



EXPRESSION OF INTEREST FOR TRANSPORTATION SHUTTLE SERVICES

EOI 25-001

Issued by:

PRINCE GEORGE AIRPORT AUTHORITY INC.

The Prince George Airport Authority Inc. (“PGAA”) is inviting experienced and innovative businesses to submit their interest in operating transportation shuttle services to and from the Prince George Airport terminal building.

This opportunity allows your business to establish itself at a major transportation hub in Northern British Columbia, serving airline crew and a growing number of travelers. With passenger numbers steadily recovering to pre-COVID levels, the Prince George Airport provides an ideal setting to offer high-quality shuttle services that meet the demands of a diverse and expanding audience.

By expressing your interest, your business can:

1. **Access a High-Demand Market:** Serve a consistent flow of passengers and airline crew, ensuring a steady customer base for your shuttle operations.
2. **Strengthen Your Competitive Edge:** Leverage the visibility and strategic location of the airport to build your business and enhance brand recognition.
3. **Offer Innovative Solutions:** Showcase your ability to deliver flexible and customer-focused shuttle services that align with the needs of travelers and airline crew.
4. **Enhance Revenue Potential:** Benefit from the increasing passenger traffic and the opportunity to deliver a valued transportation service.

The goals of this EOI are to:

- Deliver exceptional transportation services for travelers and airline crew;
- Present innovative and efficient shuttle concepts with broad customer appeal;
- Contribute to enhancing the overall customer experience at the Prince George Airport.

Qualified businesses with a proven track record in successful shuttle service operations are encouraged to submit their responses by **February 7, 2025, at 12:00 pm.**



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For questions regarding the submission process or required information, please contact PGAA in writing at:

Prince George Airport Authority

4141 Airport Road – 10
Prince George, BC
V2N 4M6

Email: development@pgairport.ca

Subject: Transportation Shuttle EOI 25-001



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A. SCOPE AND REQUIREMENTS OF REQUESTED SERVICES

The PGAA seeks a transportation shuttle operator to provide reliable, efficient, and customer-focused services between the Prince George Airport terminal building and key destinations, including but not limited to hotels, transportation hubs, and other local points of interest. The selected operator will be expected to deliver a high standard of service that meets the needs of both travelers and airline crew, as well as maintain open communication with the PGAA to coordinate operations, address service disruptions, and respond to customer feedback.

Respondents are encouraged to propose any type of concept while also considering potential future growth opportunities.

The scope of the requested service includes the following:

1. Service Coverage

- Shuttle services should cover the Prince George Airport terminal and designated off-airport destinations, such as hotels, transit points, and nearby communities.
- Provide consistent operations to accommodate airport flight schedules, seven days a week, at a minimum of 100% of both arriving and departing flights.

2. Vehicle Requirements

- Vehicles must be clean, well-maintained, and appropriate for passenger transportation, with adequate seating capacity to handle varying passenger volumes.
- At least a portion of the fleet must comply with accessibility standards to accommodate passengers with mobility challenges or other special needs.
- Vehicles should feature clear branding and signage for easy identification by passengers.

3. Operational Standards

- Operators must ensure a courteous and professional experience for passengers, including friendly drivers, prompt service, and clean interiors.
- Services must adhere to scheduled times, with contingencies in place to address delays or high passenger demand.
- Operators must comply with all applicable federal, provincial, and municipal regulations, including those related to passenger safety and insurance coverage.

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4. Technology and Innovation

- Offer a user-friendly booking and payment system, such as online reservations, mobile apps, or point-of-sale terminals for walk-up customers.
- Consider providing real-time shuttle tracking for passengers to monitor shuttle arrivals and departures.
- Share periodic ridership and operational data with PGAA for performance evaluation and improvement.

5. Term of Transportation Shuttle Agreement

Agreements shall be for a period of up to five (5) years with options for renewal based on performance and mutual agreement.

6. Financial and Revenue Structure

- Respondents should propose a financial structure, including any revenue-sharing arrangements, licensing fees, or other financial terms for operating on airport property.

For example, depending on the proposal, the Respondent may pay to the PGAA one or a combination of the following:

- Percentage of monthly gross sales.
 - Per passenger fee.
 - Minimum monthly guarantee.
 - An amount equal to 0.5% of gross sales for a marketing fund to be controlled by the PGAA or its designated agent for the purpose of advertising, publicity, promotional materials and other activities appropriate for marketing the airport and its tenants who participate in the fund.
- The operator may explore additional revenue streams, such as advertising inside vehicles or offering premium services.

7. Capital Investment and Improvements

Respondents are encouraged to consider and identify their capital investment for improvements and equipment. There may be grants available to assist with this and the PGAA is willing to explore these with Respondents.



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B. SUBMISSION, SELECTION AND CONTRACTING PROCEDURES

1. Submission

Submissions shall be labeled Transportation Shuttle EOI 25-001 and forwarded:

Via courier:

Prince George Airport Authority
4141 Airport Road – 10
Prince George, BC
V2N 4M6

Electronically:

development@pgairport.ca

Respondents using electronic transmission assume the entire risk that the document will be properly received by PGAA, on time or at all, and that all other requirements herein will be satisfied. Without limiting the generality of the foregoing, PGAA shall not be liable to a respondent if the respondent's document is not properly received on time, or at all, due to the malfunctioning of PGAA's equipment, the errors or omissions of PGAA's employees or agents, the interruption or inability to obtain phone contact with PGAA's email server, insufficient paper supply, or for any other reason whatsoever.

2. Selection Process

The information provided by the response to this Expression of Interest will be used as a database of individuals and businesses interested in operating at Prince George Airport. **At the PGAA's sole discretion, a Request for Proposal (RFP) may be issued to only those that have expressed an interest in qualifying through this document or may be posted on the website (www.pgairport.ca) and BC BID to which all interested individuals and businesses may respond.**

The PGAA will review the submittals received and may choose to enter into discussions or negotiations with one or more of the Respondents with the intent of reaching an agreement with the Respondent(s) who best meets the PGAA's goals. The PGAA may begin to make selections from the qualified Respondents immediately or may keep proposals on file for future opportunities. The PGAA reserves the right to accept any submittal and/or any part or parts thereof and/or to reject any or all submittals.

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3. Consent to Investigation

The PGAA's determination as to whether a Respondent is qualified and responsible will be based on information provided by the Respondent in its submittal, economic disclosures, interviews (if applicable) and other sources deemed to be valid by the PGAA. An agreement will not be awarded until all investigations of the Respondent's business experience, financial responsibility and character that the PGAA deems necessary are completed. By submitting an Expression of Interest, the Respondent agrees to permit and cooperate with such investigations.

4. Respondent's Costs

All costs incurred by Respondent in preparation of Respondent's submittal (including costs associated with interviews) will be borne by Respondent. The PGAA is not responsible for any costs associated with this Expression of Interest submission.

5. Ownership

All submittals and supplementary material will become the property of the PGAA.

6. Award Subject to Approval

All awards for services under this Expression of Interest are subject to the approval of the PGAA.

7. Representation by Brokers

The PGAA will not be responsible for any fees, expenses or commissions for brokers or their agents. Communications by or between employees of or agents of the PGAA and any potential or actual Respondent broker or agent are not to be construed as an agreement to pay, nor will the PGAA pay any such fees, expenses or commissions. Respondent must hold the PGAA harmless from any claims, demands, actions or judgments in connection with such broker fees, expenses or commissions.

8. Disclaimer

The information contained in this document is provided to assist prospective Respondents in the preparation of a submittal. The PGAA assumes no responsibility for the use of this information by Respondents and does not guarantee the accuracy of the information.

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C. EVALUATION CRITERIA

All submittals will be reviewed and evaluated. The following items will be considered in the evaluation of submittals:

1. Experience and Qualifications of Respondent
 - Number of years of experience with concepts like those being proposed.
 - Number of years of experience in an airport.
 - Professional references.
 - Quality of existing operations by Respondent as determined by review of photographs submitted by Respondent and possible inspections.
 - Commitment and involvement of the Respondent's ownership and management in the operation of the service and the flexibility and willingness to adapt to the changing environments.
2. Concept
 - Quality of product.
 - Innovation of overall theme.
 - Flexibility.
3. Financial capability of Respondent.
4. Commitment to participation in the operation of the service.
5. Completeness and comprehensiveness of the information provided.

The PGAA will also consider the past performance of the Respondent, and its constituent individuals or entities as applicable, on other leases or contracts with the PGAA or other entities in terms of quality of work and compliance with performance schedules. The PGAA may solicit from other available sources, relevant information concerning the Respondent's record of past performance.

Submittals will be evaluated to ensure compliance with all applicable PGAA, local, provincial and federal, policies, laws, ordinances and statutes.



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ATTACHMENT A

Respondents Name:

Company Name:

Address:

Telephone:

E-mail Address:

Sole Proprietorship:

Date and Place Established:

Owners/Officers

President:

V President:

Secretary:

Treasurer:

Directors

Chair of the Board:

Secretary:

Treasurer:

Is this business currently registered to do business in BC? Yes No

Is this a locally owned business? Yes No

Business Plan attached? Yes No



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ATTACHMENT B

Business plans should provide the following:

Business/Concept

The Respondent should include an introduction to the business and how it aligns with our service goals. Respondent must include a detailed description of its proposed business concept.

Experience and Qualifications

Respondent must explain in detail the number of years and extent of Respondent's transportation shuttle experience with special emphasis on prior experience with the operation and management of such services.

This information should include at least the following:

- Respondent Names and locations serviced by the Respondent in the prior five years.
- Service volume of each existing operation for the past two years.
- Balance sheet and income statements for the last two (2) fiscal years.