

**Request for Proposals: 2024-015-RFP**

**Addendum Number: 2**

**Common Use Passenger Processing System**

**Due Date and Time: May 9, 2024 at 11:00 am Arizona time**

The Request for Proposals (RFP) is modified as set forth in this Addendum. The original RFP Documents and any previously issued addenda remain in full force and effect, except as modified by this Addendum, which is hereby made part of the RFP. Offeror shall take this Addendum into consideration when preparing and submitting its Proposal. Responses to questions are in **red**.

QUESTIONS

The following questions were received in writing prior to the deadline:

Q1: Part 1: Scope of Work Summary. We have compiled an initial list of airlines that are in scope for this project based on the RFP documentation.

- Allegiant Air - G4
- Flair Airlines - F8
- Sun Country Airlines - SY
- WestJet - WS
- Swoop - WS \* (We understand that Swoop does not exist anymore. Please confirm.)

Could you please confirm if this list is correct or if there are any updates or corrections we should make?

Answer: **Currently PMGAA has Allegiant and Sun Country providing year round service. Other airlines may be added seasonally, but we cannot confirm which airlines will be providing seasonal service this year. The Airport does not know the legal status of Swoop.**

Q2: Part 4: CUPPS Hardware Requirements. We noticed there are specific space limitations for printers at the check-in counters and gates. Could you kindly provide us with drawings of these areas? Answer: **While we could provide drawings of these counters, they would not be accurate as they have been modified from their initial design. Photos of multiple counters are included at the end of this Addendum No. 2 for reference.**

Q3: Part 10: Optional Scope – Common Use Self-Service Bag Drop (SBD). In preparation for addressing the SBD requirements, can you provide the following:

- CAD drawings (not PDFs) of the current BHS collector lines to help us determine the mechanical interfacing work needed.
- The name of the supplier of the Baggage Handling System (BHS).
- Details on the interface and protocol used to communicate with the BHS.

Answer: **Currently PMGAA is redesigning the BHS in the ticking complex. The intent is to work with the selected offeror of the CUPPS and the selected design firm to ensure there would be compatibility with the new BHS and the Self Service Bag drop system.**

Q4: General Question. For the CMS, In the case of an on-premise solution and to reduce costs, can the airport provide a virtual machine (VM) on their virtual environment to the bidder for installing the system  
Answer: **PMGAA would not provide a VM for a CMS server, the Offeror should provide the required server hardware.**

Q5: General Question. Who will provide the access layer network? That is the Ethernet switches to which the client Workstations and FIDS will connect? Will AZA Airport Authority provide the access layer? Or, will it be the common-use/ FIDS vendor? Answer: **PMGAA will provide the Access layer switches and interconnectivity between telecom rooms. The switches will have 10GB connectivity between telecom rooms, and 1GB access ports to devices.**

Q6: General Question. What is the voltage at the airport? Answer: **The voltage is 120v.**

Q7: General Question. Are the kiosks and SBD ADA compliant? Answer: **Kiosks should be ADA compliant.**

Q8: General Question. Can the airport share pictures of the check-in and Gate counters? Answer: **A photo of a sample ticket counter and various gate counters are attached as part of this Addendum No. 2. The Airport's gate counters vary as they were done in multiple redesign project.**

Q9: 2.1.1 Minimum Qualifications. Offeror must have successfully delivered at least five (5) Common Use System implementation or replacement projects of comparable scope at a U.S. airport within the past five (5) years. Attachment A requests three (3) airport and three (3) airlines references. The minimum qualifications in section 2.1.1 require at least 5 CUPPS implementations or replacements. Can you please clarify the actual number of references needed? Answer: **The minimum qualifications that Offerors must have to be able to submit a proposal under this RFP are listed in Section 2.1.1 and Offerors are required to certify they meet those qualifications through Attachment AA in the Offeror's Response document. Attachment A, References, provides that Offerors "submit" 3 airline references and 3 airport references.**

Q10: Section 6.2 Local Departure Control System (LDCS) How many workstations in check-in and gate positions are required to have this product installed? Answer: **2 check-in workstations, 2 gate positions.**

Q11: Section 6.2 Local Departure Control System (LDCS). How many airlines are expected to use the Local DCS? Answer: **We do not expect any airlines to use the LDCS system. The LDCS would be used for irregular operations such as charter flights.**

Q12: Section 6.4 Common Use Self-Service Bag Drop (SBD). What is the BHS system currently used by PMGAA? Answer: **Currently PMGAA is redesigning our BHS in the ticking complex. The intent is to work with the selected offeror of the CUPPS and the selected design firm to ensure there would be compatibility with the new BHS and the Self Service Bag drop system.**

Q13: Section 6.4 Common Use Self-Service Bag Drop (SBD). What BHS field bus protocol is in use? Answer: **Currently PMGAA is redesigning our BHS in the ticking complex. The intent is to work with the selected offeror of the CUPPS and the selected design firm to ensure there would be compatibility with the new BHS and the Self Service Bag drop system.**

Q14: Section 6.4 Common Use Self-Service Bag Drop (SBD). Are there photo electric sensors along the collector belt for bag windowing? Answer: **Currently PMGAA is redesigning our BHS in the ticking complex. The intent is to work with the selected offeror of the CUPSS and the selected design firm to ensure there would be compatibility with the new BHS and the Self Service Bag drop system.**

Q15: Section 6.4.1 Display of Full HD Video: Could you please specify whether the expectation is for the Full HD videos to be displayed on the same screens as the flight information, or are dedicated displays intended for this purpose? Answer: **Full HD videos would be on dedicated displays.**

Q16: Section 6.4.3 Interactive Wayfinding and Navigation: Regarding the requirement for Interactive Wayfinding and Navigation, would information kiosks be deemed sufficient, or are you seeking more advanced solutions such as mobile Interactive Wayfinding and navigation? Answer: **PMGAA is not currently looking to implement interactive wayfinding, however we want to know the system is capable of interactive wayfinding for future needs. In this case, a kiosk would be sufficient.**

Q17: Section 8.2.3 b What features are required for the Shared General-Purpose Printer? Boarding Pass and Bag Tag printing, or is it only for general document printing? Answer: **The printer would be for general documents such as manifests.**

Q18: Can you please expand on what you are looking for as part of a sample warranty? Answer: **The Airport is looking for the proposer to provide PMGAA with a sample of the Warranty that they typically provide to the owner of the system. This sample should provide PMGAA with a greater understanding of what can be expected to be covered during the Warranty period for the system. It could include the components of the system that are covered, the responsibilities of the proposer and expected level of support during the Warranty period, and the actions to be taken, should any of the covered components fail and need to be replaced.**

Q19: Section 5.2.1 Regarding the 2 baggage input consoles, can we get clarification on how these will be mounted - To a wall or other structure? Answer: **The current baggage input modules are installed on the side of a fenced area. There is the potential to install the devices to a wall. A photo is attached as part of this Addendum No. 2.**

Q20: Section 5.2.2 For all of the displays, does the airport want mounting to be added to quote? Answer: **The display mounts can be reused, so do not include them in the pricing.**

Q21: Section 1. B. 4. c. In Notification and Contract of Section One, it states that All Standard Terms and Conditions, as stated in Section Four of the RFP will be included in the final contract, and 30 days to contract after Notice of Intent to Award. Tab H of the Offeror's Response requests: 1. Purchase /Installation and Support and Maintenance Agreement 2. CUSS license Agreement 3. SBD License Agreement. Please provide clarity in regard to if the provided agreements can be submitted per the terms in the RFP, yet with modified language? Answer: **As part of the review process, PMGAA requests that Offerors submit their proposed agreements that they would like the Airport to execute should they be awarded the procurement. If the Offeror's terms and conditions conflict with the Airport's Standard Terms and Conditions, the Airport would seek to negotiate amicable terms for both parties in accordance with the RFP.**

Q22: Part 3; 1.14 Re: redundancy of cloud solution - can AZA please confirm which specific local telco providers have their own physical, proprietary connections into AZA airport? Answer: **Lumen and Cox Communications**

Q23: Part 3; 1.14 Re: redundancy of cloud solution - is AZA able to provide a single internet connection (minimum 5M bandwidth) for use as backup connectivity to the cloud? Answer: **PMGAA is able to provide internet access utilizing Lumen and Cox.**

Q24: Section 8; 8.2.4 Re: support hardware - for cloud solution, will there be rack space available for 1 or 2 Cisco routers (1U size each) for cloud connectivity from AZA? Answer: **Rack space will be provided, there is no problem providing space for 2 routers.**

Q25: Section 8; 8.2.4 Re: support hardware - for cloud solution, can AZA share distance between proposed core room and telco demarc in the airport (if both are not contained in the same area)? Is there already LAN cabling between the 2 areas? Answer: **The telco demarc and core room are one in the same. There would be a 2-3 rack separation between the telco equipment and the space available to the offeror.**

Q26: Section 8; 8.2.4 Re: support hardware - for cloud solution, can AZA share if telco interface is either Single Mode Fiber (SMF) with LC handoff, Multi-Mode Fiber (MMF) with LC handoff, or RJ-45 Ethernet copper? Answer: **Both Lumen and Cox have single mode LC hand offs.**

Q27: Section 2, Para 3.1 Allegiant and Sun Country Airlines are stated. Can the airport list all the other airlines including seasonal airlines with their typical start/stop dates? Answer: **Currently we cannot provide a list of seasonal airlines, as they change season to season.**

Q28: Section 2, para 5.1 and 5.2.2 After training, will the airport's level 1 technical team support the bulk rollout of 54 CUTE positions, DDCs and displays? Answer: **PMGAA staff will assist with the installations and escorts, however the expectation is the offeror will complete all of the work necessary.**

Q29: Section 2, para 2.1 Regarding response form modification, may we place our branding on the upper right corner of the Offer Response.docx document? Answer: **Offerors may not make any modifications to the Offeror Response Document. Offerors may include their branding on the Submittal Cover Sheet if they desire.**

Offeror shall indicate receipt of this Addendum and any previously issued Addenda by completing and including the Addenda Acknowledgement Attachment for the RFP.

**ALL OTHER TERMS AND CONDITIONS OF THE RFP REMAIN UNCHANGED.**

The above referenced RFP Addendum is hereby issued and executed April 22, 2023 at  
Phoenix Mesa Gateway Airport Authority, Mesa, Arizona.

Marian Whilden

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Procurement Officer  
Phoenix-Mesa Gateway Airport Authority

**Gate Examples:**



**Ticketing Counter Example:**



**Current Baggage Input Console Mounting:**

