

RFP Considerations for Baggage Handling Systems Operations & Maintenance Program Standards



At ELS, we recognize that the pressure to lower cost, improve service and enhance the customer's experience will remain essential in an airport's success in attracting and retaining flight operations. As is always the case, a key element in meeting the travelers service expectations is receiving their luggage, consequently the availability and accuracy for the sophisticated in-line Baggage Handling Systems (BHS) is critical. With the experience that has been gained across a comprehensive cross section of International and Regional airports, we know this can be achieved without compromise through the implementation of a customized Operation & Maintenance program that considers local need, system design and its capacity requirements. We deliver this through a balanced approach that considers the many factors that influence maintenance costs rather than focusing purely on the program price. When ELS assumes the responsibility for an airport's equipment, we do so using our extensive service experience and a menu of maintenance options that are built upon ISO policy and procedure. This combination delivers the assurance that each system will be maintained to the highest standard and that our services will continue to return value and offer lowest total cost as we evolve your program.

The concern associated with the selection of a BHS maintenance provider is understandable considering the potential risk and the high profile stories related to new system start-up challenges. There is now a general appreciation for a need to make the tender process more than simply selecting a contractor and most airports are looking for an integrated partner who can demonstrate a proven track record of enhancing facility and equipment operations throughout the term of each contract. As a result, many are now prequalifying potential maintenance providers for value based services, before considering how this history affects the price of the proposal. To assist in this process, the following list of criteria is provided to help airport managers identify the differentiators that will enable them to select the best fit for their operation by requesting descriptive capability and experience responses.



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BHS Performance Metrics

- Equipment Availability: >95% during first year, incremental improvements thereafter
- Planned Maintenance compliance of >99%
- Respond time to equipment failure / jams in >2mins
- Equipments read rates of >95% and readers functional 99% of operating time

Quality Standards

- ISO Certification: Consistently implemented programs
- Safety Act Certification: Risk mitigation & DHS recognition for In-Line BHS maintenance
- Energy Conservation Policy - Power Savings
- Continuous improvement policy
- Measuring customer satisfaction
- Technician training and career development programs

Maintenance Methodology

- Approach to Planned Maintenance
- Spare parts purchasing and inventory practices
- Staffing plan considerations
- New parts warranty administration
- Valued added: demonstrate where services have lowered the total cost

Previous Contract Performance Experience

- In-Line BHS contract maintenance experience of 5 years at a minimum of 3 airports. Each airport not less than 5,000 linear ft and 5 million passengers
- Minimum of three new In-line BHS maintenance program implementations
- Minimum of five BHS airport customer references
- Visit existing In-Line BHS service locations
- Computerized Maintenance Management Software (CMMS) experience

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