



REQUEST FOR PROPOSALS

AIRPORT OPERATIONS MANAGEMENT SOFTWARE

RFP Issue Date: Wednesday, May 13, 2026
RFP Submissions Due: Wednesday, May 27, 2026

Send any questions on the RFP to:
Chris Stipo, Director of Operations, cstipo@flytri.com

Send submissions to:

Tri-Cities Airport Authority
Attn: Chris Stipo
2525 Highway 75, Suite 301
Blountville, TN 37617



Request Overview

The Tri-Cities Airport Authority (TCAA) is requesting proposals for an airport operations management software. The initial award of agreement will be for two (2) years with one (1) possible three (3) year extension.

About the Tri-Cities Airport

Tri-Cities Airport (TRI) is the leading air transportation facilities provider for Northeast Tennessee, Southwest Virginia, portions of Western North Carolina, and Eastern Kentucky. TRI features wide-ranging services for scores of diverse travelers and offers nonstop flights to eight hubs (Atlanta, Charlotte, Chicago O'Hare, Dallas Fort Worth, Orlando International, Orlando Sanford, St. Pete-Clearwater, and Washington-Dulles) on Allegiant, American, Breeze, Delta, and United.

Located in Blountville, TN, TRI is situated between the Tennessee cities of Bristol, Johnson City, and Kingsport. The airport is managed and operated by the Tri-Cities Airport Authority. The TCAA is tax exempt, and a regional airport authority organized under Tenn. Code Ann. 42-3-104. The facility houses nearly 30 businesses that employ more than 400 individuals. TRI is also home to Aerospace Park, a fixed base operator (FBO), government services, a flight school, helicopter maintenance operations, and private corporate hangars.

With an annual economic impact (2019) of over \$233 million, \$109 million in visitor spending, and \$80.6 million in payroll, TRI is one of the leading economic generators in the region.

Project Objectives and Scope of Work

The TCAA is soliciting competitive proposals from qualified Respondents to provide, implement, and support the implementation of an airport operations management software at TRI. The objective is to implement a modern, airport operations management solution that will improve workflow associated with day-to-day airport operations, including but not limited to CFR Part 139 self-inspection, work order tracking, and event logs, while offering a flexible and intuitive interface for authorized personnel.

The following section outlines the minimal requirements that the TCAA expects from the selected airport operations management software provider. Respondents may exceed these requirements and are encouraged to highlight these areas in their submittals.

Operations

- The ability to customize different types of inspections and checklist, such as day, night, special, periodic, and vehicle inspections.
- The ability to log the document date, inspection type, and user.
- The ability to assign shift task across different shifts at different frequencies, such as daily, weekly, monthly.
- The ability to connect, track, carryover, and mark on a map work orders that are related to each discrepancy.
- A centralized operations and communications log that captures, tracks, and managers radio communications and operational activities.
- The ability to create custom forms, workflows, and decision trees.
- Streamlined audit management and regulatory compliance through automated tracking, documentation, and reporting.
- Customizable reports and dashboards that assist with managing the airport's operations.
- Wildlife reporting and tracking with GPS mapping.

Maintenance

- A work order system that allows for airfield and non-airfield work orders, asset tracking, and automated scheduling. The work order system must have the ability for tenants to digitally submit work orders.
- Automated scheduling of preventative maintenance.
- Maintenance workflows with automated job scheduling, task assignment, and progress tracking.
- The ability to track labor hours, equipment cost, and material cost to provide accurate work order cost.
- A centralized asset tracking system with lifecycle management, a registry system, and GIS asset tracking.

- An inventory management system that can track and manage equipment, parts, and supplies with real-time stock monitoring and the ability to set automated reordering reminders.

Incident Management

- The ability to create operational, ARFF, and security related reports with tracking.
- Automated workflows when responding to incidents.
- ARFF equipment tracking and maintenance scheduling for foam systems and rescue tools.
- Incident documentation and reporting.

Permit Management

- The ability to issue permits for airside vehicles with status tracking and expiration notifications.
- The ability to issue miscellaneous permits for various activities that occur at the airport, such as special events.
- The ability to issue violations related to the TCAA's Rules and Regulations.

Lease Management

- The ability to store a tenant database with lease terms, contact information, and operational requirements.
- Document management for contracts, permits, and insurance.
- Automated leasing renewal notifications and expiration date tracking.
- The ability to conduct leased area inspections with photo documentation and condition scoring.

Training

- The ability to store employee training records, certifications, and qualification documents.
- Customizable alerts and notifications for expiring training and recertification deadlines.
- Detailed training loges with timestamps, instructors, and completion status tracking.

Evaluation Criteria

Up to three (3) Respondents will be selected from all RFP submittals for a short list. The TCAA Selection Committee will consist of internal employees with a vested interest in the Respondent. Interviews and/or demos may be requested at the discretion of the Selection Committee. Proposals will be reviewed and ranked by members of the Selection Committee, in accordance with the evaluation criteria points system. This qualification-based selection process is in accordance with the Tennessee Code Annotated Section 12-4-106. Respondents will be evaluated and selected based on the following four (4) criteria:

Evaluation Criteria	Score
Fulfillment of Scope of Work	40
Experience and Capabilities	25
Price	25
Vendor Experience & References	10

Price shall be provided in a similar format to “Exhibit B” and included any applicable fees that are associated with the scope of work. The selected Respondent should be prepared to provide a detailed cost breakdown if requested.

TCAA reserves the right to request additional information it may deem necessary after the submissions are received.

As part of the evaluation process, Respondents may be requested to provide a virtual demonstration, at the Respondent’s expense, to a selection committee. Key management staff assigned to the scope of work must participate in this demonstration unless otherwise waived by TCAA. The demonstration may be followed by a question-and-answer session. However, Proposals may be accepted and approved without such discussion, at the TCAA’s discretion.

The TCAA will select Proposals that, in the Authority’s sole judgement, is deemed the best and most advantageous for the TCAA. The decision of the Authority will be final and conclusive, subject to successful negotiation and execution of an Agreement.

TCAA reserves the right to reject any and all submissions and to waive an informality in the RFP process to the extent permitted by applicable law, and to accept any submissions, which in its sole discretion, is in the best interest of the Airport, if permitted by applicable law. Any omission, inaccuracy, or misstatement may be cause for rejection of a proposal. The TCAA further reserves the right to modify or incorporate

additional steps in the evaluation process in the interest of having a thorough and comprehensive body of information in order to make a recommendation.

The successful Respondent is anticipated to be awarded following selection committee approval by Friday, May 29, 2026.

The award will not be final and effective, nor shall the TCAA be legally bound, until the fully executed contract is returned to the successful Respondent following the TCAA June 12, 2026, board meeting. In the event of a default of any of the successful Respondent or his/her refusal to enter into an agreement with TCAA, TCAA reserves the right to accept the submission of the next qualified bidder.

Statement of Qualifications Content

Proposals will be submitted on no more than thirty-five (35) single-sided 8.5” x 11.0” paper. Proposals should only contain information relative to what is outlined in the “Evaluation Criteria” section and must be kept in the same order given in the “Evaluation Criteria” section. Additional information outside of the thirty-five (35) pages will not be considered.

Solicitation & Project Schedule

ACTIVITY	DATE
RFP Issue Date	Wednesday, May 13, 2026
Question Deadline	Monday, May 18, 2026 – by 2:00 PM
Questions Answered	Tuesday, May 19, 2026
Submission Due Date	Wednesday, May 27, 2026 – by 2:00 PM
Selection Committee Review Meeting	Friday, May 29, 2026
Respondent Demos (<i>if necessary</i>)	June 2, 2026 – June 3, 2026
Selected Respondent Notified	Thursday, June 4, 2026
Contract Negotiations	June 5 – June 11, 2026
TCAA Board Approval	Friday, June 12, 2026
Commencement of Contract	Wednesday, July 1, 2026

NOTE: All times are in Eastern Time

TCAA reserves the right to modify the schedule set forth in the above table at its sole discretion. Any such modifications will be stated in an addendum.

Request for Information

For more information or an alternate format of this RFP, please contact Chris Stipo at cstipo@flytri.com.

Questions regarding this solicitation are to be submitted in writing to cstipo@flytri.com prior to 2:00 PM Eastern Time on Monday, May 18, 2026.

TCAA reserves the right to publish and respond to an inquiry, respond directly to the inquirer without publishing, or not respond to the inquiry at its sole discretion.

It is the Respondent's responsibility to completely examine, understand, become familiar with, and fully informed of the terms, conditions, and specifications of this request for qualifications. Lack of understanding or misinterpretation of any portions of this request for qualifications shall not be cause for withdrawal after opening or for subsequent protest of award.

Addendums will only be published by the TCAA and available for review under the "Construction & Development" section of the TRI webpage:
<https://flytri.com/business/about-tcaa/construction-development/>.

Request for Qualifications Submission

Responses must be delivered physically and contain five (5) bound copies and one (1) electronic copy stored on a USB of the Proposal. To be considered complete, submissions must be received by the Tri-Cities Airport Authority in the Administrative Offices located on the second floor of the terminal building prior to Wednesday, May 27, 2026, by 2:00 PM Eastern Time.

Submissions may be mailed or otherwise delivered to the address noted below.

Tri-Cities Airport Authority
ATTN: Chris Stipo, Director of Operations
2525 Highway 75, Suite 301
Blountville, TN 37617

Submissions shall be submitted in a sealed package, clearly labeled as TRI Airport Operations Management Software RFP, Respondent's name, telephone number, and company name.

Submissions may be withdrawn by written request only if the request is received prior to the submission closing time. Negligence or mistake on the part of the Respondent shall not constitute a right to withdraw after closing time.

Late responses will not be considered. Corrections and/or modifications received after the closing time specified will not be considered.

If more than one proposal is offered by one party, all such submissions shall be returned unopened. If duplicate submissions are not discovered until after opening, such duplication shall be caused for immediate rejection of such submissions.

Materials that are beyond the scope of this request will not be used to determine the award and is not desired. Each submission should be simply and economically prepared, providing a concise description of the Respondent's ability to perform the services requested. Emphasis should be on the completeness and clarity of content.

All submitting respondents must be properly licensed to conduct business in the State of Tennessee.

Submissions that are incomplete, conditional, obscure or which contain additions not called for, or irregularities of any kind, may be cause for rejection.

TCAA is not liable for any costs incurred by any prospective respondent prior to the awarding of a contract, including any costs incurred in addressing this solicitation.

Each submission must be signed by a person authorized to sign contracts on behalf of the Respondent. The name of the person signing must be followed by title and date.

All submissions, including attachments, supplementary materials, addenda, etc. shall become the property of the TCAA and will not be returned.

Agreement

The top-ranked respondent will be invited to negotiate an agreement with the TCAA. A detailed scope of work and plan for operations will be developed and agreed to by the selected respondent and the TCAA. The final agreement for the Airport Operations Management Software will be subject to review and approval by the TCAA Board.

Terms & Conditions

The selected Respondent will be required to enter into a written agreement with the TCAA on a form approved by the Authority's legal representative. The selected Respondent will be required to comply with all the requirements of the Agreement, which will be prepared in accordance with the successful submission. Signature on the included *Signature Page* (Exhibit A) will serve as an acknowledgment that the Respondent is willing to enter the agreement if awarded the contract.

TCAA reserves the right to require that its standard terms and conditions apply to any actual order placed in response to a Respondent's submission. No attempt to modify TCAA's Standard Terms and Conditions shall be binding, absent agreement on such modification in writing and signed by TCAA.

No payment shall be made to the Respondent for any extra material or services, or of any greater amount of money than stipulated to be paid in the contract, unless changes in or additions to the contract requiring additional outlay by the Respondent shall first have been expressly authorized and ordered in writing by contract amendment or otherwise furnished by the TCAA.

The intention of the Request for Qualification specifications is to promote properly designed and all-inclusive responses. Any requirements not in the specifications, but which are needed for such a response, are to be included in the submission.

The Respondent shall not discriminate against an employee or applicant for employment with respect to hire, tenure, terms, conditions or privileges of employment, or a matter directly or indirectly related to employment, because of race, color, religion, national origin, age, sex, height, weight, marital status, or disability that is unrelated to the individual's ability to perform the duties of a particular job or position.

The Respondent shall observe and comply with all applicable federal, state, and local laws, ordinances, rules, and regulations at all times during the completion of any contract with TCAA.

The terms of this request shall be interpreted, construed, and enforced pursuant to the laws for the State of Tennessee, and the parties irrevocably consent to the jurisdiction of the federal and state courts presiding in Tennessee.

Termination For Cause: Should the Respondent fail to perform the work as required by and in accordance with the schedule or time requirements or otherwise violate any of the terms set forth in the Solicitation Request, it shall constitute breach of the Contract. Other than in force majeure situations, Respondent shall have thirty (30) calendar days

to cure a breach of the Contract (the “Cure Period”) following issuance of TCAA written notice. Failure to cure a breach of the Contract within said Cure Period shall allow the TCAA to, without further notice to the Respondent, declare the Contract terminated and proceed with the replacement of the Respondent and the TCAA shall be entitled to all remedies available to it at law or in equity including a claim against any required payment/performance bonds.

Assignment: Neither party shall assign or delegate any of its rights or obligations under this Agreement without the prior written consent of the other party.

Respondent warrants that they are an authorized provider of products or services of his/her submission.

Licenses

All submitting respondents must be properly licensed to do business in the State of Tennessee and must comply with applicable laws in the State of Tennessee. The company/Respondent does not have to be based in Tennessee; however, company/respondents are required to submit evidence of all professional licenses, required to complete the work as part of this RFQ submittal, in the State of Tennessee. Failure to comply with the licenses request may be grounds for rejecting the company/Respondent submittal as non-responsive.

No-Contact Policy

The Chair of the Airport Authority Board of the TCAA has imposed a no-contact policy on the selection process. The no-contact policy is intended to prohibit any potential Respondent from engaging in any direct or indirect lobbying of any Board Member, Airport Authority staff member, other persons or organization that may be involved in this RFP process. The no-contact policy is effective between the date this RFP is issued and the date of the approval of the Airport Operations Management Software agreement by the Airport Authority Board. Questions submitted in writing to the Airport Authority for clarification of the information contained in this RFP are not prohibited by this policy.

EXHIBIT B

Yearly Cost Breakdown

	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Fee						