



RELEASE DATE: JANUARY 8, 2026

REQUEST FOR PROPOSALS ("RFP")

The Burbank-Glendale-Pasadena Airport Authority is soliciting competitive **proposals** from qualified respondents to contract for:

**AUTOMATED TELLER MACHINE ("ATM") CONCESSION
HOLLYWOOD BURBANK AIRPORT
RFP NO. ADM26-03**



Hollywood Burbank
Airport

Q&A DEADLINE: ALL QUESTIONS/REQUESTS FOR INTERPRETATION MUST BE RECEIVED BY JANUARY 22, 2026, AT 4:00 P.M. VIA PLANETBIDS.

PROPOSALS DUE: FEBRUARY 6, 2026, AT 5:00 P.M. VIA PLANETBIDS

PROPOSALS MUST REMAIN VALID FOR 120 DAYS FROM DUE DATE.

REQUEST FOR PROPSALS (“RFP”)

AUTOMATED TELLER MACHINE (“ATM”) CONCESSION HOLLYWOOD BURBANK AIRPORT RFP NO. ADM26-03

By submitting a proposal, Respondent acknowledges receipt of all content of the RFP package as delivered electronically and hereby attests to non-collusion regarding the competitive opportunity and any price submitted. Respondent acknowledges and accepts the terms of this solicitation, including any addenda, which will become part of any resultant agreement, and agrees that the terms as listed will supersede any conflicting contractual terms and/or conditions specified elsewhere. Respondent certifies that the information provided in its submission is complete, including the full disclosure of all sub-contractors, suppliers, joint-ventures, teaming agreements and the like, and that the information submitted is true and accurate to the best of its personal knowledge. Respondent confirms that the signing party is an authorized representative of the entity submitting the proposal and has the individual authority to submit this proposal electronically on behalf of the entity and to bind the entity to all information set forth herein.

Date: _____	Company Name: _____	
*Authorized Signature	Name	Title
*Authorized Signature	Name	Title

*If the contracting party is a corporation, two (2) signatures are required: one (1) signature by either the Chairperson of the Board, the President or any Vice President; and one (1) signature by either the Secretary, any Assistant Secretary, the Chief Financial Officer or any Assistant Treasurer. The signature of one person alone is sufficient to bind a corporation, as long as he or she holds corporate offices in each of the two categories described above. In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution demonstrating the legal authority of the signatory to bind the corporation.

**RETURN THIS COVER PAGE WITH YOUR PROPOSAL – LATE, EMAILED, MAILED,
HAND DELIVERED, OR FAXED SUBMISSIONS WILL NOT BE ACCEPTED.**

REQUEST FOR PROPOSALS (“RFP”)

**AUTOMATED TELLER MACHINE (“ATM”) CONCESSION
HOLLYWOOD BURBANK AIRPORT
RFP NO. ADM26-03**



**Hollywood Burbank
Airport**

The Burbank-Glendale-Pasadena Airport Authority (“Authority”), owner and operator of the Bob Hope Airport (commonly known as Hollywood Burbank Airport) (“BUR”), is soliciting proposals from experienced and qualified firms to install, operate, maintain and manage two Automated Teller Machines (“ATM”) at the Replacement Passenger Terminal (“RPT”).

GENERAL BACKGROUND INFORMATION

BUR is a medium-sized hub airport, located approximately 12 miles north of Downtown Los Angeles, serving the greater Los Angeles metropolitan area. BUR is the closest airport to the majority of popular tourist destinations in LA, including points of interest in Pasadena and the San Fernando Valley. In 2024, BUR served 6.5 million passengers. BUR currently offers 30 nonstop services from ten commercial airlines: Southwest, Alaska, United, American, Delta, Frontier, Spirit, JetBlue, Allegiant and Breeze. BUR also has two on-site, fixed-base operators, Hollywood Burbank Jet Center and Atlantic Aviation. It features a passenger terminal with 14 gates.

The Authority is a joint powers agency formed by the Cities of Burbank, Glendale, and Pasadena. The Authority is governed by a nine-member Commission, composed of three appointees from each of these cities.

REPLACEMENT PASSENGER TERMINAL

On December 19, 2022, the Authority awarded a contract to Holder, Pankow, TEC - A Joint Venture (“DB Contractor”) for the design and construction of a 355,000 square-foot RPT. The selected Respondent (“Concessionaire”) will be required to work with the Authority and the DB Contractor to install ATM equipment in connection with the RPT. The Concessionaire will be responsible for ensuring that the ATMs are installed and operational on or before August 14, 2026, which is 60 days prior to the anticipated opening of the RPT. The RPT is in the design/construction process. Information regarding the status of the ongoing development of the RPT Project may be found here: <http://elevatebur.com>.

OBJECTIVE

The Authority’s objective is to obtain an ATM service provider to install, operate, and manage two ATMs at the RPT in the following locations: one ATM will be located Pre-Security in the Baggage Claim area and one ATM will be located Post-Security by Holdroom 7 as depicted in Exhibit B – ATM Locations and Ancillary Locations.

SCOPE OF SERVICES

The Concessionaire shall provide the Authority with a comprehensive and complete solution as detailed in Exhibit A – Scope of Services.

PROCUREMENT SCHEDULE

The anticipated schedule for this competitive selection process is listed below. The schedule is subject to change at the sole discretion of the Authority. Please check the PlanetBids website for the latest schedule.

Procurement Phase Schedule	Date
RFP Issued by Authority	January 8, 2026
Deadline for Submission of written questions or requests for clarification	January 22, 2026
Proposals Due	February 6, 2026
Notice of Intent to Award	March 2026
Award Recommendation to Authority Finance Committee	April 6, 2026
Award Recommendation to Authority Commission	April 20, 2026
Service Commencement Date (60 days prior to Opening RPT)	August 14, 2026

QUESTIONS/REQUESTS FOR CLARIFICATIONS

No interpretation or clarification regarding this RFP will be made verbally to any firm. Any inquiries or requests for clarification concerning this procurement must be in writing and submitted through the Authority's e-procurement website portal, PlanetBids, via the Q&A tab. Any substantive replies will be issued as a written addendum and posted on PlanetBids. No questions or requests for clarifications will be accepted after 4:00 p.m. on January 22, 2026.

In accordance with Authority Commission Resolution No. 492, all communications during the procurement process shall be to the exclusive attention of Francisco Flores, through the PlanetBids portal and violation of this prohibition shall be grounds for disqualification from consideration for the contract award. Questions posted via any other method will not be considered. Questions received after the deadline will not be addressed.

When submitting a request for interpretation via the Q&A tab, Respondents are encouraged to reference the RFP or Exhibit page and section pertinent to the question(s). Respondents shall not rely upon any oral instructions given by the Authority.

PROPOSAL CONTENT

Respondents are required to follow the format and assemble their proposal as specified below. The content of the proposal must be clear, concise, and complete. The proposal shall be of text not smaller than 11 pt. font size and submitted in .pdf format and shall not be password protected. The proposal may not exceed 30 pages. The page count does not include the cover letter, cover page, the sample certificate of insurance, the table of contents, resumes, the sample agreement acknowledgment statement, nor section dividers.

Proposals not submitted in the manner described herein may be rejected as non-responsive. Each section of the proposal shall be organized and correlated with the following sections:

1. Cover Letter and Executive Summary – Not-to-exceed two pages and shall include:

- a. Respondent's contact information – provide the name, title, telephone, and email of the contact responsible for communication with the Authority regarding Respondent's proposal.
- b. Legal name and physical business street address for headquarter offices, as well as the physical street address of servicing office, if not the same address as Respondent's headquarters office.
- c. Present a summary case for why Respondent would best serve as the Authority's ATM service provider. Respondent may include in this section any additional material it deems relevant or appropriate.
- d. Name, title and signature of person(s) authorized to legally bind the entity submitting the proposal.
- e. Potential Conflicts: Provide a brief statement as to whether Respondent and/or its team have any potential conflicts that may arise in the performance of the services requested in this RFP.

2. Qualifications and Experience

Respondent shall submit a detailed statement of its qualifications and background in providing ATM services at an airport as defined by the Federal Aviation Administration ("FAA") or at a public government facility. Statement shall include the following:

- a. Number of years in business under the business name set forth in the proposal and current number of employees.
- b. A brief description of the organization's history, capabilities, resources, structure, ownership, size and services provided.
- c. A comprehensive overview of the company's experience in successfully financing, managing, operating and maintaining ATM services at an Airport of similar size or at a public government facility.
- d. A demonstration of Respondent's significant, in-depth knowledge, past performance and experience relating to the services required, as outlined in Exhibit A - Scope of Services.

3. References

Respondent shall demonstrate a minimum of five years of continuous experience within the last eight years in the operation and management of an ATM concession at an airport of similar size or at a public government facility.

Respondent shall provide a list of two references which demonstrate verifiable experience, specifically:

- a. References must be from airports or public government facilities where Respondent provided such services within the last five years. Do not provide less or more than two references.
- b. Specify the performance period for each of the references' contracts. Provide contact information for each of the references, including the name of agency/company, street address, contact name, title/position, email address, and phone number from each reference company/agency who can confirm Respondent's experience. The preferred point of contact is a representative who provided direct oversight and/or supervision of the contracted services.

The Authority's inability to reach a reference because of inaccurate contact information shall be cause for the proposal to be rejected as non-responsive.

4. Organization and Key Personnel Assigned to Oversee ATM Contract

Respondent shall provide an organization chart showing:

- a. All names, titles, contact information and brief background of the anticipated individuals who will be assigned to the contract.
- b. Role each individual will play in the provision of the contract.
- c. Escalation contact matrix.
- d. On-call Service Manager.

5. Proposed Management Plan and Approach

Describe the services and activities that your company proposes to provide to the Authority.

Include the following information:

- a. Describe the proposed approach to satisfy the services and requirements as described in Exhibit A - Scope of Services. Include information on the overall service tasks to demonstrate your understanding of the Authority's ATM service needs and assignment of work within Respondent's work team.
- b. Describe any other asset, expertise, experience, data or technology that provides your firm with a competitive edge or advantage. If you believe that your approach to providing the services described is different or more effective than other firms providing the same services, describe those differences in methodology, staff roles and responsibilities, and documentation processes as applicable.

6. Design, Installation and Implementation

Respondent shall provide information that clearly identifies the design, make, model and

specifications of the proposed ATM and ensures that it complies with the specifications listed in Exhibit B and C.

Respondent shall provide all implementation and logistic plans to ensure that the ATMs are installed and fully operational on or before August 14, 2026. Respondent shall ensure that the requirements set forth in Section 2 and 3 of Exhibit A – Scope of Services are incorporated in the timeline.

7. Proposed Financial Offer and Sample Monthly Reporting Form

Respondent shall submit a proposed per Transaction Fee (no less than \$2.50 per transaction per ATM) payable to the Authority.

Respondent shall submit a proposed Surcharge Fee (no more than \$5.00 per transaction per ATM).

Respondent shall provide a sample Monthly Reporting Form containing, but not limited to the following information for each ATM location:

- a) All transaction types
- b) Date of transaction
- c) Amount dispensed
- d) Surcharge fees collected on a daily basis
- e) Number of transactions on a daily basis
- f) Total number of transactions on a monthly basis
- g) Total amount due to the Authority

8. Concession Agreement Acknowledgement Statement

A sample Automated Teller Machine Concession Agreement (“CA”) is set forth as Exhibit D. **Respondent must include in its proposal a sample agreement acknowledgment statement indicating either: (i) Respondent will execute the sample agreement as presented; or (ii) Respondent objects to language in the sample agreement. If Respondent objects to any language contained in the sample agreement, then Respondent must identify the contested contract language and shall submit alternate contract language for consideration.** Proposals that do not expressly declare such a statement related to their acceptance of the sample agreement, and that do not identify contested contract language and include alternative contract language, shall be deemed non-responsive. The Authority reserves the right to alter the sample agreement after selection of a firm with notice to the proposed awardee.

9. Insurance

Respondent shall provide a sample certificate of insurance which accurately represents and verifies that the required insurance coverage will be met. The requirements are listed in Article 18 of CA.

SELECTION CRITERIA

Proposals will be evaluated/scored using the following Selection Criteria and based on the information contained in a complete proposal:

Evaluation Criteria	Max Score
SC-1 Experience, Background, and Past Performance	10
SC-2 Organization and Key Personnel Assigned to Oversee ATM Concession	10
SC-3 Proposed Management Plan and Approach	20
SC-4 Proposed Design, Implementation, and Installation Plan	20
SC-4 Financial Offer and Sample Monthly Reporting Form	40
Selection Criteria Total	100

SC-1 Respondent's Experience, Background, Qualification and Past Performance

- 1) Respondent has provided documentation confirming that the Respondent has been in the business of providing ATM services at an airport of similar size or public government facility for a minimum of five years within the last eight years.
- 2) Respondent has provided documentation of its organization's history, structure, size, resources and capabilities of providing ATM services.
- 3) Respondent has provided documentation and demonstrated its capability and credentials to successfully perform all tasks as described in Exhibit A – Scope of Services.
- 4) Respondent has provided a minimum of two references, which are from either airports or other government agencies where Respondent acted as the responsible entity for providing ATM services. Such services include the design, installation, implementation and management of the ATMs.

SC-2 Organization and Key Personnel Assigned to Oversee ATM Contract

- 1) Respondent has provided an organization chart outlining and identifying the project team's personnel along with their professional background and qualifications.
- 2) Respondent has provided an escalation contact matrix.

SC-3 Proposed Management Plan and Approach

- 1) Respondent has demonstrated an adequate strategic plan to achieve the desired scope of services as described in Exhibit A and Exhibit D.
- 2) Respondent has provided a complete overview of the tasks involved to satisfy the Authority's

ATM service needs and how work will be assigned within the Respondent's team.

SC-4 Proposed Design, Implementation and Installation Plan

- 1) Respondent has demonstrated a clear implementation plan with deadlines that meet the RPT's construction and opening schedule.
- 2) Respondent has provided information pertaining to the make, model and size of the ATMs.
- 3) Respondent has demonstrated that the ATMs meet the requirements set forth in Exhibit C.
- 4) Respondent has provided a timeline that ensures that the ATMs will be fully functional and operational on or before August 14, 2026.

SC-5 Financial Offer and Sample Monthly Reporting Form

- 1) Respondent has offered a competitive per Transaction Fee (no less than \$ 2.50 per transaction per ATM) payable to the Authority.
- 2) Respondent has provided a sample monthly Reporting Form that it proposes to submit to the Authority in accordance with Article 5.5 and Article 7 of the CA.

The Authority may contact recent clients and references for information and verification of experience and past performance, and Respondent expressly consents, releases from all liability, and holds the Authority harmless in all regards, with respect to the Authority making such contacts. The Authority may obtain background information from other sources, such as Dunn and Bradstreet.

TITLE VI SOLICITATION NOTICE

The Authority, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§2000d to 2000d-4) and the Regulations, hereby notifies all firms that it will affirmatively ensure that for any contract entered into pursuant to this RFP, disadvantaged business enterprises will be afforded full and fair opportunity to submit responses to this RFP and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

CONTRACT AWARD/PERFORMANCE TERM

It is anticipated that the Authority shall award a CA to one Respondent for a five-year performance term, with two, one year extension options, exercisable at the sole discretion of the Authority's Executive Director or designated designee. The award, if made by the Authority Commission, will be to the Respondent offering the proposal deemed to provide the best value to the Authority, with price and other factors listed in the Selection Criteria considered. The Authority Commission will consider, but is not bound by, the recommendations of the evaluation panel and the Finance and Administration Committee. An award by the Authority Commission shall be based on the majority consensus Selection Criteria ranking and adoption of a formal scoring sheet is not required.

PUBLIC RECORD

By submitting a proposal, each Respondent understands and agrees that the Authority is subject

to the California Public Records Act, which provides that proposals submitted to public agencies are disclosable public records once a contract award has been agendized for consideration at a public meeting. Proposals shall not contain trade secrets.

OTHER SOLICITATION TERMS

The Authority reserves the right to negotiate and may request clarifications on all associated items as part of its evaluation prior to contract award. The Authority reserves the right to evaluate the qualifications of any Respondent, based on experience and past performance, technical ability, suitable and appropriate credentials, and the overall capability of the company to perform the required scope as it deems in its best interest. The Authority reserves the right to cancel this RFP process, or to reject any and all proposals, for any reason at its sole discretion, at any time prior to contract award, and/or to waive any informalities or technical defects as the interests of the Authority may require. Respondents shall bear their own proposal preparation costs. Proposals shall be valid for acceptance by the Authority for 120 days from the proposal due date. Debrief requests will not be entertained but a final evaluation score sheet broken down by selection criteria category will be made public. This solicitation is not a commitment to contract, nor a promise or an authorization to purchase required resources, nor does it require commencement of any order or project.

REQUIRED DOCUMENTS

All proposals must include complete information as required in Proposal Contents, Sections 1 - 9 to be considered for evaluation.

Failure to submit information in accordance with the RFP requirements shall be cause for rejection of the proposal.

ADDENDA AND NOTICES

It shall be the Respondent's responsibility to check the PlanetBids website to obtain any addenda that may be issued and to receive any information/notices for this project.

PROPOSAL SUBMISSION

Proposals shall be submitted electronically to the Authority by uploading to the PlanetBids website (<https://www.planetbids.com/portal/portal.cfm?CompanyID=21910>) by 5:00 p.m. on February 6, 2026. Late, emailed, faxed, or hand delivered submissions will not be accepted.

Proposals shall be addressed to:

Burbank-Glendale-Pasadena Airport Authority
Attention: Francisco Flores, Sr. Procurement Specialist
Ref: RFP ADM26-03 ATM Concession
2627 N. Hollywood Way
Burbank, CA 91505
Phone: 818.333.6056
E-mail: fflores@bur.org

Select "Place e-Bid" to enter bid information. All information is visible only to the Respondent. Data may be "saved" (preliminary) or "submitted" (final), revised and withdrawn up to the closing deadline.

Respondent will receive a confirmation after final “submitting” of an e-bid. Proposals must be successfully and completely uploaded and e-bid confirmation received by submitting party prior to deadline. Therefore, plan response time accordingly. Respondents are cautioned to completely check their proposal for accuracy prior to submission. The Authority strongly recommends that each Respondent research the “Place E-bid” tab prior to submission in order to understand how the components of the response (i.e., proposal) are to be uploaded in the General Attachments and Response File tabs.

Please contact PlanetBids directly at 818-992-1771 for technical assistance with your submission, as the Authority does not have access to the Vendor Portal.

RFP Exhibits (all are incorporated by reference herein):

- Exhibit A: Scope of Services
- Exhibit B: ATM Locations and Ancillary Locations
- Exhibit C: ATM Specifications and Features
- Exhibit D: Sample Automated Teller Machine Concession Agreement