Request for Proposals #13/14-11
In-Line Baggage Handling System
Operations and Maintenance
The Reno-Tahoe Airport Authority (RTAA) Purchasing and Materials Management Division is currently accepting sealed proposals for the operation and maintenance of the Baggage Handling System (BHS) for the Reno-Tahoe International Airport, Request for Proposals Number 13/14-11.

1. **SCOPE AND INTENT**
   The contractor shall be required to maintain, operate and repair the Baggage Handling System (BHS) in accordance with requirements of the Original Equipment Manufacturers (OEM) and the Transportation Security Administration (TSA) for such systems. The contractor shall be responsible for the maintenance of all BHS hardware and software, with the exception of the L3 Examiner 6600 Explosive Detection System (EDS) screening devices and Reveal CT80 equipment.

   The BHS equipment, within the scope of Reno-Tahoe International Airport (RNO) contract, is summarized as follows:

   a. The subject outbound baggage system at RNO is one integrated system with three (3) separate matrices. The scope of the RNO contract will be limited to the outbound baggage screening-related portions of the systems. These screening systems generally utilize pusher type diverters for distribution to subsystems with in-line EDS machines. The subject outbound systems consist of check-in, transport, and screening-related equipment that are associated with three separate matrices: Matrix 1 (North Matrix), Matrix 2 (Center Matrix) and Matrix 3 (South Matrix). The matrices are all located within the Ticket Lobby Building (wing) of the Main Terminal Building.

   b. Work includes the contractor’s assuming responsibility for the BHS Systems management, operations, maintenance, and repair of the specified Baggage Handling System equipment, including transport, merge and metering conveyors, power turns, fire/security doors, etc.

   c. Specific major categories of work include:

      i. Assume responsibility to staff the BHS system 24 hours per day, seven days per week to perform management, operations, maintenance, and repairs with full-time, on-site staff;

      ii. Assume responsibility for all preventative maintenance tasks;

      iii. Assume responsibility for all non-scheduled repair maintenance tasks;
iv. Assume the responsibility to cooperate in and coordinate all aspects of the project with the designated RNO point of contact, TSA, user airlines and/or their representatives. Preventative Maintenance (PM) and non-scheduled maintenance tasks, for example, shall be coordinated with and scheduled around the requirements of RNO, the TSA, and user airlines' operation;

v. Assume responsibility for Central Control Room (CCR) functions;

vi. Assume responsibility for responding to and rectifying all fault conditions (that may or may not have been caused by operational personnel). Examples of these types of faults include baggage jams, motor overloads, E-stop conditions, etc.;

vii. Assume the responsibility for the management, and execution of contingency plans, as provided in Attachment F hereto, to provide 99% availability of BHS;

viii. Assume responsibility to contract with Brock Solutions for controls service and support to cover both the machine level controls and the upper level software; remote access; annual on-site audit, and site visits, as required;

ix. Assume responsibility to coordinate with the air carriers to manage and optimize the effectiveness of the available conveyor systems;

x. Provide daily, weekly and monthly status reports to RNO;

xi. Prepare monthly, quarterly, and annual audits and reports on supply and stock of spare parts;

xii. Accurately record the labor time and any purchases made for spare parts, as required;

xiii. Assume responsibility for the procurement of all tools and equipment required to perform the preventive maintenance and repair functions;

xiv. Assume responsibility to be solely accountable for employees including interviewing, hiring, airport security badging, parking, taxes, salaries, uniforms, radios, cell phones, supervision, safety training, security training, etc.;

xv. Assume responsibility for staffing of the system to eliminate jams at the various locations along the BHS, including and not limited to, entrance tunnels of EDS machines;

xvi. Assume the responsibility to provide and maintain all necessary vehicles that may be required to perform these services including but not limited to scissor lifts, fork-lift trucks, golf carts, etc.;

xvii. Assume responsibility to retrieve and the restock the baggage tubs to the respective airline ticket counters, as needed;

xviii. The RTAA will provide a four-user software license for Maximo to interface with the RNO-FMD Computerized Maintenance Management System. The Contractor shall be responsible for hardware and software upgrades through Brock Solutions as
already defined. This upgrade is separately funded by the Authority and is required to be completed no later than June 30, 2015.

d. General BHS Information

1. Matrix 1 (North Matrix) consists of one subsystem and a total of approximately 1,640 linear feet of conveyor equipment (including power turns, merges, etc.) in the scope. There are two (2) TSA-provided L3 6600 Examiner EDS in this matrix.

i. North Matrix and Bag Room related systems generally include the following:

   a. Four (4) ticket counter transport lines fed by a total of four (4) three-segment feeder belts (total of approximately 571 linear feet of conveyor equipment including feeder belts, power turns, merges, etc.).

   b. One (1) oversize bag check-in line terminating in a dedicated screening room and associated indexing make-up belt (total of approximately 165 linear feet of conveyor equipment including power turns, etc.).

   c. One (1) screening-related subsystem with a total of approximately 714 linear feet of conveyor equipment (including power turns, merges, etc.). These screening systems generally utilize pusher type diverters for distribution to subsystems with in-line EDS machines requiring tracking of baggage for subsequent sortation of bags by their security status via vertical sorters.

   d. Sloped plate make-up carousel (approximately 190 linear feet).

2. Matrix 2 (Center Matrix) consists of one subsystem and a total of approximately 1,297 linear feet of conveyor equipment (including power turns, merges, etc.) in the scope. There are two (2) TSA-provided L3 6600 Examiner EDS in this matrix.

i. Center Matrix and Bag Room related systems generally include the following:

   a. Three (3) ticket counter transport lines fed by a total of three (3) three-segment feeder belts (total of approximately 369 linear feet of conveyor equipment including feeder belts, power turns,
merges, etc.).

b. One (1) screening-related subsystem with a total of approximately 748 linear feet of conveyor equipment (including power turns, merges, etc.). These screening systems generally utilize pusher type diverters for distribution to subsystems with in-line EDS machines requiring tracking of baggage for subsequent sortation of bags by their security status via vertical sorters.

c. Sloped plate make-up carousel (approximately 180 linear feet).

3. Matrix 3 (South Matrix) consists of one subsystem and a total of approximately 1,558 linear feet of conveyor equipment (including power turns, merges, etc.) in scope. There are two (2) TSA-provided L3 6600 Examiner EDS in this matrix.

i. South Matrix and Bag Room related systems generally include the following:

a. Two (2) ticket counter transport lines fed by a total of two (2) three-segment feeder belts (total of approximately 540 linear feet of conveyor equipment including feeder belts, power turns, merges, etc.).

b. One (1) screening-related subsystem with a total of approximately 621 linear feet of conveyor equipment (including power turns, merges, etc.). These screening systems generally utilize pusher type diverters for distribution to subsystems with in-line EDS machines requiring tracking of baggage for subsequent sortation of bags by their security status via vertical sorters.

c. One (1) oversize bag check-in line terminating in a dedicated screening room and associated indexing make-up belt (total of approximately 228 linear feet of conveyor equipment including power turns, etc.).

d. Sloped plate make-up carousel (approximately 169 linear feet).

4. Level 3 Screening Areas

i. Matrix 1 and 2 (North and Center Matrices)
a. The Level 3 Screening Area between Matrix 1 and 2 includes approximately 130 linear feet of conveyor equipment (including power turns, merges, etc.). Two (2) TSA-owned Reveal CT80s are located in this screening area and are not part of the operations and maintenance requirements.

b. There are ten (10) Vaculex devices in this screening area that are included in the operations and maintenance requirements.

ii. Matrix 3 (South Matrix)

a. The Level 3 Screening Area in Matrix 3 includes approximately 133 linear feet of conveyor equipment (including power turns, merges, etc.). One (1) TSA-owned Reveal CT80 is located in this screening area, and is not part of the operations and maintenance requirements.

b. There are six (6) Vaculex devices in this screening area that are included in the operations and maintenance requirements.

5. Verification

It is the responsibility of the proposer to verify information provided herein.

e. To assist the Proposers understand of the magnitude of the Scope of Work outlined above, questions and RTAA responses from the prior solicitation are provided in Attachment E to assist in your evaluation.

2. NON-DISCLOSURE SIGNING REQUIREMENT

Due to the Sensitive Security Information (SSI) nature of the project, all potential proposers and their personnel will be required to sign and return a Non-Disclosure Agreement (NDA) to the RTAA Security Project Representative prior to receiving or viewing any controlled project plans, specifications or other key documents. Such form is available from the Manager of Purchasing and Materials Management and includes the conditions that an individual must abide to control access to the project information released to or gained by them as required by 49 CFR 1520.

Upon receipt of the Non-Disclosure Agreement, prospective proposers may request and have access to design specifications and plans (controlled) that may only be viewed in a Controlled Document Viewing Room located at the Reno-Tahoe International Airport, Building Maintenance Conference Room, Reno, Nevada under the oversight of RTAA personnel. The week of March 17, 2014 is dedicated to the viewing of controlled documents. Prospective proposers must
contact the Project Technician to schedule a viewing time that will be available **only** during this dedicated week.

3. **NON-CONTROLLED/CONTROLLED PROJECT STRUCTURE AND REFERENCE DOCUMENTS**

To assist the proposers in having possession and access to as much information as possible on this SSI project, the proposal documents have been divided physically and functionally into two parts and classifications as relate to their distribution ("Non-Controlled" and "Controlled"). "Non-Controlled" documents include the basic proposal scope, procedures and general project information and are documents that can be physically released to an individual/proposer. Copies of the Request for Proposal document and all addenda issued thereto may be obtained from the Reno-Tahoe Airport Authority, Purchasing and Materials Management Division, by contacting Joyce A. Humphrey, Manager of Purchasing and Materials Management at jhumphrey@renoairport.com or downloaded directly from the Reno-Tahoe International Airport’s website at www.renoairport.com under The Authority – Competitive Solicitations.

"Controlled" documents include especially sensitive information that cannot be physically released to an individual/proposer, but are available on-airport in the Security Project Controlled Document Review Room under controlled/supervised access at set times/dates. Information within the “Controlled” portion consists of design specifications and plans.

4. **CONTROLLED DOCUMENT CONDITIONS OF ACCESS/SCHEDULE**

Controlled documents related to the project will be viewable within the Security Project Controlled Document Review Room. Access to the Review Room will be by appointment only during the week of **March 17, 2014**. In addition to setting an appointment for viewing, any individuals entering the Review Room will be required to have previously submitted a signed NDA to the Purchasing and Materials Management Office, Attention: Joyce Humphrey, Manager of Purchasing and Materials Management. Proposers may contact Loretta McNabb at lmcnabb@renoairport.com or (775) 328-6422 if you would like to make appointments. Appointments will be on a first-come, first serve basis.

5. **PROPOSAL RECEIPT AND OPENING TIME**

It is mandatory that proposals be signed by a duly authorized representative of the firm, and be received and time recorded in the Airport Authority Purchasing and Materials Management Division not later than **2:00 p.m., PDT, May 1, 2014**. Per the official time clock located in the Purchasing and Materials Management Division, proposals will be accepted if date and time stamped on or before 2:00 p.m.; date and time stamps of 2:00:01 p.m. or later will be rejected.

The following schedule has been established for this selection process:
<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>COMPLETION DATE</th>
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</thead>
<tbody>
<tr>
<td>Request for Proposal Available</td>
<td>February 21, 2014</td>
</tr>
<tr>
<td>Mandatory Pre-Proposal Conference</td>
<td>March 17, 2014</td>
</tr>
<tr>
<td>Controlled Document Viewing</td>
<td>Week of March 17, 2014</td>
</tr>
<tr>
<td>Written Questions Due</td>
<td>April 1, 2014</td>
</tr>
<tr>
<td>Written Responses to Questions Issued</td>
<td>April 15, 2014</td>
</tr>
<tr>
<td>Proposals Due</td>
<td>May 1, 2014</td>
</tr>
<tr>
<td>Short List Interviews (if necessary)</td>
<td>Week of June 2, 2014</td>
</tr>
<tr>
<td>Final Negotiations with selected Proposer(s)</td>
<td>Week of June 9, 2014</td>
</tr>
<tr>
<td>Presentation to Board of Trustees/Notice of Award</td>
<td>July 10, 2014</td>
</tr>
<tr>
<td>Contract Commencement Date</td>
<td>September 1, 2014</td>
</tr>
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5.1 Late proposals shall be disqualified from consideration.

5.2 Sealed proposals shall be opened in the Airport Authority Purchasing and Materials Management Division at 2:00 p.m. PDT, May 1, 2014. Only the names of firms submitting proposals shall be read at this time.

5.3 Proposal information shall be kept confidential pending subsequent evaluation and negotiation. Proposal contents shall only be released once the agenda has been posted for award consideration of a contract by the Board of Trustees.

5.4 A proposer may designate information he deems to be “proprietary” in his proposal submission. Nevada law, as set forth in NRS 332.025, defines “proprietary information” to mean:

(a) Any trade secret or confidential business information that is contained in a proposal submitted to a governing body or its authorized representative on a particular contract; or

(b) Any other trade secret or confidential business information submitted to a governing body or its authorized representative by a proposer and designated as proprietary by the governing body or its authorized representative.

As used in this subsection, “confidential business information” means any information relating to the amount or source of any income, profits, losses or expenditures of a person, including data relating to cost, price, or the customers of a proposer which is submitted in support of a proposal. The term does not include the
amount of a proposal submitted to a governing body or its authorized representative.

The proposer shall clearly identify in his proposal any information that he believes constitutes proprietary information within the above definition. The Airport Authority shall, upon review of the proposal, make its own determination whether the information constitutes such proprietary information. If the Airport Authority determines that the information does not constitute such proprietary information, then it shall attempt to contact the proposer, at the address, telephone and/or facsimile number provided by him to the Airport Authority as set forth on the Proposal Schedule, to advise him of its determination. The proposer may then, at his sole discretion: (a) withdraw his proposal; (b) withdraw that portion of his proposal which he continues to believe constitutes proprietary information, regardless of the Airport Authority's contrary determination; or (c) agree to allow the disputed portion of the proposal to be made available for public inspection consistent with the terms of this RFP. The proposer shall notify the Airport Authority, in writing, of his decision within seventy-two (72) hours of the Airport Authority’s contact. The proposer acknowledges that his election to proceed under (b) above might render the remainder of his proposal noncompliant with and unresponsive to this RFP, such that his proposal might be rejected or disqualified. The Airport Authority shall not be liable for any failure by the proposer to receive notice of its determination as to proprietary information, any failure by the proposer timely to respond thereto, and/or any error in the communication or resolution of a proprietary information issue hereunder.

5.5 The Reno-Tahoe Airport Authority reserves the right to negotiate any terms and conditions of proposals received prior to acceptance/rejection of said proposal or contract resulting from proposal.

6. **MANDATORY PRE-PROPOSAL CONFERENCE AND SITE INSPECTION**

A **MANDATORY** pre-proposal conference and site inspection for all proposers intending to submit a proposal will be conducted on **March 17, 2014 at 10:30 a.m. PDT**, commencing in the reception area of the Reno-Tahoe Airport Authority Administrative Offices, 2001 East Plumb Lane, Reno, Nevada.

The site inspection will allow prospective proposers the opportunity to tour and inspect the job site prior to submittal of their response. All prospective proposers intending to submit a proposal as a general contractor are required to attend this conference to be eligible to submit a proposal.
7. **PREPARATION OF THE PROPOSAL**

Proposer shall examine all drawings, specifications, attachments, special instructions, and terms and conditions of the Request for Proposal. Failure to do so will be at the proposer’s risk.

7.1 Any irregularities or lack of clarity in the Request for Proposal should be brought to the attention of the Airport Authority Purchasing and Materials Management Division for correction or clarification.

7.2 Any addenda issued shall forthwith become an integral part of the proposal request. Proposer shall be required to acknowledge receipt of it by signing and returning the addenda with the original proposal document.

7.3 Proposals shall be made only upon the forms provided, included with this Request for Proposal document, with all items filled out, amounts proposed stated both in words and figures, the original signatures of all persons required to sign, and shall be typed or written in blue or black ink. The completed form should be without interlineations, alterations, or erasures unless the signatory initials such.

7.4 In the space provided, a duly authorized representative of the proposing firm shall sign the proposal document and any addenda issued in blue or black ink.

7.5 Proposer shall proofread his proposal carefully for errors.

7.6 Prices quoted shall be F.O.B. destination and exclusive of federal and state taxes, except those relating to taxable materials provided as part of the work.

7.7 In the event of a difference between written words and figures, the amount stated in written words shall govern. In the event of a difference between a unit price and the extended price, the unit price shall govern.

7.8 Proposals must be provided on the proposal forms that are a part of this Request for Proposal document. Proposal forms may not be altered in any manner—this includes the scanning of forms for purposes of reproducing or recreating them. Any alteration of proposal forms may be cause for rejection of the proposal.

7.9 All equipment or supplies offered shall be new, currently in production, and of the manufacturer’s latest design, unless otherwise stated.

7.10 Except where the words or context clearly require a different result, the Authority intends the technical specifications to be performance
specifications that either establish performance requirements or illustrate concepts or levels of quality. Technical specifications contained herein shall be considered “minimum”. Sections of the technical specifications are intended to limit the equipment to a specific manufacturer or place of origin. A proposer deviating from the specifications in these instances must state any and all exceptions. Failure to note exceptions shall be interpreted to convey that the proposer intends to perform in the manner described and/or specified in this proposal solicitation. Other sections of the technical specifications do not sole source or brand specify. In those instances, the equipment or commodity is not limited to a specific manufacturer or place of origin. Any such implied reference shall be deemed inadvertent and shall be interpreted as though the specification shall contain the phrase “or a Reno-Tahoe Airport Authority approved equal or alternate”. However, a proposer deviating from the specifications must state any and all exceptions. Failure to note exceptions shall be interpreted to convey that the proposer shall propose to perform in the manner described and/or specified in this proposal solicitation.

7.11 All proposals shall be submitted in a form and manner as indicated in this Request for Proposal document and by the proposal forms. Any proposal that is not submitted in a form and manner indicated by the Request for Proposal document and proposal forms or that contain information, statements, conditions, or qualifications that place conditions or qualifications on the proposal submittal for purposes of making an award, or that alter any proposal terms, conditions, specifications, or forms that had not previously been approved by written addendum issued by the Manager of Purchasing and Materials Management, or that does not meet legal requirements, shall be declared as a qualified, conditional, or non-responsive proposal and may be rejected without further consideration. Any proposal response that does not fully respond to and comply with all of the detailed terms, conditions, specifications or any requests for information including the execution of the proposal forms may be declared non-responsive by the Airport Authority and rejected without further consideration. The Airport Authority shall not be responsible for errors or omissions of the proposer.

8. **SUBMISSION OF PROPOSAL**

8.1 Seven (7) copies (one original and six photocopies) of the proposal and any addenda thereto shall be enclosed in a sealed box addressed to the Reno-Tahoe Airport Authority Purchasing and Materials Management Division, 2770 Vassar Street, Reno, Nevada 89502 or delivered to the office in person. Proposal box must indicate the name and address of
the proposer, Request for Proposal number 13/14-11, and the opening date.

8.2 Proposer must ensure that the following completed documents are included in his response package.

8.2.1 Disclosure of Principals Form
8.2.2 List of Subcontractors Form
8.2.3 Proposal Surety
8.2.4 Addenda Acknowledgement (if any)
8.2.5 Proposal Schedule
8.2.6 Proposal Surety
8.2.7 Any other documents request herein or in the technical specifications

8.3 In order for a proposal to be considered, it is mandatory that the proposal document be received and time recorded in the Airport Authority Purchasing and Materials Management Division no later than the receiving time specified in the proposal document.

8.4 The Airport Authority assumes no responsibility for errant delivery of proposals, including those relegated to a courier agent who fails to deliver in accordance with the time and receiving point specified.

8.5 The Airport Authority shall not be responsible for the premature or post opening of a proposal that is not properly addressed or identified.

8.6 A proposal submitted by telephone or facsimile will not be accepted.

8.7 Prices offered shall only be considered if they are provided in the appropriate space(s) on the proposal schedule. For consideration, any additions or deductions to the proposal prices offered must be shown under the exceptions section of the proposal. Extraneous numbers, prices, comments etc. appearing elsewhere on the proposal shall be deemed to have no effect on the prices offered in the designated locations.

8.8 When a proposal surety is required, such surety shall be acceptable only in the form of a surety bond, certified check or cashier’s check in the amount stated. The surety must accompany the proposal. After award of the proposal, the surety of the unsuccessful proposer(s) shall be returned. The surety of the successful proposer shall be retained until the agreement form has been executed and the Airport Authority receives performance and payment bonds as well as all insurance certificates.
9. **LATE PROPOSAL**
   A proposal received after the receiving time specified shall be rejected.

10. **WITHDRAWAL OF PROPOSAL**
    A proposal may be withdrawn by written or facsimile notice provided such notice is received prior to the date and time set for the proposal opening.

   10.1 A request for withdrawal of a proposal after award shall not be considered.

11. **NO PROPOSAL**
    In the event the proposer chooses not to submit a response to the solicitation but wishes to remain on the proposer list, indicate “NO PROPOSAL” on the face of the return envelope or Proposal Schedule page of the proposal document, affix firm name and address and return it according to the instructions in Section 8, “Submission of Proposal” above.

12. **PROPOSAL SURETY**
    Response to this Request for Proposal shall include a surety in the amount of ten percent (10%) of the total proposal amount.

   12.1 Surety shall consist of a bond, certified check, or cashier’s check, drawn in favor of the Reno-Tahoe Airport Authority, a quasi-municipal corporation of the State of Nevada.

   12.2 The Airport Authority shall retain the successful proposer’s surety until successful proposer furnishes any required performance bond and labor and materials payment bond, provides proof of insurance certificate, and executes and delivers the resulting agreement. If successful proposer refuses or fails to perform any of the above, he shall forfeit the proposal surety. The forfeiture of the proposal surety is intended by the Airport Authority as a penalty. Should this occur, in addition to forfeiting the proposal surety, the Airport Authority reserves the right to seek any damages resulting from successful proposer’s refusal or failure to perform.

   12.3 Surety of the unsuccessful proposer(s) shall be returned within thirty (30) days of award by the Board of Trustees.

13. **LABOR AND MATERIALS PAYMENT AND PERFORMANCE BONDS**
    Prior to performance as a result of award of this proposal solicitation, the successful proposer and/or subcontractors shall provide the following bonds:

   13.1 A Labor and Materials Payment bond in an amount equal to one hundred percent (100%) of the total amount of the proposal award; and,
13.2 A Performance bond in an amount equal to one hundred percent (100%) of the total amount of the proposal award.

13.3 The Labor and Material Payment and Performance bonds shall be effective from the beginning of the project until the Airport Authority has acknowledged satisfactory performance.

13.4 Bonds shall be drawn in favor of the Reno-Tahoe Airport Authority, a quasi-municipal corporation of the State of Nevada.

14. **CONTRACT PERIOD**

This solicitation may result in an initial five (5) year agreement with two (2) two (2) year renewal options if, in the opinion of the Airport Authority, services rendered have been consistently satisfactory. The term of the first year of the agreement shall be September 1, 2014 through June 30, 2015. Successive years (2-5 and any extensions thereof) will be consistent with the Authority’s fiscal year and will begin on July 1 and end on June 30.

15. **PROJECT ACCESS**

The successful proposer shall be responsible for the complete operations and maintenance of the In-Line Baggage Handling System.

15.1 The Airport Authority guarantees the successful proposer access to job site without undue hindrance or interference in performing work required under the contract. The successful proposer shall perform the project without undue interference to the operation of the Airport Authority. Employees or representatives designated by the Airport Authority have the right to require successful proposer’s employees to take any action necessary to protect the health, safety, and welfare of any employee, tenant, passenger, or visitor. Successful proposer must include in all contracts with subcontractors that the subcontractor’s employees shall comply with the orders of any of the Airport Authority’s designated employees.

15.2 The successful proposer shall exercise reasonable care and caution to avoid any damage to real and personal property of the Airport Authority. Any damage to real and personal property of the Airport Authority due to the actions of the successful proposer’s employees or subcontractors shall be the responsibility of the successful proposer to repair at no additional cost to the Airport Authority.

15.3 The successful proposer shall coordinate security badging of its employees and subcontractors prior to commencement of work and insure compliance with RTAA and TSA security requirements. Security requirements are detailed in Attachment C hereto.
15.4 Failure to comply with any specification herein or with direction from the Airport Authority’s designated employees or representatives may result in a stoppage of work until compliance is restored.

16. PLANS AND SPECIFICATIONS
Issuance of the proposal documents with proposal forms will be authorized through the Reno-Tahoe Airport Authority, Purchasing and Materials Management Division, 2770 Vassar Street, Reno, Nevada 89502 in accordance with the requirements contained in Paragraphs 2 through 4 above.

17. AWARD OF PROPOSAL
Award of proposal shall be made on the basis of the proposal that is most advantageous to the Reno-Tahoe Airport Authority. In all instances, the decision rendered by the Airport Authority shall be final.

17.1 The Airport Authority reserves the right to reject any or all proposals, or parts thereof, and to waive any informalities or irregularities.

17.2 The Airport Authority reserves the right to hold proposals for a period of one hundred twenty (120) days from the date of opening before awarding or rejecting said proposals.

17.3 Severability exists with regard to acceptance or rejection of any item, group of items, or section unless proposer has stipulated specific limitations.

17.4 A contract issued to the successful proposer shall be considered sufficient notification of award of the proposal.

17.5 A contract shall not be assigned to any other person or entity without the consent of the Reno-Tahoe Airport Authority. Requests for assignment shall be submitted, in writing, to the Manager of Purchasing and Materials Management.

18. APPEAL BY UNSUCCESSFUL PROPOSER
Any unsuccessful proposer may appeal a pending proposal award prior to award by the Airport Authority. The appellant must:

18.1 Submit a written appeal to the Manager of Purchasing and Materials Management not later than fourteen (14) business days prior to the date scheduled for award consideration.

18.2 The written notice of appeal must include a statement setting forth, with specificity, the reason(s) the person filing the notice believes the applicable provisions of law were violated.
18.3 Post, with the written appeal, a bond with good and solvent surety authorized to do business in this state or submit other security in a form approved by the Reno-Tahoe Airport Authority, who will hold the bond or other security until a determination is made on the appeal.

18.4 Post the bond or other security with the notice of appeal in an amount equal to the lesser of twenty-five percent (25%) of the total value of the proposal submitted by the person filing the notice of appeal or two hundred fifty thousand dollars ($250,000).

18.5 A notice of appeal filed in accordance with the provisions herein operates as a stay of action in relation to the awarding of any contract until a determination is made by the Reno-Tahoe Airport Authority on the appeal.

18.6 A person who makes an unsuccessful proposal may not seek any type of judicial intervention until the Reno-Tahoe Airport Authority has made a determination on the appeal and awarded the contract.

18.7 The Reno-Tahoe Airport Authority is not liable for any costs, expenses, attorney’s fees, loss of income, or other damages sustained by a person who makes a proposal, whether or not the person files a notice of appeal pursuant to this section.

18.8 If an appeal is granted, the full amount of the posted bond will be returned to the appellant. If the appeal is denied or not upheld, the Reno-Tahoe Airport Authority may make a claim against the bond or other security in an amount equal to the expenses incurred by the Reno-Tahoe Airport Authority because of the unsuccessful appeal. Any money remaining after the claim has been satisfied shall be returned to the appellant.

19. QUESTIONS/CLARIFICATIONS

Questions regarding the Request for Proposal shall be directed to Joyce A. Humphrey, Manager of Purchasing and Materials Management, at (775) 328-6676, or e-mailed to jhumphrey@renoairport.com and must be submitted not later than April 1, 2014. Responses to questions submitted shall be published in an addendum and posted to the Authority’s website.

19.1 Communications from prospective proposers, such as in person, by telephone, voice-mail, electronic mail, facsimile or other similar means, to any Trustee, officer, agent or employee of the Airport Authority, other than the Manager of Purchasing and Materials Management, are prohibited. The sole exception to the strict non-communication requirement shall be contact with Loretta McNabb to schedule an appointment to review controlled documents. Except for inquiries directed through the Manager of
Purchasing and Materials Management, the Airport Authority, through its officers and employees, will not meet nor otherwise communicate individually with prospective proposers. The Airport Authority may, at its sole discretion, disqualify any proposer who fails to observe this requirement.

19.2 If any questions or responses require revision to this solicitation as originally published, such revisions will be by formal addendum only.

19.3 The Manager of Purchasing and Materials Management, at her sole discretion, may designate an agent or representative to communicate directly with prospective proposers on proposal technical issues.

20. **ADDENDA**

The Authority Purchasing and Materials Management Division shall issue all addenda to this Request for Proposal in writing. Additionally, all Proposers should continually monitor the Authority’s web site (www.renoairport.com) under The Authority – Competitive Solicitations to ensure receipt of any addenda associated with this RFP. Proposers are solely responsible for checking the Airport Authority’s website for any addenda issued for this solicitation.

21. **INSURANCE REQUIREMENTS**

Attachment A to this Request for Proposal specifies the insurance and indemnification requirements established by the Airport Authority for projects and services as described herein and shall be incorporated and made a part of any agreement resultant from award of this proposal. The cost of any required insurance coverages shall be borne by the proposer.

22. **AGREEMENT FORM**

Attachment B hereto shall form the basis for the resulting agreement for this work.

23. **PROPOSER EXPENSES**

Prospective proposers are solely responsible for their own expenses in preparing any proposal.

24. **TAX EXEMPTION**

The Reno-Tahoe Airport Authority is not tax exempt from materials provided by the successful proposer in the performance of the contract. The Airport Authority is tax exempt in all other respects from Nevada State Sales Tax by act of the Nevada State Legislature, N.R.S. §§ 372.325, which exempts all local governments within the State of Nevada. The Airport Authority is also exempt from Federal Excise Tax.
25. **CHANGE ORDERS**
No change orders shall be authorized without the express written permission of the Airport Authority Facilities and Maintenance Division.

26. **SITE MAINTENANCE**
Throughout the contract period, the successful proposer and subcontractors shall maintain the work sites and all equipment used in the work in compliance with applicable health and safety rules and regulations and in such a manner necessary to ensure the health, safety, and welfare of any employee, tenant, passenger, visitor, inspection personnel, and contractor's and subcontractors' employees who may come in contact with the site prior to completion of the project.

26.1 During the contract period, the Airport Authority will provide a dumpster for depositing waste generated in the maintenance of the baggage handling system. Site maintenance is required on a daily basis. Hazardous waste materials (e.g., batteries, etc.), are excluded and shall be the responsibility of the successful proposer.

26.2 The successful proposer shall be responsible for clean-up at the sites, including removal of debris and excess materials and a thorough cleaning of all areas that were affected by the work of the successful proposer or his subcontractors as acceptable to the Airport Authority.

27. **INFORMATION TO BE SUBMITTED WITH THE PROPOSAL**
Proposers shall provide the following information with their proposal submission. Failure to provide any of the information below may be cause for rejection of proposal. Each proposal shall conform to the requirements set forth in this section. **The proposal shall include all information requested in this RFP presented in a clear and concise manner and in the order requested below. Conformation to the requested order of the proposal response will be taken into consideration in the evaluation process.** Each proposal must include the following elements:

27.1 Cover letter signed by a representative empowered to enter into contracts on behalf of proposer.

27.2 Title page to include the name and number of the RFP, proposer’s legal name and its contact person’s name, address, phone, facsimile number, and e-mail address.

27.3 Table of contents listing major sections and subsections of the proposal that correspond to the requirements of this RFP.
27.4 Executive summary to provide an overview of the proposer’s qualifications to accomplish the contract and shall include the following:

27.4.1 Years in business under current company name
27.4.2 Total years in business of providing maintenance and operations services for Baggage Handling Systems
27.4.3 North America office locations
27.4.4 An all-inclusive list of completed maintenance projects similar to the current maintenance project herein identifying the scope of work, year completed, contract value, location, name of client, client address, and contact name and telephone number
27.4.5 An all-inclusive list of maintenance projects similar to the current maintenance project that are currently under contract identifying the scope of work, contract value, location, name of client, client address, and contact name and telephone number

27.5 List of references (not less than five) to include client name, address, contact person and telephone number, maintenance project, contract value, and date(s) of maintenance project(s), personnel associated, and e-mail addresses

27.6 Financial capability to include the following information:

27.6.1 Current bonding capacity
27.6.2 Total annual volume of work
27.6.3 Dunn and Bradstreet rating
27.6.4 Letter evidencing insurability

27.7 Organizational structure to include:

27.7.1 Corporate officers
27.7.2 Short business history of proposer and its team members
27.7.3 Proposed team members and subcontractors; identify principal in charge, project manager, etc., and provide resumes for each of the individuals
27.7.4 Organizational chart of proposed team members
27.7.5 Demonstrate proposer’s ability to commit necessary resources to the maintenance project

27.8 Detailed work plan to include:

27.8.1 Prepare a detailed project approach to demonstrate an understanding of the complexity of the management and execution of the maintenance project by listing and describing the activities,
level of effort, required staffing by classification and/or job function, and a description of the tasks and steps your company feels are necessary to accomplish this effort

27.8.2 Summarize the key issues and challenges related to the successful implementation of these services and why your company is best suited to provide these services

27.8.3 Describe how your firm will coordinate efforts with the activities and responsibilities of RNO, TSA, and air carriers (users of the BHS)

27.8.4 Describe the firm’s understanding of the contract and your capabilities to manage, operate, maintain, and repair baggage handling systems installed by Glidepath or other like companies

27.8.5 Describe the firm’s experience with Brock Solutions, the proprietary software provider for the system software controls

27.8.6 Discuss your company’s experience with, knowledge of, and approach to the following:

27.8.6.1 Efficient and effective operations
27.8.6.2 Central Control Room operations
27.8.6.3 Preventative maintenance, corrective action/emergency maintenance, and problem resolution
27.8.6.4 Differentiating between “warranty” issues and “maintenance” issues
27.8.6.5 Quality assurance
27.8.6.6 Supplies and spare parts control
27.8.6.7 Maximo, (Computerized Maintenance Management System)

27.8.7 Provide a sample staffing plan/schedule that includes support for the CCR dealing with bag jams, faults in Matrix 1 (North), Matrix 2 (Center), Matrix 3 (South), all conveyor lines addressing mechanical and electrical problems, preventative maintenance, and Brock Solutions telephone support

27.8.8 Review contingency plan/disaster recovery plan and the plan for orderly shutdown (process and procedures)

27.9 Description in detail of the work plan, equipment, and services to be provided in order to meet each of the requirements contained in the operations and maintenance specifications, including:

27.9.1 Long term preventative and corrective maintenance program. The operations and maintenance specifications contain a list of features, components, and subsystem with performance requirements and
equipment preferences that shall be addressed and met in the proposal submission.

27.9.2 The proposer must clearly describe the characteristics of the proposed equipment or system and the proposed suppliers of all equipment. The proposals shall contain sufficient information, drawings, function descriptions, engineering data, technical data, and testimonials to establish the suitability of each and every element described in the operations and maintenance specifications.

27.10 Approach to managing and protecting Sensitive Security Information (SSI)

27.10.1 Provide a detailed description of the approach to managing and protecting sensitive security information involved with this contract. The description shall include an overview of electronic and paper-based document management systems to be utilized. The discussion shall include how SSI will be managed both with the proposer’s firm and any teaming partners. Proposers must clearly demonstrate an ability to protect the SSI contained in the documents.

27.11 All information required in the Proposal Schedule

27.12 All executed forms listed in Section 8.2 above

27.13 Additional information as deemed necessary to demonstrate qualifications and support the Authority’s review of the proposal for the evaluation criteria listed in Section 41 (Evaluation Criteria) of this Request for Proposals.

28. STATUS OF SUCCESSFUL PROPOSER
Successful proposer shall have the status of an “Independent Contractor” as defined by N.R.S. §§ 284.173 and shall not be entitled to any of the rights, privileges, benefits, and emoluments of either an officer or employee of the Reno-Tahoe Airport Authority.

29. DISCLOSURE OF PRINCIPALS
Proposers shall complete and return with their proposal response the single copy of the form entitled “Disclosure of Principals” included with this Request for Proposal.

30. ASSIGNMENT
No assignment of any agreement resulting from award of this proposal shall be allowed including the right to receive payment without the express written
permission of the Manager of Purchasing and Materials Management or her designee.

31. EXCEPTIONS TO SPECIFICATIONS
In the space provided on the Proposal Schedule, proposers shall note any and all exceptions to the specifications and/or the terms and conditions contained herein. Submittal of a specification sheet alone shall not be considered sufficient notification of exceptions.

31.1 For consideration, substitutions and/or equal offerings must be disclosed under the exceptions section of this Request for Proposal in order that the Airport Authority may determine their acceptability prior to award of the proposal.

31.2 Failure to note exceptions on the Proposal Schedule shall be interpreted to convey that the proposer agrees to perform in the manner described and/or specified in this Request for Proposal.

31.3 The Airport Authority shall reserve the right to accept or reject any or all alternatives or exceptions offered based solely on the value of said alternatives or exceptions to the Airport Authority.

32. NOTICE TO PROCEED
The Airport Authority Facilities and Maintenance Division shall issue a written Notice to Proceed upon satisfactory evidence from the Manager of Purchasing and Materials Management that the contract has been executed and all licensing, bonding, and insurance requirements have been met. Successful proposer shall not perform on any portion of a resultant agreement with the Airport Authority without said written notification that shall be in the form of an Airport Authority purchase order or agreement form.

33. FAILURE TO PERFORM PROPERLY
If the successful proposer shall neglect to prosecute the work properly or fail to perform any provision of the resulting agreement, the Airport Authority, after five (5) working days written notice to the successful proposer may, without prejudice to any other remedy it may have, make good such deficiencies and deduct the cost thereof from the payment then or thereafter due the successful proposer.

34. DEFAULT AND TERMINATION OF CONTRACT
If the Contractor:

34.1 Fails to begin the work under the resulting agreement within the time specified in the Notice to Proceed, or
34.2 Fails to perform the work under the agreement with sufficient workmen and equipment or with sufficient materials to assure the prompt completion of the work, or

34.3 Performs the work unsuitably or neglects or refuses to remove materials or to perform anew such work as may be rejected as unacceptable or unsuitable, or,

34.4 Discontinues the prosecution of the work, or

34.5 Fails to resume work that has been discontinued within a reasonable time after notice to do so, or

34.6 Becomes insolvent or is declared bankrupt or commits any act of bankruptcy or insolvency, or

34.7 Allows any final judgment to stand against him unsatisfied for a period of five (5) days, or

34.8 Makes an assignment for the benefit of creditors, or

34.9 For any other cause whatsoever, fails to carry on the work in an acceptable manner, the Airport Authority will give notice in writing to the successful proposer and his surety of such delay, neglect, or default, or

34.10 Executes, terminates, or changes a subcontractor agreement on the project after submission of proposal without previous written permission of the Airport Authority, or

If the successful proposer or surety, within the time period specified in the Technical Specifications, does not proceed in accordance therewith, the Airport Authority shall have full power and authority without violating the agreement to take the prosecution of the work out of the hands of the successful proposer. The Airport Authority may, at its option, call upon the surety to complete the work in accordance with the terms of the agreement, or may take over the work, including any or all materials and equipment on the project as may be suitable and acceptable, and may complete the work by force account, or may enter into a new agreement for the completion of said agreement according to the terms and provisions thereof, or use such other methods as, in the Airport Authority’s opinion, will be required for the completion of said contract in an acceptable manner.

All costs and charges incurred by the Airport Authority together with the cost of completing the work under the agreement shall be deducted from the money that may become due the successful proposer. In case the expense so incurred by the
Authority shall be less than the sum that would have been payable under the agreement if it had been completed by the successful proposer, then the successful proposer shall be entitled to receive the difference. In case such expense shall exceed the sum that would have been payable under the agreement, then the successful proposer and his surety shall be liable and shall pay the Airport Authority the amount of said excess.

35. **NONDISCRIMINATION**

In connection with the performance of work under the resulting agreement, the successful proposer agrees not to discriminate against any employee or applicant for employment because of race, creed, color, national origin, sex, sexual orientation, or age. Such agreements shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training including apprenticeship. Any violation of such provision by the successful proposer shall constitute a material breach of contract. Further, successful proposer agrees to insert this nondiscrimination provision in all subcontracts hereunder, except subcontracts for standard commercial supplies or raw material.

36. **SUBCONTRACTORS**

Each proposer shall submit with his proposal, on the form provided, the name of each subcontractor who will provide labor or a portion of the work or improvement to the contractor for which he will be paid an amount exceeding five percent (5%) of the prime contractor’s total proposal, and the portion of the work that each subcontractor will do. If the proposer fails to name the subcontractors in his proposal, he shall be deemed to have agreed to perform such portion of the work himself and shall not be permitted to subcontract said portion of the work without previous written permission of the Airport Authority.

37. **FUNDING RESTRICTIONS**

The Airport Authority reserves the right to cancel the award in whole or in part or reduce the scope necessary without prejudice or liability to the Airport Authority if funding is not available or if legal restrictions are placed upon the expenditure of monies for this category of services. Should this occur, the Airport Authority shall advise the successful proposer in writing.

38. **PROPOSAL SURETY**

Response to this Request for Proposal shall include a surety in the amount of ten percent (10%) of the total proposal amount.

38.1 Surety shall consist of a bond, certified check, or cashier’s check, drawn in favor of the Reno-Tahoe Airport Authority, a quasi-municipal corporation of the State of Nevada.
38.2 The Airport Authority shall retain the successful proposer’s surety until successful proposer furnishes any required performance bond and labor and materials payment bond, provides proof of insurance certificate, and executes and delivers the resulting agreement. If successful proposer refuses or fails to perform any of the above, he shall forfeit the proposal surety. The forfeiture of the proposal surety is intended by the Airport Authority as a penalty. Should this occur, in addition to forfeiting the proposal surety, the Airport Authority reserves the right to seek any damages resulting from successful proposer’s refusal or failure to perform.

38.3 Surety of the unsuccessful proposer(s) shall be returned within thirty (30) days of award by the Board of Trustees.

39. **LABOR AND MATERIALS PAYMENT AND PERFORMANCE BONDS**
Prior to performance as a result of award of this proposal solicitation, the successful proposer and/or subcontractors shall provide the following bonds:

39.1 A Labor and Materials Payment bond in an amount equal to one hundred percent (100%) of the total amount of the proposal award; and,

39.2 A Performance bond in an amount equal to one hundred percent (100%) of the total amount of the proposal award.

39.3 The Labor and Material Payment and Performance bonds shall be effective from the beginning of the project until the Airport Authority has acknowledged satisfactory performance.

39.4 Bonds shall be drawn in favor of the Reno-Tahoe Airport Authority, a quasi-municipal corporation of the State of Nevada.

40. **METHOD OF PAYMENT**
The method of payment applicable to any subsequent agreement is outlined in Attachment D, Technical Specifications.

41. **EVALUATION CRITERIA**
The Airport Authority’s Evaluation Committee shall review each proposer’s initial proposal and select the proposers that it determines to be the most qualified to undertake the project, in the Airport Authority’s sole discretion, pursuant to the evaluation criteria set forth in this section. A proposer may be required to submit additional or supplemental information to the Airport Authority to facilitate this selection process. An initial proposal may be rejected if it is determined by the Airport Authority to be non-responsive provided that the Airport Authority reserves the right to waive any irregularities or technicalities that it determines, in its sole discretion, to be minor in nature and in the best interests of the Airport Authority.
Further, any response may be rejected if it is determined by the Airport Authority that the proposer is not capable of performing the project satisfactorily or due to the failure of the proposer to provide information requested relating to such determination.

The evaluation criteria utilized to evaluate proposals received shall include, but not be limited to, the following:

41.1 Overall qualifications and experience of the proposer team in the BHS operations and maintenance services market, including subconsultants, and other team members;

41.2 Experience of the proposer and other team members with installation and support of a Glidepath BHS or a BHS of similar complexity, with similar capabilities, for multiple airports;

41.3 Experience of the proposer with Brock Solutions for proprietary controls of software;

41.4 Responsibility to contract with Brock Solutions for controls service and support to cover both the machine level controls and the upper level software, remote access, and site visits as required;

41.5 Technical and project management qualifications and experience of the project manager and other key personnel assigned to the contract;

41.6 Quality of references for the firm and other team members with particular emphasis on references for BHS installation and support within the past five (5) years and particularly where the cited systems are similar in scope to the RNO BHS in terms of capabilities, overall complexity, Brock Solutions controls, and other key factors;

41.7 Availability of the overall project manager and other key personnel assigned to the contract to perform the duties required;

41.8 Understanding of and responsiveness to the technical requirements set forth in operations and maintenance specifications, Attachment D, hereto;

41.9 Capabilities and resources related to ongoing system maintenance, support, and day to day system administration;

41.10 Proposed cost for operations and maintenance services;
41.11 Overall quality of submittal, including compliance with the required format, completeness, responsiveness, and intelligibility;

41.12 DBE/EEO participation (i.e. does the proposer’s team structure include certified minority or female business enterprise team members).

The Airport Authority reserves the right to reject any proposer that does not satisfy the Airport Authority as to its ability to perform the work successfully. Causes for disqualification or rejection may include, but are not limited to, the following:

- Lack of ability, capacity, and skill of proposer firm to perform the contract or to provide the services required promptly or within the specified time;
- Lack of character, integrity, reputation, judgment, experience, and efficiency of proposer firm;
- Inadequate performance of previous contracts or services by proposer firm;
- Lack of previous and existing compliance of proposer firm with laws or ordinances relating to the contract;
- Insufficient financial resources and financial ability of proposer firm to perform the contract;
- Inadequate quality, availability and adaptability of the supplies or services proposed by proposer’s qualification statement to the particular use required for the contract.

Based upon the proposals received, the Airport Authority shall shortlist the top three firms whose proposals are deemed acceptable for an oral interview. Interviews, if deemed required, shall be conducted at the Airport Authority offices located at the Reno-Tahoe International Airport.

Proposers will, in final, be ranked in accordance with the evaluation of their written proposals, oral interviews (if required), reference checks, and other information that may be available to the Airport Authority. Subsequent to the final ranking, the Airport Authority may elect to schedule site visits to those locations wherein the top ranking proposers have operated and maintained baggage handling systems similar in nature to that specified herein. The Airport Authority shall schedule and pay for such site visits and the proposers’ attendance at the site visits shall be at the discretion of the Airport Authority.

Final award recommendation will be to the highest ranked proposer. The contract, if awarded, will be to the responsive and responsible proposer whose proposal
complies with the requirements prescribed in the Request for Proposals and is considered most advantageous to the Airport Authority all factors considered. The successful proposer shall be notified in writing that his proposal has been accepted and that he has been awarded the contract.

42. **NON-COLLUSION**
Proposers, by submitting a signed proposal, certify that the accompanying proposal is not the result of, or affected by, any act of collusion with any other person or company engaged in the same line of business or commerce or any other fraudulent act.

43. **FEES AND PERMITS**
The Airport Authority shall be responsible for obtaining all necessary permits for the project as may be required by any governing authority. Airport Authority fees for permits shall be waived.

44. **SAFETY PROGRAM**
The successful proposer shall be familiar with and meet all applicable occupational safety and health standards adopted by the State of Nevada Division of Occupational Safety and Health. In addition, the successful proposer shall be responsible for initiating, maintaining, and supervising all safety precautions and programs in connection with the work and to take all necessary precautions to prevent damage, injury, or loss to:

44.1 All employees on the job and all other persons who may be affected thereby; and

44.2 All the job-related materials and equipment to be incorporated herein, whether in storage on or off the site.
**EXHIBIT A**  
**PROPOSAL SCHEDULE**  
**BASE PROPOSAL**

Proposer is required to fill in the table below.

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<th>Initial Term Of the Agreement</th>
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*Use Exceptions section below to explain*

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### MINORITY STATUS:
Has this firm been certified as a minority, woman, or disadvantaged business enterprise by any governmental agency?  
- Yes ☐ 
- No ☐  
If yes, please specify government agency:  

Date of certification:  

The above is for information only. The Airport Authority encourages minority business participation; however, no preferences shall be given.

### EXCEPTIONS:
Does the proposer take exception to any of the terms and conditions of this Request for Proposal and attachments hereto or the plans, drawings, or specifications?  
- Yes ☐ 
- No ☐  
If yes, please indicate the specific nature of the exception or clarification in the space provided below. Attach additional sheet(s) if necessary.

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EXHIBIT B

PROPOSER’S CERTIFICATION

As a Proposer, the company listed below has carefully examined the Reno-Tahoe Authority Request for Proposal (RFP) 13/14-11 that includes scope, requirements for submission, general information and the evaluation and award process.

The proposer below acknowledges receipt and incorporation of the following addenda, and the cost, if any, of such revisions has been included in the terms and conditions of the In-Line Baggage Handling System Operations and Maintenance solicitation.

Addendum #________ Date:______ Addendum #________ Date:______
Addendum #________ Date:______ Addendum #________ Date:______

The Proposer hereby proposes to provide the services requested in this Proposal. I agree to hold the pricing formulas contained in this bid from the date of award through the end of the initial contract period. The Proposer agree that the Authority terms and conditions herein shall take precedence over any conflicting terms and conditions submitted with the Proposal and agree to abide by all conditions of this document.

I certify that all information contained in the Proposal is truthful to the best of my knowledge and belief. As a representative of the Proposer, I further certify that I am duly authorized to submit this Proposal on behalf of the company as its agent and that the company is ready, willing and able to perform if awarded a contract.

I further certify that this Proposal is made without prior understanding, agreement, connection, discussion, or collusion with any other person, company, or corporation submitting a Proposal for the same product or service; no officer, employee, or agent of the Authority or of any other Company who is interested in said Proposal; and that the undersigned executed this Proposer’s Certification with full knowledge and understanding of the matters therein contained and was duly authorized to do so.

______________
NAME OF BUSINESS

______________
MAILING ADDRESS

______________
AUTHORIZED SIGNATURE

______________
CITY, STATE AND ZIP CODE

______________
NAME AND TITLE (TYPED)

______________
TELEPHONE NUMBER/FAX NUMBER

______________
FEDERAL IDENTIFICATION #

______________
E-MAIL ADDRESS
## DISCLOSURE OF PRINCIPALS

(Please print or type)

---

**Company Name**

---

**Street Address**

---

**City, State, and Zip Code**

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### NAMES OF OFFICERS, MEMBERS, OR OWNERS, PARTNERSHIP, ETC.

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If further space is required please attach additional pages.
LIST OF SUBCONTRACTORS
(Please print or type)

1. **Name of Business:** ________________________________
   **Address:** ______________________________________
   **Type of Work:** __________________________________
   **Contractor’s License Number:** _____________________

2. **Name of Business:** ________________________________
   **Address:** ______________________________________
   **Type of Work:** __________________________________
   **Contractor’s License Number:** _____________________

3. **Name of Business:** ________________________________
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5. **Name of Business:** ________________________________
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Type of Work: ____________________________________________

Contractor’s License Number: ________________________________

6. Name of Business: ______________________________________

Address: ________________________________________________

Type of Work: ____________________________________________

Contractor’s License Number: ________________________________

7. Name of Business: ______________________________________

Address: ________________________________________________

Type of Work: ____________________________________________

Contractor’s License Number: ________________________________

8. Name of Business: ______________________________________

Address: ________________________________________________

Type of Work: ____________________________________________

Contractor’s License Number: ________________________________
PROPOSAL SURETY

KNOW ALL MEN BY THESE PRESENT, that we, the undersigned ____________________________________________________________, as Principal, and ____________________________________________________________, as Surety, are hereby held and firmly bound unto the Reno-Tahoe Airport Authority, Reno, Nevada, as an Owner, in the sum of __ __ ___________________________ DOLLARS ($______________________) for the payment of which, well and truly to be made, we hereby jointly and severally bind ourselves, our heirs, executors, administrators, successors and assigns.

Signed this _______ day of ___________________, 2014.

The condition of the above obligation is such that whereas the Principal has submitted to the Reno-Tahoe Airport Authority, Reno, Nevada, a certain proposal, attached hereto and hereby made a part hereof, to enter into a Contract in writing for ____________________________________________________________ (RFP No. 13/14-11).

NOW, THEREFORE: If said proposal shall be rejected, or in the alternative, if said proposal shall be accepted and the Principal shall execute and deliver a contract in accordance with the provisions of this Proposal Document RFP No. 13/14-11 and shall in all other respects perform the agreement created by the acceptance of said proposal, then this obligation shall be void.

Otherwise, the same shall remain in force and effect, and the sum herein specified paid over to the Owner; it being expressly understood and agreed that the liability of the Surety for any and all claims hereunder shall, in no event, exceed the amount of the obligation as herein stated.

The Surety, for value received, hereby stipulates and agrees that the obligations of said Surety and its bond shall be in no way impaired or affected by any extension of time within which the Owner may accept such proposal; and said surety does hereby waive notice of any such extension.

IN WITNESS WHEREOF, the Principal and the Surety have here unto set their hands and seals and such of them as are corporations have caused their corporate seal to be hereto affixed and these presents to be signed by their proper officers, the day and year set forth above.

Principal

(SEAL)

By:___________________________

Surety

(SEAL)

By:___________________________

NOTE: The person executing this bond on behalf of the Surety must attach power of attorney or other appropriate proof of authority to do so.
PERFORMANCE BOND

KNOW ALL MEN BY THESE PRESENT, that we, the undersigned ____________________

(Name and Address or Legal Designation of Contractor)

as Principal, and ____________________,

(Legal Designation and Address of Surety)

authorized to do business of surety in the State of Nevada, as Surety, hereinafter called
"Surety", are held and firmly bound unto the RENO-TAHOE AIRPORT AUTHORITY, a
quasi-municipal corporation of the State of Nevada, as Obligee, hereinafter called
"Owner" in the amount of ___________________________ dollars ($__ ____________) for the payment of such amount, will and truly to be made to the Owner
and to its successors, the Principal and Surety bind themselves, their heirs, executors,
administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, Principal has by written agreement dated ___________ entered into
contract with Owner for Reno-Tahoe International In-Line Baggage Handling System
Operations and Maintenance, which contract and exhibits, if any, hereinafter called
"Contract", are attached hereto and by reference made a part hereof as if fully and
completely set out in full herein: and

WHEREAS, under the Contract, said Principal agrees to perform certain duties
with the time limits set out in the Contract in accordance with the terms, specifications and
conditions contained in the Contract.

NOW, THEREFORE, THE CONDITION OF THIS OBLIGATION is the condition
that if the Principal as Contractor in the Contract shall faithfully perform each and all of
the conditions of the Contract to be performed by Contractor, at the times and places therein
agreed upon and in conformity with the terms, specifications and conditions stated and
referred to in the Contract, then this obligation shall be void; otherwise, it shall remain and
be in full force and effect and the sum of ___________________________ DOLLARS
($___________________) shall be payable to Owner on demand.

THE SURETY, for value received, hereby stipulates and agrees that no
prepayment or delay in payment and no change, extension, addition or alteration of any
provision of the Contract or in the plans, profiles, detailed drawings, specifications, and no
forbearance on the part of Owner shall operate to relieve Surety from liability in this given
bond and consent thereto without notice to or consent by Surety is hereby given, and the
Surety hereby waives provisions of any law relating thereto; Surety shall further be bound
to take notice and shall be held to have knowledge of all acts or omissions of the
Principal, its agents and representatives in such matter pertaining to the Contract and
Surety further relieves Owner and its representatives from the exercise of any diligence
whatsoever in securing compliance on the part of the Principal with the aforesaid provisions of the Contract.

THIS BOND is executed and no right of action shall accrue on this bond to or for the use of any person or corporation other than the Owner named herein or the heirs, executors, administrators or successors of Owner.

IN WITNESS WHEREOF, the above bounden Principal and the above bounden Surety hereunto set their hands and seals this ____ of ________, 2014.

IN THE PRESENCE OF:

______________________________
Principal (Seal)

______________________________
Title (Seal)

______________________________
Surety (Seal)

______________________________
Title Attorney-in-Fact

NOTE: The person executing this bond on behalf of the Surety must attach power of attorney or other appropriate proof of authority to do so.
LABOR AND MATERIALS PAYMENT BOND

KNOW ALL MEN BY THESE PRESENT, that we, the undersigned ____________________________ 
(Name and Address or Legal Designation of Contractor) 
as Principal, and ____________________________ 
(Legal Designation and Address of Surety) 
authorized to do business of surety in the State of Nevada, as Surety, hereinafter called "Surety", are held and firmly bound unto the RENO-TAHOE AIRPORT AUTHORITY, a quasi-municipal corporation of the State of Nevada, as Obligee, hereinafter called "Owner", for the use and benefit of claimants supplying labor or materials to the Principal or to any of the Principal's subcontractors in the prosecution of the work provided for in the Contract referred to below in the amount of ____________________________ DOLLARS ($__________________________) for the payment whereof Principal and Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, Principal has by written agreement dated __________________ entered into contract with Owner for Reno-Tahoe International In-Line Baggage Handling System Operations and Maintenance, which contract exhibits, if any, hereinafter called "Contract", are attached hereto and by reference made a part hereof as if fully and completely set out in full herein; and

NOW THEREFORE, THE CONDITION OF THIS OBLIGATION is such that if Principal shall promptly make payment to all claimants as hereinabove defined for all labor and material used or reasonably required for use in the performance of this Contract, then this obligation shall be void; otherwise it shall remain in full force and effect.

THIS BOND is executed for the purpose of complying with the laws of the State of Nevada, and all acts amendatory thereof, and this Bond shall inure to the benefit of any and all persons who perform labor upon or furnish materials to be used in or furnish appliances, teams or power contributing to the work described in said Contract in accordance with the provisions of the Nevada Revised Statutes.
IN WITNESS WHEREOF, the above bounden Principal and the above bounden Surety hereunto set their hands and seals this ____ day of _______, 2014.

IN THE PRESENCE OF:

________________________________
Principal  (Seal)

________________________________
Title

________________________________
Surety  (Seal)

________________________________
Title  Attorney-in-fact

NOTE: The person executing this bond on behalf of the Surety must attach power of attorney.
INTRODUCTION
The Reno-Tahoe Airport Authority (Authority) has established specific indemnification, insurance, and safety requirement for contracts to help assure that reasonable insurance coverage is purchased and safe working conditions are maintained. Indemnification and hold harmless clauses are intended to assure that a Contractor accepts and is able to pay for the loss or liability related to its activities.

The Contractor’s attention is directed to the insurance requirements below. It is highly recommended that the Contractor confer with its respective insurance carriers or brokers to determine in advance of bid/proposal submission the availability of insurance certificates and endorsements as prescribed and provided herein. If there are any questions regarding these insurance requirements, it is recommended that the agent/broker contact the Authority Manager of Finance directly at (775) 328-6830. If the successful Contractor fails to comply strictly with the insurance requirements, that Contractor may be disqualified from award of the contract.

INDEMNIFICATION AGREEMENT
The Contractor shall keep and hold the Authority, its Board of Trustees and its officers, directors, agents, servants, and employees harmless from any and all liabilities, losses, suits, claims, judgments, fines, penalties, demands or expenses, including all reasonable costs for investigation and defense thereof (including, but not limited to, attorneys’ fees, court costs, and expert fees), claimed by anyone by reason of injury or damage to persons or property sustained in or about the Airport, as a proximate result of the acts or omissions of the Contractor, its agents, servants, or employees, or arising out of the operations of the Contractor upon and about the Airport, excepting such liability as may result from the sole negligence of the Authority, its officers, directors, servants, agents and employees. Contractor shall further use legal counsel reasonably acceptable to the Authority in carrying out Contractor's obligations hereunder. Any final judgment rendered against the Authority for any cause for which Contractor is liable hereunder shall be conclusive against Contractor as to liability and amount, where the time for appeal therefrom has expired. The Indemnity provisions set forth herein shall survive the expiration or early termination of any Agreement.

CONTRACTOR PROVIDED INSURANCE
The Contractor shall provide the following insurance coverage for itself, all subcontractors, suppliers, material men, and all others accessing the project on the Contractor’s behalf.
CONTRACTOR’S LIABILITY
Airport Liability Insurance shall be provided with an occurrence limit of at least $1,000,000 each occurrence with a per location general aggregate of $1,000,000 for the following coverages:

1. Bodily injury liability including death at any time resulting therefrom
2. Property damage liability including loss of use thereof
3. Premises and operations
4. Products and completed operations
5. Contractual (excluding professional liability)
6. Independent contractors
7. Broad form property damage (including completed operations)
8. Explosion, collapses, and underground hazards
9. Cross liability or severability of interests clause
10. Advertising injury
11. Personal injury liability that means injury, other than bodily injury, arising out of one or more of, but not limited to the following offenses:
   11.1 False arrest, detention or imprisonment;
   11.2 Malicious prosecution;
   11.3 Wrongful entry into, or eviction of a person from, a room, a dwelling, or premises that the person occupies;
   11.4 Oral or written publication of material that slanders or libels a person’s or organization's goods, products, or services; or
   11.5 Oral or written publication of materials that violates a person’s right of privacy.

Completed operations and Contractual Liability coverage under this policy shall be maintained in force until three years following completion or termination of the contract with a limit of not less than $1,000,000 per occurrence.

BUILDER’S RISK
Builder's Risk or Course of Construction Insurance insuring on a "risks of direct physical loss" basis, with a limit equal to the full insurable value or the maximum probable loss and covering the project and all materials and equipment to be incorporated therein, including property in transit or elsewhere and insuring the interests of the Authority, Contractor and its subcontractors of any tier providing equipment, materials, or services for the project.

INDUSTRIAL INSURANCE
The Contractor and its subcontractor shall procure Nevada Worker’s Compensation Insurance as evidenced by a Certificate of Insurance from an acceptable insurance company covering contractor’s employees for at least the statutorily required limits.

Employer’s Liability Insurance with a minimum limit of $1,000,000 per occurrence, including stop gap insurance.
COMPREHENSIVE AUTOMOBILE LIABILITY COVERAGE
The Contractor or subcontractor shall be responsible for maintaining Automobile Coverage for a total of $1,000,000 single limit for bodily injury and property damage. Full policy limits shall apply to the contract limit in respect to operations under the contract. Coverage shall also include owned, non-owned and hired automobiles while on Airport premises.

CONTRACTOR’S TOOLS AND EQUIPMENT
The Contractor is responsible for its own construction tools and equipment whether owned, leased, rented, or borrowed for use at the Airport worksite.

DEDUCTIBLES AND SELF-INSURED RETECTIONS
Contractor's Liability: $25,000 per claim
Builder's Risk: $10,000 per claim

Any changes to the deductibles or self-insured retentions made during the term of the Agreement or during the term of any policy must be approved by the Authority prior to the change taking effect.

IMPLEMENTATION AND ADMINISTRATION
Contractor shall furnish the Authority with insurance certificates as evidence that the foregoing insurance is in force prior to commencement of work on the contract, including complete copies of the policies if requested.

Said policies shall be with insurance companies authorized to do business in the State of Nevada with an A. M. Best rating of A- VII or better.

Such policies shall provide that written notice shall be given to Authority thirty (30) days prior to cancellation or material change of any protection which said policies provide.

Said policies, except Worker's Compensation, shall name Authority, its Board, officers, employees, related entities, and representatives, Contractor and subcontractors and their officers, directors and employees, related entities and representatives; Engineer and Construction Manager as additional insureds. The policies will be primary and any other insurance carried by Contractor and/or Authority shall be excess and not contributing therewith.

In the event Contractor fails to provide Authority with the insurance described, no work shall commence on the contract site. If the coverage required by the Contractor is terminated or reduced for any reason, all work on the contract site shall immediately stop until the all the required coverages are in place. The extent of coverage or the limits of liability provided under the policies procured by the Contractor and/or subcontractors shall not be construed to be a limitation on the nature or extent of the Contractors' obligations or to relieve the Contractor of any such obligations.
or representation by the Authority as to the adequacy of the insurance to protect the Contractor against the obligations imposed on it by this or any other contract.

The Contractor covenants and agrees to exonerate and hold the Authority harmless of and from all liability, claims, demands, and causes of action whatsoever for injury or property damage arising out of acts of commission or omission by the Contractor, its agents, employees, subcontractors, or subordinate subcontractors or arising out of any other operation or transaction no matter by whom performed for, or on behalf of the Contractor.

The Authority reserves the right to have the Contractor furnish the Contractor's actual insurance policies for examination by the Authority.

It is the Contractor's responsibility to familiarize itself with the coverages described herein.

Immediate notification must be given to the Authority and/or its agent upon receiving any knowledge or notification of claim or litigation on which the Authority may be named.

**COSTS**

Costs for providing such insurance as described above shall be incidental to the work.
THIS AGREEMENT, made and entered into this ________ day of ____________, 2014, by and between the RENO-TAHOE AIRPORT AUTHORITY, a quasi-municipal corporation of the State of Nevada, acting through its Board of Trustees, hereinafter called the “Authority”, and ____________________________, Contractor, hereinafter called the "Contractor".

WITNESSETH

That the Authority and the Contractor, for the consideration hereinafter named agree as follows:

Article 1. Scope of Work. The Contractor shall furnish all of the materials and perform all of the work described in Request for Proposals 13/14-11, entitled “In-Line Baggage Handling System Operations and Maintenance” and its attachments, and shall do everything required by this Agreement, Specifications, and negotiations.

Article 2. Term of Agreement. This Agreement shall be for a five (5) year period with two (2) two (2) year renewal options if, in the opinion of the Authority, services rendered have been consistently satisfactory. Renewal of the Agreement shall be at the sole discretion of the Authority. The first year of the initial term shall commence on September 1, 2014 and end on June 30, 2015. Years two through five (and any subsequent renewal options that are exercised) will then be consistent with the Authority’s fiscal year commencing on July 1 of the fiscal year and ending on June 30. The Authority reserves the right to cancel the Agreement, in whole or in part, with or without cause, upon providing thirty (30) days written notification to the Contractor.


Article 4. The Contract Sum. The Authority shall pay the Contractor, as full compensation for furnishing all materials and labor and doing all the work in accordance with the Specifications and to the satisfaction of the Authority, a monthly sum not to exceed _________________________________. The contract sum is to be paid in the manner and under the conditions hereinbefore specified.

The Authority shall reimburse the Contractor for parts and replacement materials that have a unit price greater than $50.00 as listed on the Owner-approved inventory list. This reimbursement to Contractor is subject to the Contractor’s monitoring and using all warranty options available to the Authority as well as documentation that inventory replacement was a result of Baggage Handling System operation and not inventory shrinkage due to inadequate safeguards and procedures by the Contractor. Title to all
inventory purchases shall vest with the Authority and the levels and quantities of such inventory shall be subject to Authority direction and approval. The approved inventory list may be modified with the prior written approval of the Authority. Payment terms shall be Net 30 Days.

**Article 5. Indemnity and Other Provisions.** Authority has contracted with Contractor for the scope of work and Authority has relied upon Contractor's knowledge and skills in completing the scope of work. Contractor shall be responsible for the professional quality, technical accuracy, and the coordination of all work performed on the project. Without limiting Contractor's liability, Contractor shall, without additional compensation, correct or revise any errors or omissions in his work.

Contractor shall, in each and every instance, obtain written approval from the Authority prior to the use of any subcontractor for any phase of work on the project. The Authority shall not unreasonably withhold such approval. Contractor shall be liable for all damage caused by subcontractors as if they were the Contractor's own employees.

Neither the Authority's review, approval, or acceptance of, or payment for any of the services required under this Agreement shall be construed to operate as a waiver of any rights under this Agreement or of any cause of action arising out of the performance of this Agreement, and Contractor shall be and remain liable to the Authority in accordance with applicable law for all damages to Authority caused by Contractor's performance of any services furnished under this Agreement. The rights and remedies of Authority provided for under this Agreement are in addition to any other rights and remedies provided by law.

The Contractor shall keep and hold the Authority, its Board of Trustees and its officers, directors, agents, servants, and employees harmless from any and all liabilities, losses, suits, claims, judgments, fines, penalties, demands or expenses, including all reasonable costs for investigation and defense thereof (including, but not limited to, attorneys' fees, court costs, and expert fees), claimed by anyone by reason of injury or damage to persons or property sustained in or about the Airport, as a proximate result of the acts or omissions of the Contractor, its agents, servants, or employees, or arising out of the operations of the Contractor upon and about the Airport, excepting such liability as may result from the sole negligence of the Authority, its officers, directors, servants, agents and employees. Contractor shall further use legal counsel reasonably acceptable to the Authority in carrying out Contractor's obligations hereunder. Any final judgment rendered against the Authority for any cause for which Contractor is liable hereunder shall be conclusive against Contractor as to liability and amount, where the time for appeal therefrom has expired. The Indemnity provisions set forth herein shall survive the expiration or early termination of any Agreement.

**Article 6. Performance and Payment Bonds.** The Contractor agrees that he will, upon notification of contract award, within ten (10) calendar days, furnish the Authority a
Performance Bond and a Labor and Materials Payment Bond in the forms attached hereto, furnished by a company or companies acceptable to the Authority, in an amount equal to one hundred percent (100%) of the total contract sum.

The Performance Bond shall be conditioned upon the work under the Contract being performed in accordance with the Specifications and the terms of this Agreement.

The Labor and Materials Payment Bond shall be conditioned to provide and secure payment for all material, provisions, provider, and supplies and for any labor and contributing to the work described in said contract.

**Article 7. Insurance.** Contractor shall maintain, during the life of this Agreement, primary comprehensive general liability insurance and primary vehicle insurance through an insurance carrier licensed to do business in the State of Nevada; workman’s compensation and unemployment insurance as required by law and any other insurance required as detailed in Attachment A to the Request for Proposal document.

**Article 8. Ownership of Documents.** All documents, including drawings, plans, specifications, videotapes, or other documents or maps prepared by Contractor pursuant to this Agreement, shall become the property of the Authority upon completion of the project or any termination of this Agreement prior to completion of the Agreement.

**Article 9. Compliance with Laws, Rules, and Regulations.** Contractor agrees to be bound by the provisions of Authority’s rules and regulations, all applicable laws, rules, and regulations adopted or made applicable to Contractor by any local, state, or federal authority having jurisdiction over the project or the Authority. Authority agrees to provide Contractor with all of Authority’s rules and regulations and any subsequent amendments thereto.

**Article 10. Governing Law.** It is understood and agreed by and between the parties hereto that this Agreement shall be deemed and construed to be entered into and to be performed in the County of Washoe, State of Nevada, and it is further understood and agreed by and between the parties hereto that the laws of the State of Nevada shall govern the rights, obligations, duties, and liabilities of the parties to this Agreement and also govern the interpretation of the Agreement. It is further understood and agreed by and between the parties hereto that any and all actions between the parties brought as a result of this agreement will be brought in the Second Judicial District Court in and for the County of Washoe, State of Nevada.

**Article 11. Attorney’s Fees and Expenses.** In the event suit or action is instituted to enforce any of the terms or conditions of this Agreement, or litigation concerning the rights and duties of the parties to this Agreement, the losing party shall pay to the prevailing party, in addition to the costs and disbursements allowed by statutes, such sum as the court may adjudge reasonable after taking into account the extent to which the
prevailing party prevailed as attorney's fees in such suit or action, in both trial and appellate court.

**Article 12. Waiver.** No waiver of a breach of any covenant, term, or condition of this Agreement shall be deemed to be a waiver of any other or subsequent breach of the same or any other covenant, term, or condition, or waiver of the covenant, term, or condition itself.

**Article 13. Assignment.** This Agreement is deemed to be personal to Contractor and Contractor shall not assign the Agreement without the express written approval of the Authority. Contractor may, however, with Authority's approval, employ any other party or entity it deems necessary or proper for any part of the work required to be performed under the terms of the Agreement.

**Article 14. Termination for Default.** In addition to other remedies set forth herein, in the event of breach for failure of Contractor to complete the project, any default by Contractor in the terms and conditions of the Agreement, Authority will be entitled to notice Contractor of such breach and unless the Contractor can remedy such breach within thirty (30) days of the date of the notice, Authority may declare Contractor in default and terminate the Agreement, in whole or in part, and recover all actual damages and losses, including, but not limited to, all out-of-pocket expenses, costs of rebidding the contract, costs of all labor and materials supplied by the Authority and others, lost revenues and all other costs and expenses resulting to Authority from Contractor's default. Authority may pursue all remedies available to it, both at law and in equity.

Except with respect to defaults of subcontractors, the Contractor shall not be liable for any excess costs if the failure to perform the contract arises out of causes beyond the control without the fault or negligence of the Contractor. Such causes may include, but are not restricted to, acts of God or of the public enemy, acts of the Authority in either its sovereign or contractual capacity, acts of the Federal or State government in its sovereign capacity, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and usually severe weather; but in every case the failure to perform must be beyond the control and without the fault or negligence of the Contractor.

If the failure to perform is caused by the default of a subcontractor, and if such default arises out of causes beyond the control of both the Contractor and subcontractor, and without the negligence of either of them, the Contractor shall not be liable for any excess costs for failure to perform, unless the supplies or services to be furnished by the subcontractor(s) were obtainable from other sources in sufficient time to permit the Contractor to meet the required delivery and/or installation schedule.

Should the Authority fail to perform any act required of it under this Agreement and fail to remedy such breach within thirty (30) days of receipt of notice from Contractor of such breach (except for nonpayment for good cause until Contractor remedies the reasons
leading to nonpayment by the Authority), the Contractor may terminate this Agreement and receive payment to the date of termination for all labor and material satisfactorily completed and supplied.

**Article 15. Notices.** Notices to the contractor shall be addressed to his place of business as designated in the Invitation to Bid, or such other place as may be designated in writing by the contractor.

Notices to the Airport Authority shall be addressed:

Reno-Tahoe Airport Authority  
Facilities and Maintenance Department  
Post Office Box 12490  
Reno, Nevada 89510

In the event of suspension or termination of the contract, notices may also be given upon personal delivery to any person whose action or knowledge of such suspension or termination would be sufficient notice to the contractor.

**Article 16. Nondiscrimination.** In accordance with NRS §§338.125, in connection with the performance of work under this Agreement, the Contractor agrees not to discriminate against any employee or applicant for employment because of race, creed, color, national origin, sex, sexual orientation, or age. Such agreements shall include, but not be limited to: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training including apprenticeship. Any violation of such provision by the Contractor shall constitute a material breach of contract. Further, Contractor agrees to insert this nondiscrimination provision in all subcontracts hereunder, except subcontracts for standard commercial supplies or raw materials.

**Article 17. Examination of Records.** The Authority, at any time, may cause an audit of the Contractor's books of accounts and financial records to be made by an employee or a representative of the Authority. The books of accounts and records include the complete general ledger and any source documents or recordings that support the general ledger, including calculations, authorizations, attestations, warrants, affidavits, or other evidence of business transactions between the Authority and the Contractor. Such books of accounts and records shall be made available to the Authority upon demand. Failure to provide the Authority with adequate books of accounts and records may be deemed by the Authority to be a breach of the Agreement.

All books of accounts and records are to be made available within the greater Reno/Sparks metropolitan area for a period of three years following the completion of the contract or agreement. If such books of accounts and records are not available in the greater Reno/Sparks area, then the Contractor shall pay the expenses of the Authority representative to travel to the location of the books and records.
Article 18. **Miscellaneous Provisions.** This Agreement may not be changed or terminated orally but only by an instrument in writing signed by the parties.

If any provision of this Agreement is determined to be illegal for any reason, the same shall be severed from the Agreement and the remainder of the Agreement shall be given full force and effect.

Article 19. **Access to Records and Reports.** The Contractor shall maintain an acceptable cost accounting system. The Contractor agrees to provide the Authority, the Federal Aviation Administration, and the Comptroller General of the United States or any of their duly authorized representatives access to any books, documents, papers, and records of the Contractor that are directly pertinent to the specific contract for the purpose of making audit, examination, excerpts and transcriptions. The Contractor agrees to maintain all books, records and reports required under this contract for a period of not less than three years after final payment is made and all pending matters are closed.

Article 20. **Termination of Contract.** The Contractor agrees to comply with the following:

20.1 The Authority may, by written notice, terminate this contract in whole or in part at any time, either for the Authority's convenience or because of failure to fulfill the contract obligations. Upon receipt of such notice services shall be immediately discontinued (unless the notice directs otherwise) and all materials as may have been accumulated in performing this contract, whether completed or in progress, delivered to the Authority.

20.2 If the termination is for the convenience of the Authority, an equitable adjustment in the contract price shall be made, but no amount shall be allowed for anticipated profit on unperformed services.

20.3 If the termination is due to failure to fulfill the Contractor's obligations, the Authority may take over the work and prosecute the same to completion by contract or otherwise. In such case, the Contractor shall be liable to the Authority for any additional cost occasioned to the Authority thereby.

20.4 If, after notice of termination for failure to fulfill contract obligations, it is determined that the Contractor had not so failed, the termination shall be deemed to have been effected for the convenience of the Authority. In such event, adjustment in the contract price shall be made as provided in paragraph 20.2 of this clause.

20.5 The rights and remedies of the sponsor provided in this clause are in addition to any other rights and remedies provided by law or under this contract.
**Article 21. Additional Services.** For purposes of this Agreement, additional services means services not identified in this Agreement or any of its attachments, but that relate to the services being performed in connection with the Agreement. The Contractor shall perform additional services only upon the written request of Authority. The fee for any additional services required by the Authority will be based upon actual hours and expenses incurred by the Contractor, charged in accordance with (terms to be negotiated).

**Article 22. Adjustments in Service Levels.** The Authority reserves the exclusive right to reevaluate the contract scope and services based upon airline activity operations and to increase or reduce the Contractor’s service levels accordingly. If such increases or reductions are determined to be warranted by the Authority, the Authority shall give the Contractor thirty (30) days written notification to allow for any Contractor additions or reductions in workforce, inventory levels, and monthly invoiced costs.

**Article 23. Operational Requirements.** Operational requirements applicable to this Agreement shall include the following:

23.1 One hour prior to start-up each morning, the Contractor shall conduct a tub test to include a clear tub and alarm tub inducted at each ticket counter, odd-size conveyor, return line (RT), and curbside conveyor to ensure that the BHS is up and running in good condition.

23.2 The Contractor shall conduct an end of the day tub test to ensure all conveyor lines are clear of bags.

23.3 The Contractor shall follow the contingency protocol manual based on various system component and/or matrix failures and regular hands-on annual training of Contractor’s staff for each contingency as if the failure were to actually occur.

**Article 24. Staffing Requirements.** The Authority reserves the exclusive rights regarding the Contractor’s staff employees during the term of this Agreement or any extensions thereof:

24.1 The authority to review and reject all applicants prior to hire.

24.2 The authority to require a Contractor’s employee be replaced if the Authority does not believe that the employee (e.g. the site manager, technician, etc.) is meeting contract expectations, fails to meet safety standards, fails to meet Authority standards, or violates airport policy or safety/security requirements.

24.3 Employees are required to wear distinctive uniforms and be neat and clean in dress and grooming. The Contractor shall provide uniforms at the
Contractor’s expense. The Authority reserves the right to final approval of any uniform selected by the Contractor.

24.4 Employees are required to provide a courteous and tactful presence when dealing with airport employees, tenants, passengers, and visitors. Employees are not permitted to smoke while in public view. Smoking is only allowed in designated areas. No smoking shall be allowed on the Security Identification Display Area (SIDA) or baggage make-up area.

24.5 The Authority guarantees the Contractor access to the job site(s) without undue hindrance or interference in performing work under the Agreement. However, work shall be performed by the Contractor without undue interference to the operation of the Authority. Employees designated by the Authority have the right to require the Contractor’s employees to take any action necessary to protect the health, safety, and welfare of any employee, tenant, passenger, or visitor. Contractor’s employees shall comply with the orders of any of the Authority’s designated employees.

24.6 The Contractor shall exercise reasonable care and caution to avoid any damage to the real and personal property of the Authority. Any damage to the real and personal property of the Authority due to the actions of the Contractor’s employees shall be the responsibility of the Contractor to repair at no additional cost to the Authority.

24.7 Employees shall be required to be responsive to direction by Authority’s Operations Officers, the Director of Facilities and Maintenance, and the Building Maintenance Superintendent and Supervisors.

Article 25. Security Sensitive Information/Non-Disclosure Signing Requirement. Due to the Sensitive Security Information (SSI) nature of the project, all Contractor personnel are required to sign and return a Non-Disclosure Agreement (NDA) to the Authority’s Security Project Representative prior to receiving or viewing any project plans, specifications, or other key documents. This is a requirement for any work performed as a part of this Agreement. The Non-Disclosure Form, appended hereto as Attachment 8, includes the conditions by which an individual must abide to control access to the project information released to or gained by them as required by 49 CFR 1520. Upon receipt of the Non-Disclosure Agreement, the Contractor’s employee may have access to design specifications and plans that must remain controlled on-site and in a secure area under the oversight of Contractor management personnel. Failures to abide by the Security Sensitive Information (SSI) requirements are grounds for contract termination.

Article 26. Entire Agreement. This Agreement, all documents referenced herein, and all attachments incorporated herein constitute the entire agreement between the parties with respect to the subject matter hereof and shall supersede all other previous
proposals, both oral and written, negotiations, representations, commitments, writings, agreements and all other communications between the parties. In the event that any dispute arises or discrepancy exists between this Agreement and any of the attachments incorporated herein, the terms and conditions contained in the body of this Agreement supersede those contained in the attachments.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement the day and year first above written.

RENO-TAOHE AIRPORT AUTHORITY

CONTRACTOR

By: ___________________________ By: ___________________________

Marily M. Mora, A.A.E.
President/CEO

STATE OF ___________ s.

COUNTY OF ___________ s.

On this _________ day of_______, 2014, personally appeared before me, a notary public, ___________________________, known to me to be the _________ of the Contractor named herein, and acknowledged that he executed the within Agreement on behalf of said Contractor.

(SEAL)

___________________________________________
Notary Public
ATTACHMENT C

SECURITY REQUIREMENTS

GENERAL AIRPORT SECURITY

PERIMETER FENCE AND GATE SECURITY

DOORWAY SECURITY

AIRPORT IDENTIFICATION BADGES

CHALLENGE PROCEDURES

DRIVING ON AIR OPERATIONS AREA (RESTRICTED AREA)

ESCORTING VEHICLES

PENALTIES / FINES
**GENERAL AIRPORT SECURITY**

1. The Federal Government has established strict and detailed security requirements that all air carriers and airport operators must comply with to guard against terrorist acts and other threats to civil aviation security. Security regulations and requirements have been designed and implemented to prevent or deter unlawful acts against civil aviation. These regulations include prohibiting persons from gaining unauthorized access to an aircraft or to restricted areas of the airport (any area where aircraft operate or park, to include: runways, taxiways, ramps, hangars, aprons and other aircraft parking areas). All activities of contractors, vendors, consultants and service providers (Contractor) must comply with these security regulations as they apply to their work at the Reno-Tahoe International Airport (RNO).

2. Airport Security personnel, Transportation Security Administration (TSA) officials, Reno-Tahoe Airport Authority Police Officers, Airport Operations personnel, Construction Administration personnel, Airport Maintenance personnel and Airport Facilities personnel monitor airport Contractor activities; however, it is the responsibility of the Contractor, and the designated Chief of Security if applicable, to ensure compliance with these requirements. The Contract Manager, Airport Security, and Airport Operations will insist on the total adherence to all applicable Federal, State, City and Airport rules and regulations.

3. The following review of the security rules pertaining to RNO is provided for the Contractor’s direction and guidance. This review may not discuss all security requirements, but serves as a guideline to familiarize the Contractor with some general airport security requirements.

**PERIMETER FENCE AND GATE SECURITY**

1. If the project requires access through the airport perimeter fence, the Contractor:

   1.1. Shall use only designated perimeter access gates and follow a pre-approved travel route.

   1.2. May be issued and responsible for media allowing access to pre-determined and approved gates.

2. Airport Security approval is required for any proposed modifications to the airport perimeter security system. Security fencing and/or gate construction shall be in conformity with applicable Transportation Security Regulations (TSRs) and Federal Aviation Administration (FAA) Advisory Circular(s) that are available at the Airport Operations Division. Integrity of the perimeter fence and gate system shall be strictly maintained at all times. There shall be no exceptions. Spaces between
gate end posts to fence support posts shall not exceed two inches. Spaces from fence end posts to adjacent building structures shall not exceed three inches. Spaces beneath fencing shall not exceed two inches from the bottom of the fence fabric to surface grade. A four foot clear zone must be maintained on both sides of the perimeter fence.

DOORWAY SECURITY

1. During the course of Contractor activities, positive security controls shall be maintained to prevent unauthorized access to restricted areas of the airport.

2. The Contractor shall:

   2.1 Never allow a security access door to be propped open unless a guard is posted at the door to prevent unauthorized access. Guards must be approved by Airport Security.

   2.2 Not modify a security access door closure device or automatic locking mechanism except as provided under the terms of any resulting agreement. All security access doors must close and lock automatically.

   2.3 Never use an emergency exit (alarmed door) for access, unless authorized by Airport Security or Airport Operations.

   2.4 Complete a Tool Control Form (attached) when working within a sterile area (i.e., within the terminal buildings, beyond the security screening checkpoint), for all prohibited items entering and exiting the sterile area. This inventory shall be made available to Airport Security or Airport Operations (or a designated representative) for verification of compliance.

AIRPORT IDENTIFICATION BADGES

1. GENERAL GUIDELINES

   Airport security identification badges are required for individuals to be allowed unescorted access to the restricted, secured areas of the Reno-Tahoe International Airport. All individuals accessing or moving within the restricted, secured areas must either possess and properly display a valid picture RNO ID Badge or be under approved escort AT ALL TIMES while in these areas.

   There shall be at least one Contractor supervisor/foreman with a picture RNO ID Badge in each work area at all times.
Escort means to accompany or supervise an individual who does not have unescorted access authority to areas restricted for security purposes, as defined in the Airport Security Program, in a manner sufficient to take action should the individual engage in activities other than those for which the escorted access is granted. The escort or other authorized individual can take responsive actions.

2. PROCEDURES TO OBTAIN AN AIRPORT IDENTIFICATION BADGE

2.1 A picture RNO ID Badge is authorized by Airport Security. The Airport Badging Office (ABO) will issue badges.

2.2 Contractor may be required to designate at least one, but no more than three individual(s) to serve as an Authorized Signatory for badging purposes. These individuals are required to meet the requirements for badging (see 2.3) and must also undergo additional Authorized Signatory training.

2.3 A Fingerprint-Based Criminal History Access Investigation and a Security Threat Assessment are required for all picture RNO ID Badge applicants. Investigations will be performed by Airport Security at a current cost to the Contractor of seventy-five dollars ($75.00) per applicant. Additionally, Contractor is responsible for the following supplementary ID costs: twenty-five dollars ($25.00) for interactive training and fifty dollars ($50.00) for the RNO ID badge. Total badging cost is $150.00 per applicant. When the Contractor submits an application for a RNO ID Badge, the Contractor is certifying to the best of their knowledge and judgment that:

2.3.1 To the best of their knowledge, there are no discrepancies between what the applicant stated versus what the Access Investigation may reveal; and

2.3.2 The applicant is eligible to have unescorted access to restricted areas of the airport and is not a security risk.

2.4 Security training and testing is required for all picture RNO ID Badge applicants. Security education consists of an interactive electronic training program.

2.5 All RNO ID Badges shall be surrendered at the completion of the project, or at the direction of Airport Security, Airport Operations, or the project or contract manager. The current replacement fee for a lost or misplaced badge is $50.00. Additionally, companies that fail to return RNO ID badges at the conclusion of a project are liable for up to $10,000 in civil penalties.
Renewal of an ID badge is required annually and costs between $25.00 and $50.00 (depending on access level).

2.6 RNO ID Badges are issued to specific individuals and are not transferable. Random ID checks may be made at any time by Airport Authority Police, Airport Security, and Airport Operations.

3. REQUIREMENTS FOR WEARING IDENTIFICATION BADGES

3.1 When working in restricted areas of the airport, continuous display of a valid RNO ID Badge is MANDATORY for all personnel.

3.2 The badge shall be worn on an individual’s outermost garment, at waist level or above, so as to be readily visible by casual observation. The ID badge shall not be covered by other identification or clothing.

CHALLENGE PROCEDURES

Complying with approved challenge procedures is the responsibility of ALL individuals issued a RNO ID Badge. All Contractor personnel issued a RNO ID Badge, not just foremen and supervisors, shall challenge anyone in restricted areas of the airport not properly displaying a RNO ID Badge, or under approved escort. Challenge procedures are explained in the security-training program.

DRIVING ON THE AIR OPERATIONS AREA (RESTRICTED AREA)

1. VEHICLE IDENTIFICATION AND MARKINGS

All vehicles that are operated without escort on the Air Operations Area (AOA) shall be marked so as to be readily identifiable. The Contractor’s Company logo, name or other distinctive markings, as approved by Airport Security or Airport Operations, shall be visible from both sides of the vehicle at all times while on the AOA. Magnetic decals or painted logos are acceptable to comply with this requirement. Homemade paper, cardboard or hand-printed signs/logos are not acceptable and do not comply with this requirement.

YELLOW ROTATING ROOFTOP BEACONS ARE REQUIRED FOR ANY CONTRACTOR VEHICLE OPERATING ON THE AOA AT NIGHT, OR IN INCLEMENT WEATHER.

2. VEHICLE CONTROL

2.1 Properly authorized vehicles having official business on the airport may operate within specified areas of the AOA. Vehicles shall not be operated
upon any movement area unless authorized and escorted by Airport Operations.

2.2 Vehicles are restricted to the Contractor’s work location and within the prescribed travel (haul) route. All vehicles shall follow the prescribed travel route and the identified Vehicle Service Roads. All traffic control signs and instructions shall be adhered to at all times.

3. AOA DRIVER TRAINING

All individuals who operate any type of vehicle on the AOA, with the exception of those under escort, MUST possess a valid RNO AOA Driver endorsement. Individuals requesting the privilege to drive a vehicle on the AOA must be authorized by Airport Security and Airport Operations. All AOA driver applicants must successfully complete an approved AOA driver training program administered by Airport Security or Airport Operations. AOA driver applicants will be tested on their knowledge of AOA driving rules and regulations. Successful applicants will be issued a RNO AOA Driver endorsement on their RNO ID Badge at the ABO. Airport Security and/or Airport Operations may revoke AOA driving privileges at any time. The operator of any vehicle, who drives onto a movement area without authorization from Airport Operations, is in violation of a major safety/security rule and will have their driving privileges permanently revoked.

ESCORTING VEHICLES

1. Vehicle escort procedures are as follows:

1.1 The driver of the vehicle performing the escort shall have a picture RNO ID Badge and a RNO AOA Driver endorsement.

1.2 Approved escort procedures shall apply to the driver and the vehicle being escorted at all times, as authorized by Airport Security or Airport Operations.

1.3 THE DEFINITION OF A VEHICLE ESCORT IS: IN VIEW AND UNDER THE POSITIVE CONTROL OF THOSE RESPONSIBLE FOR THE ESCORT AT ALL TIMES.

2. The movement, positioning and parking of exceptionally large, tall, or slow vehicles (i.e. a large crane, vehicles carrying an oversize load, backhoes, earth movers, dump trucks, etc.) shall be coordinated with and authorized by Airport Operations.
GATE 155

Per the RNO Airport Security Program (Part 5.A.8.5.) and the RNO Airside Traffic Regulations (2.12.060), the following requirements must be met by all vehicles entering the Air Operations Area (AOA) through Gate 155. All vehicles entering the AOA should be prepared to provide the Airport Security Specialist at Gate 155 any of the documentation referred to in these requirements at the time of entry.

For unescorted access to the AOA, the following conditions must be met:

- Company logos must be displayed on both sides of the vehicle. The only acceptable substitutes to painted logos are magnetic placards bearing the company’s logo. Paper signs are not acceptable.
- The driver must be in possession of valid RNO access media with driving authority.
- The company of record on the driver’s RNO access media must match the company logos displayed on the vehicle.

PENALTIES / FINES

Each violation of the RNO Airport Security Program subjects the Contractor to a potential civil penalty assessment by the TSA. Civil penalties are assessed at a minimum of ten thousand dollars ($10,000) for each violation occurrence. Fines levied against RNO due to the actions of a Contractor, or any of its employees or subcontractors, will be withheld from the Contractor’s final payment or reimbursed to RNO by the Contractor, as appropriate.

These Security Instructions are intended to cover the majority of contracts performed at RNO and do not include all measures that may be required.
TOOL CONTROL

All contractors and their subcontractors and their employees performing work in the sterile areas of the Reno-Tahoe International Airport shall be responsible for control and custody of all hand tools used in the performance of their work.

It is also understood that contractors and subcontractors and their employees will not be allowed through the security check points with tools in their possession. All access to the sterile areas while in possession of tools will be via ramp access and under escort.

Control and custody means having all hand tools under surveillance at all times unless said tools are under lock-and-key in a tool box or other storage unit that would not be accessible to anyone other than the contractor or his subcontractor.

Sterile areas of the airport are defined as any area of the terminal building that is beyond the security checkpoints.

I have read and agree to comply with the above statements.

__________________________________________
Employee (Printed Name and Signature)
A. INTRODUCTION

1. General

The Reno-Tahoe International Airport (RNO) implemented an Integrated In-Line Explosive Detection System (EDS) Baggage Handling System (BHS), manufactured by Glidepath, in the fall of 2009.

2. Statement of Work

a. This Specification defines the requirements for the Operations and Maintenance Contractor (hereinafter referred to as Contractor) that is to operate and maintain the outbound BHS at RNO. This includes the entire conveyor subsystem exclusive of the TSA-owned Explosive Security System (EDS) devices.

b. The Contractor will follow the Glidepath Original Equipment Manufacturers (OEM) Preventative Maintenance guidelines as a minimum and ensure that the outbound BHS described herein operates 24 hours a day, 7 days a week and fulfill all requirements of the specification in accordance with the best commercial practices, consistent with the intended design and usage as defined in the BHS O&M manuals.

c. The Contractor shall staff and operate the BHS Central Control Room (CCR) and any related remote workstations associated with the CCR and coordinate all computer systems hardware and software maintenance with the (OEM) and/or designated third-party maintenance providers.

d. All modifications to the scope of work as defined herein, either through addition or deletion shall be negotiated through a contract amendment.

e. The Contractor shall provide all labor, materials, tools, parts, supplies, lubricants, equipment, transportation and supervision associated with operating and maintaining the outbound BHS described herein 24 hours a day, 7 days a week and fulfill all requirements of the specification in accordance with the best commercial practices, consistent with the intended design and usage as defined in the BHS
O&M manuals, and as acceptable to the Reno-Tahoe International Airport – Facilities Maintenance Department (RNO-FMD).

f. It is the responsibility of the Contractor to become familiar with the security screening matrices and their conveyor subsystems installed in order to provide operation, maintenance support, and repair services.

g. The Contractor shall be responsible for hardware and software upgrades through Brock Solutions as already defined. This upgrade is separately funded by the Authority and is required to be completed no later than June 30, 2015.

B. BASE SERVICES

1. Description of Services

a. The goal for the BHS is to provide a safe, high-quality, reliable and uninterrupted baggage handling operations to all tenant airlines and their passengers. In order to accomplish this goal, the RNO-FMD requires the contractor to maintain ninety-nine percent (99%) BHS availability. This requires the Contractor to:

1) Respond to all trouble calls and perform the necessary repair or action effectively and efficiently within the response time described herein.

2) Establish and implement a quality control program including interfacing with the RNO-FMD CMMS work plans that results in continuous improvement in system performance. The Authority will provide the Contractor with a four user license for the Maximo CMMS.

3) Monitor the operational status and functional performance of the BHS at all times.

4) Provide accurate and timely maintenance and repair activity documentation.

5) Provide a variety of reports on system performance and statistics.

b. The Contractor shall provide all supervision, manpower, materials, tools, parts, supplies, lubricants and equipment necessary to perform all the services as described herein.
c. The Contractor shall provide full operations and monitoring of the Maintained Systems, including the CCR, during all production hours.

d. The Contractor shall provide full maintenance and repair services, preventive maintenance, corrective maintenance, and documentation of equipment activity and services performed on the owned and operated baggage handling systems described herein, 24 hours per day, 7 days per week, 365 days per year. All monthly, quarterly, semi-annual and annual Preventive Maintenance tasks shall be performed between 2100 hours and 0400 hours to preclude interference with airline operations. These hours are subject to change due to delays, flight schedule changes, or additional flights. (Should the Authority have international flights, late night arrivals and midnight departures will be required).

e. The Contractor shall also clean and maintain the entire BHS area for the Maintained Systems. This includes the following:

**Daily**
- Sweep and remove litter
- Vacuum and dust sensitive equipment

**Weekly**
- Dust equipment and check filters in panels
- Mop areas

**Monthly**
- Clean camera lenses
- Lubricate per OEM

**Special**
- Remove melted snow from makeup areas to mitigate slip/fall incidents
- Special or additional cleaning as required after special events (i.e. Burning Man)

2. Responsibilities of Contractor

a. The Contractor shall interface with the CMMS and maintain maintenance documentation on the CMMS.

b. The Contractor shall be responsible for the operation and maintenance of the Maintained Systems in their entirety in a manner consistent with the Glidepath OEM recommendations, preventive maintenance requirements, operational requirements, and practices as documented
in the Operation and Maintenance manuals provided by the BHS OEM.

c. The Contractor shall ensure that the Maintained Systems are operated and maintained consistent with all applicable federal, state, local, and airport laws, codes and safety standards, and assure a safe and efficient system for all personnel who operate, maintain or have access to it.

d. The Contractor shall be responsible for continuous response to and rectification of all fault conditions of the Maintained Systems as described herein. Contractor response time to fault conditions shall not exceed two (2) minutes with a five (5) minute response to RNO FMD as to cause of fault and solution to remedy the fault.

e. The Contractor shall be responsible for the operation and maintenance of the Vaculex equipment in their entirety in a manner consistent with the OEM recommendations, preventive maintenance requirements, operational requirements, and practices per the Vaculex Maintenance Manuals.

f. The Contractor must contract with PorTec, power-turn manufacturer, to train Contractor personnel on proper maintenance procedures for power-turn equipment.

g. The Contractor must contract with Brock Solutions for control services and support to include Standard Support Plan, Remote Access VPN Connection, annual on-site audit, and Site Visits, as required. Site visits must be approved, in advance, by the RNO-FMD.

h. The Contractor shall be responsible for the procurement of all tools, parts, materials, and equipment required to perform the services defined herein.

i. The Contractor shall be responsible for sole accountability for Contractor’s employees, including interviewing, hiring, training, airport security badging, parking, taxes, payroll, supervision, etc.

j. The Contractor shall be responsible for providing daily, weekly, and monthly reports generated by the BHS and posting the reports to the CMMS and RNO-FM designee.

k. The Contractor shall assume responsibility to cooperate in all respects with the RNO-FMD and/or their representatives. PM and non-
scheduled maintenance tasks shall be coordinated with the RNO-FMD and scheduled around the daily requirements of the airline operation.

I. The Contractor shall be responsible for providing and maintaining all necessary vehicles required supporting the performance of services defined herein, including, but not limited to, scissor lifts, fork-lift trucks, etc.

m. The Contractor shall be responsible for acquiring the proper insurance and Airport permits.

n. The Contractor shall be responsible for storing and managing the BHS spare parts inventory owned by the RNO-FMD through the CMMS program, and for procuring, storing, and replacing used spare parts consumed.

3. Operations

a. The Contractor shall provide qualified personnel to operate the CCR, remote workstations, and the Maintained Systems, including all outbound baggage handling systems and subsystems exclusive of TSA-owned EDS devices. This includes, and is not limited to:

1) Normal system startup each day
2) Normal system shutdown each day
3) Clearing bag jams and other faults
4) Monitoring BHS activity in the CCR
5) Operating CCR workstations
6) Responding to the RNO-FMD’s requests for baggage service support
7) Contingency Plan
8) Cleaning

b. The Contractor's representative(s), including the site manager and the on-site technicians, shall attend meetings as required by the RNO-FMD.

c. The Contractor shall review contingency plans based on all modes of operation described in the BHS Operations and Maintenance manuals.
to ensure maximum system availability during operating hours. These contingency plans include, but are not limited to:

1) Disaster recovery plans for CCR equipment failures
2) Mitigation plans for all modes of operation as designed by the BHS
3) The orderly shut down and coordination with the TSA of the BHS due to a security breach

4. Preventive Maintenance Services

a. The reliability of the Maintained Systems and associated equipment depends on an effective maintenance program. The Maintained Systems shall be thoroughly inspected at regular intervals and corrective measures shall be taken to prevent equipment breakdowns. The preventive maintenance tasks and frequencies shown in the BHS Operation and Maintenance manuals shall be used, as minimum requirements, for the preventive maintenance program.

b. The Contractor's preventive maintenance program shall consist of the following parts:

1) Task and Frequencies:

The Contractor shall execute, at a minimum, the preventive maintenance tasks, and their associated frequencies, or as defined in the BHS Operations and Maintenance manuals. Should the Contractor have recommended changes or additions to the information contained in the Operations and Maintenance manuals, the Contractor shall notify the RNO-FMD in writing and provide justification for the proposed changes. The RNO-FMD, at their discretion, may also mandate frequency changes in PM schedules. This would be negotiated through a change order to the agreement.

2) Schedule:

The Contractor shall use and follow a preventive maintenance schedule. Should the Contractor have recommended changes or additions to the preventive maintenance schedule, the Contractor shall notify the RNO-FMD in writing and provide justification for the proposed changes.

3) Preventive Maintenance Reporting:

The RNO-FMD shall monitor the status of preventive maintenance
5. Corrective Maintenance Services

a. All maintenance activities will be tracked through the Contractor’s O&M tracking system interfacing and updating the CMMS with occurrences and planned actions.

b. Response to all equipment failures will be the responsibility of the Contractor under base services. The Contractor shall remove from service immediately any piece of equipment covered that is not operating in compliance with code, or presents a safety hazard to users and shall notify the RNO-FMD immediately.

c. The Contractor shall, at the beginning of each shift, notify the RNO-FMD of “Shift Activities” via e-mail of all units that the Contractor intends to remove from service for corrective maintenance. The Contractor shall include unit number, unit type, location, reason for unit being out of service, and estimated duration of outage and any contingency plan that would be utilized so as to ensure uninterrupted movement of baggage.

d. When deficiencies are found, the Contractor shall immediately proceed to repair and/or correct the deficiencies. If a piece of equipment is required to be removed from service for any reason other than a code/safety deficiency, the Contractor shall coordinate the removal of the equipment from operation in advance in writing with the RNO-FMD.

e. In the event of equipment failure, the Contractor shall immediately follow lockout/tag out procedures and inform the RNO-FMD.

f. The Contractor shall notify the RNO-FMD of “Equipment Status” via e-mail of all units that have been placed out of service daily. The Contractor shall include unit number, location, reason for unit being out of service, date and time out of service status began and estimated duration of outage.

6. Materials

a. The Contractor shall furnish all resources (i.e. supervision, labor, tools, test equipment, materials, supplies and equipment) necessary to fulfill all the requirements and satisfactorily perform all the services described in this Specification in a safe, orderly, timely, efficient and workmanlike manner. The Contractor shall provide any additional resources to fulfill the requirements at no additional cost to the RNO-FMD.

b. The Contractor shall provide all safety equipment/devices, personal protective equipment and clothing as required for its workers.
c. The Contractor shall provide cellular telephones and radios for all key and on-site personnel to communicate with the RNO-FMD.

d. The Contractor shall provide and utilize on the job site a digital camera and video recorder with date and time stamp capabilities to fulfill the requirements of this specification.

e. The Contractor shall be responsible for providing, at its sole expense, all materials, office supplies, furniture, fixed improvements, and equipment it may require in the office space.

f. The Contractor shall provide and utilize on the job site a digital camera and video recorder with date and time stamp capabilities to fulfill the requirements of this specification.

g. The Contractor shall provide, at a minimum, a service vehicle that is equipped, licensed, insured, and AOA inspected. The service vehicle shall be on-site at the airport at all times throughout the duration of the contract. The service vehicle is required to transport materials and supplies, Contractor’s employees and tools to various equipment locations.

h. The Contractor shall purchase all parts and/or materials. Parts and/or materials costing less than Fifty Dollars ($50.00) per unit item will not be reimbursed by the RNO-FMD and are considered a part of base services. The Contractor will be reimbursed for those unit items in excess of Fifty Dollars ($50.00) as described in the Supplemental Services section of this document.

i. The RNO-FMD has established a stock of critical parts as defined by the BHS original equipment manufacturer. The Contractor shall review critical parts inventory and make recommendations for changes, if necessary, to ensure that contract performance will not be negatively impacted. All parts shall be tracked through the CMMS. A semi-annual inventory of stock is required to be performed in January and June of each year.

j. The RNO-FMD shall own all spare parts stored at the property. The Contractor shall be responsible for the management, inventory, storage, procurement, and safe-keeping of the RNO-FMD’s inventory and advise the CMMS with operating and maintenance costs regardless of cost of items.

1) The Contractor shall procure, pending approval of the RNO-FMD, replenishment parts that cost more than Fifty Dollars ($50.00) that shall be billed to the RNO-FMD on the next regular invoice at cost plus ten (10) percent.
2) The Contractor shall manage and document procurement and usage of the RNO-FMD’s inventory through the CMMS.

7. Excluded Services

TSA-furnished EDS baggage scanning equipment is not part of the Maintained Systems.

C. SUPPLEMENTAL SERVICES

1. Description of Services

a. The RNO-FMD may, during the course of this agreement, request that the Contractor perform supplemental services that are outside the requirements of this specification. Examples of supplemental services at the airport are the repair of a conveyor motor that has been damaged by an airline tug where replacement parts cost in excess of Fifty Dollars ($50.00).

b. The Contractor shall provide all supervision, labor, materials, supplies, parts, tools, and equipment necessary to perform these services. Such work shall be compensated at labor rates approved by the RNO-FMD and shall not interfere with tasks and baseline operations and maintenance responsibilities as set forth in this specification.

c. The RNO-FMD shall incur no obligation for out-of-scope work that is not authorized in advance, in writing.

2. Contract Services Call Order

a. All supplemental services are required to be approved in writing by the RNO-FMD using a Services Call Order. The Call Order will contain a description of the services that are required from the Contractor. The Contractor shall be required to provide the RNO-FMD a schedule and detailed cost estimate including itemized breakdown for labor, parts and materials.

b. Labor rates approved by the RNO-FMD as part of this agreement shall be used in preparing these estimates. The Contractor shall not proceed with any work described in such Call Orders until authorized in advance and in writing by the RNO-FMD.

3. Parts and Materials

a. The Contractor shall procure all parts and/or materials as described in the system’s O&M manual. The Contractor will be reimbursed for those items costing (for a single item) in excess of Fifty Dollars ($50.00) to fulfill the
requirements of the specification and that have been approved in writing by the contracting officer and/or the RNO-FMD. Materials costing less than Fifty Dollars ($50.00) will not be reimbursed, and are considered a part of base services.

b. For parts and/or materials costing in excess of Fifty Dollars ($50.00) with the exception of sales tax, shipping and handling costs, the RNO-FMD will reimburse the Contractor at cost plus five (5) percent. There shall be no mark-up for sales tax, shipping and handling. The Contractor shall provide original invoices for all parts and materials used to complete the corrective maintenance.

D. GENERAL REQUIREMENTS

1. Quality Control Program

a. The Contractor shall implement an effective quality control program in line with the CMMS work plans. This program shall ensure the Contractor fulfills all the requirements of this specification. This program shall include, but not be limited to, all elements of the quality control program submitted by the Contractor in response to the RNO-FMD's solicitation for this agreement. A final quality control program shall be provided by the Contractor to the RNO-FMD no later than fifteen (15) days after Contract start date.

b. This program shall also include, but not be limited to, the following:

1) The Contractor is responsible for the day-to-day inspection and monitoring of all Contractor work performed to ensure compliance with specification requirements.

2) A proactive management system based on using quality control inspections as a means of monitoring work performance to ensure services are being provided in accordance with the specification. The Contractor shall have at least one (1) of the Contractor's key personnel perform a quality control inspection for each shift and submit a written report to the RNO-FMD weekly.

3) Description of how inspections, scheduled and unscheduled, are to be conducted.

4) Documentation, such as inspection forms and corrective action forms, to record inspections and corrective action performed.

5) A comprehensive training program ensuring a knowledgeable and efficient work force.
c. At various times, either scheduled or unscheduled, the RNO-FMD may accompany the Contractor while an inspection is performed.

d. The Contractor shall not remove damaged or failed parts from the airport until approved by the RNO-FMD.

2. Quality Assurance Surveillance Program (QASP)

a. Each phase of the maintenance services rendered under this specification is subject to the RNO-FMD inspections both during and after completion of work. The RNO-FMD's QASP is NOT a substitute for adequate and consistent quality control by the Contractor.

b. The RNO-FMD has the right, at all times, to inspect services performed, Contractor's workmanship and materials furnished/utilized in the performance of such services to the extent practicable. The RNO-FMD shall perform inspections, as it deems necessary, throughout the term of the contract. Inspections and/or walk-through shall be conducted in a manner that will not unduly interrupt/delay the Contractor's work.

c. The RNO-FMD has the right to arrange for a third party to conduct a condition assessment on the Maintained Systems, to identify and analyze equipment failures.

d. If any of the services do not conform to specification requirements, the RNO-FMD may require the Contractor to perform the services again in conformity with specification requirements at no increase in contract amount. When defects in service cannot be corrected by performing the service again, the RNO-FMD may:

1) Require the Contractor to take the necessary action to ensure that future performance conforms to the specification.

2) Reduce the monthly payment to reflect the reduced value of the services performed. The contracting officer shall make a determination as to an appropriate sum of money that will approximately equate to the reduced service.

e. If, after having been directed by the RNO-FMD to correct a deficiency, the Contractor fails to promptly perform the services again or fails to take the necessary action to ensure future performance is in conformity with specification requirements, the RNO-FMD may:

1) Perform the services and charge the Contractor any cost incurred by the RNO-FMD directly related to the performance of such service.

2) Terminate the contract for default.
f. Typical the RNO-FMD QASP methods.
   1) Review the RNO-FMD’s night inspection report.
   2) Random inspections of the facility.
   3) Queries for status of open CM and PM work orders.

3. Communication and Coordination with the RNO-FMD
   a. The Contractor shall maintain an effective communication and
      coordination policy with the RNO-FMD during the term of the contract.
   b. This includes email, cell phones, telephones, radios, faxes, blackberry,
      pagers, etc., to ensure the RNO-FMD is kept abreast of current equipment
      status, planned outages, injuries, vandalism, etc., for the duration of the
      contract.

4. Accidents
   a. The Contractor shall be responsible for promptly notifying the Airport
      Communications (AirCom) and the RNO-FMD of all accidents arising from
      the performance of this agreement involving bodily injury to workers,
      building occupants, visitors, other persons, or damage to airport buildings,
      property, systems, or equipment.
   b. The RNO-FMD will provide the necessary information concerning whom to
      contact and the specific form of the follow-up written notice.

5. Delivery of Supplies
   a. The Contractor shall schedule its own supply deliveries. The Contractor is
      responsible for off-loading and transporting all deliveries to the parts
      storage area. Deliveries shall not interfere with airline or airport
      operations.

6. Security Requirements
   a. The Contractor shall secure and safeguard all keys, key cards, and any
      other entry devices and codes provided by the RNO-FMD. The Contractor
      shall maintain a record of the key numbers issued to its employees. These
      prohibitions and requirements shall also be applicable to all individuals
      with regard to access, removal, and/or possession of any information,
      confidential data, materials, supplies, or equipment. The Contractor shall
      not duplicate and shall not allow any such issued items to be duplicated or
      removed from the job site. All keys and other entry devices used by the
      Contractor’s employees in the performance of the work shall be returned
to the RNO-FMD when the contract expires. Failure to return keys will result in a charge of One-Hundred Fifty Dollars ($150.00) per issued key.

b. The Contractor shall immediately report to the RNO-FMD all keys and/or security badges issued to it by the RNO-FMD that are lost or stolen. The Contractor will be charged One Hundred Fifty Dollars ($150.00) per lost key for replacement. Replacement cost for lost badges is Fifty Dollars ($50.00). Both items are not eligible for reimbursement.

c. The Contractor shall ensure that, under any circumstances, none of its employees shall enter an area not authorized for access by the Contractor.

d. Contractor employees shall be subject to, and shall at all times, conform with any and all rules, regulations, policies, and procedures pertaining to security at the airport. Any violations of the rules, regulations, policies, and procedures may be cause for immediate termination of employee on contract.

e. The Contractor shall be responsible for, at its own expense, compliance with the requirements and procedures to obtain approval of any motor vehicle to operate in the Air Operations Area (AOA).

7. Safety

a. All employees shall comply with all applicable OSHA and the RNO-FMD rules and practices, including directives issued by the Airport Manager, Airport Operations, Police and Fire Departments, Transportation Security Administration and the RNO-FMD while on the job site.

b. The Contractor shall provide and ensure that all personnel at the work site wear the safety devices/apparel described below as required.

1) Approved back support and protective devices

2) Eye protection in compliance with ANSI Z87.1 –1968

3) Hearing protection

4) Safety shoes

5) Hard hats

6) Reflective vests

7) Safety devices, i.e., Log Out/Tag Out and Lock Out/Tag Out Safety Program
8) Apparel as conditions warrant

c. The RNO-FMD reserves the right to inspect all areas for safety violations at its discretion, direct the Contractor to make immediate improvement of necessary conditions and/or procedures, and/or stop the work if other hazards are deemed to exist. Inspection does not relieve the Contractor of any responsibility.

d. In the event that the RNO-FMD should elect to stop work because of any type of existing safety hazards after the Contractor has been notified and provided ample time to correct, the Contractor shall bear all costs for eliminating the hazard(s) and shall not be granted compensation for the work stoppage. The Contractor shall pay all additional expenses.

e. Aisles, passageways, alleyways, entrances, exits or rights-of-way to fire protection equipment and electrical panels must be kept unobstructed at all times.

f. The Contractor shall be responsible for initiating, maintaining, and supervising all safety precautions and programs in connection with the performance of the specification. The Contractor shall take all necessary precautions for safety of, and shall provide reasonable protection to prevent damage, injury or loss to persons, properties, equipment and vehicles.

g. Damage caused by the Contractor to any of the RNO-FMD’s properties shall be repaired and have any needed replacements made to the satisfaction of the RNO-FMD at the expense of the Contractor. The RNO-FMD, at its sole discretion, may elect to repair or replace the damaged property, and deduct such costs from monies due the Contractor.

h. The Contractor shall, within fifteen (15) days of Contract award, submit its own detailed safety and protection plan/program that shall comply with all safety, environmental protection, property protection and health provisions of the specification.

i. Prior to use of any products or materials, the Contractor shall provide the following submittals for review and approval by the RNO-FMD.

1) Manufacturer's product data and literature

2) Manufacturer's installation usage recommendations

3) Samples, if requested, by the RNO-FMD

4) Material Safety Data Sheets (MSDS)
8. Fire Prevention and Protection

a. Fire prevention and protection at the Airport facilities’ property is essential. The RNO-FMD shall provide limited fire prevention equipment within the facilities. The availability of fire protection equipment provided by the RNO-FMD shall not limit the Contractor's responsibility or liability for maintaining a reliable fire prevention and protection program for its employees and the Maintained Systems.

b. The Contractor shall be knowledgeable of and provide adequate and appropriate training for all employees in the proper method of reporting a fire and proper use of a fire extinguisher. All pertinent information regarding fire-reporting procedures may be obtained from the RNO-FMD. Proof of contractor employee fire extinguisher training records must be kept and made available for review by the RENO-FMD.

9. Smoke Free Environment

a. The RNO-FMD's facilities are smoke free. Smoking is permitted in designated areas on the front curb of the terminal.

b. The Contractor and its employees shall adhere to the rules and regulations in regard to this facilities maintenance of a smoke free environment.

10. Lost and Found Property

a. The Contractor shall immediately turn in to the Airport’s Police Department all property found on the premises.

b. Any violations or disregard of the rules, regulations and/or policies may be cause for immediate termination.

11. Fixed Improvements and Operating Facilities

a. During the period of performance of the contract, title to the Fixed Improvements made by the Contractor to the job site shall remain with the Contractor. “Fixed Improvements” includes any improvements, fixtures, additions, annexations or alterations to the job sites or a portion thereof that cannot be removed or changed without material damage to, or destruction of, either itself or the job sites or a portion thereof. All Fixed Improvements on the job sites shall require the prior written approval of the RNO-FMD.

b. The Contractor shall have no right during the term of the Contract to demolish or remove, in whole or in part, any Fixed Improvements on the job sites except with the prior written consent of the RNO-FMD through
the airport permitting process, that may, at its discretion, be conditioned on the obligation of the Contractor to replace the same by a building structure or improvements that shall be left in place and title to them shall transfer to the RNO-FMD unless otherwise acquired in writing by both the Contractor and the RNO-FMD.

12. Warranties

a. The following performance warranties are established for the services under this Specification, during the term of this Specification, and any extensions thereto:

1) The Contractor shall reimburse the RNO-FMD for all facility user claims resulting from the Contractor’s improper or defective performance of services under this agreement.

2) Contractor agrees to reimburse the RNO-FMD, within fifteen (15) days for one hundred percent (100%) of all fines levied against the RNO-FMD by the TSA or other government authorities when those fines can be attributed to services not provided or defectively performed by the Contractor or by Contractor employees.

3) Contractor will work with the RNO-FMD to assure the highest and best customer service possible. This shall include, but not be limited to, efficiency, grooming, courtesy, and compliance with uniform requirements.

4) The RNO-FMD shall have the right to require removal any of the Contractor’s employees found to be providing poor customer service or in non-compliance with any other requirements of this specification by providing Contractor with written notice outlining reasons for required removal of any employee.

b. The foregoing warranties are exclusive, and in lieu of all other warranties, whether written, oral, implied or statutory provided, however, this warranty does not modify or in any other way replace or supersede the warranty covering the design, supply and installation of the BHS as provided in certain other contracts between the Original Equipment Manufacturers, BHS Contractors and the RNO-FMD.

13. Changes

The RNO-FMD may, at any time, by written order, make changes within the general scope of this specification in the services to be performed. Adjustments in the amount of agreed compensation would be made only if any such change causes an increase or decrease in the cost of performance
of any part of the work under this specification, whether or not changed by a change order. In connection therewith, the RNO-FMD and the Contractor shall mutually agree and make an equitable adjustment in the specification amount and shall modify the specification accordingly.

a. The Contractor must assert its right to an adjustment under this clause within ten (10) days from the date of receipt of the written order and provide detailed pricing data and supporting information within thirty (30) days from the date of receipt of the written order.

b. The Contractor shall not perform work that it believes involves a scope change and price impact without prior written order from the RNO-FMD, and the Contractor shall not perform work until a written notice to proceed on a time and material basis is issued by the RNO-FMD if the Contractor believes the changes to the work represent a material and significant increase in scope and price.

c. The justification for changes in required labor hours, to be used by Contractor and the RNO-FMD in reaching an equitable adjustment under this section shall be to use the parameters associated with Head Count Justification for numbers of employees and the average hours of PM required to provide the change of scope services on the various type of equipment. In addition, staffing levels may be adjusted by mutual agreement between the RNO-FMD and Contractor to meet the response time requirements when new response zones are added to the BHS.

d. When an equitable adjustment is requested by the Contractor to cover a change in the scope of work, in addition to the man hour justification indicated above, the Contractor shall submit a price for the additional BHS operation and maintenance services.

e. Unit pricing is to be included in the pricing data submitted as part of the proposal. The Contractor will make general assumptions based on the subsystem description, other contract documents including drawings and specifications, and identify those assumptions in the proposal. Prices to be held per duration of the original agreement. Subsequent renewals should include revised pricing, if applicable.

f. The Contractor will submit with his proposal a proposed preventative maintenance matrix for all elements and components pertaining to this specification. Notwithstanding any inability of the parties to agree on an adjustment, the Contractor shall not be excused from proceeding with the services as changed in writing.
14. Responsibility of the Contractor

a. The Contractor shall be responsible for the professional quality, technical accuracy, and the coordination of all services furnished by the Contractor under this specification. The Contractor shall, without additional compensation, correct or revise any deficiencies in the services provided under this agreement at the earliest possible time.

b. Some services required under this specification are time sensitive and cannot be effectively delivered at a later time. The RNO-FMD has sole authority to determine whether a service deficiency can be corrected or whether the service is time sensitive and the deficiency cannot be cured. The RNO-FMD will give written notice to the Contractor of deficiencies in time sensitive service items within twenty-four (24) hours of discovering the time sensitive service deficiency. Neither the RNO-FMD’s review, approval or acceptance of, nor payment for, any of the services required under this specification shall be construed to operate as a waiver of any rights under this specification or of any cause of action arising out of the performance of this specification, and the Contractor shall be and remain liable to the RNO-FMD in accordance with applicable law for all damages to the RNO-FMD caused by Contractor’s negligent performances of any of the services furnished under this specification.

15. Disputes

a. The presence of disputes between the RNO-FMD and Contractor, or legal proceedings arising from such disputes, shall not relieve the Contractor of its obligations to properly and expeditiously perform the agreed services. Contractor shall promptly inform the RNO-FMD, in writing, of any dispute arising from or relating to this specification. The RNO-FMD shall not be required to compensate the Contractor for any additional costs accrued prior to the RNO-FMD receiving written notice of that dispute.

b. The RNO-FMD and the Contractor will make a good faith effort to negotiate a resolution of any disputes.

16. Termination

a. Not foregoing any of the other terms and conditions of this agreement, the RNO-FMD will accept from the Contractor a request for mutual termination effective on the next upcoming contract renewal option date. Such request must be in writing and submitted at least six (6) months (180 days) prior to the next agreement renewal option date. For purposes of this provision, next agreement renewal date shall mean July 1, of each year during the term of the Contract. The RNO-FMD’s approval will be subject to Contractor’s agreement to continue delivery of all services and
comply fully and faithfully with all provisions of this specification up until the date of termination. Contractor shall be entitled to compensation earned and expenses incurred as of the date of termination, but no amount shall be allowed for anticipated profits or services not performed.

b. If Contractor fails in the performance of any term or condition hereof, or does or permits anything to be done contrary to any term or condition hereof, Contractor shall be considered in default of this agreement. The RNO-FMD shall give the Contractor written notice of the default condition. If such default continues unresolved for a period of five (5) days following written notice thereof from the RNO-FMD to the Contractor or if the default cannot be corrected within the five (5) days, and Contractor fails to provide the RNO-FMD with an acceptable plan to resolve the default after the five (5) days, then the RNO-FMD may terminate this agreement upon written notice and pursue any other remedy available in law or in equity. In the event of a default Termination, the RNO-FMD may take over the work and prosecute the same to completion, and the RNO-FMD shall be compensated by Contractor for any losses or costs it incurs by virtue of this termination for default.

c. In the event the RNO-FMD gives the Contractor notice that the RNO-FMD intends to terminate services, the Contractor agrees to provide services, as requested by the RNO-FMD, in a good faith and business like manner under the terms and conditions of this Specification not to exceed ninety (90) days from the date of the notice or an agreed upon date.

d. Notwithstanding anything to the contrary elsewhere in this Specification, Contractor shall have the right to terminate this agreement as a default termination, if at any time during the term of the Contract and any extensions thereto, the RNO-FMD fails to make payments to Contractor in accordance with the payment terms of this agreement, after first giving the RNO-FMD a thirty (30) days advance notice of its intention to terminate the services under the Contract in the event all delinquent payments are not received by Contractor prior to the end of such thirty (30) day notice period.

17. Laws, Permits, and Regulations

a. Contractor shall obtain and pay for all permits, fees and licenses necessary for the performance of the work contemplated hereunder. Contractor shall comply with all statutes, laws, ordinances, regulations, rules and orders bearing on the conduct of the work or enacted or adopted by any federal, state, local, municipal, or other authority or governmental body having jurisdiction, or any rules or regulations of any insurance company, board of fire underwriters, bureau or similar body
applicable to the work.

b. In the event that there are changes in statutes, laws, ordinances, regulations, rules, or orders, which require Contractor to perform additional work or otherwise has an added cost effect related to the performance of the scope of work covered by the specification, Contractor is entitled to an adjustment to then current annual contract amount and resulting monthly billing amounts to reflect such additional work scope and/or cost impact of such a change as agreed to by the RNO-FMD, once all the facts are clearly made known to the RNO-FMD by Contractor.

18. Independent Contractor Relationship

a. The RNO-FMD and the Contractor acknowledge and agree that the Contractor is an independent contractor, and not an employee of the RNO-FMD and Contractor will have no authority to incur liability on behalf of the RNO-FMD.

b. The RNO-FMD will have no obligation whatsoever to provide any employee benefits or privileges of any kind or nature to Contractor, including, without limitation, insurance benefits, pension benefits or travel privileges. Further, Contractor agrees that any and all taxes imposed, assessed or levied as a result of the service provided by Contractor under this agreement shall be paid by the Contractor, or if paid by the RNO-FMD, Contractor shall reimburse the RNO-FMD upon demand.

c. In the event that there are changes in any tax laws after the date of this specification that require the Contractor to pay amounts in addition to those included in the contract price, Contractor is entitled to an adjustment to its current annual contract amount and resulting monthly billing amounts to reflect such additional tax cost impact as a result of such a change as agreed by the RNO-FMD once all the facts are clearly made known to the RNO-FMD by Contractor.

19. Subcontract Service Provider

a. Contractor shall not engage subcontractors (other than Brock Solutions) for any portion of the services called for in the specification without the express written permission of the RNO-FMD.

1) Such permission, if granted, shall in no way lessen the responsibility of Contractor to perform in accordance with this agreement and shall in no way create any relationship, contractual or otherwise between the RNO-FMD and any subcontractor. Any subcontractor shall be bound to the terms and conditions of this specification.
20. Access to Records

a. The RNO-FMD shall have access, at the Contractor's principal local place of business and during normal business hours, to all records and documents of the Contractor directly relating to labor and materials used in the performance of repair and replacement work for which the Contractor has been compensated or is to be compensated on the basis other than a fixed price.

b. Such documents and records shall include, but not be limited to, time tickets, payroll records, work orders, and related reports provided to unions, vendor's invoices, cancelled checks and published price lists, including discount items, of the Contractor relating to any amounts for which the Contractor has been compensated, or claims it should be compensated for.

c. If certain materials manufactured by the Contractor do not appear on a published price list, the Contractor may be required to provide evidence that the charges are comparable to those that are being given to other preferred customers of the Contractor.

d. All books of accounts and records are to be made available within the greater Reno/Sparks metropolitan area for a period of three years following the completion of the contract or agreement. If such books of accounts and records are not available in the greater Reno/Sparks area, then the Contractor shall pay the expenses of the Owner representative to travel to the location of the books and records.

E. SPECIAL REQUIREMENTS

1. Permits and Responsibilities

a. The Contractor shall comply with all applicable revisions, additions, changes and/or upgrades to any federal, state, and municipal laws, codes, and regulations which are in effect on the date of Contract award and which affect the performance of the work. The Contractor shall also obtain and pay the costs of any royalties and licenses for any patented or copyrighted items used in the performance of the work.

b. It shall be the responsibility of the Contractor to promptly notify the RNO-FMD if an official in charge of compliance with the Occupational Safety and Health Act or any other regulatory agency visits the work site.

2. Regulation Requirements

a. The Contractor shall comply with all applicable federal, state, local, the
Reno-Tahoe Airport Authority
Reno-Tahoe International Airport

RNO-FMD’s, and the Airport’s regulatory, code and procedural requirements. This shall include but not be limited to the Contractor complying with the following requirements:

1) Safety Manual
2) Orders and Instructions
3) Design Manual
4) Advisories
5) Security, Traffic and Parking Requirements
6) Safety Procedures including Lockout/Tagout, OSHA Confined Space Entry, Hazardous Materials, Material Safety Data Sheets, etc

b. The Contractor shall report all incidents and accidents immediately to the RNO-FMD in accordance with Federal, State and local laws and regulations, and the RNO-FMD’s Orders and Regulations.

3. Asbestos Containing Materials (ACMs)/Lead Based Paint

a. Some facilities at the airport may have been constructed prior to 1990. Therefore, these facilities should be presumed to have both Asbestos Containing Materials (ACM) and paint containing lead in their construction.

b. Prior to undertaking any activities that could disturb these materials, the Contractor shall obtain prior written approval from the RNO-FMD to proceed with such activities.

4. Hazardous/Carcinogenic Materials

a. The Contractor shall not bring, produce, use, or store on the job site any hazardous or carcinogenic products without prior written approval by the RNO-FMD. All hazardous and/or carcinogenic waste transported or generated on-site at the airport by the Contractor must be properly disposed off the airport site by the Contractor as required by law and at no additional cost to the RNO-FMD.

b. The Contractor shall provide the RNO-FMD with complete, legible copies of all regulatory notices, violations, citations, etc. received by the Contractor that pertain directly or indirectly to the fulfillment of this specification.
5. VOC Requirement
   
a. The Contractor shall use on the job site only chemicals and cleaning products that do not exceed the national Volatile Organic Chemical (VOC) limitations rule(s) published by the U.S. Environmental Protection Agency (EPA).

b. The Contractor shall provide the RNO-FMD with complete, legible copies of all regulatory notices, violations, citations, etc. received by the Contractor that pertain directly or indirectly to the fulfillment of this agreement.

6. Hazardous Waste
   
a. The Contractor shall initiate a Hazardous Waste Management training program for its employees and subcontractors on the proper disposal of hazardous materials. Contractor shall ensure employees are aware that the domestic drains and storm drains shall not be used to dispose of gasoline, paint, thinners, oils, solvents, concentrated cleaning agents and other toxic material.

b. The Contractor is responsible for collecting, accumulating, recycling, and/or off site disposal of its hazardous and toxic waste off the airport in compliance with federal, state and local laws governing hazardous waste storage and disposal.

c. The Contractor shall provide the contracting officer and the RNO-FMD with documentation of hazardous materials or wastes that are accumulated, handled, generated, or disposed of by the Contractor's operations. The documentation shall demonstrate the adequacy of the handling and disposal operations used by the Contractor and will demonstrate that the Contractor activities will not result in contamination of airport property. The RNO-FMD shall provide this documentation upon request during periodic environmental inspections of the Contractor's premises. The RNO-FMD shall be copied on all correspondence with regulatory agencies concerning the Contractors compliance with environmental regulations.

d. If the Contractor generates hazardous waste in an amount that makes it subject to state and EPA hazardous waste requirements, the Contractor shall apply for a Hazardous Waste Generator Identification Number. Hazardous waste shall be shipped off the airport using the Contractor's Hazardous Waste Generator Identification Number documented on a complete and properly signed Uniform Hazardous Waste Manifest. The Contractor shall be required to submit an Annual Hazardous Waste Report to the State of Nevada Department of Environmental Quality. The
aforementioned is at no additional cost to RNO.

e. The Contractor shall be responsible for developing a Resource and Conservation Act (RCRA) Contingent Plan if the amount of hazardous waste generated places it into a category that requires a plan.

f. The Contractor shall be responsible for notification and reporting required under Superfund Amendments and Reauthorization Act (SARA), Title III regulations.

g. The Contractor shall, at start of the contract, implement a written hazardous waste spill contingent plan listing materials used, spill prevention procedures, containment equipment and procedures to be used in the event of spill, personnel protective equipment requirements, notification procedures, in accordance with the Resource Conservation and Recovery Act (RCRA) and the Occupational Safety and Health Administration (OSHA) regulations.

h. In the event of the spill, the Contractor shall notify AirCom. The Contractor shall be responsible for all cleanups, site remediation, and disposal costs including hazardous waste response teams that may be required at the site. All procedures shall be in accordance with applicable federal, state and local environmental and OSHA regulations. The Contractor shall remove all hazardous waste materials from the airport at the end of each workday. Hazardous materials that are temporarily stored at the job site shall be placed in containment devices that are capable of containing One-Hundred Ten percent (110%) of the volume of the substance in the event of a spill.

F. SYSTEM PERFORMANCE

1. Performance Requirements

   a. The Contractor shall dutifully meet or exceed the performance requirements described in the section, as calculated on a weekly basis.

   b. The BHS has been designed to achieve and maintain specified rates. The Contractor will operate and maintain the BHS at all times to continuously achieve these rates.

   c. Reliability of each Subsystem shall be measured in terms of “Subsystem Availability” (SA) of each Subsystem. Availability of each Subsystem is determined from the definitions and formula contained in this section.

   d. A failure is defined as any malfunction of a Subsystem assembly or subassembly which stops normal operations. A failure shall be charged
against only one subsystem which causes the failure. The following shall not be deemed failures:

1) Malfunctions due to causes outside the subsystem such as sabotage, general power outage, etc.

2) Malfunctions due to baggage jams not caused by failure of a subsystem component, assembly or subassembly.

3) Malfunctions due to products or services outside the control of the Contractor.

4) Damage from vehicle traffic such as tugs, carts, etc.

5) Incipient failures which are detected and repaired without affecting normal operation of the subsystem.

6) Malfunction of one of a redundant computer pair where the repair time does not affect normal operation of the system or subsystem.

7) Malfunction of a portion of the subsystem system that degrades but does not completely stop operation.

8) Malfunction of any TSA-owned EDS device in the BHS System.

e. Scheduled Operating Times (ST): The scheduled time that the subsystem is available for processing baggage (normal 20 hours per day).

f. Repair Time (RT): The interval of time between initiation of repairs and return of the subsystems to operation.

g. Subsystem Availability (SA): Subsystem availability is defined as:

\[
SA_1 = \frac{ST - RT}{ST}
\]

h. System Availability (A): System availability is defined as:

\[
System \, Availability \, A = \frac{SA_1 + SA_2 + SA_3}{N}
\]

i. The BHS shall have a System Availability (A) of not less than 0.99 percent (99%).

j. The Contractor shall maintain all tracking devices (programmable logic controllers, etc.) in such proper condition to achieve continuous tracking accuracy. Tracking accuracy is defined as the system's ability to identify and control the location of the baggage from the point of encoding to the
correct output. The intent of this requirement is to ensure system transit times are met and the baggage is delivered in a timely fashion.

2. Deductions for System Availability

a. Should the BHS does not achieve a System Availability (A) of at least ninety-nine percent (99%) as defined herein, a “Payment Factor” shall be applied to the Contractors total invoice amount for that month, as follows:

<table>
<thead>
<tr>
<th>System Availability (A)</th>
<th>Payment Factor</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.0 - 100.0</td>
<td>1.000</td>
</tr>
<tr>
<td>98.9 – 98.99</td>
<td>0.991</td>
</tr>
<tr>
<td>98.8 – 98.89</td>
<td>0.981</td>
</tr>
<tr>
<td>98.7 – 98.79</td>
<td>0.971</td>
</tr>
<tr>
<td>98.6 – 98.69</td>
<td>0.961</td>
</tr>
</tbody>
</table>

b. The minimum Payment Factor that may be applied by the RNO-FMD to any monthly invoice of Contractor shall be 0.961. Applying any such Payment Factor the RNO-FMD shall be its sole remedy and Contractor's sole liability for failure to meet System Service Availability as defined above, other than for Contractor's liability for Corrective Action and the RNO-FMD's remedy of terminating this agreement in accordance with the Contract.

3. Corrective Action

a. For any calendar month during the contract that the BHS does not achieve or will not achieve a minimum of ninety-nine percent (99%) System Availability, the Contractor at his expense will promptly initiate a review of maintenance procedures and shall propose a plan to the RNO-FMD within two weeks to correct the problems. Corrections of maintenance procedures shall be at no added expense to the RNO-FMD.

b. Correction of design deficiencies, once agreed by the RNO-FMD, shall either be made by the RNO-FMD at its expense or made by Contractor after first receiving a change order from the RNO-FMD covering the costs to Contractor to make the correction. Corrective actions shall be documented in a failure analysis report to be issued by the Contractor to the RNO-FMD.
G. DOCUMENTATION AND REPORTING

1. Preventative Maintenance Schedule Deviation Report

   a. The Contractor shall develop and submit a monthly Preventive Maintenance Schedule Deviation Report that documents all PM's that were not completed on time as originally scheduled. For all outstanding work, the Contractor shall include a proposed schedule for re-accomplishment, and a complete explanation as to why work was unable to be performed.

   b. The Contractor shall submit the Schedule Deviation Report to the RNO-FMD no later than five (5) business days prior to the end of each month.

2. Maintained System Downtime Report

   a. Contractor shall develop and maintain monthly a report in MS Access or other approved format that documents all instances of non-PM related system outages.

   b. This report shall include, at a minimum, date and time of notification, contractor response time to problem, sections of Maintained System affected, responding technician(s), cause of system downtime and system return to service date and time.

3. Baggage System Restarts

   a. The Contractor shall immediately respond to all equipment failures requiring a reset.

   b. Incidents requiring a reset will be documented on the appropriate work order or trouble call log, including the date, time, problem, cause, corrective action taken and completion time.

4. Equipment Data Evaluation and Trending

   a. The Contractor shall perform trend analyses for all equipment covered by this agreement.

   b. The Contractor shall provide monthly reports identifying, at a minimum, outage trends, bag jamming trends, etc.
5. Baggage Jam Report
   a. Contractor shall develop and maintain daily a report in MS Access or other RNO-FMD approved format that documents all instances of baggage jams on the BHS.
   b. This report shall include, at a minimum, time and date of occurrence, sections of conveyance systems where jam occurs, affected Airline(s), quantity of bags, responding technician(s), and system downtime duration.

6. Outbound Processed Baggage Report
   a. The Contractor shall develop and maintain daily a report in MS Access or other RNO-FMD approved format that documents the quantity of baggage processed through the outbound system on an hourly basis.
   b. This report shall be categorized by date and hour and shall include total quantity of bags processed on each main line.

7. Transportation Security Administration (TSA) Reports
   a. The Contractor shall develop and maintain daily all reports required by the TSA, in the format defined by the TSA.
   b. It is the Contractor’s responsibility to comply with TSA reporting requirements generated by the Maintained Systems.

8. Equipment Related Accidents/Injuries
   a. The Contractor shall provide a formal report of all accidents and/or injuries, which occur and involve the equipment covered by this specification via email to the RNO-FMD no later than two hours after the occurrence.
   b. This report shall identify all parties involved, location, times and suspected cause of incident.

9. Vandalism Incidents
   a. The Contractor shall respond to all calls for suspected vandalism that involve the equipment covered by this specification. If the Contractor finds suspected vandalism damage to the equipment, the Contractor shall secure the equipment, contact the Police, and wait at the equipment until the Police respond and prepare an Incident Report.
b. The Contractor shall immediately notify the RNO-FMD via e-mail of each occurrence of suspected vandalism. This notification shall include electronic photographs of the damage along with a description of the damage, police report number, probable cause, and estimated cost or extent of damage.

c. The Contractor shall in all instances of suspected vandalism provide the RNO-FMD within three (3) business days’ time; date stamped digital photographs, a complete statement of justification, a Police Incident Report Number and copy, a Work Order Request Number, Equipment History Database Reference Number and an estimated cost break down to complete the repairs.

10. Contract specific reporting to be delivered on a daily basis includes;

- CBBS Executive Summary
- Daily CBIS Bag Volume Report
- Daily CBIS Screening Report
- Daily CBIS Summary Report
- Daily CBIS System Reliability Report
- Equipment Malfunction Report
- Equipment Malfunction Summary
- Executive Summary Report (additionally complied for ½ month and sent to TSA)
- Jam Statistics Report
- OSR Performance Report
- Throughput Report

All of these reports are required to be delivered to contract specifications in a timely manner on a daily basis.

H. PERSONNEL

1. General

   a. The Contractor shall provide all personnel, supplies and materials necessary to perform the administration, operation, maintenance, contingency plan support, and management of the BHS operation and maintenance services.

   b. Maintenance management comprises all the functions required to manage the operation and maintenance activities effectively, including, and not limited to:
1) Supervision and clerical support.

2) Payroll and benefits administration.

3) Personnel training.

4) Safety.

5) Financial reporting.

6) Personnel administration.

7) Maintenance scheduling.

8) Inventory management including:
   a) Spare part inventories.
   b) Re-order of parts.
   c) Contingency Plan support.
   d) Track the warranty period for all components.

9) Provide to RNO-FMD any required reports.
   a) The Contractor shall provide skilled cross-trained technicians with mechanical and electrical aptitude and strong skills and experience with industrial control devices. Responsibilities include, and are not limited to, maintenance and repair of all electrical, mechanical, and control devices, equipment, and components associated with the Maintained Systems. The maintenance personnel will also be responsible for clearing baggage jams and fault response. The Contractor's fault response time (excluding repair time) shall be a maximum of five (5) minutes.

   b) The Contractor shall provide qualified, trained personnel to manage and control the daily maintenance and operational aspects of the Maintained Systems. In the event of all fall-back or fault conditions, the Central Control Room Supervisor shall consult and advise the RNO-FMD's Shift Manager who is responsible for all BHS operational decisions. EDS subsystems shall be staffed by the TSA.
c) The Contractor shall submit a staffing level and allocation plan and cumulative annual budget forecast and supporting documentation of performance containing the following categories:

1) Month (Jan., Feb., etc.)
2) Period (01 Jan. - 31 Jan.)
3) Job Classification and Description (each job classification and will be separate)
4) Projected Hours
5) Premium pay (Overtime, holiday, shift differential)
6) Labor Total
7) Materials and Services (consumables, training, supplies, etc.)
8) Monthly, Annual and Contract Term Budget Total
9) Proposed Report Formats
10) Contingency Plan Support
11) Current minimum staffing is 19

2. Site Manager

a. The Contractor shall designate a qualified and experienced full time on-site Site Manager at the Airport. The Site Manager shall have full authority to act for the Contractor and serve at all times to carry out all the provisions of the Contract. The Site Manager shall be in charge of and have overall responsibility for the work to be carried out under this agreement and as such shall devote their time exclusively to this task.

b. Site Manager work hours shall be 8:00 a.m. to 5:00 p.m., Monday through Friday, unless or until directed otherwise, in writing, by RNO-FMD.

c. The name of the Site Manager and an equally responsible alternate who shall assume the Site Manager's duties when the primary Site Manager is absent shall be designated, in writing, to the RNO-FMD fifteen (15) business days prior to the Contract start date.
d. The Site Manager shall be available for calls 24 hours a day, seven (7) days a week. The Site Manager shall be available at all times to attend regularly scheduled and/or on-demand meetings, tours, and inspections requested by the RNO-FMD to discuss the Maintained Systems.

e. The Site Manager shall possess the necessary computer skills required to perform trending, queries, and analysis of the Maintained Systems' performance histories. The Site Manager shall also possess the ability to receive and send e-mail, and have basic spreadsheet, word processing and database skills.

f. The Site Manager shall possess skills relating to the operation and maintenance of the Maintained Systems and related subsystems (i.e., VFD's, PLC's, ATR's, software programming, etc.)

g. The RNO-FMD shall have the right, in its sole discretion, to approve or reject any Manager selected by the Contractor at any time.

3. Technicians

a. All services covered by this specification shall be performed by fully qualified and trained technicians. Contractor will provide the RNO-FMD with a list of qualified and trained employees scheduled to work under this agreement prior to any performance thereunder. Such list will be updated as required, but at least monthly, by adding new employees’ names and identity numbers. Training and payroll records shall be maintained by Contractor and made available to the RNO-FMD upon request.

b. Contractor’s employees shall meet, as a minimum, the qualifications listed below. In addition, the Contractor shall meet any additional staffing qualification as required by the airport or TSA.

1) Be 18 years or age or older.

2) Be a United States citizen or possess the necessary authority from the Immigrations and Naturalization Service to be employed at the site.

c. Contractor’s employees shall satisfactorily complete a background check and/or alcohol and drug testing performed by Contractor at Contractor’s expense required by the RNO-FMD.

d. The Contractor's on site employees shall possess sufficient computer skills and software (Word, Access, Excel, Outlook, Actuate Reports)
knowledge to perform data entry, queries, downloads and analysis of the Maintained Systems' performance.

e. The Contractor shall provide to the RNO-FMD resumes for all key personnel (i.e., Site Manager, on-site personnel, etc.) for the RNO-FMD's approval. Lead mechanics shall have a minimum of five (5) years' experience in their field.

f. These resumes shall be provided to the RNO-FMD in the Request for Proposal response.

4. Employee Attire

a. Contractor's employees shall, at all times while on the job site, be attired in a distinctive company uniform that is acceptable to the RNO-FMD.

b. Employees shall wear uniforms consisting of shirts and full-length trousers or coveralls. Shorts, cutoffs, etc. are not acceptable. The uniform shall have the Contractor's name easily identifiable, affixed thereon in a permanent or semi-permanent manner such as a badge or monogram. Any color combination, as appropriate, may be used for the uniforms as long as they are distinct from that used by the RNO-FMD.

c. All Contractor employees shall wear safety shoes as part of the approved attire.

d. The Contractor shall supply and maintain the required employee attire, including and not limited to, protective weather wear, personal protective equipment, etc., at no additional cost to the RNO-FMD.

5. Employee Conduct

a. The Contractor's employees shall at all times while on the job site, whether on or off duty, conduct themselves in a professional, orderly, and safe manner. Rudeness, fighting, being under the influence of alcohol and/or illegal drugs or bringing and/or consuming alcohol and/or illegal drugs, gambling, soliciting, stealing, taking pictures or bringing cameras or other photographic devices anywhere on airport property (unless fulfilling the requirements of this specification), and any immoral or otherwise undesirable conduct shall not be permitted on the job site and shall result in immediate and permanent removal from the job site of any employee engaging in such conduct.
b. The Contractor agrees to promptly remove from the airport any employee that the RNO-FMD advises is not satisfactory and to replace such personnel with an employee satisfactory to the RNO-FMD.

6. Training

a. Contractor shall provide personnel who have been trained and certified as necessary, or as specifically required in this specification, in accordance with federal, state, and local requirements to perform under this specification. Before being assigned to perform duties under this specification, all personnel shall receive written training material and such classroom training as necessary to enable them to carry out their respective responsibilities. The RNO-FMD shall have the right to review and approve training materials and attend classroom training.

b. Such training shall be conducted in compliance with all federal, state, and local requirements and any additional standards as the RNO-FMD may require at no cost to the RNO-FMD.

c. Contractor shall conduct weekly tool-box-talk training sessions on safety for all Contractor employees.

d. Contractor shall maintain records in accordance with requirements and, while such records shall remain the sole property of the Contractor, they shall be made available for inspection by the RNO-FMD at all reasonable times during the term hereof and for two (2) years following the expiration of the agreement.

I. CONTRACT DELIVERABLES

The Contractor shall be required to submit the following deliverables to the RNO-FMD's contracting officer for this specification. The section of this specification describing the required deliverables are provided with each deliverable listed below.

1. Daily

   a. Shift activity notification

   b. Equipment status notification

   c. Baggage Jam Report

   d. Outbound Processed Baggage Report
e. Mis-sorted Baggage Report

2. Fifteen (15) business days prior to contract start date
   a. Preventive maintenance program modifications
   b. Names and contact information for all key personnel
   c. Quality Control plan and documentation
   d. Safety plan and documentation
   e. Management personnel notification

3. Ten (10) days after contract start date
   a. Copy of contract personnel security badges
   b. Copy of AOA vehicle permits

4. Thirty (30) days after contract award
   a. Equipment condition survey report
   b. Critical parts inventory

5. Weekly
   a. Quality Control inspection report
   b. PM Schedule

6. Monthly
   a. PM schedule deviation report
   b. Baggage handling system reset report
   c. Work order status report
   d. Maintained system availability report
   e. Equipment data evaluation and trending reports
7. Annually
   a. Hazardous waste report to State of Nevada EPA
   b. Critical parts inventory and usage reports

8. As required
   a. Product material submittals
   b. Resource conservation act contingent plan
   c. Vandalism reports and documentation
   d. Resumes of all new key personnel
   e. Accident reports

J. RNO-FMD FURNISHED RESOURCES

1. On-site Space
   a. To facilitate fulfilling the requirements of this specification, the RNO-FMD will provide the Contractor workshop and storage space(s) at the airport. General office spaces will be addressed through a lease agreement.
   b. The Contractor shall keep such areas clean and orderly at all times.
   c. The Contractor shall keep the on-site office door locked whenever unoccupied.
   d. The Contractor shall not store any items not related to the agreement in the on-site spaces.

2. Operations and Maintenance Manuals
   a. To facilitate fulfilling the requirements of this specification, the RNO-FMD will allow the Contractor to use the Maintained Systems’ O&M manuals.
   b. The Contractor shall utilize these manuals only for work being performed at the job site. The manuals shall be returned to the RNO-FMD at the end of the contract period in the condition which they were received.
3. RNO-FMD Computer Network Access
   a. The RNO-FMD will provide the Contractor with access to the computer system for the sole purpose of fulfilling the requirements of the specification. The RNO IT department, to verify compliance of this requirement, may monitor Contractor’s computer usage.
   b. The Contractor’s computer systems and related equipment shall remain on the jobsite at all times. These computer systems, related equipment and data shall remain the property of the RNO-FMD at the end of the contract.
   c. The Contractor shall not allow unauthorized users to operate or use the computers.
   d. The Contractor shall be responsible for notifying the RNO IT department of all computer malfunctions or troubles that could affect the RNO-FMD’s network.

4. Utilities
   a. The RNO-FMD will pay the cost of utilities (electric, water, etc.) used in the operations and maintenance of the Maintained Systems as is reasonable.
   b. The cost of telephone service, including long distance charges, will be the responsibility of the Contractor.
   c. The RNO-FMD will not compensate or will back charge the Contractor for unreasonable utility charges.

5. Waste Removal
   a. The RNO-FMD will provide a dumpster for depositing waste, generated in the maintenance of the Maintained Systems.
   b. Hazardous waste materials (e.g., batteries, etc.), are excluded and shall be the responsibility of the contractor to dispose of properly.

6. RNO-FMD Contact Information
   a. The RNO-FMD will provide phone numbers, email and mailing addresses for the contracting officer and other key personnel as are warranted.
b. The Contractor shall provide the RNO-FMD with phone numbers, e-mail and mailing addresses for third-party or OEM technical support utilities in the operation and maintenance of the Maintained Systems.

K. METHOD OF PAYMENT

1. Invoicing

a. The Contractor shall submit an invoice on a monthly basis for services completed, to the satisfaction of the contracting officer during the previous month. The RNO-FMD shall incur no obligation for out of scope work that is not authorized in advance, in writing.

b. These monthly invoices shall be itemized to provide a breakdown of cost for all services according to the following:

2. Base Services

a. The Contractor shall invoice the RNO-FMD for Base Services at the end of each calendar month in which the work was performed in accordance with the specification and shall be paid for actual services performed.

b. The contracting officer reserves the right to withhold a portion of the monthly payment to the extent the Contractor has not fulfilled the requirements of the specification for the month in which the services were performed.

3. Supplemental Services

a. In addition to the Base Services payment described above, the RNO-FMD will reimburse the Contractor for performing supplemental services as described below.

4. Repair Services

a. The Contractor shall be reimbursed for the labor and materials required to complete validated repairs in accordance with the fully loaded labor rates specified in the contract.

b. The Contractor shall be reimbursed for all materials used in the performance of repairs at invoice plus five (5) percent. The contractor shall not mark-up sales tax, shipping, and handling costs. Subcontractor mark-ups are limited to ten (10) percent and shall not include a mark-up for sales tax, shipping, and handling costs.
c. The Contractor shall not invoice the RNO-FMD for any work unless a Service Call Order signed by the RNO-FMD has been received or for any work described in a Call Order until after all the work described in the Call Order has been completed to the satisfaction of the RNO-FMD.

5. Parts/Materials

a. The Contractor shall invoice the RNO-FMD for the actual cost expended by the Contractor to purchase replacement parts and/or materials (for a single item) in excess of Fifty Dollars ($50.00) to fulfill the requirements of the specification and which have been approved in writing by the contracting officer and/or the RNO-FMD.

b. Materials costing less than Fifty Dollars ($50.00) shall not be reimbursed, as they are part of base services. No combining of cost for multiple replacement parts and/or materials shall be permitted. This cost shall be invoiced to the RNO-FMD at the end of the calendar month in which the Contractor incurred it. Original invoice of parts purchased must be submitted to the RNO-FMD. The Contractor will be allowed a five (5) percent mark-up for each part over Fifty Dollars ($50.00). The contractor shall not mark-up sales tax, shipping, and handling costs.

L. CONTRACT STARTUP

1. Pre-inspection of Equipment

a. The Contractor shall, within thirty (30) days from the contract award, perform an inspection and assess the condition of all equipment covered under this specification to establish a condition baseline.

b. The survey shall include observations of deficiencies in equipment condition, operation, and/or performance and shall provide a written baseline report of discrepancies and serve as a “starting point” for Contractor to provide ongoing maintenance.

2. Key Contractor Personnel

a. The Contractor shall identify and provide the RNO-FMD with a list of names and telephone numbers of its key personnel who shall be responsible for fulfilling all the requirements of this specification.

b. Contractor's Key Personnel List shall be provided to the RNO-FMD fifteen (15) days prior to the specified start date and shall be updated when changes are made.
3. Security Badging

   a. Contractor shall be responsible for ensuring, at no additional cost to the RNO-FMD, that all contract employees obtain an airport security badge no later than five (5) days after contract start date. Airport security badges shall be visibly displayed by all contract employees at all times while on the job site.

   b. The Contractor shall provide the RNO-FMD with a copy of all contract personnel security badges no later than ten (10) days after Contract start date.

M. CONTRACT PHASE OUT

1. Maintenance Inspection

   a. Beginning on or about thirty (30) business days prior to the contract expiration or termination, the RNO-FMD and/or their technical representative will thoroughly inspect the condition of all equipment covered by this specification to audit the level of maintenance and service work performed. All deficiencies found shall be corrected by the Contractor prior to the contract expiration date. If deficiencies have not been corrected by the Contractor by that date, then the RNO-FMD will have the repairs performed by another vendor and the cost to perform the repairs shall be withheld from the Contractor's last payment.

   b. The Contractor shall provide all necessary labor, equipment, materials, and technical expertise required to assist the RNO-FMD in inspecting each Maintained System and sub-system. The Contractor shall thoroughly exercise all systems and demonstrate each feature and function.

2. RNO-FMD Provided Resources

   a. Upon expiration/termination of the contract, the Contractor shall return to the RNO-FMD, in good condition, all the RNO-FMD provided resources. This includes, and is not limited to, computer hardware, communication devices, documentation, drawings, manuals, etc. loaned by the RNO-FMD.

3. Security Devices and Records

   a. Upon expiration or termination of the contract or discontinuance of employment of any of Contractor personnel working in the airport security devices, all airport keys, security badging and all other airport identification, shall be surrendered to the RNO-FMD.
b. Upon contract termination or the end of the contract period all records and documentation, including, but not limited to, drawings, O&M Manuals, Preventive Maintenance schedules, Preventive Maintenance records, equipment history data, etc. shall be surrendered to the RNO-FMD in complete and good condition.

4. Transitional Training

a. Beginning on or about thirty (30) business days prior to the contract expiration or termination, Contractor shall initiate transitional training of RNO-FMD or successor personnel in the operation and maintenance of the Maintained Systems.

b. Transitional training shall be comparable to training provided by the original equipment supplier, utilizing the OEM training manuals and materials.

c. **Transitional training shall be available from August 1, 2014 through August 31, 2014 from the current contractor. Should the successful proposer elect to take advantage of this transitional training, it shall be done at his own expense.**
ATTACHMENT E
QUESTIONS AND RTAA RESPONSES FROM PRIOR SOLICITATION

**Question 1:** Is the O&M contractor required to have a contractor’s license?

**Response:** No.

**Question 2:** Is there a customs seal required or bonding for customs?

**Response:** No.

**Question 3:** Would RNO be able to supply a 300 to 500 ft² area for office, shop, tool storage, employee locker and break room area for the O&M contractor?

**Response:** The RFP originally stated that the Contractor was required to lease space for the storage of BHS parts. However, the RTAA recognizes the benefit of providing such space. Please refer to the drawing attached to this addendum for space that will be made available to the Contractor by the RTAA. However, in the event that the Contractor requires space above and beyond that the RTAA is providing, off-site storage should be investigated. Also noted on the attached drawing is the Control Room. Although the primary purpose of this area is to act as the control room, the Contractor may utilize a portion of this area as office space. It is understood and agreed that at any time the RTAA may require the contractor to find or utilize other office space area other than the defined area in this addendum.

**Question 4:** Please clarify the explanation about subcontracting with Brock Solutions. Should the contractor include the charges for the VPN line installation and service and the Standard Support Plan in the initial bid cost? If further site visits are approved by RNO, will they be reimbursed to the contractor during the monthly invoicing process?

**Response:** The Contractor should include the charges for the VPN line installation, an annual audit, and the Standard Support Plan in the initial proposal cost. For additional site visits, the proposer should include this in the “other costs/exception” sections of the base proposal bid sheet. Please note that this type of service call would require advance approval from the Facilities and Maintenance Department.

**Question 5:** Please clarify the approximate phase in dates of each matrix as it becomes the operational responsibility of the selected contractor.

**Response:** The matrices will come on-line sometime in the fall of 2009. Once testing and commissioning is completed and all punch list items are addressed, the BHS will be turned over to the O&M contractor.
**Question 6:** Attachment D – Page 50 of 40 - #3 Operations a-6: Please define responding to RNO requests for baggage service support.

**Response:** In the event of a BHS failure, the O&M contractor will be required to assist with baggage service support, i.e., hand carry bags to screening or to baggage make-up units (after screening). Such action would be directed by the Facilities and Maintenance Department.

**Question 7:** Please clarify any minimum requirements for Brock scope of work.

**Response:** Proposers should utilize Brock’s standard package.

**Question 8:** Please advise anticipated airside parking location and any associated costs or fees.

**Response:** Parking will be coordinated with the successful proposer. There are no fees.

**Question 9:** Please confirm that RTIA will supply all baggage tubs. Will equipment (trolleys, etc.) be provided by airport or O&M provider?

**Response:** The RTAA has purchased 600 tubs for use in the BHS.

**Question 10:** Are there any specific requirements as to the asset structure and/or reporting requirements of the CMMS?

**Response:** The asset structure hierarchy will need to track assets down to the part level (e.g. matrix is the asset, belt section is the assembly, roller bearing is the part). Reporting requirements are outlined in Attachment D, Technical Specifications, Section I. However, the successful proposer is required to work with the RTAA Facilities and Maintenance staff following award of contract to discuss and generate additional custom reports as may be deemed necessary.

**Question 11:** Please confirm that all Vaculex equipment will be operated by TSA staff, and that contractor requirement is limited to preventative and corrective maintenance.

**Response:** Confirmed.

**Question 12:** Please advise any current or anticipated third-party maintenance provider.

**Response:** Brock Solutions.
Question 13: Will storage space be secured and provided with appropriate racking for required spare parts?

Response: Storage spaces have been identified in the BHS area; no racking systems are included.

Question 14: Please confirm that all non-warranty spare parts exceeding $50 will be reimbursed by RNO-FMD.

Response: Confirmed. A monthly report for items exceeding $50 is required to be provided to the RTAA Facilities and Maintenance Department.

Question 15: Please provide typical examples of the support requirements?

Response: This deals with major failures and the need to transport bags for screening and subsequently to the baggage makeup area. This should be covered in the Contractor’s Contingency Plan that is required to be reviewed.

Question 16: Please confirm if the scope of cleaning is intended to apply to the entire Bag Room area, including drive aisles; will also include TSA area and/or common airline use areas?

Response: Cleaning is intended to apply to all areas except the TSA areas and spaces.

Question 17: System has over 1800 spare part items under $50 per unit. Please advise how “per unit” costs of packaged items will be applied, (e.g. box of 10 items total $60, set of 300 wheels total $3600, 100 feet of belt total $1500).

Response: The $50 threshold is applicable to each individual unit price (e.g. if there are 10 items in a case and the case costs $100, the cost would be broken down to an individual unit price of $10 and the unit price would, therefore, in this instance be ineligible for reimbursement).

Question 18: If supplemental work is required for third-party damage (e.g. broken Emergency-Stop switch), will items less than $50 be reimbursed and recovered from the responsible party?

Response: Yes. Associated costs for such items will be paid to the contractor. The RTAA will seek reimbursement from the third party that caused the damage.

Question 19: Please provide examples of typical and/or anticipated facility user claims? Is there a review and/or appeal process?
Response: A typical user claim “could be” that due to a malfunction of the BHS and attributed to the BHS O&M contractor, an airline must depart without all checked baggage. At the destination city, passengers are informed that their luggage missed the flight and will be delivered to the respective passengers once baggage arrives on the next available flight. The airline may attempt to bill the airport/O&M contractor for such fees. In such a case the airport and the O&M contractor would investigate the cause of the malfunction to determine fault, investigate the claim and determine the best course of action.

Question 20: Please confirm that RNO-FMD will provide and maintain fire protection equipment consistent with minimum code requirements.

Response: Confirmed.

Question 21: Please confirm that contractor is not responsible for undertaking any abatement work.

Response: Confirmed.

Question 22: Does failure definition follow F.1.d?

Response: A failure is defined in Section F.1.d.

Question 23: Please confirm that data networks required for proposed CMMS will be provided by RNO-FMD.

Response: The RTAA will provide network cabling and an Ethernet virtual LAN (VLAN) environment to spaces within its buildings for use by contractor.

Question 24: What does the Reno airport employees uniforms look like?

Response: Custodial service uniforms are blue. Maintenance service uniforms include green shirts and denim jeans.

Question 25: How long does it take for a new employee to get badged for the airport?

Response: Typically, an individual with a clear record can be processed in about 72 hours (3 days). If the individual has any offenses, the time for clearance will be longer.

Question 26: How many tubs are going to be purchased by the airport? Is the airport responsible for this cost?

Response: Refer to Response to Question 9 above.
**Question 27:** Page 19 of 27. Can you clarify section 27.9.2? What equipment do you want information on?

**Response:** Any and all equipment that the contractor intends to utilize in order to meet the operations and maintenance requirements contained in the Technical Specifications.

**Question 28:** For each of the SEW motors listed can you provide the following:

- Motor voltage and frequency
- Gear ratio or output rpm
- Shaft diameter
- Are there any brakes, if so what brake voltage
- Special motor connectors, e.g. ASA4

**Response:** The RTAA will be providing a revised list of recommended spare parts. However, proposers are advised that this only a recommended list. It is the responsibility of the proposer to contact Glidepath to determine the exact listing and specifications of spare parts recommended and/or required.

**Question 29:** For each of the Dodge parts, can you provide the Dodge part number for each.

**Response:** The RTAA will be providing a revised list of recommended spare parts. However, proposers are advised that this only a recommended list. It is the responsibility of the proposer to contact Glidepath to determine the exact listing and specifications of spare parts recommended and/or required.

**Question 30:** Paragraph 39. Labor and Materials Payment and Performance Bonds (page 23 of 27). Will Annual Bonds issued based on the annual Contract Value, which open and close in a given year, be acceptable?

**Response:** Yes provided that the upcoming year’s bond is received not later than 30 days prior to the start of a new contract year. The RTAA will then release the current bond at the end of the prior year’s maintenance agreement term.

**Question 31:** Regarding the requirement for the Maximo CMMS system will RTAA provide a room for the server for Maximo?

**Response:** No, the contractor will be required to locate all IT equipment in the BHS control room.

**Question 32:** Will the contractor have VPN access to the RTAA network to perform maintenance on the Maximo system?
**Response:** The RTAA will not provide VPN access to contractor but the contractor may provide and maintain VPN connectivity, if desired. Wide area network (WAN) connectivity required to facilitate VPN access shall be the responsibility of the contractor.

**Question 33:** Will RTAA provide us with dedicated network lines for Maximo and our computers?

**Response:** The RTAA will provide network cabling and an Ethernet virtual LAN (VLAN) environment to spaces within its buildings for use by contractor.

**Question 34:** How many Maximo seats do you require the contractor to purchase?

**Response:** The RTAA will be providing four (4) Maximo seats.

**Question 35:** If RTAA cannot provide office space can you tell us what the cost per square foot would be for approximately 500 square feet of office space at the airport?

**Response:** Refer to the Response to Question 3 above.

**Question 36:** Although the specification states that this is a two year contract with 3 one year options, it was mentioned at the pre-bid that this will only be a one year contract. Since we will have start up costs to recover should we plan on recovering those costs over the first year or assume that this will be a two year contract?

**Response:** The initial term of the agreement is two years with the provision that funding is allocated for the successor second year of the initial agreement period. The RTAA’s budget is an annual budget and is approved by our Board on a single fiscal year basis; hence, the mention of one year at the pre-proposal meeting.

**Question 37:** Do you require the control room to be staffed 24 hours per day or only during the baggage system operational hours?

**Response:** No, 24/7 is not required in the BHS Control Room; only during TSA and airline operational hours.

**Question 38:** Brock Solutions requires a VPN Connection to be provided at the site in order to support the system remotely. Is this being provided by the RTAA or is this to be included in our bid as part of the base proposal?

**Response:** This should be included as part of the base proposal. The RTAA will not provide VPN access to contractor but contractor will provide and maintain VPN connectivity, if desired. Wide area network (WAN) connectivity required to facilitate VPN access will be the responsibility of the contractor.
**Question 39:** The proposal from Brock Solutions requires a monthly fee just to have them available to assist if needed. All actual support required of them will in addition to the monthly fee and charged by the hour. Is this cost reimbursable by the RTAA as it is used or is it to be estimated and included in the base proposal?

**Response:** The RTAA recommends this be included in the base proposal under the “Other Costs (Use the Exceptions section of the Proposal Schedule to explain).

**Question 40:** Question no longer applicable

**Response:** Response no longer applicable

**Question 41:** Are there any manual encoding stations in the system? If so, who will staff those positions?

**Response:** No, there are no manual encoding stations.

**Question 42:** Who is the manufacturer of the high speed diverter/pushers?

**Response:** Vanderlande Industries.

**Question 43:** How many fire/security doors are included in the system?

**Response:** Proposers are encouraged to make an appointment to view the plans to gather this type of information.

**Question 44:** Since complete drawings and system configuration is not final, can we provide a sample from another one of our sites with the understanding that actual location will be edited out for security reasons?

**Response:** The RNO plans are final; construction is not final.

**Question 45:** If the RNO-FMD upgrades Maximo software, will RNO-FMD reimburse the expense to the contractor for this required upgrade?

**Response:** RTAA will NOT require contractor to upgrade Maximo.

**Question 46:** Please clarify. Realistic delivery of what? How is this considered in the evaluation

**Response:** Proposers should delete 7.9 in its entirety.

**Question 47:** Proposal Surety is listed twice. Should something else be in place of one of those?
**Response:** Delete 8.2.6 in its entirety. Renumber 8.2.7 to read 8.2.6.

**Question 48:** What is the badge cost per employee?

**Response:** Total badge cost is currently $150.00 per employee.

**Question 49:** What equipment is this referring too? The only equipment the contractor is required to provide is capital equipment to support maintenance. Example: must we provide all this info on a scissors lift we might be purchasing?

**Response:** Refer to the Response to Question 27 above.

**Question 50:** Can RTAA provide the recommended OEM PM guidelines from Glidepath.

**Response:** This information is not available at this time.

**Question 51:** Since personnel at the job walk were allowed to take pictures of the system diagram and also take pictures of the BHS area and installed hardware, would RTAA provide PDF's of the system drawings for continued familiarization?

**Response:** Photos of drawings were and are prohibited. Those on the walk-through had the option of taking photos as sensitive security information (SSI) elements of the project had not yet begun. The RTAA will not provide .pdf files of system drawings as these are deemed to be SSI. To view the drawings, please make an appointment as indicated in the O&M RFP.

**Question 52:** Question no longer applicable.

**Response:** Response no longer applicable.

**Question 53:** Is 24/7 presence required in CCR even after flight op’s are complete for the day?

**Response:** Refer to the Response to Question 37 above.

**Question 54:** Please provide the approximate square footage of the area that will require weekly mopping.

**Response:** Refer to the Response to Question 43 above.

**Question 55:** Does RTAA provide the OEM specifications for maintenance requirements on these systems?
Response: Refer to the Response to Question 50 above.

Question 56: Is the contractor allowed to use their own Portec trained personnel to train new personnel?

Response: No. Each individual must have Portec training until informed otherwise.

Question 57: According to the attachment, visits by Brock are reimbursable to the contractor if previously approved. Does this apply to all site visits or is there a minimum requirement for periodic site visits as part of the required agreement between contractor and Brock?

Response: The level of service for Brock should be based on their Standard Package. For additional visits, it is recommended this be included in the base proposal under the “Other Costs (Use Exceptions section of the Proposal Schedule to explain). One annual audit visit is required.

Question 58: Are the radios used by contractor expected to be compatible with the RNO system in order to communicate with RNO? Or, are we to have radios that do not interfere with the RNO network? Will cellular phones fulfill requirement for communications with RNO-FMD personnel?

Response: Cellular telephones will satisfy this requirement.

Question 59: The contractor is required to provide a fax machine, printer and copier. What secure space and fees will be for securing these items?

Response: The contractor may utilize the BHS control room.

Question 60: In what manner should proposers include their supplemental service rates in their response?

Response: Any additional information may be explained in the Exceptions space on the Proposal Schedule.

Question 61: Please define the location of the parts storage area discussed in referenced paragraph.

Response: Refer to the drawing attached to this addendum.

Question 62: Please provide RTAA approved list for these items.

Response: Personal protective equipment (safety) must meet all State of Nevada as well as federal guidelines.
**Question 63:** Please provide the definitions of the subsystems, e.g. SA1, SA2, SA3, etc.

**Response:** Subsystems (specifically SA1, SA2, and SA3) are defined in Section F of the Technical Specifications.

**Question 64:** Does or will the BHS system provide data exporting functions to develop jam reports in MS Access?

**Response:** No. Information can be exported into an Excel file.

**Question 65:** There is a conflict between the two reference paragraphs regarding response time to faults. Please clarify.

**Response:** Contractor response time shall be as defined in the Technical Specifications, Paragraph B.2.d.

**Question 66:** How long does typical badging require?

**Response:** Refer to the Response to Question 25 above.

**Question 67:** Are there any customs requirements at RNO?

**Response:** No. The BHS is not in the Federal Inspection Services (FIS) area. Therefore no customs “seal” is required.

**Question 68:** Is there a published price for space since this will require separate lease agreement with RNO?

**Response:** Refer to the Response to Question 3 above.

**Question 69:** Will the RNO-FMD consider relaxing the daily requirement to remove hazardous waste as long as temporary storage meets all regulatory requirements? Daily removal will require additional staffing resources and force offsite space leasing, increasing costs.

**Response:** Yes. The RTAA requirements, however, may be more stringent than regulatory requirements.

**Question 70:** Due to the incremental program cost, would the RTAA consider bonding for the annual value rather than the entire contract value?

**Response:** Refer to the Response to Question 30 above.
**Question 71:** Please explain the need for retainage within the service contract?

**Response:** Retainage will be withheld to ensure that all contractual requirements are met at the time of contract closeout.

**Question 72:** Subsection 7.6 - FOB Destination. As per this section it states that prices quoted shall be FOB Destination. According to our insurance company and transportation carrier the correct Incoterm 2000 must be used on our transportation documents. FOB is used only when shipping via the ocean/waterway and therefore we plan to use either DAF, DES or DDP in which the Seller has the same responsibility as he would under FOB.

**Response:** Incoterm 2000 generally refers to international sales. FOB Destination is the RTAA’s standard term and it refers to Freight (or Free) On Board, Destination where the contractor will be 1) responsible for all shipping costs from origin (wherever that may be) to destination (Reno-Tahoe International Airport) and 2) responsible for tracking the shipment from the point of origin to its destination. The term is correct and will not be changed.

**Question 73:** Section 24 Taxes. Please confirm that the tax rate to be applied to the materials is the Washoe county rate of 7.375%.

**Response:** Per 7.6 of the RFP, prices quoted shall be F.O.B. destination and exclusive of federal and state taxes, except those relating to taxable materials provided as part of the work. The tax rate is the one applicable in the state in which the materials are purchased. Washoe County tax rates apply only to materials purchased in the State of Nevada.

**Question 74:** ATTACHMENT A – Insurance Requirements. Airport Construction Liability - We are not familiar with Airport Construction Liability (ACL) Insurance and will be providing General Liability Insurance with the coverage limits required, in lieu of ACL coverage. Please confirm that this is acceptable to the Owner.

**Response:** General liability insurance is the correct terminology.

**Question 75:** Deductibles and self-insured Retentions. Our insurance coverage is part of a consolidated policy covering 60 subsidiary companies under (Proposer Name), as such we have negotiated deductibles which may or may not comply with your requirement. We are not able to modify the deductibles due to our policy coverage being so broad and request that this requirement be deleted.

**Response:** If different from those required in Attachment A, the proposer should provide his current deductible or self-insured retention amounts in his proposal.
response. The amounts provided will be taken into consideration in the RTAA's evaluation process of responses received.

**Question 76:** Implementation and Administration. In paragraph 3, our insurance company will "endeavor to" provide 30 day notice to Owner for cancellation or material changes, due to the fact that any policy or coverage changes will have to be sent to all certificate holders and may slightly exceed the 30 days requirement.

**Response:** This is acceptable provided the RTAA is given prompt notification.

**Question 77:** Article 17 Examination of Records. We are agreeable to this clause however we would require that the Owner or their respective representative sign a Confidentiality Agreement prior to reviewing any documents if requested.

**Response:** The records that the RTAA would be examining are those relating directly to this agreement. As a quasi-governmental corporation of the State of Nevada, the RTAA is subject to open records laws and cannot sign a confidentiality agreement whereby the RTAA agrees to not disclose information.

**Question 78:** Consequential Damages are not addressed in the RFP. We respectfully requested to add the below term of Consequential Damages to the end of the Agreement form. “Neither party shall be liable to the other in contract or in tort, directly or under any indemnity, for loss of profits or for any indirect, special, or consequential damages, arising out of or related to this contract, including but not limited to loss or delay of production, reservoir loss/damage, environmental pollution damage, however same may be caused”.

**Response:** The proposer may take exception to the RTAA’s indemnification clause contained in Attachment A and/or may request additional contract clauses. However, any exceptions will be taken into consideration during the evaluation process.

**Question 79:** Is there a payment or performance bond required with proposal submittals?

**Response:** Performance and payment bonds are required only of the successful proposer concurrent with execution of the agreement. However, Section 12 of the RFP requires the submission of a proposal surety with the proposal response submittals.
ATTACHMENT F
RNO_CONTINGENCY PLAN 091020
RENO-TAHOE INTERNATIONAL AIRPORT

BAGGAGE HANDLING CONTINGENCY PLANNING

FOR OFFICIAL USE ONLY

October 2009

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October 2009

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INTRODUCTION

The Reno-Tahoe International Airport (RTIA) uses three separate areas within the terminal (the North, South and Central Matrices) for moving and security scanning baggage from the passenger check-in areas to the ramp-side tug cart areas for loading the baggage onto airplanes. Each of the systems provide baggage induct, EDS screening and final sort services. Each of these are self-contained Baggage Handling Systems (BHS) that include multiple ticket counter lines, a curbside line in the South, EDS inline oversize lines (the North and Central share one and the South has its own), out-of-gauge lines, purge lines, inline Explosive Detection System (EDS) machines, On-Screen Resolution (OSR) capabilities, a Check Baggage Resolution Areas (CBRA), and single make-up devices and cleared bag oversize lines for baggage cart access.

The following guidelines and procedures for contingencies resulting from failed systems are prepared for the Reno-Tahoe Airport Authority (RTAA), the Transportation Security Agency (TSA), the airlines using the airport, and the BHS Contractor service for the airport.

These guidelines and procedures should be viewed as a basis for understanding the possible approaches the airport may undertake during events that place baggage handling operations in jeopardy. Obviously, all contingencies cannot be accounted for and, in many cases, alternatives to the suggestions made here may be successfully implemented. The airport and airlines should always be prepared to improvise and create new methods for dealing with the many possible contingencies that can arise relative to the baggage handling system. For any questions regarding the implementation of contingencies or to report possible outages, please contact the BHS Control Center at (775) 328-6901 or *6901.

CONTINGENCY PLANNING PURPOSE

This action guide will present step-by-step procedures for successfully operating the BHS or moving baggage from the ticket counters to the baggage tug cart areas while different subsystems are inoperable. Many cases will require adjustments to loading bags at the various input lines; that is, moving bags to lines that are operational from those that are not. Other cases will require baggage handling personnel to manually move bags already inducted into the affected system from the last operational conveyor to the next operational conveyor and thereby bypassing the faulted conveyors. Whatever the case, all efforts will be made to mitigate the disruption created by these system failures.
GENERAL CONDITIONS AND PROCEDURES

EVENT ACKNOWLEDGMENT

When something happens to one of the three baggage systems to cause conveyors to stop, the first step in correcting the fault and determining the extent of the potential disruption of services is to identify the issue. From there begins set procedures for correcting the condition and implementing a baggage handling contingency plan if necessary.

These should occur in the following order:

Failure Event → Assessment of Event → Implementation of Contingency Plan → Correction of System Failure → Resumption of Services → Event Review

EVENT SIGNIFICANCE DETERMINATION

Non-Contingency Continued Operation

An assessment must be made once an event occurs to determine if the event will stop conveyor transport in the affected area for a period exceeding 10 minutes. Typical baggage jams do not meet this criteria, a ripped conveyor belt that cannot transport baggage will meet the criteria. Typical baggage jams should be observed by or reported to the BHS Contractor which then implements its own procedures for clearing the jam in an acceptable amount of time, within the ten minute period. Those events requiring more than ten minutes to correct will necessitate a formal declaration of a specific contingency for continued baggage handling operation.

A determination can be made on the ability to work with the fault during the working day until time is available to correct the problem. If a problem occurs that may slow or hamper baggage flow but not stop it, a decision can be made to continue operation at a reduced level until close of business and the BHS Contractor staff can correct the problem without affecting active operations.

Defining Contingency Operations

The following must be taken into consideration before a full need assessment can be made on the best course of action for any event. As is the case in most instances, immediate action will be undertaken to deal with pressing needs, and this may be all that is required; but, as the extent of the event becomes more evident and more pressing, these are issues to consider when attempting to place a comprehensive plan into action.

• Peak or non-peak hours of operation
• Critical nature of failed components
• Difficulty in correcting failure
• Availability of new components to correct failure
• Availability of appropriate personnel to correct or manage event
• Time needed to correct failure

**Event Oversight**

A single source of oversight and control should be instituted for the purpose of coordinating activities during an event. These events can vary greatly in significance and disruption to services. Some may only be an issue for a short period of time, others for much longer; some may occur during a very busy peak hour with numerous flights and passengers, others may occur during a particularly slow period; some may be only modestly disruptive, others may cause the baggage system to become inoperable. Whatever the case, the necessary reactions may be very fluid and affect various disciplines within the airport. A single source of coordination is of fundamental importance.

**Special Considerations**

The events that take longer than ten minutes to correct will be formally identified with an identification number and a date and time stamp for the initial report. The initial report may be made by any member of the airport’s or airlines’ staff. The formal data entry of the ID and date and time stamp is the responsibility of the BHS Contractor.

An acceptable database and reporting tools must be agreed upon by the various parties and implemented by the BHS Contractor. This database will form the basis of all reports on BHS maintenance activities for the airport that produced the longer down-time (over ten minutes) and necessitated the need for baggage handling contingency activities.

**GENERAL PROCEDURES FOR EACH EVENT**

While expectations for ticket counter staff, baggage handling staff, TSA personnel and the BHS Contractor’s staff may be different for each event, it may be generalized that additional staff will be required for each discipline. In the case for the BHS Contractor there are a set of standard procedures that should be followed for each event. These include the following:

**Standard Procedures for the BHS Contractor**

1. Upon fault recognition at fault monitoring system or notification from TSA, ticket counter or baggage handling staff of the fault condition, dispatch appropriate personnel to conveyor or device for inspection.
2. If the fault can be corrected within a ten minute interval then it should be; once the fault is corrected, affected staff may return to normal activities.
3. If the fault cannot be corrected within this time interval the affected staff will be informed that they should begin contingency operations.
4. If the fault requires more time to correct, a formal entry into the monitoring database should be made with the appropriate information and date/time stamp.
5. Plans should be implemented to correct the fault and affected staff informed of the expected time the conveyor will continue to be inoperable.

6. Once the fault is corrected, affected staff will be informed that their operations may return to normal and the database will be updated to reflect the completion of the work.

These procedures will be viewed as understood for the purposes of this contingency plan and will not be repeated as each possible event is discussed.

**Automated System Control**

The programmable logic controller (PLC) will incorporate coded control logic to automatically direct the conveyors to produce many of the necessary changes to the system as defined in the following contingency procedures. This will be a seamless operation that will require only minimum action by maintenance personnel.

PLCs require a very specific skill set to operate and maintain. Sufficient staff should be trained and retained in order to address any issues that may develop with these important components.
**Standard Procedures for TSA Staff**

The use of additional TSA staff will be limited to the number of ETD stations within a matrix. It is preferred by local TSA to have up to 2 TSO per ETD station due to space limitation within the matrix.

**Standard Procedures for Airline Ticket Counter Staff and Baggage Handling Staff**

The use of ticket counter and baggage handling staff for contingency purposes will be typically limited to staff for the affected airline. Coordination between individual airlines and airport staff will require a willingness to address immediate issues in an innovative and cooperative manner. All baggage handling personnel will be expected to have SIDA access rights.

**SYSTEM AND LARGE SUBSYSTEM FAILURES**

**Power Failures**

Power outages that affect the BHS or EDS may be mitigated initially by the uninterruptible power supplies (UPS) installed during the project. These supplies provide protection for the PLCs, the sort controller/monitoring/reporting computer system and the EDS. Primarily they provide enough power (typically around 30 minutes) to maintain the systems for short intervals, protect against power surges, and to power down the systems in a systematic and controlled manner. This ensures that data is properly saved and applications will power back up in a successful manner.

Procedures for successfully powering down systems while using emergency UPS power are developed by the vendors for the systems and typically involve instituting the shutdown procedures at around 25 percent power remaining on each UPS. Procedures for returning the systems to operational mode are also developed by the vendors. Operators are required to conduct the procedures in an appropriate manner. Training and documentation for these systems will cover these procedures.

It is assumed that a massive power failure that shuts down automated baggage handling and EDS scanning operations will also shutdown or otherwise delay all airport operations. While it is possible to manually transport baggage to the CBRA and a designated sort area, it would be largely insufficient to process the quantities of baggage expected in such a scenario.

**PLC Failure**

A PLC failure may affect a large area resulting in loss of control for many conveyors or even a complete matrix. PLC failures are typically rare and relatively easy to fix and recover from.

Each master PLC maintains a redundant, online clone that can be manually switched between the two when one fails. This is largely a quick and seamless action and only those PLCs associated with tracking bags in the CBIS will create a noticeable contingency need. Tracked bags downstream of an EDS machine...
will be unknown to the backup PLC and will continue to the CBRA where they will be manually searched without the benefit of an image from an EDS machine.

It should be noted that maintenance procedures must be instituted and maintained that ensure the integrity of the backup system. All program changes made to a PLC must also be made to its backup PLC. New PLCs must be updated with the latest, specific program used for the replaced PLC.

**SOUTH MATRIX**

The South Matrix BHS contains two ticket counter lines (T1 & T2) and a curbside line (C1) that merge into a single feed line (T1) for the two L3 Communications eXaminer 3DX 6600D EDS machines (SS1 & SS2). This self-contained BHS also includes a single feed slope pallet make-up device (MU1) as the final destination point for baggage on the system. Once bags are placed into the system they are conveyed past a baggage measuring array where the BHS Programmable Logic Controllers (PLC) begin tracking bags. An ID for each bag is assigned at the EDS machines by the BHS PLCs.

Bags are diverted by a High Speed Sorting Device (HSSD) onto either the SS1 or SS2 EDS machine feed lines for security scanning. The lines for each EDS machine have a vertical sorting device three queue conveyors after the exit of the machine. The sorting device separates machine cleared bags from those that are not. Cleared bags from the SS1 line are diverted to the CL1 clear line that directly feeds the make-up device. Cleared bags from the SS2 line are diverted to the CL2 line that then merges onto the CL1 line.

Bags not cleared from the SS1 line are diverted to the AL1 line that travels toward a second vertical sorting device (VS/OSR1) for the second or OSR decision point. Bags not cleared from the SS2 line are diverted to the AL2 line that merges onto the AL1 line prior to the second decision point.

Bags cleared by OSR are diverted to CL8 cleared line that merges onto the CL1 line and travels to the make-up device. Bags not cleared continue on the AL1 line.

Bags that were not scanned because of a machine failure are diverted by a HSSD to the RT1 purge line that merges back onto the T1 ticket counter line prior to the EDS machine divert points.

Bags too large to feed through the EDS machines (out-of-gauge) continue on the SF1-02 conveyor onto OG1-01 until they arrive in the CBRA on the OG1-03 conveyor. There they will be screened and resolved by TSA personnel.

Bags considered suspect, become lost to tracking or unknown to the system and do not have an associated image from the EDS machines continue on to the AL8 line in the CBRA where they are resolved by TSA personnel through ETD scanning and directed searches.

All Bags cleared in this process are placed on the CL11 cleared bag line that merges onto the CL1 line and then travel to the make-up device.
Bags too large to fit on standard conveyors may be placed on the (OS2) oversize conveyor line for inline scanning by a Reveal CT-80XL machine. These bags cleared by either the machine or by further ETD screening are placed on the OS1 oversize clear line for the South Matrix.

Figure 2: South Matrix Layout
** TICKET COUNTER AND CURBSIDE LINES **

The ticket counter line T2 and curbside line C1 merge onto the ticket counter line T1. T1 conveys baggage into the EDS matrix to the power turn T1-15 which feeds the SF2-01 conveyor. SF1-01 is the conveyor with the diverters for the lines feeding the two EDS machines (SS1 and SS2).

** T1-01 and T2-01 Load Belts **

If one of these conveyors become inoperable the Tx-02 power turn prior to the security/fire door separating the public area from the bag room may be used to place baggage onto the line.

Note: Certain fault conditions may exist that will not allow this approach.

** PROCEDURES FOR TICKET COUNTER STAFF **

1. Determine that failed condition on the Tx-01 conveyor requires intervention from the BHS Contractor and inform proper personnel if the condition does.

2. Request additional airline staff help for ticket agents in moving baggage to the Tx-02 conveyor from the ticket counters.

3. If necessary, especially during peak loading periods, use small cart to facilitate transfer of bags to the Tx-02 conveyor.

4. Carefully place bags lengthwise onto the conveyor in intervals at least two feet apart.

** PROCEDURES FOR THE BHS CONTRACTOR **

These fault conditions are like most in that they should be repaired as quickly as possible. As this work involves the public areas, it may be more convenient to create a suitable work-around for the problem during the active work day for the affected airline(s) and then work during close-of-business hours to ensure that the problem is corrected before the next day’s start of business. This is a coordination issue that should be based upon the potential disruption of the fault and of the effort to correct the fault. The result should be agreeable to all parties involved.
**PROCEDURES FOR TICKET COUNTER STAFF**

1. Determine that failed condition on the affected line requires intervention from the BHS Contractor and inform proper personnel if the condition does.

2. Request additional help for ticket agents in moving baggage to an operable Tx-01 conveyor from the inoperable ticket counter line.

3. Use small cart to facilitate transfer of bags to the most convenient working Tx-01 conveyor.

4. Carefully place bags lengthwise onto the conveyor and coordinate with all involved to ensure that the bags remain in intervals at least two feet apart.

**PROCEDURES FOR THE BHS CONTRACTOR**

1. Bags left stranded on any of the failed conveyors must be removed manually and loaded on the nearest and accessible operating conveyor either feeding or on the working T1 line.

2. All efforts should be made to immediately correct the failure and return the conveyor to full operation.
This is a major fault that will stop all baggage entering into the South Matrix EDS area. It will require an all-out effort on the part of the BHS Contractor to correct quickly. In the meantime carts will have to be enlisted to take bags into the bag room to place on the first operable conveyor feeding any of the two EDS machines (SS1 and SS2). They both should be used in an alternating fashion that optimally makes use of their throughput capacities. The oversize line should also be used as a source for conveying baggage into the bag room for scanning and resolution.

**PROCEDURES FOR TICKET COUNTER STAFF**

1. Determine that failed condition on the affected line requires intervention from the BHS Contractor and inform proper personnel if the condition does.

2. Request additional help for ticket agents in moving baggage to the OS2 oversize line from the inoperable ticket counter lines. Use small cart to facilitate transfer of bags. Passengers should also be encouraged to take their bags to these lines once the bags are properly tagged.

3. Select baggage for flights with departure times greater than one hour for placement later into the system.
4. Agents may also place bags in a designated area by flight for this same purpose.

5. Carefully place bags lengthwise onto the conveyor and coordinate with all involved to ensure that the bags remain in intervals at least two feet apart.

PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF

1. Reassign personnel to the OS1 oversize cleared bag line for loading bags onto the tug carts from this location.

2. Reassign personnel to OS2 exit point and CBRA for assisting in moving cleared bags away from the line and onto the cleared bag line, either the OS1 line or the CL11 line.

ALTERNATIVE

1. Load bags from the OS2 line prior to the EDS machine onto small carts. Care should be taken to ensure bags meet the size requirements of the L3 EDS machines. This could relieve some of the backup that may occur on the line.

2. Move cart with bags to the SS2-08/09 queues and load bags onto the SS2 line prior to the SS2 EDS machine to place the bags into the automated system.

PROCEDURES FOR TSA STAFF

Reassign personnel to the OS2 line and the CBRA for the extra demand on the ETD systems.

PROCEDURES FOR THE BHS CONTRACTOR

1. Manually remove bags left stranded on any of the failed conveyors and load on the nearest and accessible operating conveyor either feeding or on the working T1 line.

2. All efforts should be made to immediately correct the failure and return the conveyor to full operation.
Figure 5: Failed Entrance into the South Matrix

Out-of-Gauge (OG1-01/03) Line

It should be possible to take out-of-gauge bags from the SF1 line or the last operable OG1 line conveyor. It will be necessary to employ personnel to immediately remove bags prior to the head-end photocell at end of this line in order not to shut the line down.
PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF

Reassign personnel to the end of the SF1-02 or the last operable OG1 conveyor to assist TSA personnel in unloading bags and taking them to the ETD stations.

PROCEDURES FOR TSA STAFF

Reassign personnel to the CBRA for the extra demand on the ETD systems.

PROCEDURES FOR THE BHS CONTRACTOR

This fault condition should be treated in much the same manner as work at the ticket counter. If the work to repair the fault is more disruptive than the condition itself and if a suitable temporary fix can accommodate the TSA until the end of the work day, then work should be conducted during close-of-business hours to ensure that the problem is corrected before the next day’s start of business. All should agree upon this solution, otherwise repair efforts should be conducted in earnest.

Figure 6: Failed Out-of-Gauge Line
EDS MATRIX

**SS1 and SS2 Failures**

If one of the EDS machines becomes inoperable or the diverter or the conveyor line directly feeding it fails, the other operable machine will be responsible for all security scanning. This should be accomplished automatically by monitoring software that shuts down the diverter feeding that line.

If the EDS machine is inoperable and the diverter and line feeding it remains in working condition, then bags may be diverted through the line and onto the purge line for recirculation purposes when the system is overwhelmed.

Note: The use of the purge line in this procedure may be subject to the approval of the TSA.

Once that line is filled with baggage and traffic remains high or if the line or diverter itself is not working, then bags may continue on to the CBRA for resolution.

**PROCEDURES FOR TSA STAFF**

1. Reassign personnel to the CBRA for the extra demand on the ETD systems.

2. If the failure is with an EDS machine, procedures for securing service from the vendor should be implemented.

**PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF**

1. Reassign personnel to the CBRA to assist TSA personnel in unloading bags from the OG1 out-of-gauge line and taking them to the ETD stations or an area secured for build-up of the bags.

2. It may be necessary to load excess bags onto baggage trolleys for transport to the Central or North Matrices for resolution.

**PROCEDURES FOR THE BHS CONTRACTOR**

1. The HSSD for the failed line or EDS machine should be placed out of service. It will be placed back into service once the fault is corrected.

2. The system should be carefully monitored to ensure that baggage does not back-up and cause cascading shutdowns of the system.
Figure 7: EDS Machine Failure

Fault Recognition
From Fault Monitoring System or Personnel at Point of Failure

Airline Baggage Handling Staff
Reassign Baggage Handling Staff to the CBRA to assist in Unloading Bags from the OG1 Line and Taking Them to the ETD Stations or an Area Secured for Buildup of the Bags

TSA Staff
Reassign TSA Staff to the CBRA for Increased Demand on the ETD Systems

BHS Contractor Staff
See BHS Contractor Standard Procedures

Load Excess Baggage onto Baggage Trolleys for Transport to the North or Central Matrices if Necessary

Contact Appropriate EDS Service Vendor if the EDS Machine Malfunctions and Needs Maintenance

Place The HSSD for the Failed Line or EDS Machine Out-of-Service and Place Back Into Service Once the Fault is Corrected

Carefully Monitor the System to Ensure that Baggage does not Back-up and Cause Cascading Shutdowns of the System

Back in Service
Baggage Measuring Array Failure

If the baggage measuring array fails, bags cannot be sized appropriately for the EDS machine, which means that none of the bags will be stopped from diverting to the machines. Personnel must be placed at the entrance to each of the machines to remove bags that jam or cannot enter the machines. These bags will need to be manually taken directly to the CBRA. It may be helpful to use the SS2 EDS machine primarily during this procedure as it is more convenient to move bags off of it to take to the CBRA.

Bags that are able to enter and pass through the EDS machines, but are too large to produce a complete image will error and be sent to the CBRA. If it is possible for the machine to note that the bag is too large to image properly and not take the image or discard it immediately, the system could begin tracking the bag and direct it onto the purge line and then the out-of-gauge line.

Note: The use of the purge line in this procedure may be subject to the approval of the TSA.

It is important that this failure be corrected quickly. It is also important that required replacement components always be available for this purpose. Personnel capable of maintaining this equipment should always be on-hand.

Procedures for Ticket Counter Staff

Agents should apply greater attention to the size of the bags and attempt to ensure only bags that will pass through the EDS machines are placed on the ticket counter lines. Bags that look too large for the machines should be placed on the oversize line.

Procedures for TSA Staff

Prepare to reassign personnel to the CBRA in case of additional demand on the ETD systems.

Procedures for Airline Baggage Handling Staff

1. Reassign personnel to the CBRA to assist TSA personnel in unloading bags from the OG1 out-of-gauge line and taking them to the ETD stations or an area secured for build-up of the bags.

2. Reassign personnel to the areas at the entrance to the EDS machines for jam clearance duties. Bags too large may need to be carried to the ETD stations from these areas.

Procedures for the BHS Contractor

Personnel should very quickly correct this failure.
**Figure 8: Baggage Measuring Array Failure**

1. **Fault Recognition**
   - From Fault Monitoring System or Personnel at Point of Failure

2. **Ticket Counter Staff**
   - Agents Should Apply Greater Attention to the Size of Bags and Attempt to Ensure Only Bags That Will Pass Through the EDS Machines are Placed on the Ticket Counter Lines. Bags that Look too Large for the Machines Should be Placed on the Oversize Line.
   - Back in Service

3. **Airline Baggage Handling Staff**
   - Reassign Personnel to the CBRA to Assist TSA Personnel in Unloading Bags from the OGI Out-of-Gauge Line and Taking Them to the ETD Stations or an Area Secured for Build-up of the Bags
   - Reassign Personnel to the Areas at the Entrance to the ETD Machines for Jam Clearance Duties
   - Carry Out-of-Gauge Bags to the ETD Stations from these Areas

4. **TSA Staff**
   - Prepare to Reassign TSA Staff in Case of Increased Demand in CBRA on the ETD Systems
   - Back in Service

5. **BHS Contractor Staff**
   - See BHS Contractor Standard Procedures
   - Complete Work Quickly as This Fault Condition Seriously Damages the Ability to Use the Automated Features of the Matrix
**SF1 Line HSSD Failure**

If the first HSSD (SD/SS1) fails then all bags will be diverted to second EDS machine (SS2) for scanning after the BHS Contractor ensures that the HSSD is in the open position and in out-of-service mode, and until the sorting device is repaired.

If the second HSSD (SD/SS2) fails then all bags will be diverted to first EDS machine (SS1) for scanning after the BHS Contractor ensures that the HSSD is in the open position and in out-of-service mode, and until the sorting device is repaired.

If both diverters fail together and the SF1-01/02 conveyors continue to operate then all activity will be at the end of the OG1 line.

**PROCEDURES FOR TSA STAFF**

Reassign personnel to the CBRA for the extra demand on the ETD systems.

**PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF**

1. Reassign personnel to the CBRA to assist TSA personnel in unloading bags from the OG1 out-of-gauge line and taking them to the ETD stations or an area secured for the build-up of the bags.

2. Manually load bags onto the SS2 line prior to the SS2 EDS machine to place the bags into the automated system.

**PROCEDURES FOR THE BHS CONTRACTOR**

1. The failed HSSD should first be inspected to ensure it is out of the way of the operating SF1 line and then be placed out of service. It will be placed back into service once the fault is corrected.

2. The system should be carefully monitored to ensure that baggage does not back-up and cause cascading shutdowns of the system.
First Decision Point Vertical Sorter Failure

If the vertical sorter for the first EDS machine (SS1) fails then all bags will be diverted to the second EDS machine (SS2) for scanning until the sorting device is repaired. If the vertical sorter for the second EDS machine (SS2) fails then all bags will be diverted to the first EDS machine (SS1) for scanning until the sorting device is repaired. If any of the queue conveyors downstream from the EDS machines and upstream to the vertical sorter fail then that will be treated the same as if the sorter failed.

Bags can continue on the SF1 line onto the OG1 line if the SS1 and SS2 lines are full. In the case of a cascading backup of baggage that begins to shut down load conveyors at the ticket counter lines, then bags should be loaded on the OS2 line.

**Procedures for TSA Staff**

Reassign personnel to the CBRA for the extra demand on the ETD systems.
**PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF**

1. Reassign personnel to the CBRA to assist TSA personnel in unloading bags from the OG1 out-of-gauge line and taking them to the ETD stations or an area secured for build-up of the bags.

2. It may be necessary to load excess bags onto baggage trolleys for transport to the Central or North Matrices for resolution.

**PROCEDURES FOR THE BHS CONTRACTOR**

1. The HSSD for the line with the failed vertical sorter should be placed out of service. It will be placed back into service once the fault is corrected.

2. All bags stranded on the inoperable line should be removed and placed in the CBRA or on the purge line.

*Figure 10: Failed First Decision Point Vertical Sort Device*
**EDS Cleared Bag Lines (CL1 & CL2)**

If any of the conveyors after the vertical sorter on the cleared bag line fail then the all cleared bags will be redirected on the alarm line until the second decision point sorter where they will then be diverted off to the cleared bag line. Tracking PLC software will be required to complete this procedure. This should not require any special attention from TSA or baggage handling staff.

**PROCEDURES FOR THE BHS CONTRACTOR**

1. The first decision point vertical sorter should be switched to manual override with the sort position locked into a position directed to the alarm line. It will be switched back to automatic mode once the line is functional again.

2. Bags on the cleared bag line upstream to the failed conveyor will need to be removed and placed on the most accessible conveyor leading to the make-up device, or the device itself.

**Figure 11: EDS Machine Cleared Bag Line Failure**
**Alarm Line Failure Prior to OSR Decision**

If any of the conveyors after the sorters on the alarmed bag line fail then alarmed bags should be physically removed from the line and placed back on the line after the failed conveyor. Tracking will be lost and all related images will not be associated with the bags. Bags will then proceed to the CBRA for final resolution.

**PROCEDURES FOR TSA STAFF**

Reassign personnel to the CBRA for the extra demand on the ETD systems.

**PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF**

1. Reassign personnel to the CBRA to assist TSA personnel in unloading bags from the alarm line and taking them to the ETD stations or repositioning the bags from the failed conveyor to the most accessible functional conveyor downstream of the failed conveyor.

2. Place excess bags in an area secured for build-up of the bags.

**PROCEDURES FOR THE BHS CONTRACTOR**

1. All bags stranded on the inoperable line should be removed and placed in the CBRA or on the purge line.
   
   Note: The use of the purge line in this procedure may be subject to the approval of the TSA.

2. The faulted conveyor should be repaired quickly.
Figure 12: Alarm Line Failure Prior to the OSR Decision Point

Fault Recognition
From Fault Monitoring System or Personnel at Point of Failure

Airline Baggage Handling Staff

Reassign Baggage Handling Staff to the CBRA to Assist TSA Personnel in Unloading Bags from the Alarm Line and Taking Them to the ETD Stations or Repositioning the Bags from the Failed Conveyor to the Most Accessible Functional Conveyor Downstream of the Failed Conveyor

TSA Staff

Reassign TSA Staff for Increased Demand in CBRA on the ETD Systems

BHS Contractor Staff

See BHS Contractor Standard Procedures

Place Excess Bags in an Area Secured for Build-Up of the Bags

Back in Service

Remove Stranded Bags on the Inoperable Line and Place in The CBRA or on the Purge Line
Second Decision Point Vertical Sorter Failure

If the OSR vertical sorter fails then all baggage not cleared and with an associated images from an EDS machine will continue to the CBRA for resolution if the sorter is locked in the alarm line position. This would be a temporary fix until Facility Maintenance is prepared to quickly fix the sorter. This could also be accomplished during the airport’s non-operational hours. TSA will need to provide extra staffing in the CBRA until the sorter is fixed.

If the sorter cannot be used, then personnel will need to remove bags from the line prior to the sorter and place bags back on the alarm line after the sorter. Tracking will be lost and all related images will not be associated with the bags. Bags can remain on the AL1 line and on to the AL8 line in the CBRA to ease an expected back-up of baggage. An area may need to be set aside for the collection of bags awaiting resolution.

PROCEDURES FOR TSA STAFF

Reassign personnel to the CBRA for the extra demand on the ETD systems.

PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF

1. Reassign personnel to the CBRA to assist TSA personnel in unloading excess bags from the AL8 alarm line and taking them to an area secured for build-up of the bags.

2. Help BHS Contractor staff remove stranded bags from the AL1 line upstream to the OCR divert point for placement back onto the downstream functional AL1 or AL8 conveyors.

PROCEDURES FOR THE BHS CONTRACTOR

1. If possible and desirable place the vertical sorter in manual mode and lock in the divert to alarm line placement. Then repair at a more convenient time.

2. If not, the failed vertical sorter should be placed out of service and quickly repaired. It will be placed back into service once the fault is corrected.

3. All bags stranded on the inoperable line should be removed and placed in the CBRA, on the purge line or on the alarm line downstream of the failed vertical sorter.

Note: The use of the purge line in this procedure may be subject to the approval of the TSA.
Figure 13: Failed Second Decision Point Vertical Sort Device

Fault Recognition
From Fault Monitoring System or Personnel at Point of Failure

Airline Baggage Handling Staff

TSA Staff

BHS Contractor Staff

Reassign Baggage Handling Staff to the CBRA to Assist TSA Personnel in Unloading Excess Bags from the AL8 Alarm Line and Taking Them to an Area Secured for Build-up of the Bags

Reassign TSA Staff for Increased Demand in CBRA on the ETD Systems

Help BHS Contractor Staff Remove Stranded Bags from the AL1 Line Upstream to the OCR Divert Point for Placement Back onto the Downstream Functional AL1 or AL8 Conveyors

If Possible and Desirable, See BHS Contractor Standard Procedures Place the Vertical Sorter in Manual Mode and Lock in the Divert to Alarm Line Placement and Repair at a More Convenient Time

If not, Place the Failed Vertical Sorter Out of Service and Quickly Repair, Place Back into Service Once the Fault is Corrected

Remove all Bags Stranded on the Inoperable Line and Place in the CBRA, on the Purge Line or on the Alarm Line Downstream of the Failed Vertical Sorter

Back in Service
**OSR Failure**

If the ability to use the OSR services fails then all baggage not cleared and with an associated images from an EDS machine will continue to the CBRA for resolution. All unknown bags will be diverted as normal procedure to the oversize line.

**PROCEDURES FOR TSA STAFF**

1. Reassign personnel to the CBRA for the extra demand on the ETD systems.
2. Implement procedures for securing service from the EDS/OSR vendor.

**Figure 14: OSR Failure**

**Purge Line (RT1) Failure**

If the purge line or the diverter for the purge line fails all errored and unknown bags that would have been diverted onto it will instead continue on the AL8 line in the CBRA for resolution.

**PROCEDURES FOR TSA STAFF**

Reassign personnel to the CBRA for the extra demand on the ETD systems.

**PROCEDURES FOR THE BHS CONTRACTOR**

1. Place the HSSD for the failed purge line out of service. It will be placed back into service once the fault is corrected.
2. All bags stranded on the inoperable conveyor should be removed and placed on an operable purge line conveyor downstream to the failed conveyor, or on the AL8 alarm line, or taken to the CBRA.
3. Bags that would have been diverted to the purge line will be left on the AL8 alarm line for resolution in the CBRA.
Alarm Line Failure (AL1 and AL8) Post OSR Decision

If an AL1 or AL8 conveyor fails after the last decision point (VS/OSR1), bags will be manually removed and taken to the ETD stations for resolution or placed upon the first operable AL1/AL8 conveyor. Tracking will be lost and related images will not be associated with the bags.

PROCEDURES FOR TSA STAFF

Reassign personnel to the CBRA for the extra demand on the ETD systems.

PROCEDURES FOR THE BHS CONTRACTOR

All bags stranded on the inoperable portion of the line should be removed and placed on an operable AL1 or AL8 conveyor downstream of the failed conveyor or taken to the CBRA.
Cleared Bag Line (CL8) Failure Post OSR Decision

If a conveyor fails on the cleared bag line after the OSR decision point then the bags will need to be manually removed from the line and placed back on it downstream of the failed conveyor or taken directly to the MU1 make-up device. If the line is inoperable for an extended period of time then the AL1 alarm line will need to be used instead and all these cleared bags will travel to the CBRA where they will loaded onto the CL11 clear line.

**PROCEDURES FOR TSA STAFF**

Reassign personnel to the CBRA.

**PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF**

1. Reassign personnel to the affected conveyors to assist BHS Contractor personnel in unloading bags from the CL1 clear line upstream to the fault and placing them back on the line downstream of the fault or onto the MU1 make-up device.

2. If bags remain on the alarm line and enter the CBRA then baggage handling personnel will need to assist TSA personnel in loading cleared bags onto the CL11 clear line.
**PROcedures for the BHS Contractor**

1. All stranded bags will need to be manually removed from the line and placed back on it downstream of the failed conveyor(s) or taken directly to the MU1 make-up device.

2. If line is inoperable for an extended period of time then place the OSR sorter (VS/OSR1) in a locked position with all bags staying on the AL1 alarm line.

*Figure 17: Failed OSR Clear Line*

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**CBRA Cleared Bag Line (CL11) Failure**

If a conveyor fails on the cleared bag line out of the CBRA then the bags will need to be manually removed from the line and placed back on it downstream of the failed conveyor. The cleared bags may also be placed on the OS1 cleared bag oversize line if all of CL11 is inoperable or it is not convenient to replace the bags onto it.
PROCEDURES FOR TSA STAFF
Place cleared bags onto the OS1 oversize cleared bag line.

PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF
1. Reassign personnel to the CBRA to assist TSA personnel in moving bags to the OS1 line from the ETD stations.
2. Reassign personnel and tug carts to end of OS1 line to load additional bags from the CBRA.

PROCEDURES FOR THE BHS CONTRACTOR
All stranded bags will need to be manually removed from the CL11 line and placed back on it downstream of the failed conveyor(s) or taken directly to the MU1 make-up device.

Figure 18: CBRA Cleared Bags Line Failure
**ETD Equipment Failure**

Alarmed bags entering the CBRA will need to be manually search without direction if all HMIs fail. If trace detection fails then all bags will need to be manually searched.

**PROCEDURES FOR TSA STAFF**

1. Reassign personnel to the CBRA for the extra demand on the ETD systems.
2. Implement procedures for securing service from the EDS/ETD vendor.

**Figure 19: ETD Equipment Failure**

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**MU1 Sort Device Failure**

If the make-up device fails then personnel will need to be placed at the last feed conveyor to manually remove bags and place to the side for tug selection. The OS1 line could be used in the CBRA instead of the CL11 line if the lines and personnel are overwhelmed.

**PROCEDURES FOR TSA STAFF**

Place cleared bags on the OS1 line instead of the CL11 line if the line backs up.

**PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF**

1. Reassign personnel to the area for unloading bags from the CL1 clear line as they unload onto the MU1 sort device.
2. Place bags on tug carts at the side nearest to the exit of the feed lines.
3. If the OS1 line is used, place extra personnel and tug carts there for additional use.

**PROCEDURES FOR THE BHS CONTRACTOR**

Supply personnel and equipment to repair the device quickly.
OVERSIZE LINES

Oversize Line (OS2) Failure

If a conveyor fails on the oversize line then the bags will need to be manually removed from the line and placed back on it downstream of the failed conveyor. If the EDS machine fails bags will need to be manually searched without image-based direction.

Alternate: For a longer term failure, it may be desirable to have passengers or baggage handling personnel take tagged oversize bags to the OS4 line.

PROCEDURES FOR TSA STAFF

Reassign personnel to the CBRA for the extra demand on the ETD systems.
PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF

Reassign personnel to the affected conveyors to assist BHS Contractor personnel in unloading bags from the OS2 line upstream to the fault and placing them back on the line downstream of the fault or carried directly to the CBRA.

PROCEDURES FOR THE BHS CONTRACTOR

All bags stranded on the line upstream of the inoperable conveyor(s) should be removed and placed in the CBRA or back on the OS2 line downstream of the failed conveyor(s).

Figure 21: OS2 Failure
**Oversize Clear Line (OS1) Failure**

If a conveyor on this line fails, tug carts should be brought to ramp level exit doors at the end of the OS2 line for loading cleared oversize baggage.

**PROCEDURES FOR TSA STAFF**

Place cleared bags at exit doorway at the end of the OS2 line.

**PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF**

Move tug carts and reassign personnel to the ramp level exit doors at the end of the OS2 line for loading cleared oversize baggage.

**PROCEDURES FOR THE BHS CONTRACTOR**

All bags stranded on the line should be removed and placed on the gravity roller beds at the end of the OS1 line or at the exit door at the end of the OS2 line.

![Figure 22: OS1 Failure](image-url)
**THREAT BAGS**

When responding to potential threat baggage, Reno Tahoe Airport Police Department personnel will follow the airport’s emergency plan regarding bomb incidents. If evacuation is necessary personnel will follow the airport’s evacuation policy (currently under review).

*Figure 23: Threat Baggage*
CENTRAL MATRIX

The Central Matrix BHS contains three ticket counter lines (T3, T4 & T5) that merge into a single feed line (T3) that then becomes the SF2-01 conveyor with divert points for the two L3 Communications eXaminer 3DX 6600D EDS machines (SS4 & SS5). This self-contained BHS also includes a duel feed slope pallet make-up device (MU2) as the final destination point for baggage on the system. Once bags are placed into the system they are conveyed past a baggage measuring array where the BHS Programmable Logic Controllers (PLC) begin tracking bags. An ID for each bag is assigned at the EDS machines by the BHS PLCs.

Bags are diverted by a High Speed Sorting Device (HSSD) from the SF2-01 conveyor onto either the SS4 or SS5 EDS machine feed lines for security scanning. The lines for each EDS machine have a vertical sorting device four queue conveyors after the exit of the machine. The sorting device separates machine cleared bags from those that are not. Cleared bags from the SS4 line are diverted to the CL4 line that then merges onto the CL9 line that feeds the MU2 make-up device. Cleared bags from the SS5 line are diverted to the CL5 line that also merges onto the CL9 line.

Bags not cleared from the SS4 line are diverted to the AL4 alarm line that travels toward a second vertical sorting device for the second or OSR decision point. Bags not cleared by the SS5 line are diverted to the AL5 line that then merges onto the AL4 line prior to the OSR decision point.

Bags cleared by OSR are diverted to the CL9 cleared line and travel directly to the MU2 make-up device. Bags not cleared by the OSR decision point continue to travel on the AL4 line toward the CBRA. Bags that were not scanned because of a machine failure are diverted by a HSSD to the RT2 purge line that merges back onto the T3 ticket counter line prior to the EDS machine divert points.

Bags that become lost to tracking or unknown to the system and bags determined to be suspect or have failed to be cleared by OSR in the allotted travel-time are conveyed on the AL4 line to the CBRA for ETD scanning and directed searches.

Bags determined by the baggage measuring array to be too large to feed through the EDS machines continue past the machines’ divert points on the SF2-01 conveyor and then the OG2-01/03 conveyors ending in the CBRA for resolution. Out-of-gauge bags and standard size bags cleared by the ETD process are placed on the CL12 cleared bag line which travels directly to the make-up device.

Bags too large to fit on standard conveyors may be placed from the public area onto the OS4 oversize conveyor line. These bags cleared by either the EDS machine or by further ETD screening are placed on the OS3 oversize clear line for the Central Matrix.
**TICKET COUNTER LINES**

The ticket counter lines T4 and T5 merge onto the ticket counter line T3. T3 conveys baggage into the EDS matrix to the power turn T3-12 which feeds the SF2-01 conveyor. SF2-01 is the conveyor with the diverters for the lines feeding the two EDS machines (SS4 and SS5).

**T3-01, T4-01 and T5-01 Load Belts**

If one of these conveyors become inoperable the Tx-02 power turn prior to the security/fire door separating the public area from the bag room may be used to place baggage onto the line.

Note: Certain fault conditions may exist that will not allow this approach.
PROCEDURES FOR TICKET COUNTER STAFF

1. Determine that failed condition on the Tx-01 conveyor requires intervention from the BHS Contractor and inform proper personnel if the condition does.

2. Request additional help for ticket agents in moving baggage to the Tx-02 conveyor from the ticket counters.

3. If necessary, especially during peak loading periods, use small cart to facilitate transfer of bags to the Tx-02 conveyor.

4. Carefully place bags lengthwise onto the conveyor in intervals at least two feet apart.

PROCEDURES FOR THE BHS CONTRACTOR

These fault conditions are like most in that they should be repaired as quickly as possible. As this work involves the public areas, it may be more convenient to create a suitable work-around for the problem during the active work day for the affected airline(s) and then work during close-of-business hours to ensure that the problem is corrected before the next day’s start of business. This is a coordination issue that should be based upon the potential disruption of the fault and of the effort to correct the fault. The result should be agreeable to all parties involved.

Figure 25: Failed Ticket Counter Load Belt
**T5-02 to T5-08, T4-02 to T4-05 and T3-02 to T3-04**

If any of these conveyors fault and become inoperable, baggage acquired at the affected ticket counter will need to be moved to an operable ticket counter for loading onto the baggage system.

**PROCEDURES FOR TICKET COUNTER STAFF**

1. Determine that failed condition on the affected line requires intervention from the BHS Contractor and inform proper personnel if the condition does.

2. Request additional help for ticket agents in moving baggage to an operable Tx-01 conveyor from the inoperable ticket counter line.

3. Use small cart to facilitate transfer of bags to the most convenient working Tx-01 conveyor.

4. Carefully place bags lengthwise onto the conveyor and coordinate with all involved to ensure that the bags remain in intervals at least two feet apart.

**PROCEDURES FOR THE BHS CONTRACTOR**

1. Bags left stranded on any of the failed conveyors must be removed manually and loaded on the nearest and accessible operating conveyor either feeding or on the working T3 line.

2. All efforts should be made to immediately correct the failure and return the conveyor to full operation.

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Figure 26: Failed Ticket Counter Individual Line
T3-05 to T3-12 and SF2-01

This is a major fault that will stop all baggage entering into the Central Matrix EDS area. It will require an all-out effort on the part of the BHS Contractor to correct quickly. In the meantime carts will have to be enlisted to take bags into the bag room to place on the first operable conveyor feeding any of the two EDS machines (SS4 and SS5). They both should be used in an alternating fashion that optimally makes use of their throughput capacities. The oversize line should also be used as a source for conveying baggage into the bag room for scanning and resolution.

PROCEDURES FOR TICKET COUNTER STAFF

1. Determine that failed condition on the affected line requires intervention from the BHS Contractor and inform proper personnel if the condition does.

2. Request additional help for ticket agents in moving baggage to the OS4 oversize line from the inoperable ticket counter lines. Use small cart to facilitate transfer of bags. Passengers should also be encouraged to take their bags to these lines once the bags are properly tagged.

3. Select baggage for flights with departure times greater than one hour for placement later into the system.

4. Agents may also place bags in a designated area by flight for this same purpose.

5. Carefully place bags lengthwise onto the conveyor and coordinate with all involved to ensure that the bags remain in intervals at least two feet apart.

PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF

1. Reassign personnel to the OS3 oversize cleared bag line for loading bags onto the tug carts from this location.

2. Reassign personnel to OS4 exit point and CBRA for assisting in moving cleared bags away from the line and onto the cleared bag line, either the OS3 line or the CL12 line.

ALTERNATIVE

1. Load bags from the OS4 line prior to the EDS machine onto small carts. Care should be taken to ensure bags meet the size requirements of the L3 EDS machines. This could relieve some of the backup that may occur on the line.

2. Move cart with bags to the SS5-06 queue and load bags onto the SS5 line prior to the SS5 EDS machine to place the bags into the automated system.

PROCEDURES FOR TSA STAFF

Reassign personnel to the OS4 line and the CBRA for the extra demand on the ETD systems.
PROCEDURES FOR THE BHS CONTRACTOR

1. Bags left stranded on any of the failed conveyors must be removed manually and loaded on the nearest and accessible operating conveyor either feeding or on the working T3 line.

2. All efforts should be made to immediately correct the failure and return the conveyor to full operation.

**Figure 27: Failed Entrance into the Central Matrix**
**Out-of-Gauge (OG2) Line**

It should be possible to take out-of-gauge bags from the SF2-01 line. It will be necessary to employ personnel to immediately remove bags prior to the head-end photocell at end of this line in order not to shut the line down.

**PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF**

Reassign personnel to the end of the SF2-01 to assist TSA personnel in unloading bags and taking them to the ETD stations.

**PROCEDURES FOR TSA STAFF**

Reassign personnel to the CBRA for the extra demand on the ETD systems.

**PROCEDURES FOR THE BHS CONTRACTOR**

This fault condition should be treated in much the same manner as work at the ticket counter. If the work to repair the fault is more disruptive than the condition itself and if a suitable temporary fix can accommodate the TSA until the end of the work day, then work should be conducted during close-of-business hours to ensure that the problem is corrected before the next day’s start of business. All should agree upon this solution, otherwise repair efforts should be conducted in earnest.

*Figure 28: Failed Out-of-Gauge Line*
EDS MATRIX

SS4 and SS5 Failures

If one of the EDS machines becomes inoperative or the diverter or the conveyor line directly feeding it fails, the other operable machine will be responsible for all security scanning. This should be accomplished automatically by monitoring software that shut down the diverter feeding that line.

If the EDS machine is inoperable and the diverter and line feeding it remains in working condition, then bags may be diverter through the line and onto the purge line for recirculation purposes when the system is overwhelmed.

Note: The use of the purge line in this procedure may be subject to the approval of the TSA.

Once that line is filled with baggage and traffic remains high or if the line or diverter itself is not working, then bags may continue on to the CBRA for resolution.

PROCEDURES FOR TSA STAFF

1. Reassign personnel to the CBRA for the extra demand on the ETD systems.

2. If the failure is with an EDS machine, procedures for securing service from the vendor should be implemented.

PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF

1. Reassign personnel to the CBRA to assist TSA personnel in unloading bags from the OG2 out-of-gauge line and taking them to the ETD stations or an area secured for build-up of the bags.

2. It may be necessary to load excess bags onto baggage trolleys for transport to the Central or South Matrices for resolution.

PROCEDURES FOR THE BHS CONTRACTOR

1. The HSSD for the failed line or EDS machine should be placed out of service. It will be placed back into service once the fault is corrected.

2. The system should be carefully monitored to ensure that baggage does not back-up and cause cascading shutdowns of the system.
Figure 29: EDS Machine Failure

1. **Fault Recognition**
   - From Fault Monitoring System or Personnel at Point of Failure

2. **BHS Contractor Staff**
   - See BHS Contractor Standard Procedures

3. **TSA Staff**
   - Reassign TSA Staff for Increased Demand in CBRA on the ETD Systems

4. **Airline Baggage Handling Staff**
   - Reassign Baggage Handling Staff to the CBRA to assist in Unloading Bags from the OG2 Line and Taking Them to the ETD Stations or an Area Secured for Build-up of the Bags

5. **Contact Appropriate EDS Service Vendor if the EDS Machine Malfunctions and Needs Maintenance**

6. **Place The HSSD for the Failed Line or EDS Machine Out-of-Service and Place Back Into Service Once the Fault is Corrected**

7. **Carefully Monitor the System to Ensure that Baggage does not Back-up and Cause Cascading Shutdowns of the System**

8. **Load Excess Baggage onto Baggage Trolleys for Transport to the North or South Matrices if Necessary**

9. **Back in Service**
**Baggage Measuring Array Failure**

If the baggage measuring array fails, bags cannot be sized appropriately for the EDS machine, which means that none of the bags will be stopped from diverting to the machines. Personnel must be placed at the entrance to each of the machines to remove bags that jam or cannot enter the machines. These bags will need to be manually taken directly to the CBRA. It may be helpful to use the SS5 EDS machine primarily during this procedure as it is more convenient to move bags off of it to take to the CBRA.

Bags that are able to enter and pass through the EDS machines, but are too large to produce a complete image will error and be sent to the CBRA. If it is possible for the machine to note that the bag is too large to image properly and not take the image or discard it immediately, the system could begin tracking the bag and direct it onto the purge line and then the out-of-gauge line.

Note: The use of the purge line in this procedure may be subject to the approval of the TSA.

It is important that this failure be corrected quickly. It is also important that required replacement components always be available for this purpose. Personnel capable of maintaining this equipment should always be on-hand.

**PROCEDURES FOR TICKET COUNTER STAFF**

Agents should apply greater attention to the size of the bags and attempt to ensure only bags that will pass through the EDS machines are placed on the ticket counter lines. Bags that look too large for the machines should be placed on the oversize line.

**PROCEDURES FOR TSA STAFF**

Prepare to reassign personnel to the CBRA in case of additional demand on the ETD systems.

**PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF**

1. Reassign personnel to the CBRA to assist TSA personnel in unloading bags from the OG2 out-of-gauge line and taking them to the ETD stations or an area secured for build-up of the bags.

2. Reassign personnel to the areas at the entrance to the EDS machines for jam clearance duties. Bags too large may need to be carried to the ETD stations from these areas.

**PROCEDURES FOR THE BHS CONTRACTOR**

Personnel should very quickly correct this failure.
**SF2 Line HSSD Failure**

If the first HSSD (SD/SS4) fails then all bags will be diverted to second EDS machine (SS5) for scanning after the BHS Contractor ensures that the HSSD is in the open position and in out-of-service mode, and until the sorting device is repaired.

If the second HSSD (SD/SS5) fails then all bags will be diverted to first EDS machine (SS4) for scanning after the BHS Contractor ensures that the HSSD is in the open position and in out-of-service mode, and until the sorting device is repaired.

If both diverters fail together and the SF2-01 conveyor continues to operate then all activity will be at the end of the OG2 line.
**PROCEDURES FOR TSA STAFF**

Reassign personnel to the CBRA for the extra demand on the ETD systems.

**PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF**

1. Reassign personnel to the CBRA to assist TSA personnel in unloading bags from the OG2 out-of-gauge line and taking them to the ETD stations or an area secured for build-up of the bags.

2. Manually load bags onto the SS5 line prior to the SS5 EDS machine to place the bags into the automated system.

**PROCEDURES FOR THE BHS CONTRACTOR**

1. The failed HSSD should first be inspected to ensure it is out of the way of the operating SF2 line and then be placed out of service. It will be placed back into service once the fault is corrected.

2. The system should be carefully monitored to ensure that baggage does not back-up and cause cascading shutdowns of the system.

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**Figure 31: SF2 Line HSSD Failure**

-[Image of flowchart diagram showing procedural steps for TSA, airline baggage handling staff, and BHS contractor staff in response to SF2 Line HSSD Failure]
**First Decision Point Vertical Sorter Failure**

If the vertical sorter for the first EDS machine (SS4) fails then all bags will be diverted to the second EDS machine (SS5) for scanning until the sorting device is repaired. If the vertical sorter for the second EDS machine (SS5) fails then all bags will be diverted to the first EDS machine (SS4) for scanning until the sorting device is repaired. If any of the queue conveyors downstream from the EDS machines and upstream to the vertical sorter fail then that will be treated the same as if the sorter failed.

Bags can continue on the SF2 line onto the OG2 line if the SS4 and SS5 lines are full. In the case of a cascading backup of baggage that begins to shut down load conveyors at the ticket counter lines, then bags should be loaded on the OS4 line.

**PROCEDURES FOR TSA STAFF**

Reassign personnel to the CBRA for the extra demand on the ETD systems.

**PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF**

1. Reassign personnel to the CBRA to assist TSA personnel in unloading bags from the OG2 out-of-gauge line and taking them to the ETD stations or an area secured for build-up of the bags.

2. It may be necessary to load excess bags onto tug carts for transport to the North or South Matrices for resolution.

**PROCEDURES FOR THE BHS CONTRACTOR**

1. The HSSD for the line with the failed vertical sorter should be placed out of service. It will be placed back into service once the fault is corrected.

2. All bags stranded on the inoperable line should be removed and placed in the CBRA or on the purge line.
EDS Cleared Bag Lines

If any of the conveyors after the vertical sorter on the cleared bag line fail then the all cleared bags will be redirected on the alarm line until the second decision point sorter where they will then be diverted off to the cleared bag line. Tracking PLC software will be required to complete this procedure. This should not require any special attention from TSA or baggage handling staff.

PROCEDURES FOR THE BHS CONTRACTOR

1. The first decision point vertical sorter should be switched to manual override with the sort position locked into a position directed to the alarm line. It will be switched back to automatic mode once the line is functional again.

2. Bags on the cleared bag line upstream to the failed conveyor will need to be removed and placed on the most accessible conveyor leading to the make-up device, or the device itself.
Figure 33: EDS Machine Cleared Bag Line Failure

Alarm Line Failure Prior to OSR Decision

If any of the conveyors after the sorters on the alarmed bag line fail then alarmed bags should be physically removed from the line and placed back on the line after the failed conveyor. Tracking will be lost and all related images will not be associated with the bags. Bags will then proceed to the CBRA for final resolution.

PROCEDURES FOR TSA STAFF

Reassign personnel to the CBRA for the extra demand on the ETD systems.

PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF

1. Reassign personnel to the CBRA to assist TSA personnel in unloading bags from the alarm line and taking them to the ETD stations or repositioning the bags from the failed conveyor to the most accessible functional conveyor downstream of the failed conveyor.

2. Place excess bags in an area secured for build-up of the bags.

PROCEDURES FOR THE BHS CONTRACTOR

1. All bags stranded on the inoperable line should be removed and placed in the CBRA or on the purge line.
   
   Note: The use of the purge line in this procedure may be subject to the approval of the TSA.

2. The faulted conveyor should be repaired quickly.
Figure 34: Alarm Line Failure Prior to the OSR Decision Point

Fault Recognition
From Fault Monitoring System or Personnel at Point of Failure

Airline Baggage Handling Staff

TSA Staff

BHS Contractor Staff

Reassign Baggage Handling Staff to
the CBRA to Assist TSA Personnel in
Unloading Bags from the Alarm Line
and Taking Them to the ETD Stations
or Repositioning the Bags from the
Failed Conveyor to the Most
Accessible Functional Conveyor
Downstream of the Failed Conveyor

Place Excess Bags in an Area
Secured for
Build-up of the
Bags

Back in Service

Remove Stranded
Bags on the
Inoperable Line
and Place in The
CBRA or on the
Purge Line

See BHS Contractor
Standard Procedures
Second Decision Point Vertical Sorter Failure

If the OSR vertical sorter fails then all baggage not cleared and with an associated images from an EDS machine will continue to the CBRA for resolution if the sorter is locked in the alarm line position. All unknown bags will be diverted as normal procedure to the oversize line. This would be a temporary fix until Facility Maintenance is prepared to quickly fix the sorter. This could also be accomplished during the airport’s non-operational hours. TSA will need to provide extra staffing in the CBRA until the sorter is fixed.

If the sorter cannot be used, then personnel will need to remove bags from the line prior to the sorter and place bags back on the alarm line after the sorter for transport to the CBRA. Tracking will be lost and all related images will not be associated with the bags.

PROCEDURES FOR TSA STAFF

Reassign personnel to the CBRA for the extra demand on the ETD systems.

PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF

1. Reassign personnel to the CBRA to assist TSA personnel in unloading excess bags from the AL4 alarm line and taking them to an area secured for build-up of the bags.

2. Help BHS Contractor staff remove stranded bags from the AL4 line upstream to the OCR divert point for placement back onto the downstream functional AL4 conveyors or taken to the CBRA.

PROCEDURES FOR THE BHS CONTRACTOR

1. If possible and desirable place the vertical sorter in manual mode and lock in the divert to alarm line placement. Then repair at a more convenient time.

2. If not, the failed vertical sorter should be placed out of service and quickly repaired. It will be placed back into service once the fault is corrected.

3. All bags stranded on the inoperable line should be removed and placed in the CBRA, on the purge line or on the alarm line downstream of the failed vertical sorter.

The use of the purge line in this procedure may be subject to the approval of the TSA.
If possible and desirable, place the Vertical Sorter in Manual Mode and lock in the Divert to Alarm Line Placement and repair at a more convenient time.

If not, place the Failed Vertical Sorter Out of Service and quickly repair, place back into service once the fault is corrected.

Fault Recognition
From Fault Monitoring System or Personnel at Point of Failure

Reassign Personnel to the CBRA to assist TSA Personnel in unloading excess Bags from the AL4 Alarm Line and taking them to an area secured for build-up of the Bags.

Help BHS Contractor Staff remove stranded Bags from the AL4 Line upstream to the OCR Divert Point for placement back onto the downstream functional AL4 conveyors or for taking them to the CBRA.

Reassign TSA Staff for increased demand in CBRA on the ETD Systems.

Back in Service

Remove all Bags Stranded on the Inoperable Line and Place in the CBRA, on the Purge Line or on the Alarm Line downstream of the Failed Vertical Sorter.

See BHS Contractor Standard Procedures.

If possible and desirable, place the Vertical Sorter in Manual Mode and lock in Divert to Alarm Line Placement and repair at a more convenient time.

If not, place the Failed Vertical Sorter Out of Service and quickly repair, place back into service once the fault is corrected.
**OSR Failure**

If the ability to use the OSR services fails then all baggage will continue on the AL4 line to the CBRA for resolution.

**PROCEDURES FOR TSA STAFF**

1. Reassign personnel to the CBRA for the extra demand on the ETD systems.
2. Implement procedures for securing service from the EDS/OSR vendor.

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**Figure 36: OSR Failure**

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**Purge Line (RT2) Failure**

If the purge line or the diverter for the purge line fails all errored and unknown bags that would have been diverted onto it will instead continue on the AL4 line for resolution in the CBRA.

**PROCEDURES FOR TSA STAFF**

Reassign personnel to the CBRA for the extra demand on the ETD systems.

**PROCEDURES FOR THE BHS CONTRACTOR**

1. Place the HSSD for the failed purge line out of service. It will be placed back into service once the fault is corrected.
2. All bags stranded on the inoperable conveyor should be removed and placed in the CBRA, the AL4 alarm line or on a purge line conveyor downstream of the failure.
Alarm Line Failure (AL4) Post OSR Decision

If a conveyor fails after the last decision point, bags will be manually removed and taken to the ETD stations. Tracking will be lost and related images will not be associated with the bags.

PROCEDURES FOR TSA STAFF

Reassign personnel to the CBRA for the extra demand on the ETD systems.

PROCEDURES FOR THE BHS CONTRACTOR

All bags stranded on the inoperable portion of the line should be removed and placed in the CBRA, on the purge line or on the alarm line downstream of the failed conveyor(s).

Note: The use of the purge line in this procedure may be subject to the approval of the TSA.
Cleared Bag Line (CL9) Failure Post OSR Decision

If a conveyor fails on the cleared bag line after the OSR decision point then the bags will need to be manually removed from the line and placed back on it downstream of the failed conveyor or taken directly to the MU2 make-up device. If the line is inoperable for an extended period of time then the AL4 alarm line will need to be used instead and all these cleared bags will travel to the CBRA where they will loaded onto the CL12 clear line.

PROCEDURES FOR TSA STAFF

Reassign personnel to the CBRA.

PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF

1. Reassign personnel to the affected conveyors to assist BHS Contractor personnel in unloading bags from the CL9 clear line upstream to the fault and placing them back on the line downstream of the fault or onto the MU2 make-up device.

2. If bags remain on the alarm line and enter the CBRA then baggage handling personnel will need to assist TSA personnel in loading cleared bags onto the CL12 clear line.
PROCEDURES FOR THE BHS CONTRACTOR

1. All stranded bags will need to be manually removed from the line and placed back on it downstream of the failed conveyor(s) or taken directly to the MU2 make-up device.

2. If line is inoperable for an extended period of time then place the OSR sorter (VS/OSR2) in a locked position with all bags staying on the AL4 alarm line.

Figure 39: Failed OSR Clear Line
**CBRA Cleared Bag Line (CL12) Failure**

If a conveyor fails on the cleared bag line out of the CBRA then the bags will need to be manually removed from the line and placed back on it downstream of the failed conveyor. The cleared bags may also be placed on the OS3 cleared bag oversize line if all of CL12 is inoperable or it is not convenient to replace the bags onto it.

**PROCEDURES FOR TSA STAFF**

Place cleared bags onto the OS3 oversize cleared bag line.

**PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF**

1. Reassign personnel to the CBRA to assist TSA personnel in moving bags to the OS3 line from the ETD stations.
2. Move personnel and tug carts to end of OS3 line to load additional bags from the CBRA.

**PROCEDURES FOR THE BHS CONTRACTOR**

All stranded bags will need to be manually removed from the line and placed back on it downstream of the failed conveyor(s) or taken directly to the MU2 make-up device.

**Figure 40: CBRA Cleared Bags Line Failure**

Diagram showing the flow of procedures for different staff and roles in handling the failure of the CBRA cleared bag line.
**ETD Equipment Failure**

Alarmed bags entering the CBRA will need to be manually search without direction if all HMIs fail. If trace detection fails then all bags will need to be manually searched.

**PROCEDURES FOR TSA STAFF**

1. Reassign personnel to the CBRA for the extra demand on the ETD systems.
2. Implement procedures for securing service from the EDS/ETD vendor.

**Figure 41: ETD Equipment Failure**

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**MU2 Sort Device Failure**

If the make-up device fails then personnel will need to be placed at the last feed conveyor to manually remove bags and place to the side for tug selection. The OS5 line could be used in the CBRA instead of the CL13 line if the lines and personnel are overwhelmed.

**PROCEDURES FOR TSA STAFF**

Place cleared bags on the OS3 line instead of the CL12 line if the line backs up.

**PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF**

1. Reassign personnel to the area for unloading bags from the CL9 and CL12 clear lines as they unload onto the MU2 sort device.
2. Place bags on tug carts at the side nearest to the exit of the feed lines.
3. If the OS3 line is used, place extra personnel and tug carts there for additional use.

**PROCEDURES FOR THE BHS CONTRACTOR**

Supply personnel and equipment to repair the device quickly.
OVERSIZE LINES

Oversize Line (OS4) Failure

If a conveyor fails on the oversize line then the bags will need to be manually removed from the line and placed back on it downstream of the failed conveyor. If the EDS machine fails bags will need to be manually searched without imaged-based direction.

Alternate: For a longer term failure, it may be desirable to have passengers or baggage handling personnel take tagged oversize bags to the OS2 line.

PROCEDURES FOR TSA STAFF

Reassign personnel to the CBRA for the extra demand on the ETD systems.

PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF

Reassign personnel to the affected conveyors to assist BHS Contractor personnel in unloading bags from the OS4 line upstream to the fault and placing them back on the line downstream of the fault or carried directly to the CBRA.
**PROCEDURES FOR THE BHS CONTRACTOR**

All bags stranded on the line upstream of the inoperable conveyor(s) should be removed and placed in the CBRA or back on the OS4 line downstream of the failed conveyor(s).

*Figure 43: OS4 Failure*
**Oversize Clear Line (OS3) Failure**

If a conveyor on this line fails, tug carts should be brought to ramp level exit doors at the end of the OS4 line for loading cleared oversize baggage.

**PROCEDURES FOR TSA STAFF**

Place cleared bags at exit doorway at the end of the OS4 line.

**PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF**

Move tug carts and personnel to the ramp level exit doors at the end of the OS4 line for loading cleared oversize baggage.

**PROCEDURES FOR THE BHS CONTRACTOR**

All bags stranded on the line should be removed and placed on the gravity roller beds at the end of the OS3 line or at the exit door at the end of the OS4 line.

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**Figure 44: OS3 Failure**

[Diagram showing the procedures for fault recognition, TSA staff, airline baggage handling staff, BHS contractor staff, and the steps to place cleared bags, move tug carts, remove stranded bags, and return to service.]
**Threat Bags**

When responding to potential threat baggage, Reno Tahoe Airport Police Department personnel will follow the airport’s emergency plan regarding bomb incidents.

If evacuation is necessary personnel will follow the airport’s evacuation policy (currently under review).

*Figure 45: Threat Baggage*
NORTH MATRIX

The North Matrix BHS contains four ticket counter lines (T6, T7, T8 & T9) that merge into a single feed line (T9) that then becomes the SF3-01 conveyor with divert points for the two L3 Communications eXaminer 3DX 6600D EDS machines (SS6 & SS7). This self-contained BHS also includes a dual feed slope pallet make-up device (MU3) as the final destination point for baggage on the system. Once bags are placed into the system they are conveyed past a baggage measuring array where the BHS Programmable Logic Controllers (PLC) begin tracking bags. An ID for each bag is assigned at the EDS machines by the BHS PLCs.

Bags are diverted by a High Speed Sorting Device (HSSD) from the SF3-01 conveyor onto either the SS6 or SS7 EDS machine feed lines for security scanning. The lines for each EDS machine have a vertical sorting device four queue conveyors after the exit of the machine. The sorting device separates machine cleared bags from those that are not. Cleared bags from the SS6 line are diverted to the CL6 line that then merges onto the CL10 line that feeds the MU3 make-up device. Cleared bags from the SS7 line are diverted to the CL7 line that also merges onto the CL10 line.

Bags not cleared by the SS7 line are diverted to the AL7 line that travels toward a second vertical sorting device for the second or OSR decision point. Bags not cleared from the SS6 line are diverted to the AL6 alarm line that then merges onto the AL7 line prior to the OSR decision point.

Bags cleared by OSR are diverted to the CL10 cleared line and travel directly to the MU3 make-up device. Bags not cleared by the OSR decision point continue to travel on the AL7 line toward the CBRA. Bags that were not scanned because of a machine failure are diverted by a HSSD to the RT3 purge line that merges back onto the T9 ticket counter line prior to the EDS machine divert points.

Bags that become lost to tracking or unknown to the system and bags determined to be suspect or have failed to be cleared by OSR in the allotted travel-time are conveyed on the AL7 line to the CBRA for ETD scanning and directed searches.

Bags determined by the baggage measuring array to be too large to feed through the EDS machines continue past the machines’ divert points on the SF3-01 conveyor and then the OG3-01/03 conveyors ending in the CBRA for resolution. Out-of-gauge bags and standard size bags cleared by the ETD process are placed on the CL13 cleared bag line which travels directly to the make-up device.

Bags too large to fit on standard conveyors may be placed from the public area onto the OS4 oversize conveyor line. These bags cleared by either the EDS machine or by further ETD screening are placed on the OS5 oversize clear line for the Central Matrix.


**Ticket Counter Lines**

The ticket counter lines T6, T7 and T8 merge onto the ticket counter line T9. T9 conveys baggage into the EDS matrix to the power turn T9-12 which feeds the SF3-01 conveyor. SF3-01 is the conveyor with the diverters for the lines feeding the two EDS machines (SS6 and SS7).
**T6-01, T7-01, T8-01 and T9-01 Load Belts**

If one of these conveyors become inoperable the Tx-02 power turn prior to the security/fire door separating the public area from the bag room may be used to place baggage onto the line.

Note: Certain fault conditions may exist that will not allow this approach.

**PROCEDURES FOR TICKET COUNTER STAFF**

1. Determine that failed condition on the Tx-01 conveyor requires intervention from the BHS Contractor and inform proper personnel if the condition does.

2. Request additional help for ticket agents in moving baggage to the Tx-02 conveyor from the ticket counters.

3. If necessary, especially during peak loading periods, use small cart to facilitate transfer of bags to the Tx-02 conveyor.

4. Carefully place bags lengthwise onto the conveyor in intervals at least two feet apart.

**PROCEDURES FOR THE BHS CONTRACTOR**

These fault conditions are like most in that they should be repaired as quickly as possible. As this work involves the public areas, it may be more convenient to create a suitable work-around for the problem during the active work day for the affected airline(s) and then work during close-of-business hours to ensure that the problem is corrected before the next day’s start of business. This is a coordination issue that should be based upon the potential disruption of the fault and of the effort to correct the fault. The result should be agreeable to all parties involved.

**Figure 47: Failed Ticket Counter Load Belt**
**T6-02 to T7-09, T7-02 to T7-06, T8-02 to T8-06 and T9-03 to T9-05**

If any of these conveyors fault and become inoperable, baggage acquired at the affected ticket counter will need to be moved to an operable ticket counter for loading onto the baggage system.

**PROCEDURES FOR TICKET COUNTER STAFF**

1. Determine that failed condition on the affected line requires intervention from the BHS Contractor and inform proper personnel if the condition does.

2. Request additional help for ticket agents in moving baggage to an operable Tx-01 conveyor from the inoperable ticket counter line.

3. Use small cart to facilitate transfer of bags to the most convenient working Tx-01 conveyor.

4. Carefully place bags lengthwise onto the conveyor and coordinate with all involved to ensure that the bags remain in intervals at least two feet apart.

**PROCEDURES FOR THE BHS CONTRACTOR**

1. Bags left stranded on any of the failed conveyors must be removed manually and loaded on the nearest and accessible operating conveyor either feeding or on the working T9 line.

2. All efforts should be made to immediately correct the failure and return the conveyor to full operation.

Figure 48: Failed Ticket Counter Individual Line
**T9-06 to T9-07**

If one of these conveyors fails, the T7, T8 as well as the T9 lines will not be able to load bags. The T6 line can be used but will be potentially overwhelmed by the amount of bags since the T7, T8 and T9 lines must use it, as well as all the T6 baggage. The OS4 oversize line could also be used. Care and cooperation will be necessary to successfully manage thorough this failure mode, especially during peak periods. This is a fault that will need a full contingent of BHS Contractor personnel to quickly correct.

**PROCEDURES FOR TICKET COUNTER STAFF**

1. Determine that failed condition on the affected line requires intervention from the BHS Contractor and inform proper personnel if the condition does.

2. Request additional help for ticket agents in moving baggage to the T6-01 conveyor and the OS4 oversize line from the inoperable ticket counter lines. Use small cart to facilitate transfer of bags. Passengers should also be encouraged to take their bags to these lines once the bags are properly tagged.

3. Request additional help for ticket agents at the T6 and OS4 lines.

4. Select baggage for flights with departure times greater than one hour for placement later into the system.

5. Agents may also place bags in a designated area by flight for this same purpose.

6. Carefully place bags lengthwise onto the conveyor and coordinate with all involved to ensure that the bags remain in intervals at least two feet apart.

**PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF**

1. Reassign personnel to the OS5 oversize cleared bag line for loading bags onto the tug carts from this location.

2. Reassign personnel to OS4 exit point and CBRA for assisting in moving cleared bags away from the line and onto the cleared bag line, either the OS5 line or the CL13 line.

**PROCEDURES FOR TSA STAFF**

Reassign personnel to input side of the OS5 oversize cleared bag line and the CBRA for the extra demand on the ETD systems.

**PROCEDURES FOR THE BHS CONTRACTOR**

1. Bags left stranded on any of the failed conveyors must be removed manually and loaded on the nearest and accessible operating conveyor either feeding or on the working T9 line.

2. All efforts should be made to immediately correct the failure and return the conveyor to full operation.
T9-08 to T9-12 and SF3-01

This is a major fault that will stop all baggage entering into the North Matrix EDS area. It will require an all-out effort on the part of the BHS Contractor to correct quickly. In the meantime carts will have to be enlisted to take bags into the bag room to place on the first operable conveyor feeding any of the two EDS machines (SS6 and SS7). They both should be used in an alternating fashion that optimally makes use of their throughput capacities. The oversize line should
also be used as a source for conveying baggage into the bag room for scanning and resolution.

**PROCEDURES FOR TICKET COUNTER STAFF**

1. Determine that failed condition on the affected line requires intervention from the BHS Contractor and inform proper personnel if the condition does.

2. Request additional help for ticket agents in moving baggage to the OS4 oversize line from the inoperable ticket counter lines. Use small cart to facilitate transfer of bags. Passengers should also be encouraged to take their bags to these lines once the bags are properly tagged.

3. Select baggage for flights with departure times greater than one hour for placement later into the system.

4. Agents may also place bags in a designated area by flight for this same purpose.

5. Carefully place bags lengthwise onto the conveyor and coordinate with all involved to ensure that the bags remain in intervals at least two feet apart.

**PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF**

1. Reassign personnel to the OS5 oversize cleared bag line for loading bags onto the tug carts from this location.

2. Reassign personnel to OS4 exit point and CBRA for assisting in moving cleared bags away from the line and onto the cleared bag line, either the OS5 line or the CL13 line.

**ALTERNATIVE**

1. Load bags from the OS4 line prior to the EDS machine onto small carts. Care should be taken to ensure bags meet the size requirements of the L3 EDS machines. This could relieve some of the backup that may occur on the line.

2. Move cart with bags to the SS6-06 queue and load bags onto the SS6 line prior to the SS6 EDS machine to place the bags into the automated system.

**PROCEDURES FOR TSA STAFF**

Reassign personnel to the OS4 line and the CBRA for the extra demand on the ETD systems.

**PROCEDURES FOR THE BHS CONTRACTOR**

1. Bags left stranded on any of the failed conveyors must be removed manually and loaded on the nearest and accessible operating conveyor either feeding or on the working T9 line.

2. All efforts should be made to immediately correct the failure and return the conveyor to full operation.
Figure 50: Failed Entrance into the North Matrix

- **Fault Recognition**
  - From Fault Monitoring System or Personnel at Point of Failure

- **Ticket Counter Staff**
  - Request Additional Help for Moving Bags to the OS4 Oversize Line

- **Airline Baggage Handling Staff**
  - Reassign Baggage Handling Staff to OS5 Cleared Bag Line for Tug Cart Loading

- **TSA Staff**
  - Reassign TSA Staff for Increased Demand in CBRA and the Exit of the OS4 Line

- **BHS Contractor Staff**
  - Assess Fault and Time Necessary to Correct

- **Request Additional Help for Moving Bags to the OS4 Oversize Line**

- **Request and Use Special Equipment that May Support Bag Transfer**

- **Select Baggage for Flights with Departure Times Greater than One Hour for Placement Later into the System**

- **Encourage Passengers to Take Their Properly Tagged Baggage to the Selected Lines**

- **Place Baggage on the Load Conveyor Lengthwise at Least 2 Feet Apart**

- **Place Separated Baggage in Designated Area By Flight**

- **Reassign Baggage Handling Staff the CBRA to Assist TSA Personnel in Placing Cleared Bags onto the OS5 Line or C13 Line**

- **Alternate:**
  - Load Appropriately Sized Bags from the OS4 Line Prior to the EDS Machine onto Small Carts and Unload the Bags onto the SS6 Line Prior to the SS6 EDS Machine

- **See BHS Contractor Standard Procedures**

- **Remove Bags Stranded on Inoperable Conveyors and Place on Nearest Accessible Working Downstream Conveyor**

- **Back in Service**
Out-of-Gauge (OG3) Line

It should be possible to take out-of-gauge bags from the SF3-01 line. It will be necessary to employ personnel to immediately remove bags prior to the head-end photocell at end of this line in order not to shut the line down.

**PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF**

Reassign personnel to the end of the SF3-01 to assist TSA personnel in unloading bags and taking them to the ETD stations.

**PROCEDURES FOR TSA STAFF**

Reassign personnel to the CBRA for the extra demand on the ETD systems.

**PROCEDURES FOR THE BHS CONTRACTOR**

This fault condition should be treated in much the same manner as work at the ticket counter. If the work to repair the fault is more disruptive than the condition itself and if a suitable temporary fix can accommodate the TSA until the end of the work day, then work should be conducted during close-of-business hours to ensure that the problem is corrected before the next day's start of business. All should agree upon this solution, otherwise repair efforts should be conducted in earnest.

Figure 51: Failed Out-of-Gauge Line
**EDS Matrix**

*SS6 and SS7 Failures*

If one of the EDS machines becomes inoperable or the diverter or the conveyor line directly feeding it fails, the other operable machine will be responsible for all security scanning. This should be accomplished automatically by monitoring software that shut down the diverter feeding that line.

If the EDS machine is inoperable and the diverter and line feeding it remains in working condition, then bags may be diverter through the line and onto the purge line for recirculation purposes when the system is overwhelmed.

Note: The use of the purge line in this procedure may be subject to the approval of the TSA.

Once that line is filled with baggage and traffic remains high or if the line or diverter itself is not working, then bags may continue on to the CBRA for resolution.

**Procedures for TSA Staff**

1. Reassign personnel to the CBRA for the extra demand on the ETD systems.
2. If the failure is with an EDS machine, procedures for securing service from the vendor should be implemented.

**Procedures for Airline Baggage Handling Staff**

1. Reassign personnel to the CBRA to assist TSA personnel in unloading bags from the OG3 out-of-gauge line and taking them to the ETD stations or an area secured for build-up of the bags.
2. It may be necessary to load excess bags onto baggage trolleys for transport to the Central or South Matrices for resolution.

**Procedures for the BHS Contractor**

1. The HSSD for the failed line or EDS machine should be placed out of service. It will be placed back into service once the fault is corrected.
2. The system should be carefully monitored to ensure that baggage does not back-up and cause cascading shutdowns of the system.
Figure 52: EDS Machine Failure

Fault Recognition
From Fault Monitoring System or Personnel at Point of Failure

- Airline Baggage Handling Staff
  - Reassign Baggage Handling Staff to the CBRA to assist in Unloading Bags from the OG3 Line and Taking Them to the ETD Stations or an Area Secured for Build-up of the Bags

- TSA Staff
  - Reassign TSA Staff for Increased Demand in CBRA on the ETD Systems

- BHS Contractor Staff
  - See BHS Contractor Standard Procedures

Load Excess Baggage onto Baggage Trolleys for Transport to the South or Central Matrices if Necessary

Contact Appropriate EDS Service Vendor if the EDS Machine Malfunctions and Needs Maintenance

Place The HSSD for the Failed Line or EDS Machine Out-of-Service and Place Back Into Service Once the Fault is Corrected

Carefully Monitor the System to Ensure that Baggage does not Back-up and Cause Cascading Shutdowns of the System

Back in Service
**Baggage Measuring Array Failure**

If the baggage measuring array fails, bags cannot be sized appropriately for the EDS machine, which means that none of the bags will be stopped from diverting to the machines. Personnel must be placed at the entrance to each of the machines to remove bags that jam or cannot enter the machines. These bags will need to be manually taken directly to the CBRA. It may be helpful to use the SS6 EDS machine primarily during this procedure as it is more convenient to move bags off of it to take to the CBRA.

Bags that are able to enter and pass through the EDS machines, but are too large to produce a complete image will error and be sent to the CBRA. If it is possible for the machine to note that the bag is too large to image properly and not take the image or discard it immediately, the system could begin tracking the bag and direct it onto the purge line and then the out-of-gauge line.

Note: The use of the purge line in this procedure may be subject to the approval of the TSA.

It is important that this failure be corrected quickly. It is also important that required replacement components always be available for this purpose. Personnel capable of maintaining this equipment should always be on-hand.

**PROCEDURES FOR TICKET COUNTER STAFF**

Agents should apply greater attention to the size of the bags and attempt to ensure only bags that will pass through the EDS machines are placed on the ticket counter lines. Bags that look too large for the machines should be placed on the oversize line.

**PROCEDURES FOR TSA STAFF**

Prepare to reassign personnel to the CBRA in case of additional demand on the ETD systems.

**PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF**

1. Reassign personnel to the CBRA to assist TSA personnel in unloading bags from the OG3 out-of-gauge line and taking them to the ETD stations or an area secured for build-up of the bags.

2. Reassign personnel to the areas at the entrance to the EDS machines for jam clearance duties. Bags too large may need to be carried to the ETD stations from these areas.

**PROCEDURES FOR THE BHS CONTRACTOR**

Personnel should very quickly correct this failure.
Figure 53: Baggage Measuring Array Failure

Fault Recognition
From Fault Monitoring System or Personnel at Point of Failure

Ticket Counter Staff
Agents Should Apply Greater Attention to the Size of Bags and Attempt to Ensure Only Bags That Will Pass Through the EDS Machines are Placed on the Ticket Counter Lines. Bags that Look too Large for the Machines Should be Placed on the Oversize Line.

Back in Service

Airline Baggage Handling Staff
Reassign Personnel to the CBRA to Assist TSA Personnel in Unloading Bags from the OG3 Out-of-Gauge Line and Taking Them to the ETD Stations or an Area Secured for Build-up of the Bags

Reassign Personnel to the Areas at the Entrance to the ETD Machines for Jam Clearance Duties

Carry Out-of-Gauge Bags to the ETD Stations from these Areas

TSA Staff
Prepare to Reassign TSA Staff in Case of Increased Demand in CBRA or the ETD Systems

Back in Service

BHS Contractor Staff
See BHS Contractor Standard Procedures

Complete Work Quickly as This Fault Condition Seriously Damages the Ability to Use the Automated Features of the Matrix
**SF3 Line HSSD Failure**

If the first HSSD (SD/SS7) fails then all bags will be diverted to second EDS machine (SS6) for scanning after the BHS Contractor ensures that the HSSD is in the open position and in out-of-service mode, and until the sorting device is repaired.

If the second HSSD (SD/SS6) fails then all bags will be diverted to first EDS machine (SS7) for scanning after the BHS Contractor ensures that the HSSD is in the open position and in out-of-service mode, and until the sorting device is repaired.

If both diverters fail together and the SF3-01 conveyor continues to operate then all activity will be at the end of the OG3 line.

**PROCEDURES FOR TSA STAFF**

Reassign personnel to the CBRA for the extra demand on the ETD systems.

**PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF**

1. Reassign personnel to the CBRA to assist TSA personnel in unloading bags from the OG3 out-of-gauge line and taking them to the ETD stations or an area secured for build-up of the bags.

2. Manually load bags onto the SS6 line prior to the SS6 EDS machine to place the bags into the automated system.

**PROCEDURES FOR THE BHS CONTRACTOR**

1. The failed HSSD should first be inspected to ensure it is out of the way of the operating SF3 line and then be placed out of service. It will be placed back into service once the fault is corrected.

2. The system should be carefully monitored to ensure that baggage does not back-up and cause cascading shutdowns of the system.
First Decision Point Vertical Sorter Failure

If the vertical sorter for the first EDS machine (SS7) fails then all bags will be diverted to the second EDS machine (SS6) for scanning until the sorting device is repaired. If the vertical sorter for the second EDS machine (SS6) fails then all bags will be diverted to the first EDS machine (SS7) for scanning until the sorting device is repaired. If any of the queue conveyors downstream from the EDS machines and upstream to the vertical sorter fail then that will be treated the same as if the sorter failed.

Bags can continue on the SF3 line onto the OG3 line if the SS6 and SS7 lines are full. In the case of a cascading backup of baggage that begins to shut down load conveyors at the ticket counter lines, then bags should be loaded on the OS4 line.
**PROCEDURES FOR TSA STAFF**

Reassign personnel to the CBRA for the extra demand on the ETD systems.

**PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF**

1. Reassign personnel to the CBRA to assist TSA personnel in unloading bags from the OG3 out-of-gauge line and taking them to the ETD stations or an area secured for build-up of the bags.

2. It may be necessary to load excess bags onto tug carts for transport to the Central or South Matrices for resolution.

**PROCEDURES FOR THE BHS CONTRACTOR**

1. The HSSD for the line with the failed vertical sorter should be placed out of service. It will be placed back into service once the fault is corrected.

2. All bags stranded on the inoperable line should be removed and placed in the CBRA or on the purge line.

*Figure 55: Failed First Decision Point Vertical Sort Device*
**EDS Cleared Bag Lines**

If any of the conveyors after the vertical sorter on the cleared bag line fail then the all cleared bags will be redirected on the alarm line until the second decision point sorter where they will then be diverted off to the cleared bag line. Tracking PLC software will be required to complete this procedure. This should not require any special attention from TSA or baggage handling staff.

**PROCEDURES FOR THE BHS CONTRACTOR**

1. The first decision point vertical sorter should be switched to manual override with the sort position locked into a position directed to the alarm line. It will be switched back to automatic mode once the line is functional again.

2. Bags on the cleared bag line upstream to the failed conveyor will need to be removed and placed on the most accessible conveyor leading to the make-up device, or the device itself.

*Figure 56: EDS Machine Cleared Bag Line Failure*
**Alarm Line Failure Prior to OSR Decision**

If any of the conveyors after the sorters on the alarmed bag line fail then alarmed bags should be physically removed from the line and placed back on the line after the failed conveyor. Tracking will be lost and all related images will not be associated with the bags. Bags will then proceed to the CBRA for final resolution.

**PROCEDURES FOR TSA STAFF**

Reassign personnel to the CBRA for the extra demand on the ETD systems.

**PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF**

1. Reassign personnel to the CBRA to assist TSA personnel in unloading bags from the alarm line and taking them to the ETD stations or repositioning the bags from the failed conveyor to the most accessible functional conveyor downstream of the failed conveyor.

2. Place excess bags in an area secured for build-up of the bags.

**PROCEDURES FOR THE BHS CONTRACTOR**

1. All bags stranded on the inoperable line should be removed and placed in the CBRA or on the purge line.
   
   Note: The use of the purge line in this procedure may be subject to the approval of the TSA.

2. The faulted conveyor should be repaired quickly.
Figure 57: Alarm Line Failure Prior to the OSR Decision Point

Fault Recognition
From Fault Monitoring System or Personnel at Point of Failure

Airline Baggage Handling Staff
- Reassign Baggage Handling Staff to the CBRA to Assist TSA Personnel in Unloading Bags from the Alarm Line and Taking Them to the ETD Stations or Repositioning the Bags from the Failed Conveyor to the Most Accessible Functional Conveyor Downstream of the Failed Conveyor

TSA Staff
- Reassign TSA Staff for Increased Demand in CBRA on the ETD Systems

BHS Contractor Staff
- See BHS Contractor Standard Procedures

Place Excess Bags in an Area Secured for Build-up of the Bags
- Back in Service
- Remove Stranded Bags on the Inoperable Line and Place in The CBRA or on the Purge Line
**Second Decision Point Vertical Sorter Failure**

If the OSR vertical sorter fails then all baggage not cleared and with an associated images from an EDS machine will continue to the CBRA for resolution if the sorter is locked in the alarm line position. All unknown bags will be diverted as normal procedure to the oversize line. This would be a temporary fix until Facility Maintenance is prepared to quickly fix the sorter. This could also be accomplished during the airport’s non-operational hours. TSA will need to provide extra staffing in the CBRA until the sorter is fixed.

If the sorter cannot be used, then personnel will need to remove bags from the line prior to the sorter and place bags back on the alarm line after the sorter. It will then need to be determined if some of these bags should be diverted to the oversize line or sent directly to the CBRA. In either case tracking will be lost and all related images will not be associated with the bags.

**PROCEDURES FOR TSA STAFF**

Reassign personnel to the CBRA for the extra demand on the ETD systems.

**PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF**

1. Reassign personnel to the CBRA to assist TSA personnel in unloading excess bags from the AL7 alarm line and taking them to an area secured for build-up of the bags.

2. Help BHS Contractor staff remove stranded bags from the AL7 line upstream to the OCR divert point for placement back onto the downstream functional AL7 conveyors or taken to the CBRA.

**PROCEDURES FOR THE BHS CONTRACTOR**

1. If possible and desirable place the vertical sorter in manual mode and lock in the divert to alarm line placement. Then repair at a more convenient time.

2. If not, the failed vertical sorter should be placed out of service and quickly repaired. It will be placed back into service once the fault is corrected.

3. All bags stranded on the inoperable line should be removed and placed in the CBRA, on the purge line or on the alarm line downstream of the failed vertical sorter.

   Note: The use of the purge line in this procedure may be subject to the approval of the TSA.
Figure 58: Failed Second Decision Point Vertical Sort Device

Fault Recognition
From Fault Monitoring System or Personnel at Point of Failure

Airline Baggage Handling Staff

TSA Staff

BHS Contractor Staff

Reassign Personnel to the CBRA to Assist TSA Personnel in Unloading Excess Bags from the AL7 Alarm Line and Taking Them to an Area Secured for Build-up of the Bags

Help BHS Contractor Staff Remove Stranded Bags from the AL7 Line Upstream to the OCR Divert Point for Placement Back onto the Downstream Functional AL7 Conveyors or for Taking Them to the CBRA

Reassign TSA Staff for Increased Demand in CBRA on the ETD Systems

Back in Service

Remove all Bags Stranded on the Inoperative Line and Place in the CBRA, on the Purge Line or on the Alarm Line Downstream of the Failed Vertical Sorter

See BHS Contractor Standard Procedures

If Possible and Desirable Place the Vertical Sorter in Manual Mode and Lock in the Divert to Alarm Line Placement and Repair at a More Convenient Time

If not, Place the Failed Vertical Sorter Out of Service and Quickly Repair, Place Back into Service Once the Fault is Corrected
**OSR Failure**

If the ability to use the OSR services fails then all baggage not cleared and with an associated images from an EDS machine will continue to the CBRA for resolution. All unknown bags will be diverted as normal procedure to the oversize line.

**PROCEDURES FOR TSA STAFF**

1. Reassign personnel to the CBRA for the extra demand on the ETD systems.
2. Implement procedures for securing service from the EDS/OSR vendor.

**Purge Line (RT3) Failure**

If the purge line or the diverter for the purge line fails all errored and unknown bags that would have been diverted onto it will instead continue on the AL7 line for resolution in the CBRA.

**PROCEDURES FOR TSA STAFF**

Reassign personnel to the CBRA for the extra demand on the ETD systems.

**PROCEDURES FOR THE BHS CONTRACTOR**

1. Place the HSSD for the failed purge line out of service. It will be placed back into service once the fault is corrected.
2. All bags stranded on the inoperable conveyor should be removed and placed in the CBRA, the AL7 alarm line or on a purge line conveyor downstream of the failure.
**Alarm Line Failure (AL7) Post OSR Decision**

If a conveyor fails after the last decision point, bags will be manually removed and taken to the ETD stations for resolution. Tracking will be lost and related images will not be associated with the bags.

**PROCEDURES FOR TSA STAFF**

Reassign personnel to the CBRA for the extra demand on the ETD systems.

**PROCEDURES FOR THE BHS CONTRACTOR**

All bags stranded on the inoperable portion of the line should be removed and placed in the CBRA, on the purge line or on the alarm line downstream of the failed conveyor(s).

Note: The use of the purge line in this procedure may be subject to the approval of the TSA.
Cleared Bag Line (CL10) Failure Post OSR Decision

If a conveyor fails on the cleared bag line after the OSR decision point then the bags will need to be manually removed from the line and placed back on it downstream of the failed conveyor or taken directly to the MU3 make-up device. If the line is inoperable for an extended period of time then the AL7 alarm line will need to be used instead and all these cleared bags will travel to the CBRA where they will loaded onto the CL13 clear line.

**PROCEDURES FOR TSA STAFF**

Reassign personnel to the CBRA.

**PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF**

1. Reassign personnel to the affected conveyors to assist BHS Contractor personnel in unloading bags from the CL10 clear line upstream to the fault and placing them back on the line downstream of the fault or onto the MU3 make-up device.

2. If bags remain on the alarm line and enter the CBRA then baggage handling personnel will need to assist TSA personnel in loading cleared bags onto the CL13 clear line.
PROCEDURES FOR THE BHS CONTRACTOR

1. All stranded bags will need to be manually removed from the line and placed back on it downstream of the failed conveyor(s) or taken directly to the MU3 make-up device.

2. If line is inoperable for an extended period of time then place the OSR sorter (VS/OSR3) in a locked position with all bags staying on the AL7 alarm line.

Figure 62: Failed OSR Clear Line
**CBRA Cleared Bag Line (CL13) Failure**

If a conveyor fails on the cleared bag line out of the CBRA then the bags will need to be manually removed from the line and placed back on it downstream of the failed conveyor. The cleared bags may also be placed on the OS5 cleared bag oversize line if all of CL13 is inoperable or it is not convenient to replace the bags onto it.

**PROCEDURES FOR TSA STAFF**

Place cleared bags onto the OS5 oversize cleared bag line.

**PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF**

1. Reassign personnel to the CBRA to assist TSA personnel in moving bags to the OS5 line from the ETD stations.
2. Reassign personnel and move tug carts to end of OS5 line to load additional bags from the CBRA.

**PROCEDURES FOR THE BHS CONTRACTOR**

All stranded bags will need to be manually removed from the line and placed back on it downstream of the failed conveyor(s) or taken directly to the MU3 make-up device.

**Figure 63: CBRA Cleared Bags Line Failure**
ETD Equipment Failure
Alarmed bags entering the CBRA will need to be manually search without direction if all HMIs fail. If trace detection fails then all bags will need to be manually searched.

PROCEDURES FOR TSA STAFF
1. Reassign personnel to the CBRA for the extra demand on the ETD systems.
2. Implement procedures for securing service from the EDS/ETD vendor.

Figure 64: ETD Equipment Failure

MU3 Sort Device Failure
If the make-up device fails then personnel will need to be placed at the last feed conveyor to manually remove bags and place to the side for tug selection. The OS5 line could be used in the CBRA instead of the CL13 line if the lines and personnel are overwhelmed.

PROCEDURES FOR TSA STAFF
Place cleared bags on the OS5 line instead of the CL13 line if the line backs up.

PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF
1. Reassign personnel to the area for unloading bags from the CL10 and CL13 clear lines as they unload onto the MU3 sort device.
2. Place bags on tug carts at the side nearest to the exit of the feed lines.
3. If the OS5 line is used, place extra personnel and tug carts there for additional use.

PROCEDURES FOR THE BHS CONTRACTOR
Supply personnel and equipment to repair the device quickly.
OVERSIZE LINES

Oversize Line (OS4) Failure

If a conveyor fails on the oversize line then the bags will need to be manually removed from the line and placed back on it downstream of the failed conveyor. If the EDS machine fails bags will need to be manually searched without imaged-based direction.

Alternate: For a longer term failure, it may be desirable to have passengers or baggage handling personnel take tagged oversize bags to the OS2 line.

PROCEDURES FOR TSA STAFF

Reassign personnel to the CBRA for the extra demand on the ETD systems.

PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF

Reassign personnel to the affected conveyors to assist BHS Contractor personnel in unloading bags from the OS4 line upstream to the fault and placing them back on the line downstream of the fault or carried directly to the CBRA.
**PROCEDURES FOR THE BHS CONTRACTOR**

All bags stranded on the line upstream of the inoperable conveyor(s) should be removed and placed in the CBRA or back on the OS4 line downstream of the failed conveyor(s).

**Figure 66: OS4 Failure**

**Oversize Clear Line (OS5) Failure**

If a conveyor on this line fails, tug carts should be brought to ramp level exit doors at the end of the OS4 line for loading cleared oversize baggage.

**PROCEDURES FOR TSA STAFF**

Place cleared bags at exit doorway at the end of the OS4 line.

**PROCEDURES FOR AIRLINE BAGGAGE HANDLING STAFF**

Move tug carts and personnel to the ramp level exit doors at the end of the OS4 line for loading cleared oversize baggage.
PROCEDURES FOR THE BHS CONTRACTOR

All bags stranded on the line should be removed and placed on the gravity roller beds at the end of the OS5 line or at the exit door at the end of the OS4 line.

Figure 67: OS5 Failure
THREAT BAGS

When responding to potential threat baggage, Reno Tahoe Airport Police Department personnel will follow the airport’s emergency plan regarding bomb incidents.

If evacuation is necessary personnel will follow the airport’s evacuation policy (currently under review).

Figure 68: Threat Baggage