

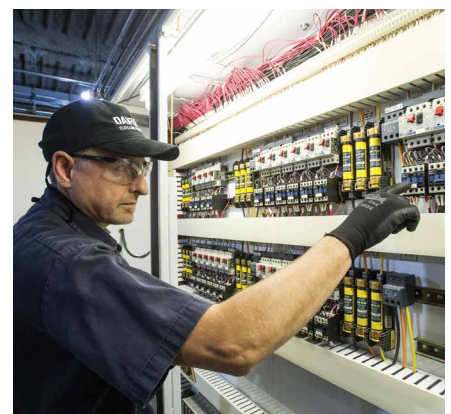
## RFP Considerations for Baggage Handling Systems

### Operations and Maintenance Program Standards

ELS recognizes the business pressures on airports to reduce costs, improve service and enhance customer experience. A critical element to satisfy those demands and retain flight operations is the availability and precision of sophisticated in-line baggage handling systems (BHS). ELS has experience providing operations and maintenance (O&M) programs with a variety of international and regional airports tailored to local needs, system designs and capacity requirements.

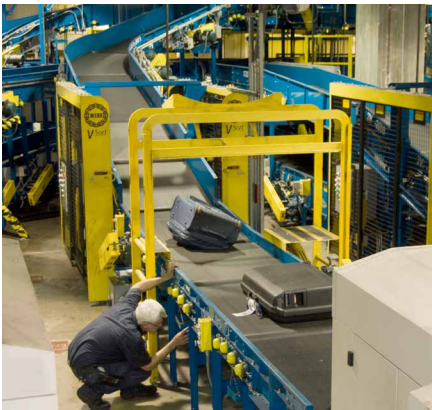
ELS draws on extensive service experience and a menu of maintenance options built upon ISO policies and procedures to build a program that accounts for the myriad factors that influence maintenance costs, rather than focusing solely on program price. This combination ensures system maintenance meets the highest standard and strikes the balance of returning value and meeting business goals while offering lowest total cost as the program evolves.

Selecting a BHS maintenance provider requires careful consideration of capabilities, requirements and potential risks related to system startup challenges. More than simply selecting a contractor, most airports seek an integrated partner with a proven track record of enhancing facility and equipment operations throughout the term of a contract.



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To assist in selecting the best BHS O&M partner for their operation, airport managers should consider the following criteria:

### BHS PERFORMANCE METRICS

- More than 95 percent equipment availability in first year, with incremental improvements thereafter
- More than 99 percent compliance with planned maintenance requirements
- Response to equipment failure/jams in less than two minutes
- More than 95 percent equipment read rates with readers functional for 99 percent of operating time

### QUALITY STANDARDS

- ISO certification for consistently implemented programs
- Safety Act certification for risk mitigation
- DHS recognition for in-line BHS maintenance
- Energy conservation policy compliance for power savings
- Continuous improvement policies
- Customer satisfaction tracking
- Technician training and career development programs

### MAINTENANCE METHODOLOGY

- Planned and predictive maintenance approach
- Efficient spare parts purchasing and inventory management practices
- Staff planning considerations
- Warranty administration
- Demonstration of service impact on lowered total cost

### PREVIOUS CONTRACT PERFORMANCE EXPERIENCE

- Five years of in-line BHS contract maintenance experience at a minimum of three airports (each airport no less than 5,000 linear feet and five million passengers)
- Minimum of three new in-line BHS maintenance program implementations
- Minimum of five BHS airport customer references
- Visits to existing in-line BHS service locations
- CMMS experience with multiple maintenance management systems