining agreement.

Q17: Please provide a copy of the approved 2025 and 2026 Parking and Shuttle line-item budget.

Answer: At this time, TAA will not be providing the requested data, as Proposers are not being asked to assume responsibility for these costs. These expenses will be addressed internally as part of TAA's budget process.

Q18: RFP Exhibit 2 - please provide the month and year that the existing Parking Access and Revenue Control System was installed at the Airport.

Answer: The substantial completion was done approx. by October 2025, and punch list items are expected to be completed in January 2026.

Q19: The RFP states different commencement dates (e.g., Section 2.1.1. Indicates the commencement date is February 1, 2026, Proposed Tentative Schedule indicates March 2026 and Section II(B) shows a start date of June 2026). Please clarify what is the commencement date for this RFP.

Answer: The agreement effective date is anticipated to be April 1, 2026, pending TAA Board approval. Commencement date is anticipated to be June 1, 2026.

Q20: Who is the Airport's processor for credit card transactions?

Answer: Windcave.

Q21: Please confirm that the Airport will be the merchant of record (MOR) for the processing of credit card transactions.

Answer: The airport is the merchant of record.

Q22: Is the existing Parking Access and Revenue Control System (PARCS) equipped with license plate inventory technology?

Answer: Yes.

Q23: How are license plates currently collected and on what cadence (e.g., nightly)?

Answer: Inventory by PARCS via LPI/LPR.

Q24: RFP 2.8.6 - Are any of the operator's employees required to obtain SIDA badges?

Answer: Drivers may be required to be badged to occasionally drive on the airside, to conduct short airfield tours. Badging is a budgeted and reimbursable expense. Operator shall reimburse TAA for any costs incurred as a result of the loss of the badge and shall be subject to a non-refundable reissuance fee. The cost of a badge is currently \$77.00, subject to change at TAA's discretion.

Q25: Please confirm that if the operator is requested to drive a shuttle bus on the AOA at any time (e.g., irregular operations), that the Airport will provide the shuttle bus with a vehicle escort for security and safety measures.

Answer: See #24.

Q26: Is the operator responsible for pressure washing and/or sweeping as part of maintaining the cleanliness of each parking facility?

Answer: Operator is only responsible for litter pickup and trash collection at the Main Lot (Hourly & Daily). Other cleaning requirements will be coordinated by the Operator working with TAA Maintenance.

Q27: If yes, please provide the annual cost currently charged to the Airport in the most recently completed fiscal year for pressure washing and sweeping, respectively.

Answer: At this time, TAA will not be providing the requested data, as Proposers are not being asked to assume responsibility for these costs. These expenses will be addressed internally as part of TAA's budget process.

Q28: RFP Article 2.10.2, in the event the Airport increases the number of shuttle buses, please confirm the operator will be reimbursed for the additional required insurance.

Answer: TAA will reimburse Operator for actual increased insurance costs due to increasing the number of shuttles.

Q29: Where is the current fueling site used by the operator to fuel the shuttle buses?

Answer: On airport premises.

Q30: Does the Airport provide the fuel for the operator's service vehicles?

Answer: Yes.

Q31: If the Airport does not provide the fuel, is the cost to fuel the service vehicles a reimbursable operating expense?

Answer: TAA provides fuel for service vehicles.

Q32: RFP 2.10.3(d) - if damage is incurred to a shuttle bus by a third party and not the result of any act or omission of the operator, its officers, agents, employees and invitees), then please confirm the cost to repair the shuttle bus shall be a reimbursable operating expense.

Answer: Third party damages would be subject to insurance claims process at TAA's discretion.

Q33: RFP 2.11.2 - is the cost of the annual and certified financial statement a reimbursable operating expense or is to be included in the operator's Management Fee?

Answer: The cost of annual and certified financial statements is to be included in Operator's Management Fee.

Q34: RFP 2.11.7 - is the cost (e.g., travel and lodging) incurred by the operator to conduct an internal audit a reimbursable operating expense or is wholly-paid for by the operator?

Answer: Should Operator need to travel to conduct an internal audit the expense is wholly-paid for by the operator.

Q35: RFP 2.16.2 - is the \$250,000 bond a reimbursable operating expense or is wholly-paid for by the operator?

Answer: The bond is wholly-paid for by the operator.

Q36: RFP Page 1: Would TAA consider allowing electronic submittals?

Answer: No, TAA will not be accepting electronic submittals.

Q37: RFP Page 2: We respectfully request TAA extend the due date of the proposal to add 10 more business days from the date that all questions are answered to allow time for processing of responses and appropriate pricing/budgeting.

Answer: See response to #1.

Q38: RFP Page 2 & RFP Section II.B, page 5 & Sample Agreement Section 1.3 & 1.4 & 2.1: The term of the agreement conflicts in all three of these sections (page 2 - March 1st, page 5 – June 1st, Sample Agreement – February 1st). Please clarify the agreement term start date and first contract year.

Answer: See response to #19.

Q39: RFP Page 4, Section 1: Please provide the last three years performance incentive awarded to the current operator.

Answer: See response to #3.

Q40: RFP Page 4, Section II.A.1 & Attachment G, Exhibit 1: Please provide the following information:

- a. Number of parking spaces in the Hourly Lot - **456**
- b. Number of parking spaces in the Daily Lot - **874**
- c. Number of public parking spaces in the garage – **624**
- d. Number of spaces for Overflow 1 - **567**

Q41: RFP Page 4, Section II.A.3 & Attachment G, Exhibit 3: Please provide the current miles, seating capacity, fuel type, any security or camera technology and ADA status for each vehicle listed.

Answer: See response to #6.

Q42: RFP Page 4, Section II.A.4 & Attachment G, Exhibit 4: Please provide the reimbursable expenses (including management fee and incentive) for the last three years. The RFP mentions they were included but we could not locate them within the document.

Answer: Reimbursable expenses including Management Fee provided in Addendum #1.

Q43: RFP Page 6, Section 2.C, Optional Concession Proposal for Valet Parking: Where (what Section) in the proposal would you like us to place the valet parking information? Or, should it be an entirely separate submittal?

Answer: Please place the optional valet submittal at the end of the submittal package with the title Optional Concession Proposal for Valet Parking.

Q44: RFP Page 11, Section 11.G: In an effort to make every effort to hire employees from the current parking operation, can the Authority please provide the payrates and benefits for all

positions?

Answer: See response to #14.

Q45: RFP Page 12, Section III.F, Proposal Bond: Would the Authority accept a Proposal Bond in the amount of \$10,000, in lieu of a cashier's check? Does the Authority interpret a Cash Bond the same as a Proposal Bond?

Answer: At this time, TAA will not be accepting a surety bond as a substitute for the other approved forms of security outlined in the solicitation. Please refer to the requirements specified in the RFP/RFQ documents for acceptable options. The Authority does **not** interpret a Cash Bond as the same as a Proposal Bond.

Q46: RFP Page 20, Attachment A, Affidavit, Item 5.G: Does the Authority want proposers to include the draft agreement in the submitted proposal document? If so, can we include it as an attachment/appendix?

Answer: The Draft agreement does not need to be submitted with your proposal.

Q47: RFP Page 20, Attachment A, Affidavit, Item 5.H & I: Can we include the Training & Maintenance Manuals as an attachment/appendix due to their size?

Answer: Yes.

Q48: RFP Page 23, Attachment A (2): We are assuming that this attachment "Business Information Questionnaire" should be labeled Attachment B. Please clarify.

Answer: Yes, it should be Attachment B

Q49: RFP Page 33, Attachment D: Please clarify that this form does not need to be completed and submitted if bidding as a corporation.

Answer: Attachment D, the Financial Statement or Personal Financial Statement is **not required** if proposing as a corporation.

Q50: Sample Agreement Pages 8-9, Article 2.8.6: Will the operator be required to have all personnel badged? If so, please provide the cost of badging and clarify if that is a budgeted, reimbursable expense.

Answer: See #24.

Q51: Sample Agreement Page 10, Article 2.8.8(f): Please provide the current signed collective bargaining agreement.

Answer: See #16.

Q52: Sample Agreement Page 11, Article 2.9.3: Please provide shortage reimbursement by the operator to TAA by month for the last two years.

Answer: See attached.

Q53: Sample Agreement Page 16, Article 2.11.1(b): We respectfully request the Authority consider moving the monthly report date from the 10th to the 15th.

Answer: TAA will consider this request with the successful Proposer.

Q54: Sample Agreement Page 22, Article 2.17: Does this paragraph apply to the Authority as well?

Answer: TAA will consider modification of this provision with the successful Proposer.

Q55: Sample Agreement Page 32, Article 2.31: Will the operator's employees be charged for parking? If so, please provide the cost of parking for operator's employees and clarify if that is a budgeted, reimbursable expense.

Answer: Operator's employees will not be charged for parking.

Q56: Sample Agreement Exhibit 4: Please provide the December 2025 Facilities Gross Receipts.

Answer: Please see attached.

Q57: Sample Agreement Exhibit 5: Please explain what happened that enplanements are down by 2% while deplanements are up by 5.0%.

Answer: TUS saw a significant reduction in the number of migrant travelers, which were one-way tickets.

Q58: Legal/Insurance, Exhibit 12, Section IV: This section requires proof of policy renewal 30 days prior to expiration, which is too far in advance. We would like to request that providing proof of renewal 5 days prior to expiration be acceptable instead.

Answer: TAA is agreeable to Operator providing proof of policy renewal 5 days prior to expiration.

Q59: Legal/Insurance, Exhibit 12, Section X: This section permits the Authority to procure and maintain the required insurance on behalf of LAZ, with reimbursement due upon ten days' written notice. We recommend removing this provision. Allowing the Authority to obtain

insurance on our behalf would effectively bind us to the Authority's purchasing decisions and buying power.

Answer: At this time, the Authority will not remove this section from the agreement. The provision allowing the Authority to procure and maintain the required insurance on behalf of LAZ/Operator, with reimbursement upon notice, will remain as stated in the solicitation documents.

Q60: RFP Page 5, Section II.A.2: Can the authority share the approximate age of the PARCS as well as the terms of any existing service agreement?

Answer: The substantial completion was done approx. by October 2025, and punch list items are expected to be completed in January 2026. TAA maintains a yearly support warranty and intends to maintain it through the life of the new Parking Management Agreement.

Q61: RFP Page 5, Section II.A.3: How does the current operator and/or Authority measure wait times? Would measuring headways in lieu of wait times be acceptable? How will liquidated damages be assessed for failure to adhere to the maximum wait time?

Answer: TAA will consider measuring headways in lieu of wait times. TAA will determine the final methodology for assessing liquidated damages in consultation with the successful Proposer.

Q62: RFP Page 9, Section II.F.2: Can the authority share the expected revenue growth resulting from the recent rate change that will be factored into the year 1 hurdle rate?

Answer: TAA anticipates approximately 15% parking revenue growth for the current fiscal year; however, the baseline number that will be used for the RPI will be determined at a later time during contract execution process working with the successful proposer.

Q63: We request a 2-week extension of the due date to February 4, 2026. Please respond accordingly.

Answer: See response to #1.

Q64: Please provide the previous 2 years operating expenses by month for each facility.

Answer: Reimbursable Expenses provided in Addendum 1. TAA does allocates expenses 55% to the daily/hour lots, 21% to the garage and 24% to the economy lot. Driver's salaries and shuttle insurance are attributed solely to the Economy Lot.

Q65: What is the number of annual transactions - transient and monthly parking broken out by month and for each facility?

Answer: See attached transaction data.

Q66: Please provide a current weekly staffing schedule for all management and line staff?

Answer: At this time, TAA will not be providing the requested data, as Proposers are not being asked to assume responsibility for these costs. These expenses will be addressed internally as part of TAA's budget process.

Q67: Please provide current salary and hourly wage rates for all staff.

Answer: See #14.

Q68: What is your % of prebooking vs. Drive up – transactions & revenue by lot/product?

Answer: See attached.

Q69: What is your current marketing budget/spend – email & media/creative?

Answer: Parking Program messaging is developed in coordination with TAA's Marketing and Communications Department. The selected Operator will collaborate with Marketing to ensure parking promotions align with and reinforce TAA's overall branding and communication strategy.

Q70: Maturity of Prebook – how many months have you been taking reservations?

Answer: April 2025 and there was a period of a few months when TAA transitioned to a new reservation system October 2025 (Chantry). That TAA was not able to accept reservations.

Q71: Flexibility in Prebook Pricing – do you have a max discount % from drive-up rates?

Answer: At this time TAA does not offer discounts. TAA will consider forms of dynamic pricing, which will require the approval of TAA's Board of Directors.

Q72: What is your current number of prebook subscribers?

Answer: There are currently 2763 subscribers (registered users) in the reservations system.

Q73: Please provide the current contract for the reservation system.

Answer: TAA will consider providing the contract.

Q74: When was the last parking rate increase?

Answer: October 2025.

Q75: When was the PARCS system last updated?

Answer: Update performed January 7, 2026. See response to #60.

Q76: What are the current shuttle headways?

Answer: Current contractual wait times are 10 minutes.

Q77: Please confirm there is 1 shuttle route between the Economy lot and the terminal. If there is more than 1 route, please provide a map illustrating the route(s).

Answer: There is one shuttle route.

Q78: What type of cameras/technology are in the shuttles? Do they have a people counter?

Answer: See #6. There is no people counter.

Q79: For revenue, what % is credit card vs. cash?

Answer: See attached.

Q80: Are there any plans to replace the shuttles?

Answer: See response to #6.

Q81: What is the software version of the Skidata equipment?

Answer: Parking.Logic version 16.15.08.

Q82: For the employee parking area located on level 3 of the garage, does the operator collect any fees associated with their parking?

Answer: See response to #4.

Q83: Will you accept a surety bond in lieu of the noted bonds/forms of payment provided in the RFP for the bid bond?

Answer: See response to #45.

Q84: Are the employees under a CBA? If so, please provide the CBA document for our review.

Answer: See response to #16.

Q85: We request a 2-week extension of the due date to February 4, 2026. Please respond accordingly.

Answer: See #1.

Q86: Please provide the previous 2 years operating expenses by month for each facility.

Answer: See attachment in Addendum 1. Management fees and facility operating expenses are distributed based on TAA's cost-allocation methodology, with 55% assigned to the Hourly/Daily (Main) Lot, 21% to the Garage, and 24% to the Economy Lot. Driver salaries and shuttle-related insurance costs are allocated 100% to the Economy Lot, reflecting their exclusive use of the shuttle operation.

Q87: What is the number of annual transactions - transient and monthly parking - broken out by month and for each facility?

Answer: See attachment.

Q88: Please provide a current weekly staffing schedule for all management and line staff?

Answer: See #14.

Q89: Please provide current salary and hourly wage rates for all staff.

Answer: See #14.

Q90: What is your % of prebooking vs. Drive up – transactions & revenue by lot/product?

Answer: See attached.

Q91: Maturity of Prebook – how many months have you been taking reservations?

Answer: October 2025.

Q92: Flexibility in Prebook Pricing – do you have a max discount % from drive-up rates?

Answer: TAA has flexibility in pricing. Discounts and dynamic pricing require approval of TAA's Board of Directors.

Q93: What is your current number of prebook subscribers?

Answer: There are currently 2763 subscribers (registered users) in the reservations system.

Q94: Please provide the current contract for the reservation system.

Answer: TAA will consider providing it to the successful Proposer.

Q95: When was the last parking rate increase?

Answer: October 2025.

Q96: When was the PARCS system last updated?

Answer: January 7, 2026.

Q97: What are the current shuttle headways?

Answer: 10 minute wait times.

Q98: Please confirm there is 1 shuttle route between Economy lot and the terminal. If there is more than 1 route, please provide a map illustrating the route(s).

Answer: There is one route.

Q99: What type of cameras/technology are in the shuttles? Do they have a people counter?

Answer: See #6. The people count is manual.

Q100: For revenue, what % is credit card vs. cash?

Answer: See attached.

Q101: Are there any plans to replace the shuttles?

Answer: See #6.

Q102: What is the software version of the Skidata equipment?

Answer: Parking.Logic version 16.15.08.

Q103: For the employee parking area located on level 3 of the garage, does the operator collect any fees associated with their parking?

Answer: See #4.

Q104: Will you accept a surety bond in lieu of the noted bonds/forms of payment provided in the RFP for the bid bond?

Answer: See #45.

Q105: Are the employees under a CBA? If so, please provide the CBA document for our review.

Answer: See #16.

Q106: Should the Optional Concession Proposal for Valet Services be submitted separately from the body of the proposal from the RFP or in the appendix of the proposal. Where should the add-on valet plan be submitted?

Answer: See #43.

Q107: The RFP outlines a different layout of the Management Plan to Attachment E that proposers are instructed to follow for the body of the proposal. Which order should the management plan section of the proposal be laid out in?

Answer: Please follow the layout for the Management Plan as described in attachment E.

Q108: Please confirm that the Proposal Guarantee should be made payable to the "Tucson Airport Authority".

Answer: Please make the Proposal Guarantee payable to the "Tucson Airport Authority".

Q109: There is a discrepancy between the labeling of attachments in the Affidavit checklist and the actual Attachment headers provided in the RFP. Please confirm the correct lettering for the Training Manual and Maintenance Manual to ensure the proposal is organized correctly.

Answer: Proposers will not be penalized for slight discrepancies in Proposal organization. Training Manual and Maintenance Manual may be labeled Exhibits G and H respectively or attached as separate addenda.

Q110: Regarding the Maintenance Manual requirement to be included in the proposal: Does the Authority require a manual specifically for Shuttle Vehicle maintenance, Facility maintenance, or both?

Answer: TAA will require Standard Operating Procedures (SOP's), best practices and/or manual proposals for both Shuttle and Facility operations and maintenance.

Q111: Please confirm if, submitting three years of audited financial statements as permitted in Section IV.5, the specific "Personal Financial Statement" form provided on pages 33-35 (Attachment D) is not required to be completed.

Answer: See response to #49.

Q112: Regarding the Optional Concession Proposal for Valet Services: Since this section requires distinct operational and financial plans and is evaluated separately, should this be included under "Tab 9: Other Information", or would the Authority prefer proposers create a specific "Tab 10: Optional Valet Services" to ensure it is clearly separated from the base Parking Management proposal?

Answer: Proposers will not be penalized for slight discrepancies in Proposal organization. See #43.

Q113: For the corporate officers and managing employees listed in the Business Information Questionnaire (Attachment A, Item 13) who are not the on-site General Manager, will professional biographies be accepted in lieu of full resumes?

Answer: Yes.

Q114: To ensure proper proposal organization, please confirm that the Management Plan and Marketing Plan narratives should be included within Tab 6 as the responses to Attachment E Questions 4 and 5, rather than as separate tabs or sections.

Answer: Please place the Management Plan and Marketing Plan as responses to Attachment E. A separate tab is not required.

Q115: Regarding the Draft Agreement, Attachment A requires the proposer to include a Draft Parking Facilities Management Agreement as Attachment G Should the submission include:

- a. The entire proposed draft agreement from the proposer to TAA?
- b. A red-lined version showing exceptions to the draft agreement provided in the RFP?
- c. A simple statement confirming acceptance of the terms in the RFP's draft agreement?

Answer: Neither The draft agreement or a red-lined version need to be submitted with the proposal.

Q116: The requirements for the "Online Booking System" (experience, references, and system functionality) appear to be duplicated in multiple sections of the RFP. Specifically, they appear

in Attachment E, Section 1 (Operator Qualifications) and again in Attachment E, Section 5 (Marketing Plan). To avoid redundancy in the proposal, would TAA prefer that we provide the technical system specifications and references in Section 1 (Qualifications) and focus Section 5 (Marketing) strictly on the *marketing strategy* for the booking system? Or, would the Authority prefer something else?

Answer: To avoid redundancy in the proposal, TAA prefers Proposers provide the technical system specifications and references in Section 1 (Qualifications) and focus Section 5 (Marketing) strictly on the *marketing strategy* for the booking system.

Q117: Subsection B, "Quality of Airport Service," is located between several shuttle-specific requirements (Subsection A, "Shuttle Maintenance," and Subsection C, "Service for Users with Disabilities"). Can TAA confirm if the requirements in Subsection B (including the Customer Service Plan and General Manager role) apply strictly to the Shuttle Bus Operations, or if they are intended to cover the entire Parking Facilities Management scope?

Answer: Entire Parking Facilities Management scope.

Q118: Page 20, Attachment A (Items H & I) and Pages 43-44, the RFP requires submission of a Training Manual and Maintenance Manual. Since operational manuals are typically customized to the specific site upon award, will the Authority accept a sample Table of Contents (TOC) and/or sample manuals from comparable airport operations for the proposal submission?

Answer: TAA will accept sample manuals from comparable airport operations for the proposal submission.

Q119: Regarding the Online Booking System (OBS) requirements: Section II.C.2 states the Operator will "operate and manage" an OBS, while Section IV asks for "Identification of the proposed OBS." Is the Authority requiring the Proposer to provide, fund, and implement a new OBS solution, or is the request for the Proposer to describe experience with a particular platform they can manage for the Authority?

Answer: TAA utilizes Chantry as the online booking system and intends to do so for the foreseeable future. Proposer should describe experience with Chantry or other similar online booking platforms.

Q120: Liability and Indemnification (Page 70, Draft Agreement Section 2.18): As written, the operator must indemnify TAA and the City of Tucson for all claims arising out of operations, excluding only those caused solely by the Airport's negligence. Would the Airport please modify this language so that the operator is indemnifying the Airport only to the extent of the operator's fault?

Answer: TAA will consider modification of this provision with the successful Proposer.

Q121: The draft agreement holds the operator "fully responsible and liable" for any and all revenue losses resulting from acts, omissions, negligence, or errors. This creates strict liability for simple administrative errors. Would the Airport agree to limit the operator's liability to

instances of gross negligence or willful misconduct or, alternatively, cap this liability at a specific dollar amount per year?

Answer: TAA will consider modification of this provision with the successful Proposer.

Q122: Shuttle Bus Maintenance (Page 64, Draft Agreement Sections 2.10.1 and 2.10.3): Would the Airport clarify this language so that "normal wear and tear" is excluded from the operator's liability?

Answer: TAA agrees to modify agreement language so that "normal wear and tear" is excluded from the operator's liability.

Q123: Business Continuity (*Page 136, Exhibit 14 [Business Continuity Section 3]*): If there is a disruption and the operator fails to restore services at their discretion, TAA can use its own tools or another vendor to provide services, and the operator receives no payments during this time. This penalty applies even if the disruption is outside the operator's control but falls under "Business Continuity" failures. Will the Airport edit the force majeure protections to explicitly override this clause?

Answer: TAA will consider modification of this provision with the successful Proposer.

Q124: Data Breach Notification (*Page 135, Exhibit 14 [Data Breach Notification Section 1]*). The operator must notify the Airport of a suspected data breach within 24 hours. This is a very tight window for a suspected breach; 72 hours is the industry standard to allow for initial investigation. Would the Airport agree to extend this to 72 hours, or would it qualify it as 24 hours after confirmation of a breach?

Answer: TAA will consider modification of this provision with the successful Proposer.

Q125: Audit Cost Threshold (*Page 66, Draft Agreement Section 2.11.6(a)*): If an audit reveals a discrepancy of more than 1% between reported and actual revenues/expenses, the operator bears the entire cost of the audit. Would the City amend this language to a more reasonable, industry-standard range of 3% - 5%?

Answer: TAA will consider modification of this provision with the successful Proposer.

Q126: Revenue Performance Incentive (RPI) Hurdle Rate (*Page 9, RFP Section II.F.2*): The "Hurdle Rate" (minimum growth required to earn incentives) is adjusted annually based on enplanement growth but will never go down. If enplanements drop (e.g., due to another pandemic or an economic downturn), the Hurdle Rate remains artificially high, making it impossible to earn incentives regardless of performance. Would the Airport agree to reset or adjust downward if enplanements decrease year-over-year?

Answer: TAA will consider modification of this provision with the successful Proposer.

Q127: Would the Authority be open to a management fee concept for the Optional Valet Service, where all revenues would belong to the Authority, and the Operator would bill for reimbursable expenses plus a management fee, instead of a Concession agreement?

Answer: No.

Q128: Please clarify where the "Anti-Lobbying Provision" and the "Parking Facilities Management Agreement" should be placed within the proposal structure (e.g., as separate Tabs 7 and 8, renumbering the subsequent sections, or included within Tab 6) to ensure the proposal follows the desired format?

Answer: Proposers may place the "Anti-Lobbying Provision" within Tab 6. Proposers are not required to submit Draft Parking Facilities Management Agreement. See #46.

Q129: Please provide a list of current pay rates, positions, and tenures for all positions and staff in order that we may budget for retention. We are not asking for the names of the employees.

Answer: See #14.

Q130: Please provide the current shuttle route schedule.

Answer: The shuttle route schedule is adjusted based on the flight schedule with wait times not to exceed 10 minutes.

Q131: Please provide the number of employees accepting health benefits by program (Employee, Employee + 1, Employee + Family).

Answer: See #14.

Q132: Please provide the SOP manual approved by TAA.

Answer: TAA expects each Proposer to assess the parking operations and draft SOPs according to TAA operational needs and current best practices.

Q133: How many vehicles were sold as abandoned vehicles in 2025?

Answer: 0.

Q134: Please provide the Performance Incentives paid to the current operator for the last two incentive periods.

Answer: See #3.

Q135: Please provide online booking system performance for the past two years for the following:

- a. Number of reservations per month
- b. Number of return customers by month
- c. Conversion rate for reservations by month

Answer: See attached for number of reservations by month.

Q136: The RFP states 24/7 operations (365 days/year). Does TAA expect valet to be staffed continuously even during low-flight overnight hours?

Answer: TAA will require full staff coverage for scheduled flight arrivals so that the passengers can retrieve vehicles. TAA anticipates the valet operations will stop accepting customer vehicle drop-offs approximately by 8PM daily in accordance with average last departure hours.

Q137: Is there a minimum required staffing model (supervisors per shift, minimum attendants, cashier roles)?

Answer: TAA will require adequate staff coverage to provide high standard customer service at all times.

Q138: Are there any required training and badging standards, and does TAA provide the badging process timeline?

Answer: See #24. Employees requiring a badge are expected to complete the required training and obtain badges within 45 days of the effective date of the agreement.

Q139: Will TAA dictate the valet pricing structure (hourly/daily/flat rate), or can operators propose pricing options?

Answer: Operators are expected to propose pricing options subject to TAA's approval.

Q140: Can TAA confirm if valet pricing must be aligned with or stay within a range of existing airport parking rates?

Answer: Operators may propose pricing options for the valet service that are outside of existing airport parking rates.

Q141: Is "Revenue share offered to TAA" expected to be:

- A percentage of gross revenue
- Percentage of net revenue
- Fixed monthly MAG + percentage.

Answer: TAA will consider proposals that provide "percentage share" or "greater of MAG or percentage" with preference on the latter.

Q142: Are there any required Minimum Annual Guarantee (MAG) expectations, or can proposers propose one optionally?

Answer: TAA will consider proposals that provide "percentage share" or "greater of MAG or percentage" with preference on the latter.

Q143: The operator must act as Merchant of Record — will TAA require the operator to use any airport-approved merchant processor, or is it open?

Answer: See #21.

Q144: Does TAA require integration into an existing airport payment ecosystem, or is a standalone merchant/payment flow acceptable?

Answer: Payment ecosystem is standalone merchant/payment flow.

Q145: Is TAA expecting integration with airport parking systems (PARCS, reservation platforms, flight data, license plate recognition)?

Answer: Parking and Valet are to operate as stand-alone systems without integration of airport systems.

Q146: Are there restrictions on advertising/promotions inside the terminal and curbside areas?

Answer: See #69.

Q147: What are the requirements for handling unauthorized or abandoned vehicles, and does TAA have a towing/impound contract we must use?

Answer: Details to be determined.

Q148: TAA notes it will provide barrier equipment or other measures to separate valet from public parking — can TAA specify:

Answer: TAA will determine the timeline for and types of barrier equipment or other measures to separate valet from public parking in consultation with the successful Proposer.

Q149: What equipment is provided and what is the timeline for installation?

Answer: See #148.

Q150: Will TAA provide internet connectivity at valet locations, or must operator install their own cellular/Wi-Fi solution?

Answer: Operator shall install their own cellular/Wi-Fi solution.

Q151: Does the valet concession follow the same contract term, renewal options, and termination provisions as the Prime Parking Management contract? If not, please describe the anticipated contract term, renewal options, and termination terms for the valet concession.

Answer: Term is expected to be similar to Parking Management Agreement with some flexibility in the go live date (anticipated in August 2026) at TAA's discretion.

Q152: Is there an expected go-live date for valet service operations?

Answer: Term is expected to be similar to Parking Management Agreement with some flexibility in the go live date (anticipated in August 2026) at TAA's discretion.

**Grace Period
Transactions**

	Oct- 25	Nov- 25	Dec- 25	Total
Hourly Lot	1,054	771	943	2,768
Daily Lot	0	0	0	0
Garage Lot	223	246	238	707
Economy Covered Lot	30	29	25	84
Economy Surface Lot	308	277	273	858

Parking Transactions Comparison – FY2024 vs FY2025

FY2024 Parking Transactions

LOCATION	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	FY24 YTD TOTAL
HOURLY	17,651	16,943	19,815	16,449	15,179	21,110	17,233	18,888	17,648	18,060	15,156	14,745	208,877
DAILY	6,883	6,055	6,094	6,209	6,455	6,500	6,801	6,885	6,175	6,061	6,635	6,799	77,552
ECONOMY	5,581	4,425	4,618	4,150	3,954	4,957	4,916	5,149	4,680	4,622	4,088	5,194	56,334
ECONOMY COVERED	1,366	1,132	894	803	888	1,201	1,269	1,298	1,286	1,257	1,296	1,494	14,184
GARAGE	3,643	3,123	2,828	2,544	2,865	3,526	3,399	3,648	3,492	3,192	3,449	3,829	39,475
RESERVATIONS	554	808	849	483	591	674	750	807	760	681	373	-1	7,329
F.Y. 2024	35,678	32,486	35,098	30,638	29,932	37,968	34,368	36,675	33,978	33,873	30,997	32,060	403,751

FY2025 Parking Transactions

LOCATION	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	FY25 YTD TOTAL
HOURLY	17,492	16,708	20,663	16,490	14,102	19,119	15,769	16,805	17,154	16,658	14,494	13,365	198,819
DAILY	7,071	6,495	6,204	5,912	6,292	6,888	6,586	6,850	6,379	5,818	6,438	6,484	77,417
ECONOMY	5,319	5,588	5,763	4,412	3,994	5,161	4,648	5,588	5,379	4,806	4,432	5,535	60,625
ECONOMY COVERED	1,349	193	1,044	922	935	1,238	1,186	1,321	1,299	1,215	1,320	1,303	13,323
GARAGE	3,924	3,364	3,158	2,824	3,148	3,814	3,639	3,975	3,842	3,832	3,882	3,887	42,935
RESERVATIONS	-1	0	0	0	0	0	816	954	832	878	882	878	5,389
F.Y. 2025	35,154	32,348	36,828	30,560	28,471	36,220	32,644	35,493	34,950	32,871	31,414	31,557	398,510
F.Y. 2024	35,678	32,486	35,098	30,638	29,932	37,968	34,368	36,675	33,978	33,873	30,997	32,060	403,751

Summary: FY2025 YTD Total = 398,510 vs FY2024 YTD Total = 403,751

Parking Revenue Comparison – FY2024 vs FY2025

FY2024 Parking Revenue

LOCATION	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	FY24 YTD TOTAL
HOURLY	\$187,357	\$141,870	\$134,166	\$119,424	\$113,007	\$180,996	\$153,166	\$177,473	\$167,453	\$162,365	\$128,399	\$177,442	\$1,843,116
DAILY	\$328,840	\$295,958	\$290,178	\$308,191	\$296,571	\$315,572	\$318,947	\$323,428	\$321,849	\$320,530	\$327,178	\$337,037	\$3,784,279
ECONOMY	\$150,610	\$116,690	\$129,130	\$132,530	\$97,665	\$126,005	\$122,800	\$130,580	\$128,585	\$136,750	\$112,960	\$138,315	\$1,522,620
ECONOMY COVERED	\$59,693	\$50,445	\$39,743	\$37,613	\$36,735	\$51,638	\$51,518	\$57,773	\$58,425	\$62,250	\$60,653	\$69,053	\$635,535
GARAGE	\$195,508	\$165,274	\$149,530	\$141,252	\$142,323	\$179,427	\$174,660	\$183,982	\$193,539	\$184,934	\$182,983	\$206,636	\$2,105,448
RESERVATIONS	\$30,469	\$43,257	\$46,199	\$28,014	\$34,004	\$37,790	\$40,969	\$45,206	\$44,350	\$37,768	\$17,867	-\$47	\$405,843
FY. 2024	\$925,477	\$813,493	\$788,945	\$767,023	\$720,305	\$891,427	\$862,060	\$923,781	\$914,260	\$904,597	\$830,039	\$928,436	\$10,296,841
FY. 2023	\$746,246	\$777,457	\$749,434	\$713,150	\$662,976	\$834,969	\$814,170	\$865,083	\$856,267	\$890,907	\$824,569	\$872,043	\$9,607,268

FY2025 Parking Revenue

LOCATION	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	FY25 YTD TOTAL
HOURLY	\$190,327	\$146,246	\$168,477	\$155,617	\$135,182	\$184,396	\$156,432	\$187,030	\$195,067	\$182,531	\$155,315	\$182,481	\$2,039,101
DAILY	\$343,180	\$317,042	\$310,721	\$292,489	\$298,019	\$344,046	\$311,755	\$320,647	\$310,548	\$304,792	\$322,017	\$318,033	\$3,793,289
ECONOMY	\$140,445	\$169,480	\$179,660	\$167,985	\$109,493	\$148,120	\$123,970	\$154,123	\$161,888	\$152,340	\$129,195	\$156,999	\$1,783,689
ECONOMY COVERED	\$59,730	\$7,568	\$51,360	\$45,583	\$40,433	\$55,133	\$51,360	\$60,563	\$61,778	\$61,110	\$61,110	\$61,110	\$617,408
GARAGE	\$211,608	\$169,711	\$172,950	\$151,689	\$151,545	\$197,386	\$179,271	\$196,812	\$197,097	\$198,762	\$200,733	\$196,682	\$2,224,426
RESERVATIONS	-\$47	\$0	\$0	\$0	\$0	\$0	\$47,389	\$48,960	\$49,222	\$42,965	\$45,838	\$52,035	\$286,361
FY. 2025	\$945,243	\$810,047	\$883,168	\$804,363	\$734,671	\$929,281	\$869,772	\$968,134	\$975,591	\$942,500	\$914,268	\$967,237	\$10,744,273
FY. 2024	\$952,477	\$813,493	\$788,945	\$767,023	\$720,305	\$891,427	\$862,060	\$923,781	\$914,260	\$904,597	\$830,039	\$928,436	\$10,296,841

Summary: FY2025 YTD Total = \$10,744,273 vs FY2024 YTD Total = \$10,296,841

Parking Revenue (FY 26 Oct–Dec)

LOCATION	OCT	NOV	DEC
HOURLY	\$236,337	\$165,957	\$190,450
DAILY	\$397,905	\$367,702	\$359,674
ECONOMY	\$177,610	\$153,970	\$185,512
ECONOMY COVERED	\$67,598	\$50,670	\$54,369
GARAGE	\$241,092	\$199,604	\$191,526
RESERVATIONS	\$53,216	\$48,278	\$58,662
F.Y. 2026	\$1,173,757	\$986,181	\$1,040,193
F.Y. 2025	\$945,243	\$810,047	\$883,168

Parking Transactions (FY2026 Oct–Dec)

LOCATION	OCT	NOV	DEC
HOURLY	14,916	13,566	17,086
DAILY	6,572	5,932	5,459
ECONOMY	5,641	4,847	5,358
ECONOMY COVERED	1,299	1,004	940
GARAGE	3,781	3,015	2,811
RESERVATIONS	930	905	1,074
F.Y. 2026	33,139	29,269	32,728
F.Y. 2025	35,154	32,348	36,828

Overral data Aug 2024-Jan 2026	
Method of Payment Type	Payment
VISA	6,870,984.42
Mastercard	2,485,882.09
American Express	1,360,879.24
CASH	607,097.09
Swab Mobile Pay	156,276.00
Discover	153,016.02
AAA	1,634.00
TOTAL	11,635,768.86

FY2026 PARKING O&M Budget

TUCSON AIRPORT AUTHORITY				
FY26 OPERATING BUDGET BY ACCOUNT FOR DEPT 203				
Account	Account Description	Dept	Budget Item Description	FY2026 Budget
6121	PARKING LOT MANAGEMENT FEE	203	Parking Lot Management Fee	190,000.00
6122	PARKING CONTRACT EXPENSES	203	Armoured Vehicle Cash Pick - up Service	43,800.00
6122	PARKING CONTRACT EXPENSES	203	Parking Management O&M Reimbursement	1,500,000.00
6122	PARKING CONTRACT EXPENSES	203	Parking lot ticket supplies	12,000.00
6122	PARKING CONTRACT EXPENSES	203	Parking Office Supplies	2,000.00
6122	PARKING CONTRACT EXPENSES	203	Towing fees for Abandoned vehicles	2,000.00
6123	PROPERTY/LIABILITY INSURANCE PREMIUMS	203	Shuttle Bus Insurance	75,120.00
				\$1,824,920

**Tucson Airport Authority
Cash Shortages 2024-2025**

		\$ Value of
2025	Number of Shortages	Shortages
January	6	\$45
February	4	\$40
March	1	\$20
April	3	\$30
May	0	\$0
June	1	\$20
July	0	\$0
August	1	\$5
September	0	\$0
October	3	\$13
November	1	\$6
December	2	\$7
2024		
January	5	\$53
February	2	\$40
March	1	\$20
April	5	\$24
May	0	\$0
June	0	\$0
July	4	\$37
August	4	\$36
September	0	\$0
October	2	\$15
November	2	\$19
December	2	\$13
Total		\$443

Transactions and Revenue

Reservations Drive Up

4th Quarter 2025

	Drive Up	Drive Up	Reservation	Reservation	% of	% of Revenue
Parking Facility	Transactions	Revenue	Transactions	Revenue	From Reservations	From Reservations
Hourly	45,569	\$592,804	135	\$7,316	0.30%	1.22%
Daily	17,962	\$1,125,221	499	\$34,343	2.70%	2.96%
Garage	9,619	\$632,322	666	\$46,860	6.48%	6.90%
Economy Covered	3,243	\$172,636	337	\$16,220	9.41%	8.59%
Economy Surface	15,846	\$517,091	1,272	\$55,417	7.43%	9.68%
Totals	92,239	\$3,040,074	2,909	\$160,156	3.06%	5.00%