



REQUEST FOR PROPOSALS (RFP)

COMMON USE PASSENGER PROCESSING SYSTEM

PHOENIX MESA GATEWAY AIRPORT AUTHORITY

Issue date: March 27, 2024

Dates & times are subject to change

RFP INFORMATION	
SOLICITATION 2024-015-RFP	
Contact	Marian Whilden, Procurement Officer
Email Address	mwhilden@gatewayairport.com
Pre-Submittal Meeting Offered both in person and via Zoom	Date: April 10, 2024 Time 1:00 PM (Arizona Time) In Person Location: Phoenix Mesa Gateway Airport Authority Administration Building 5835 S. Sossaman Road Mesa, AZ 85212 Zoom Option: Participants must register prior to the meeting to receive the link to join. To register, send an email no later than April 9, 2024 to: mwhilden@gatewayairport.com
Site Tour	There is no site tour for this solicitation
RFP Submittal Mailing/Delivery Address	5835 S. Sossaman Road Mesa, Az 85212
Due Date for Questions and Clarifications	April 25, 2024 by 5:00 PM (Arizona Time)
*RFP Submittal Due Date	May 9, 2024 by 11:00 AM (Arizona Time)
Demonstrations/Interviews (If conducted)	Week of June 24, 2024

***PMGAA's Administration Offices are closed on Fridays, Saturdays, and Sundays therefore, submittals will not be accepted on these days.**

Request for Proposals

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Public Record Notice

All submittals in response to this solicitation shall become the property of Phoenix Mesa Gateway Airport Authority (PMGAA), shall not be returned to Offeror and shall become a matter of public record available for review subsequent to the contract award.

Please note that PMGAA’s Procurement Policy requires:

If the Offeror deems any portion of its submittal as confidential, the Offeror must label each and every page of the confidential portions with: “Trade Secret”, “Confidential” and/or “Proprietary”. The Offeror must also list each of the materials it deems confidential at the beginning of its proposal, and provide a written, detailed justification for not making such material public, along with its submittal.

Additional information and requirements can be found in PMGAA’s complete “Public Access to Procurement Information” contained in PMGAA’s Procurement Policy that is available under the Policies, Documents and Forms link at:

<https://www.gatewayairport.com/policiesdocumentsandforms>

PMGAA encourages all Offerors to review this policy in its entirety prior to submitting a proposal.

Section One - Offeror Information and Instructions

A. GENERAL INFORMATION ON SOLICITATION PROCESS

1. **Availability of Solicitation.** The solicitation package is available on PMGAA's website (www.gatweayairport.com) under the [Current Solicitations](#) section under the Business | Procurements, Vendors & Surplus Property section.
2. **Addenda.** If PMGAA deems it necessary to amend the solicitation, an Addendum will be prepared in writing and posted to PMGAA's website. Offerors are responsible for obtaining all addenda via PMGAA's website within the relevant solicitation in the [Current Solicitations](#) section under the Business | Procurements, Vendors & Surplus Property section or by other means. Any Addenda issued by PMGAA will become a part of the RFP. Offeror shall acknowledge receipt of each addendum by completing Attachment EE within the Offeror's Response document and returning the document, as part of the Offeror's submittal under this RFP.
3. **Familiarization with Requirements.** It is the Offeror's responsibility to examine the entire solicitation package and seek clarification of any requirement or contract term that may not be clear and to check all responses for accuracy before submitting a response. Negligence in preparing a submittal confers no right of withdrawal after due date and time. All submissions must comply with applicable PMGAA rules, regulations and policies.
4. **Cost of Submittal Preparation.** PMGAA shall not reimburse the cost of developing, presenting or providing any response to this solicitation. Bids, proposals and/or statements of qualifications submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner.
5. **Inquiries.**
 - a. **Contact Person.** Any inquiry related to a solicitation, including any requests for or inquiries regarding standards referenced in the solicitation should be directed to the staff member listed on the cover page of the solicitation. The Offeror shall not contact or direct inquiries concerning this solicitation to any other PMGAA employee unless the solicitation specifically identifies additional person(s) as a contact.
 - b. **Submission of Inquiries.** All inquiries shall be submitted via electronic mail and shall refer to the appropriate solicitation number, page and paragraph. PMGAA shall consider the relevancy of the inquiry but is not required to respond in writing. All questions must be submitted by the date and time specified in this RFP for PMGAA to consider its relevancy.
 - c. **Oral Responses.** Oral interpretations or clarifications will be without legal effect. An Offeror shall not rely on oral responses to inquiries. An oral reply to an inquiry does not constitute a modification of the solicitation.
6. **Offer and Acceptance Period.** Unless specified differently in Section Two, all proposals submitted shall remain valid and irrevocable for one hundred forty (140) days after the opening time and date of proposals.
7. **Solicitation Results.** Results are not provided in response to telephone inquiries. A list of Offerors that submitted a proposal will be published on PMGAA's website under the relevant solicitation within the [Current Solicitations](#) section.
8. **Protest of Solicitation or Specifications (Before Bid Opening).**
 - a. Any interested person aggrieved in connection with the solicitation of a contract shall protest irregularities in the IFB, RFP, or RFQ within three business days from the date the

protester knew or should have known of the basis for the protest and, in any case, at least five business days before opening bids or proposals.

- b. All protests must be made in writing to the Purchasing Director / Chief Financial Officer. Each protest must state the specific factual and legal grounds on which the protest is based. The protester must also include with the protest all pertinent documents and all supporting evidence. PMGAA need not accept any protest that fails to comply with the requirements of this section. The protester's failure to timely protest specifications or other solicitation terms and conditions constitutes a waiver of the protest.
- c. If a timely protest before bid opening is made, PMGAA may proceed with the solicitation or with the award of the contract unless the Purchasing Director / Chief Financial Officer determines in writing that the protest should be sustained or that an addendum addressing the protest should be issued.

9. Protest of Award Recommendation.

- a. A protest made after the deadline for bids or proposals, including challenges to the evaluation committee, must be submitted in writing to the Purchasing Director / Chief Financial Officer.
- b. A protest must be received by the Purchasing Director / Chief Financial Officer within five business days following public posting of PMGAA's award recommendation. The formal protest must contain the following information.
 - i. PMGAA's solicitation identification number and title.
 - ii. Name and address of the protester, the title or position of the person submitting the protest, and a statement that the protest has been authorized by the protester and the protest is made in good faith.
 - iii. A statement of all facts alleged and all rules, regulations, statutes, or constitutional provisions that entitles the protester to relief.
 - iv. All other information, documents, materials, legal authority, and evidence in support of the protest.
 - v. A statement indicating the precise relief sought by the protester.
- c. The Purchasing Director / Chief Financial Officer will make a written decision on the protest within ten business days after it is received.
- d. The Protester may appeal the Purchasing Director / Chief Financial Officer's decision to the Executive Director. Any appeal must be filed with the Executive Director within three business days after the protester receives the Purchasing Director / Chief Financial Officer's decision.
- e. The Executive Director may hear the appeal or appoint an independent hearing officer to do so. If a hearing officer is appointed, the hearing officer shall conduct an informal hearing on the appeal within 10 business days from receipt of the appeal. The hearing officer shall promptly prepare an informal decision and recommendation on the appeal for the Executive Director's consideration. The hearing officer shall promptly serve the recommendation on the protester.
- f. Upon receipt of the hearing officer's recommendation, or if no hearing officer is appointed, the Executive Director shall decide any protest for a solicitation valued at less than \$50,000. For solicitations valued less than \$50,000 or sustained protests, the Executive Director's decision is final. For solicitations valued over \$50,000 and the Executive Director is recommending denial of the protest, the Executive Director shall make a recommendation to the Board, and the Board shall make the final decision regarding award of the contract.

- g. Notice of the Board's final decision must be furnished to the protesting party, in writing, by the Purchasing Director / Chief Financial Officer.
10. **Special Provisions.** Wherever special provisions are written into the Special Provisions and Specifications (Section Two), which are in conflict with conditions stated in these Instructions to Offerors, the provisions stated in the Special Provisions and Specifications, shall take precedence.
11. **Conduct.** All submissions and Offeror conduct must comply with applicable PMGAA policies, rules and procedures. Direct contact with PMGAA Board of Directors and/or PMGAA representatives or staff other than as specified in this solicitation, on any subject related to this solicitation is expressly prohibited except with the prior knowledge and written permission of the Procurement Officer listed above. Unauthorized contact of any PMGAA Board of Directors, and/or PMGAA staff or representatives may be cause for rejection of proposals.
12. **Cancellation of RFP.** PMGAA may cancel this RFP at any time.
13. **Title VI Solicitation Notice.** The Phoenix Mesa Gateway Airport 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 bidders or offerors that it will affirmatively ensure that for any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and no business will be discriminated against on the grounds of race, color, or national origin (including limited English proficiency), creed, sex (including sexual orientation and gender identity), age, or disability in consideration for an award.

B. PROPOSAL PREPARATION AND SUBMITTAL

1. **Proposal Preparation.**
- a. Forms. All proposals shall include the required forms provided in this solicitation. It is permissible to copy these forms if required.
- b. No Facsimile or Electronic Mail Responses. Proposals may not be submitted via facsimile or electronically. Facsimiles or electronic mail proposals shall not be considered.
- c. Confidential, Trade Secret and Proprietary Information. Requests for nondisclosure of information deemed Confidential, Trade Secret, and/or Proprietary must be made in accordance with PMGAA's Procurement Policy. Please review PMGAA's complete "Public Access to Procurement Information" contained in PMGAA's Procurement Policy that is available under the Policies, Documents and Forms link at: <http://www.gatewayairport.com/policiesdocumentsandforms>.
2. **Proposal Submittal.**
- a. Submission Package. The specified number of copies of the submittal (see Section Two) should be contained in each submission package. Each submittal package/envelope should be firmly sealed and clearly marked on the outside with the solicitation number, "Request for Proposal" and the name and address of the Offeror.
- b. Late Submittals. Late submittals will be rejected and not be considered.
- c. No Modifications. Modifications are not permitted after proposals have been opened except as otherwise provided under applicable law, such as a specific request by PMGAA for a

requested Best and Final Offer (BAFO). All modifications shall be made in writing and executed and submitted in the same form and manner as the original proposal.

- d. Withdrawal of Proposal. RFP submittals may be withdrawn at any time prior to the specified due date and time. An Offeror (or authorized representative) may withdraw the response by notifying the designated contact for this solicitation in writing on company letterhead. Facsimiles or other electronic withdrawals shall not be considered.

3. RFP Evaluation.

- a. Conformance to RFP. Each proposal received will be checked for the presence or absence of required information in conformance with the submission requirements of this RFP and to ensure that the submittal is fully responsive to the specifications listed.
- b. Disqualification. An Offeror who is currently debarred, suspended or otherwise lawfully prohibited from any public procurement activity will have its response rejected.
- c. Clarifications. PMGAA reserves the right to obtain Offeror clarifications where necessary to arrive at full and complete understanding of Offeror's response. Clarification means a communication with an Offeror for the sole purpose of eliminating ambiguities in the proposal and does not give Offeror an opportunity to revise or modify its submittal.

4. Award of Contract.

- a. Rights of PMGAA. PMGAA reserves the right to award to whichever Offeror(s) deemed most advantageous to PMGAA. PMGAA may reject any or all submittals, waive any minor informality or irregularity in submittals received, reject any alternate submittals and reserves the right to reject the submittal(s) of any Offeror who has previously failed to perform competently in any contract with PMGAA.
- b. Selection. The contract shall be awarded using the criteria outlined in Section Two.
- c. Notification and Contract. Prior to contract award, the selected successful Offeror will be notified of their apparent selection for contract award. All Standard Terms and Conditions, as stated in Section Four of this RFP, will be included in the final contract. If a contract is not executed within 30 days from Notice of Intent to Award, PMGAA reserves the right to cancel and award to the next highest ranked Offeror.

Section Two – Special Provisions and Specifications

PART 1 INTRODUCTION

1. PROJECT DESCRIPTION

- 1.1 The Phoenix Mesa-Gateway Airport Authority (PMGAA) is seeking proposals to replace its current suite of products including Resource Management System (RMS), Common Use Terminal Equipment (CUTE), Content Management System (CMS)/Flight Information Display System (FIDS) and potentially its Lease Management, Billing, and Risk Management solution. PMGAA intends to have feature-rich, flexible, and supportable systems to meet airline, passenger, and airport needs, both today and in the foreseeable future for PMGAA.
- 1.2 PMGAA invites proposals from qualified Offerors interested in providing PMGAA with the following fully operational, turn-key solutions:
 - 1.2.1 Common Use Passenger Processing System (CUPPS)
 - 1.2.2 Content Management System
 - 1.2.3 Resource Management System
- 1.3 Optional scope includes the following solutions:
 - 1.3.1 Common Use Self-Service Kiosks
 - 1.3.2 Local Departure Control System
 - 1.3.3 Lease management, billing, and risk management solution
- 1.4 Proposals shall include any and all required information technology, system hardware, software, related equipment, select communication network improvements, design and engineering services, installation, acceptance testing, training, warranty and post-warranty maintenance and support services in accordance with the Scope of Work set forth in this RFP.
- 1.5 **Offerors shall propose ONE comprehensive system from the following options to best support the Scope of Work.** PMGAA has no preference among the options and relies on Offerors to submit their best proposed system to meet the Scope of Work.
 - 1.5.1 Full Cloud System: The CUPPS Platform installed in the Cloud and all Airline Connections hosted and managed in the Cloud
 - 1.5.4 Full On-Premises System: The CUPPS Platform installed On-Premise and all Airline Connections managed On-Premise.
 - 1.5.2 Hybrid System: The CUPPS Platform has a portion of the proposed solution that requires both an On Premise application/server and a Cloud hosted portion

2. MINIMUM QUALIFICATIONS

- 2.1 Offerors must meet all minimum qualifications listed below. Should an Offeror fail to meet any of the minimum qualifications, the Offer may be disqualified as non-responsive. Individuals or entities that do not believe they meet the minimum qualifications are encouraged to partner with other individuals or entities that may help them meet the minimum qualifications.
 - 2.1.1 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.
 - 2.1.2 Offeror's proposed key personnel must demonstrate experience in successfully delivering Common Use System implementation or replacement projects of similar scope within the last four (4) years.

- 2.1.3 Offeror’s proposed key personnel must have at least one (1) Project Manager assigned and dedicated to this project for the duration of the project.

3. BACKGROUND

- 3.1 The Phoenix Mesa-Gateway Airport (AZA) currently handles approximately 950,000 enplanements per year, serving more than 45 cities with non-stop service via Allegiant and Sun Country Airlines. PMGAA owns and operates the Airport.

PMGAA currently utilizes Amadeus suite of products including Amadeus PropWorks, Amadeus AODB, Amadeus FIDS, and Amadeus EASE for its Common Use System.

PMGAA provides the CUTE system to support airline operations from 11 gates and 16 2-position check-in counters for a total of 32 ticketing stations. Additionally, the CMS/FIDS support displays are deployed throughout the terminal to provide timely information to passengers. PMGAA utilizes an RMS to manage its operational resources, including gates, stands, check-in counters, and ground handling equipment. Lastly, PMGAA is utilizing PROPworks to perform some of its lease management and billing functions.

4. TIMELINE

- 4.1 The estimated project timeline is:

Recommendation for Award to PMGAA Board	August 20, 2024
System Implementation Begins	January 2025
Common Use System Acceptance	January to February 2025
Resource Management System Acceptance	March 2025
Content Management System Acceptance	April 2025
Project Completion Expected	April 30 2025

5. SCOPE OF WORK SUMMARY

5.1 Passenger Processing System

Currently, PMGAA utilizes a CUTE platform to enable passenger processing functionality for the airlines operating at Phoenix-Mesa Gateway Airport (Airport). The new passenger processing system will be a CUPPS compliant system that will facilitate the seamless sharing of physical check-in and gate counter positions among multiple airlines, ground handlers, or other users. Whether operating simultaneously or consecutively, these entities will utilize the facility with their respective host software and a standardized set of compatible hardware. Notably, this will be achieved without necessitating any specific software or equipment adjustments by individual airlines.

The CUPPS-compliant platform for Departure Control System (DCS) applications will accommodate each airline operating on the CUPPS at the Airport during implementation. The CUPPS host interface solution will support the existing connectivity requirements of participating airlines.

Furthermore, the solution will be flexible and adaptable, capable of accommodating new and additional airlines and accommodating future changes to PMGAA’s business model.

- 5.1.1 The comprehensive scope of the solution encompasses:
- a. Common Use Terminal Equipment
 - b. Integration with Common Use Self-Service Bag Drop (planned for the future)
- 5.1.2 The proposed CUPPS solution will consist of the following:
- a. 32 check-in counter positions
 - b. 22 gate counter positions

5.2 Content Management System (CMS)

PMGAA seeks to replace its existing CMS with a new, feature-rich, versatile, and sustainable CMS. The goal is to meet the visual information display needs and requirements of airlines, the Airport, and passengers for the foreseeable future across PMGAA's campus.

The proposed CMS will seamlessly integrate into and support PMGAA's common-use environment and approach. It is envisioned to provide the airport with control over content across all connected devices.

5.2.1 The solution's scope, to be provided and configured, includes:

- a. Content Management System
- b. Content development for existing displays
- c. Content development for future displays
- d. Integration with Resource Management System
- e. Integration of a data feed for flight information

5.2.2 The scope includes the purchase of new 55" displays and Digital Display Controllers (DDCs), to facilitate the following types and counts of displays:

- a. Gate Backwall Displays: 16
- b. Check-in Backwall Displays: 16
- c. Flight Information Displays: 19
- d. Information Displays: 10
- e. Baggage Information Displays: 4

The scope also includes the purchase and integration of two (2) new Baggage Input Consoles. The consoles are to be located outdoors in close proximity to the existing baggage belt controls. The consoles must be rated for outdoor use, and able to withstand outdoor temperatures up to 120 degrees Fahrenheit and must be dustproof.

5.3 Resource Management System (RMS)

PMGAA seeks to replace its RMS and Airport Operational Database (AODB) to improve its operational efficiency. The new system should improve RMS functionality including seasonal flight scheduling and easy schedule manipulation and updates, daily and irregular operations management, and leveraging internal and external sources of data for better decision-making and reporting purposes. In addition, the AODB should be considered the source of truth and integrate with other PMGAA systems to provide up-to-date and accurate data.

5.3.1 The scope of the solution to be provided and configured includes:

- a. Data Warehouse/reporting functionality
- b. Interfaces to other PMGAA systems
- c. CMS (flight information for FIDS, BIDS, GIDS, etc.)
- d. Real-time data feed (currently OAG FlightView)

6. OPTIONAL SCOPE OF WORK

PMGAA may, at its sole discretion, include one or more of the following options in the finalized Scope of Work with the selected Offeror. PMGAA is under no obligation to purchase the options below.

6.1 Common Use Self-Service (CUSS)

PMGAA does not currently have or utilize kiosks for passenger processing. These may be added in the future. The new common-use self-service (CUSS) solution will enable passengers to complete the check-in process for any participating airline at any kiosk or check-in counter kiosk with minimal to no agent assistance. After the initial setup, the CUSS kiosk will not need any software, equipment configurations or modifications to be used by any participating airline.

6.1.1 The scope of the solution to be provided and configured includes:

- a. Common Use Self-Service (CUSS) Kiosks
- b. Integration with biometrics (future)

6.2 Local Departure Control System (LDCS)

PMGAA is considering the addition of an LDCS. The LDCS would enable airlines and/or ground handling staff to process passengers, without the need for a connection to a standard reservation system.

6.3 Lease Management, Billing, and Risk Management Solution

Currently, PMGAA uses PROPworks for its Lease Management, Billing, Carrier Activity Tracking and billing, and Risk Management. PROPworks integrates with the existing Amadeus AODB system in use by PMGAA. PMGAA is looking to replace this system to better meet the growing needs of the Airport and ensure alignment/integration with the RMS/AODB used by the Airport to facilitate carrier activity tracking and billing. The new Lease Management, Billing, and Risk Management solution will need to facilitate providing reports, data exports, and integrations with other airport systems.

6.3.1 These may include:

- a. PMGAA's current ERP solution (Tyler Technologies Enterprise ERP)
- b. RMS/AODB

6.4 Common Use Self-Service Bag Drop (SBD)

PMGAA is considering providing the ability for passengers to check their baggage directly, by allowing passengers to scan a boarding pass and/or passport and then leave their tagged baggage, without the need for assistance from an airline agent or representative.

PART 2 SUBMITTAL INFORMATION, EVALUATION AND SELECTION PROCESS

1. SUBMITTAL REQUIREMENTS

- 1.1 Offerors interested in responding to this solicitation should submit a Proposal to address the RFP criteria as specified. In addition, the following requirements apply:
 - 1.1.1 Submit one (1) complete hardcopy of the proposal, including all required documents, attachments, etc.
 - 1.1.2 Submit one (1) complete electronic copy of the Proposal, including all required documents, attachments, etc., on a flash drive.
 - 1.1.3 Submit the Proposal in a sealed envelope with the solicitation number and the Offeror's name and address clearly indicated on the envelope.
 - 1.1.4 Organize the Proposal into the sections listed below. Each section should be delineated by a divider with a tab labeled appropriately.
 - 1.1.5 Proposals should be sturdily bound.
 - 1.1.6 All sheets should be letter size (8½"×11") and must have a page number.
 - 1.1.7 Proposal is written/typed in ink.
 - 1.1.8 Font size shall be no smaller than 11pt.
 - 1.1.9 Late Submittals will not be accepted.
- 1.2 Failure to include all information requested may cause such incomplete Proposals to be rejected and not be evaluated or considered in the selection process.
- 1.3 Information included within the Proposal may be used to evaluate your firm as part of any criteria regardless of where that information is found within the Proposal. Information obtained from the Proposal and from any other relevant source may be used in the evaluation and selection process.

2. SUBMITTAL INSTRUCTIONS

2.1 Response Form

The Offeror Response document is provided as a supplemental document to this RFP, *Offeror Response.docx*, and must be submitted. Offeror shall furnish complete responses to each required section in the same order as listed in the Offeror Response document. The document is being provided in Microsoft Word format for the convenience of Offerors. No additions to text or inserting language or comments is allowed anywhere within the document except in places where the document allows. Inserting or deleting text in the document, other than those designated by the document, may be cause for rejection of Offeror's submittal. In the event any items are intentionally or unintentionally changed, this document constitutes the legal writing unless changed by addendum.

2.1.1 See Section Three of this RFP for obtaining the *Offeror Response.docx* document.

2.2 Exceptions Taken to Specifications

The Offeror shall clearly identify any deviations from the System requirements that are not currently provided with the System without significant modification to the standard features. Provide a list of any of the excluded features and either (a) clearly explain why the desired feature cannot be provided in *Attachment D - Exceptions Taken to Specifications* or (b) provide the additional cost to provide the excluded non-standard feature in *Non-Standard Feature section* in Offeror's Price Proposal document.

2.3 Additional Required Documentation

The following documentation is also required to be completed and provided with the Offerors response. These attachments can be found in the *Offeror Response.docx* document

2.3.1 Attachment AA - Standard Certifications

2.3.2 Attachment BB - Release Authorization Waiver

2.3.3 Attachment CC - Offer Agreement

2.3.4 Attachment DD - Insurance Requirements - Certificate

2.3.5 Attachment EE - Addenda Acknowledgement (If no addenda were issued, the offeror does not need to include this attachment in its proposal.)

3. SUBMITTAL FORMAT AND CONTENT

3.1 Submittal Cover Sheet

3.2 Tab A: Table of Contents

3.3 Tab B: Cover Letter (maximum of one page)

3.3.1 Cover Letter identifying the full company name and Offeror's primary place of business, legal company organization information (Corporation, LLC, Joint Venture, etc.), and a brief introduction of the company as it relates to the requested services (maximum of one page).

3.4 Tab C: Project Understanding and Method of Approach

3.4.1 Offeror must provide an executive statement in narrative form, not to exceed ten (10) pages, detailing its method of approach to satisfy the requirements of the Scope of Work, including a detailed approach of project methodology. Include an overview of Offeror's proposed CUPPS, RMS, and CMS solutions.

3.5 Tab D: Experience and Qualifications of Firm

3.5.1 Offeror must submit a written statement in narrative form that demonstrates that it satisfies the required minimum experience levels and possesses the financial capability to perform the project for the entire term. Included in this narrative must be an overview of company ownership, executive team, number of employees, organizational chart, years in business and number of U.S. airports Offeror currently has a CUPPS installed and operating.

- 3.5.2 Offeror must provide sample templates from previous projects to demonstrate the deliverables and method of approach used to satisfy the customer's needs. The sample deliverables must elicit the design and implementation approach with the recommendation that the consultant provided to the client to perform the services and include any risk mitigation. *Use Attachment B – Sample Templates*
- 3.5.3 Offeror must provide three (3) airport references, specifically small or medium-hub U.S. airports, for which the Offeror has successfully completed delivery of CUPPS, RMS, and a CMS with similar requirements as those of PMGAA within the last five (5) years. Each reference must include the organization name, name and title of contact person, address, phone number, and email address. Each reference must include details of the scope of services, objectives, deliverables, and outcomes achieved, as well as the overall experience. Include the anticipated timeline vs. actual timeline and the anticipated budget vs. actual spend. References can also include customer feedback of project aspects where the Offeror helped achieve the target goal by mitigating risk and designing the solution. *Use Attachment A – Reference List.*
- 3.5.4 Offeror must provide three (3) airline references for which the Offeror has provided a CUPPS, DCS System with similar requirements as those of PMGAA. Each reference must include the organization name, name and title of contact person, address, phone number, and email address. *Use Attachment A – Reference List.*
- 3.6 Tab E: Experience and Qualifications of Key Personnel
- 3.6.1 Offeror must include a summary in narrative form detailing the background, experience, and qualifications relating to the key personnel assigned to this project. At a minimum, provide a brief biography for key personnel allocated throughout the project; provide a resume and specific title for each key personnel; specify each key personnel's level of allocation in hours per week; indicate whether their participation will be physically onsite, virtual/remote, or hybrid; and provide a hierarchical organization chart to delineate staff who will lead and those who are subordinates to the lead(s). Indicate if any key personnel are Certified Technology Specialists (CTS), as this is a preferred qualification. *Use Attachment C - Project Team Resumes*
- 3.6.2 Identify proposed sub-consultants, and your method of selection, if applicable. Include in your submittal a proposed sub-consultant selection plan and their business resume. Proposed onsite personnel during Installation and Training, must be employees of the Offeror.
- 3.7 Tab F: Scope of Work Response
- 3.7.1 Offeror must respond to all instructions and requirements provided in the *Offeror Response.docx* document.
- 3.8 Tab G: Price Proposal
- 3.8.1 Use the *Price Proposal* document to propose all fees, etc. applicable to the project, for the proposed system, as well as all Optional Scope items. Offerors shall propose **one** comprehensive system to best support the Scope of Work.
- 3.9 Tab H: Proposed Agreement
- 3.9.1 Offeror shall provide the company's proposed purchase/installation and support and maintenance agreement to be used by and between PMGAA and Offeror for the goods and services under this RFP. Submitting the agreement does not obligate PMGAA to the terms and conditions set forth in it. PMGAA and the selected Offeror shall negotiate in good faith to execute the final agreement in accordance with the RFP.
- 3.10 Tab I: Attachments
- 3.9.1 Offeror shall complete and submit all required Attachments provided in the *Offeror Response.docx* document.

4. EVALUATION CRITERIA

4.1 Submittals will be evaluated based on the following criteria:

Points	Category
35	Project Understanding and Method of Approach – includes proposed CUPPS, CMS, RMS, AODB, FIDS, and Optional Scope Items, and Support and Maintenance)
20	Experience and Qualifications of Firm
20	Experience and Qualifications of Key Personnel
25	Price Proposal
100	Total Score

5. SELECTION PROCESS

- 5.1 PMGAA will appoint an evaluation panel to evaluate each Offeror’s proposal. Using the criteria and weighting listed herein, the evaluation panel will rank the Offerors in order of highest to lowest score.
- 5.2 PMGAA may contact and interview references provided by each Offeror. References will be scored under Experience and Qualifications of Firm in the Evaluation Criteria.
- 5.3 The evaluation panel may, at its sole discretion, select the highest ranked Offeror solely based on the evaluation panel’s scoring of the Offerors’ proposal and references without interviews or additional submissions.
- 5.4 Alternatively, the evaluation panel may, at its sole discretion, create a short list of the top-ranked Offerors and thereafter conduct interviews and/or request product demonstrations regarding the project with the short listed, top-ranked Offerors. If interviews and/or product demonstrations are conducted, the evaluation panel will re-score the short-listed Offerors according to the Evaluation Criteria and re-rank the short-listed Offerors in order of highest to lowest score.
- 5.5 The evaluation panel may, at its sole discretion, request all or the short listed, top-ranked Offerors to submit Best and Final Offers (BAFO). If BAFOs are solicited, the evaluation panel will re-score all Offerors submitting BAFOs according to the Evaluation Criteria and re-rank the Offerors submitting BAFOs in order of highest to lowest score.
- 5.6 Offerors may be evaluated in accordance with the Evaluation Criteria using information obtained by any combination of the following: 1) Proposals and BAFOs submitted in response to this RFP; 2) reference verification; 3) interview performance (if conducted); and 4) any information from any source about the Offeror, including past and current performance on PMGAA projects, whether included in the proposal or not.
- 5.7 A notification will be posted on PMGAA’s website following a selection determination.
- 5.8 PMGAA intends to enter into negotiations with the highest ranked Offeror to finalize a

purchase/installment and support and maintenance contracts for the product/services requested in this RFP. If a contract cannot be successfully negotiated with the highest ranked Offeror, then negotiations may be terminated with that Offeror and PMGAA may enter negotiations with the next highest ranked Offeror until an agreement is reached or an impasse is declared.

PART 3 PROPOSED SYSTEM

1. CUPPS GENERAL REQUIREMENTS

- 1.1. PMGAA would like to consider both an on-premises and cloud solution. The Offeror should submit a recommendation of which one is the best fit for PMGAA and why, to meet the needs of PMGAA, as outlined in this document.
- 1.2. Explain what CUPPS version the proposed System is certified to comply with and when that certification was achieved.
- 1.3. Describe the high-level features and functionality of the System.
- 1.4. If Offeror proposes an On-Premises or hybrid solution, is there a timeline to move services to the cloud? If so, provide the timeline as part of the roadmap.
- 1.5. If Offeror proposes a Cloud Solution, describe how airports are notified of system updates, patches, scheduled maintenance, and system outages.
- 1.6. If Offeror proposes an On-Premises solution, describe how Offeror will manage the system servers including remote support and system management, patch management, and updates.
- 1.7. If Offeror proposes a hybrid solution, describe how Offeror will manage the system servers including remote support and system management. Also describe how notification of updates and patches are provided to PMGAA including maintenance outages and other scheduled outages.
- 1.8. Describe how the Airlines connect into the proposed CUPPS solution.
- 1.9. If Offeror proposes a Cloud solution and cannot provide airline connections hosted in the Cloud, describe how the Airline connections can be configured and managed On-Premises, and the expected duration to establish these connections.
- 1.10. Provide a CUPPS system architecture (*Use Attachment E - CUPPS Architecture Diagram*)
- 1.11. Provide pricing for the System with either an On-Premises solution, a Cloud solution, or a hybrid solution.
 - 1.11.1. Full Cloud/Hosted Solution - Represents the CUPPS platform being installed in the Cloud and the Airline Connections hosted and managed in the Cloud.
(Pricing for Full Cloud/Hosted Solution shall be provided in the Full Cloud worksheet of the Price Proposal document.)
 - 1.11.2. Hybrid Solution - Represents a portion of the CUPPS platform being installed in the Cloud and a portion of the CUPPS platform residing On-Premises
(Pricing for Hybrid CUPPS shall be provided in the Hybrid worksheet of the Price Proposal document.)
 - 1.11.3. Full On-Premises Solution - Represents the CUPPS Platform being installed On-Premises and the Airline Connections managed On-Premises.
(Pricing for Full On-Premises Solution shall be provided in the Full On-prem worksheet of the Price Proposal document.)

- 1.12. Describe the necessary network configuration, including equipment, to be deployed onsite at PMGAA, to enable communications to the System servers and Airline hosts.
- 1.13. State the minimum hardware configuration for any other equipment required onsite at PMGAA for the System, including all the applicable cabling connections.
- 1.14. Explain the redundancy provided by the System.
- 1.15. Describe how the system can track the history of high availability.
- 1.16. The Offeror shall provide a CUPPS host interface solution to support existing airlines' requirements for connectivity to their DCS, as well as accommodate new entrant airlines into the Airport quickly. All coordination of activities and agreements for use shall be the responsibility of the Offeror in coordination with PMGAA.
- 1.17. Explain how the Offeror will support a certified DCS Application for each airline that will be operating on CUPPS at the Airport at the time of implementation. Any airline that currently has a CUPPS-certified application shall incur no additional charges for certification or deployment.
- 1.18. Explain how the CUPPS Platform will provide backward compatibility to legacy airline common-use applications.
- 1.19. Explain how the Offeror will accommodate new airlines onto the CUPPS platform.
- 1.20. Explain how the System can accommodate growth (e.g., expanding to other gates/locations) and changes to the business model without negatively impacting performance.
- 1.21. Explain any mobile options available for the System (e.g., tablets for roaming agents or the use of mobile carts).
- 1.22. Offerors shall be responsible for the delivery of platform functionality required to support the business applications and processes of its users.
- 1.23. The system shall be capable of using and printing on IATA-compliant 21" baggage tags. Please explain how this requirement will be achieved.

2. ROADMAP

- 2.1. Provide a Roadmap of the proposed CUPPS System. *(Use Attachment F - Product Roadmap)*

3. AIRLINE APPLICATION CERTIFICATION

- 3.1. Provide a list of United States and Canadian airlines that currently have CUPPS-certified applications running on the Offeror's platform.
- 3.2. Explain any costs to PMGAA or the airline during implementation for those airlines that are not currently certified. *(Pricing for certification shall be provided in the Airline Charges section of the Price Proposal document)*
- 3.3. Explain any costs to PMGAA or the airline to certify an airline after implementation. *(Pricing for certification after implementation shall be provided in the Optional Systems section of the Price Proposal document)*

4. AIRLINE DCS CLOUD CONNECTIVITY

- 4.1. Provide a list of United States and Canadian airlines that currently have established DCS connectivity with the Offeror in the cloud.
- 4.2. Explain any costs to PMGAA or the airline during implementation to establish a new connection in the cloud.

- 4.3. Explain any costs to PMGAA or the airline to establish a new connection in the cloud after implementation.

5. RMS REQUIREMENTS

- 5.1. General Requirements
 - 5.1.1. Describe the high-level features and functionality of the RMS/AODB.
- 5.2. Resource Management
 - 5.2.1. Describe if/how the RMS/AODB can manage and track usage for the following resources:
 - a. Gates
 - b. Spots (i.e. Stands)
 - c. Remote Spots
 - d. Check-in Counters
 - e. Bag Claims
 - f. Passenger Boarding Ramps
 - g. Ground Power Units (GPUs)
 - h. Pre-conditioned Air (PCAs)
 - 5.2.2. Describe if/how the RMS/AODB can manage and track usage of dual boarding (i.e., an aircraft occupies 1 spot but uses 2 gates to board at the front and back of the aircraft)
 - 5.2.3. Describe how the RMS/AODB manages inoperative resources (i.e., partial, and full downgrades)
- 5.3. Seasonal Schedule/Seasonal Planning
 - 5.3.1. Describe how the RMS/AODB processes/loads seasonal schedules.
 - a. Include discussion specifically for Allegiant Air and Sun Country Airlines.
 - 5.3.2. Describe how the RMS/AODB allows flight linking of the seasonal schedule.
 - a. Manually
 - b. Using business rules or other configurations
 - 5.3.3. Describe how the RMS/AODB allows resource allocation of the seasonal schedule.
 - a. Manually
 - b. Using business rules or other configurations
 - i. If using business rules or other configurations, describe what the resource allocations are based on (i.e., one peak week, previous/historical allocations, other)
 - 5.3.4. Describe if there is an approval workflow for seasonal planning changes (i.e., a way for airlines to send in updates to seasonal schedule and a way for PMGAA to approve the changes)
 - 5.3.5. Describe how the RMS/AODB allows updates to the seasonal schedules.
 - a. Is the update process manual or automated?
 - b. If the RMS/AODB allows flight linking, does the update process unlink any linking that was previously done in the seasonal schedule?
 - c. If the RMS/AODB allows resource allocation, does the update process unallocate previous allocations done in the seasonal schedule?
 - 5.3.6. Describe how the RMS/AODB identifies, alerts, and resolves errors and missing data in the seasonal schedule.
 - 5.3.7. Describe if/how the RMS/AODB allows the user to undo changes to the Seasonal Schedule once loaded into the system.
 - 5.3.8. Describe if there are any restrictions in loading/viewing/managing the seasonal schedule (i.e., can only view 6 months of advanced scheduling data in the Gantt chart)
 - 5.3.9. Describe how the RMS/AODB provides the advanced flight functionalities during Seasonal Planning:
 - a. Ability to manage aircraft towing.
 - b. Ability to manage remote aircraft parking.

- 5.3.10. Describe how the RMS/AODB provides the ability to publish advance flight schedules with resource allocations.
 - a. Ability to include resource closure/out of service information
- 5.3.11. Describe how the RMS/AODB does 'what-if' scenario planning
- 5.4. Day of Operations
 - 5.4.1. Describe how the seasonal planning (including resource assignments) is transferred to the operational schedule
 - 5.4.2. Describe how the RMS/AODB can receive real-time updates (e.g., 3rd party feeds, Airline data feeds)
 - a. Describe how the RMS/AODB can lock data from the different feeds (i.e., user update locks out further changes from the data feed)
 - 5.4.3. Describe if there is an approval workflow for the day of changes (i.e., a way for airlines to send in updates to the operational schedule and a way for PMGAA to approve the changes)
 - 5.4.4. Describe how the RMS/AODB can resolve conflicts in the Operational Schedule
 - 5.4.5. Describe how alerts and notifications are managed in the Operational Schedule
 - 5.4.6. Describe if/how the RMS/AODB allows the user to undo changes made in the Operational Schedule
 - 5.4.7. Describe how to manage the following during the day of operations:
 - a. Aircraft towing
 - b. Remote aircraft parking/RON parking
 - c. Create ad hoc flights (e.g., diversions, charter)
 - d. Differentiate between marketing airline and operating airline (i.e., sub-service)
 - 5.4.8. Describe if/how the RMS/AODB provides the ability to publish day-of/real-time flight updates and resource allocations to stakeholders.
- 5.5. Reporting Requirements
 - 5.5.1. Describe how the reporting functionality is available in the RMS/AODB
 - a. Describe any standard ("canned") reports that are available. Include a discussion of the following reports if applicable:
 - i. Billable resource usage in detail and summary
 - ii. Billable resource usage by airline or resource
 - iii. Extended time on the resource fees
 - iv. Comparison between actual resource usage vs schedule usage
 - v. Month-over-month and year-over-year comparison
 - 5.5.2. Describe if/how custom reports can be created.
 - a. Describe any training necessary for PMGAA to maintain/update the custom reports
 - 5.5.3. Describe any ad hoc reporting capabilities that are available.
 - 5.5.4. Describe any dashboard functionality available in the RMS/AODB
 - a. Describe the training necessary for PMGAA to maintain/update the dashboard functionality.
- 5.6. Business Rules
 - 5.6.1. Describe how business rules are managed in the RMS/AODB
 - a. Describe any training available for PMGAA users.
 - 5.6.2. Describe if/how the business rules can be tested offline without affecting the operational rule base.
 - a. Describe how the offline business rules can be moved to the operational rule base.
 - b. If different than previously stated, describe how to move business rules between environments (e.g., non-production to production)

- 5.7. AODB Requirements
 - 5.7.1. Describe how the AODB is designed for industry compliance (i.e., IATA AIDM, ACI ACRIS, AIDX, etc.)
 - 5.7.2. Describe the ability to implement business/data validation rules.
 - 5.7.3. Describe how the AODB interfaces (e.g., direct interface or APIs) to exchange data.
 - 5.7.4. Describe how the AODB can manage and prioritize incoming data from multiple sources (e.g., 3rd party providers and airlines) based on user-defined criteria (e.g., data field, airline)
 - 5.7.5. Describe the record archiving process/data warehousing functions for airport operational data, current data, and historical data.
 - 5.7.6. Describe if/how PMGAA can access the raw data for reporting purposes.
 - a. Will the Offeror provide a data dictionary?
 - 5.7.7. Describe the ability to add user-defined custom fields and tables to the database.
 - a. Describe any constraints in adding user-defined custom fields/tables to the database (i.e., data must be related to flight leg)
 - 5.7.8. Describe any ability to report on data from user-defined custom fields.
 - 5.7.9. Describe logging and audit trail functionality available in the RMS/AODB
- 5.8. Technical Requirements
 - 5.8.1. Describe the high-level architecture for two RMS/AODB environments: production and non-production.
 - 5.8.2. Describe the proposed RMS/AODB deployment model: on-prem, cloud, or hybrid.
 - a. If the RMS/AODB is designed to run on-prem, describe how the RMS/AODB will achieve a preferred uptime of 99.99%.
 - b. If the RMS/AODB is designed to run in the cloud, provide a high availability business continuity plan and disaster recovery plan.
 - 5.8.3. Describe what tools and notifications are available to aid users in monitoring, troubleshooting, and resolving interface issues.
- 5.9. Integration Requirements
 - 5.9.1. Describe how the RMS/AODB can send/receive data to/from the CMS (e.g., flight information for FIDS, BIDS, GIDS).
 - 5.9.2. Describe how the RMS/AODB can support data feeds (e.g., OAG FlightView, airline feeds).
 - 5.9.3. Describe how the RMS/AODB can send data to the financial system.
 - 5.9.4. Describe how the RMS/AODB can make flight data available for PMGAA website.

6. CMS GENERAL REQUIREMENTS

- 6.1. Describe how the CMS solution enables text, graphical, and video-based messaging to be dynamically assigned to designated video monitors throughout the airport campus.
- 6.2. Describe how the CMS content will meet all ADA requirements, such as text size, color, height, etc., and explain if there is a feature that will warn a user if they attempt to enter non-ADA-compliant custom content.
- 6.3. Describe how the CMS will provide content type prioritization to enable takeover for specific terminal information, weather alerts, or safety and security instructions. Emergency messaging must be able to be activated by all PMGAA user accounts and be able to be displayed over all other content until deactivated by PMGAA user.

- 6.4. Explain how the CMS will provide enhanced capabilities to support:
 - 6.4.1. Full HD Video
 - 6.4.2. Website Feeds
 - 6.4.3. Interactive Wayfinding and Navigation
 - 6.4.4. Visual Paging
 - 6.4.5. Regulatory signage (e.g., TSA, FAA messaging)
- 6.5. Explain how the CMS can provide airline passenger flight upgrade, or standby list, data to the GIDS in the hold rooms. This information may be provided through a URL by user Airlines.
- 6.6. Explain how the CMS can provide templates for displaying content consistently throughout the airport, with airport-specific branding.
- 6.7. Explain how the CMS can provide for the grouping of devices/displays by zone, purpose, and type; to enable specific content to be pushed to displays in those categories.
- 6.8. Explain how the CMS can provide for the scheduling of content to be displayed in sequence, at specific times/locations.
- 6.9. Explain how the CMS can allow functional users to create and update content in the CMS.
- 6.10. Explain how the CMS, as installed, will be capable of expanding to other PMGAA-controlled displays throughout the Airport Campus by adding resources as required, without a negative impact on performance.
- 6.11. Describe the licensing agreement for the CMS application that is consistent with the initial capacity and expansion capability requirements.
- 6.12. Provide a system architecture (*Use Attachment G – CMS Architecture Diagram*)

PART 4 **HARDWARE & SOFTWARE REQUIREMENTS**

7. **STANDARDS REQUIREMENTS**

- 7.1. Various publications form a part of this specification. Reference publications for Project adherence include those listed below and those included in other parts of the RFP's supporting sections.
 - 7.1.1. ISO 9001, 9002, 9003, 9004; Quality Assurance
 - 7.1.2. National Electrical Manufacturers Association (NEMA)
 - 7.1.3. NFPA 70 National Electrical Code (NEC)
 - 7.1.4. IATA Resolution 740; Form of Interline Baggage Tag
 - 7.1.5. IATA Resolution 792; Bar Coded Boarding Pass
 - 7.1.6. IATA RP 1740a; Form of Interline Baggage Tag
 - 7.1.7. IATA RP 1796; Baggage System Interface
 - 7.1.8. IATA RP 1797; Common Use Passenger Processing System (CUPPS)
 - 7.1.9. IATA RP 1706c; Common Use Self-Service (CUSS)
 - 7.1.10. IATA RP 1706e; Paper specifications for documents to be printed by a general-purpose printer in a CUSS kiosk.
 - 7.1.11. PCI Data Security Standard (PCI DSS) 4.0
- 7.2. Provide appropriate evidence of the compliance of the Offeror's system with the current Payment Card Industry Data Security Standards ("PCI DSS") as may be amended or replaced from time to time.

- 7.3. Thoroughly describe Offeror’s position concerning PCI DSS, including Chip and PIN. The Offeror shall also describe its approach to ensuring that PMGAA will not be held liable for violations of the PCI DSS relative to the CUSS Kiosks and the CUPPS platform.
- 7.4. Explain and reference their PCI compliance and responsibilities. *(Use Attachment H - PCI Compliance)*
- 7.5. The Offeror shall adhere to Applicable Laws. The latest version of all documents shall be utilized.
- 7.6. All documentation prepared by the Offeror shall be reviewed by PMGAA or PMGAA representative and shall be retained by PMGAA upon approval.
- 7.7. The software used for this Project shall have been developed using revision numbering and tracking procedures. The Offeror shall provide the version numbers for all software being deployed.
- 7.8. Software development shall be completed and documented by certified developers using internationally recognized computer languages and techniques.

8. CUPPS HARDWARE REQUIREMENTS

- 8.1. The Offeror shall provide the following hardware, as required to support the overall CUPPS implementation:
 - 8.1.1. Servers consistent with the CUPPS technical specification (CUPPS TS), as required by the proposed solution.
 - 8.1.2. Workstations (computer and monitor) consistent with the CUPPS TS, as required by the proposed solution.
 - 8.1.3. Network appliances consistent with the CUPPS TS, as required by the proposed solution.
 - 8.1.4. Peripheral devices consistent with IATA Technical Peripheral Specifications (ITPS) formerly the AEA Technical Specifications
- 8.2. Describe and detail the proposed hardware configuration, including peripherals, to support the operations at PMGAA, including all the applicable cabling connections. The following configurations shall be provided at a minimum.
 - 8.2.1. 2-Position Gate Counters should include:

Boarding Door Position	Full Function Position
Workstation	Workstation
22” Monitor	22” Monitor
Standard Keyboard and Mouse	Standard Keyboard and Mouse
Boarding Gate Reader	MSR/OCR Reader
Uninterruptible Power Supply	2D Boarding Pass Reader
	Boarding Pass Printer
	Bag Tag Printer (Fan Fold Stock)
	Credit Card Reader
	Passport Reader
	Uninterruptible Power Supply
Shared Document Printer	

8.2.2. 2-Position Check-in Counters should include:

Position A	Position B
Workstation	Workstation
22" Monitor	22" Monitor
Standard Keyboard and Mouse	Standard Keyboard and Mouse
MSR/OCR Reader	MSR/OCR Reader
2D Boarding Pass Reader	2D Boarding Pass Reader
Boarding Pass Printer	Boarding Pass Printer
Bag Tag Printer (Fan Fold Stock)	Bag Tag Printer (Fan Fold Stock)
Credit Card Reader	Credit Card Reader
Passport Reader	Passport Reader
Uninterruptible Power Supply	Uninterruptible Power Supply
Shared Document Printer	

- 8.2.3. In addition, Offeror shall provide the necessary equipment to support the following configurations in an Authority-provided test lab.
- a. 1 - Full Function Gate Counter Position with a Shared Document Printer and a Boarding Gate Reader.
 - b. 1 - Check-in Counter position with a Shared General-Purpose Printer.
- 8.2.4. Provide a list of the recommended types and quantities of spares, of all equipment recommended to be on premises during and after implementation.
- 8.2.5. The available space for the ATB/BTP printers, at both the gates and ticket counters is 5" high, 10" wide, 7.5" deep. There is room for one box of paper fan fold paper stock for each printer at their respective locations.
- 8.2.6. The Offeror shall supply a UPS for all workstations, capable of keeping workstation and connected peripherals up for a minimum of 5 minutes, when there is a loss of power.
- 8.2.7. Describe and provide the proposed configuration of devices and peripherals of the CUPPS.
(Use Attachment I - CUPPS Hardware Configuration Diagram)

9. CMS HARDWARE REQUIREMENTS

- 9.1. The Offeror shall provide the following hardware, as required to support the CMS:
- 9.1.1. Servers as required to support the proposed system.
 - 9.1.2. DDC, PC, or Video Players as required to support the proposed system.
 - 9.1.3. 55" 4K Displays to support the proposed system.
 - 9.1.4. Network appliances as required to support the proposed system.
 - 9.1.5. Ancillary appurtenances, including mounting brackets, as required to support the proposed system.
 - 9.1.6. Baggage Input Console
- 9.2. The Baggage Input Console must be designed to be deployed in the following environment.
- 9.2.1. Temperature exceeding 120°+ Fahrenheit.
 - 9.2.2. Outdoor covered location.
- 9.3. Describe and provide the proposed configuration of devices for the CMS.
(Use Attachment J - CMS Hardware Configuration Diagram)

10. RMS HARDWARE REQUIREMENTS

- 10.1. The Offeror shall provide the following hardware, as required to support the overall RMS implementation:
 - 10.1.1. Servers, as required by the proposed solution.
 - 10.1.2. Workstations (computer and monitor), as required by the proposed solution.
- 10.2. Describe and provide the proposed configuration of devices of the RMS.
(Use Attachment K - RMS Architecture Diagram)

PART 5 SYSTEM INTERFACES / INTERGRATIONS

11. CUPPS INTERFACES

- 11.1. Describe and provide the CUPPS interface architecture for all interfaces.
(Use Attachment L - CUPPS Interface Diagram)

12. CMS INTERFACES

- 12.1. Describe and provide the CMS interface architecture for all interfaces.
(Use Attachment M - CMS Interface Diagram)

13. RMS INTERFACES

- 13.1. Describe and provide the RMS interface architecture for all interfaces.
(Use Attachment N - RMS Interface Diagram)

PART 6 SYSTEM REQUIREMENTS

14. LICENSING

PMGAA prefers an annual licensing agreement for the CUPPS platform that is consistent with the initial capacity and expansion capability requirements. *(Pricing for Licensing shall be provided in the Annual Support/Licensing Fee section of the Price Proposal document)*

- 14.1. Explain the licensing structure for the CUPPS, CMS, and RMS (e.g., Enterprise/Site/Per User).
- 14.2. Explain how to accommodate any changes to the business model, including an increase in gate operations or number of users.
- 14.3. Explain if Offeror can accommodate at least two major platform updates within the scope of this agreement, at no additional cost, upon notification from PMGAA.

15. DISASTER RECOVERY

- 15.1. Describe the system capability to recover from natural, human-caused, and electronic disasters (including security compromises) that could interrupt service to PMGAA and its PMGAA customers.
- 15.2. Describe Offeror's Disaster Recover approach including:
 - 15.2.1. Procedures for off-site storage of information.
 - 15.2.2. Capabilities and availability of alternate processing, communications, and operations facilities.
 - 15.2.3. Plans for maintaining business processes, including communications with PMGAA, its PMGAA customers, and suppliers of goods and services.
 - 15.2.4. Estimated time to recover from disaster events, and service level expectations for business continuity following a disaster.

- 15.2.5. Cost to PMGAA, if any, for disaster recovery services. PMGAA has the option to not purchase Disaster Recovery services from Offeror under this RFP. *(Pricing for Disaster Recovery shall be provided in the System Warranty and Maintenance Support section of the Price Proposal document)*
- 15.2.6. A documented disaster recovery and business continuity plan, including dates of disaster recovery tests and schedule for future tests.

16. SYSTEM MONITORING

- 16.1. Describe any monitoring tools to report status, health, or system-level performance. Include an explanation of any real-time monitoring and alert notifications.
- 16.2. Describe the means for monitoring endpoint devices.
- 16.3. Describe how the System can monitor peripherals (e.g., status, out of paper).
- 16.4. Describe how the System logs and reports system events and faults.

17. CUPPS REPORTING

- 17.1. The Offeror shall provide a dashboard/portal to PMGAA for viewing the status of devices and peripherals. The dashboard/portal shall also have alert capabilities for when devices are low on consumables or need support. Describe how this functionality can be provided.
- 17.2. Describe how Airport IT can have the ability to see which devices need support.
- 17.3. Describe if the System captures Summary Activity data such as:
- Login
 - Workstation Activity
 - Logout
 - Printing Transaction
- 17.4. Describe if the System captures Login Activity data such as:
- Carrier
 - User/Airline (this may be a generic airline user ID)
 - Date and Time
 - Workstation
- 17.5. Describe if the System captures Workstation Activity data such as:
- Applications launched.
 - Date and Time Applications were opened.
 - Date and Time Applications were closed.
 - Workstation
- 17.6. Describe if the System captures Logout Activity data such as:
- Carrier
 - User/Airline (this may be a generic airline user ID)
 - Date and Time
 - Workstation
- 17.7. Describe if the System captures Printing Transactions Activity data such as:
- Carrier
 - User/Airline Account
 - Date and Time
 - Type (boarding pass, bag-tag, etc.)
 - Quantity of each type of print
 - Workstation

- 17.8. Describe the Data Standards to be deployed and if/how they meet the following requirements:
 - 17.8.1. The database shall be designed per industry standards for an open database platform.
 - 17.8.2. The database platform shall be the latest version available at the time of the project award.
 - 17.8.3. The database shall comply with Open Database Connectivity (ODBC) interface practices.
- 17.9. Describe the approach to Data Sharing and if/how they meet the following requirements:
 - 17.9.1. The database shall be a common relational database, capable of use by the subsystems.
 - 17.9.2. Any database information shall be available based on and according to specific user authorizations, and per security requirements.
 - 17.9.3. Data export features for other business unit use and reporting.
- 17.10. Describe the approach to Data Integrity and if/how they meet the following requirements:
 - 17.10.1. The database shall be equipped with real-time backup of live data and restoration protocol to assist in disaster recovery.
 - 17.10.2. The database shall have an approved storage and archival functionality.
- 17.11. Data Security shall be further defined by the selected Offeror and approved by PMGAA.
- 17.12. Describe how the System supports ad-hoc queries.
- 17.13. Supply a list of Out of Box reports that are featured in the application. *(Use Attachment O - Sample Reports)*

18. **AIRLINE APPLICATION CHANGES**

- 18.1. Describe the specific application change process the Offeror intends to impose on the Airport's airlines. Address each step of the process, from initial change request through deployment, for each type of change, whether it requires formal re-certification or not. Also, address expected duration and airline involvement during each process step.
- 18.2. Describe how the Offeror anticipates the certification process changing over time.
- 18.3. Provide a list of all airlines currently certified on the Offeror's CUPPS platform, with the designation of the certified platform.
- 18.4. Provide a detailed description of the Offeror's Host Connectivity Solution for Airlines. Explain the process of providing this solution to airlines as well as the costs and benefits to the airlines.
- 18.5. Provide a detailed breakdown of any costs that an airline may pay directly to the Offeror, beyond the licensing and support costs paid by PMGAA, including services provided at the Airport as well as all costs associated with application changes and certification, such as lab time, deployment, etc. *(Costs shall be included in the Price Proposal document)*
- 18.6. Define costs for new airlines starting service on the Common Use system. Identify all system-related costs that could be expected for full use, including check-in, gates, CUSS, etc. Identify if they are included in the base proposal or if they are additional charges directly to the airlines. Address various scenarios, including, but not limited to the following: *(Costs shall be included in the Price Proposal document)*
 - 18.6.1. New airline with Offeror's common-use certification
 - 18.6.2. New airline that needs Offeror's common use certification

PART 7 PROJECT EXECUTION / IMPLEMENTATION REQUIREMENTS

19. SYSTEM DESIGN

- 19.1. The Offeror shall supply all systems design activities and shall work with PMGAA Project Manager and Airlines to complete the final design as specified in this RFP.
- 19.2. Before the execution of any installation tasks, the Offeror shall submit its final design to PMGAA for approval.
- 19.3. Upon review of the final design by PMGAA, the Offeror shall be solely responsible for successfully implementing the systems, installing the hardware, and constructing the infrastructure by the final design at the prices stated in Offerors proposal submitted under this RFP.
- 19.4. The Offeror shall organize and conduct work sessions to identify, validate, and document Project requirements. A minimum of three (3) two-hour sessions is recommended. These sessions shall cover the following subjects, at a minimum:
 - a. CUPPS
 - b. RMS
 - c. CMS / FIDS
 - d. Video Needs
 - e. Cyber Security / PCI
 - f. Airline specifics (e.g., phasing requirements, training, peripherals, host requirements)
 - g. Server Architecture
 - h. Network Architecture.
 - i. Implementation plan/schedule
 - j. Testing and Training requirements
 - k. PMGAA / Airport processes (Airport Operations, Safety Training, Airport Emergency Plan, Change Management, etc.)
- 19.5. The work sessions should include these six (6) steps:
 - 19.5.1. The Offeror shall identify any additional sessions required and submit to PMGAA Project Manager for approval a proposed agenda of the session, including the intended outcome, the recommended list of participants, and the expected duration.
 - 19.5.2. Sessions shall be conducted with, but not limited to, PMGAA, participating Airlines, and other stakeholders as determined necessary.
 - 19.5.3. All sessions shall be coordinated with PMGAA Project Manager.
 - 19.5.4. The Offeror shall provide relevant expertise in guiding the sessions.
 - 19.5.5. After each session, the Offeror shall produce and provide to PMGAA Project Manager a set of detailed minutes and any other appropriate documentation describing the content and outcome of the session.
 - 19.5.6. Record sessions, post to PMGAA project site.

20. IMPLEMENTATION

- 20.1. Describe, in detail, the implementation approach per the requirements for Project Implementation.
(Use Attachment P - Proposed Project Implementation Schedule)
- 20.2. Describe the approach to completing the work sessions as defined in the Design Phase, along with the Offeror's recommendation for what sessions should be completed.
- 20.3. Describe the approach to providing quality assurance and control in accommodating the stated quality requirements.
- 20.4. Describe a high-level testing strategy that defines the Offeror's approach to accommodating the stated testing requirements.

- 20.5. Describe a high-level training strategy that defines the Offeror's approach to accommodating the stated training requirements.
- 20.6. Describe a high-level risk management strategy that defines the Offeror's approach to identifying and mitigating project risks including, but not limited to, schedule and budget variances.
- 20.7. Describe the performance guarantees for uptime, redundancy, fail-over, Business Continuity / Disaster Recovery, system response times, and support response of the proposed solution.
- 20.8. Provide a Work Breakdown Structure and High-Level Milestone Schedule defining the tasks required to meet the Specifications for Project Implementation. Identify dependencies on activities provided by others. *(Use Attachment P - Proposed Project Implementation Schedule)*
- 20.9. Describe the high-level schedule for system implementation and provide a sample Project Plan identifying the various steps in the process and the estimated duration of each step. The plan should include airline connectivity, installation, programming, testing, and final acceptance of the new System. *(Use Attachment P - Proposed Project Implementation Schedule)*

21. PROJECT EXECUTION

- 21.1. The Offeror shall provide project management and quality control services for the coordination of the Offeror and the Offeror's subcontractors during the term of the Project.
- 21.2. The Offeror's Project Manager and other key personnel shall support overall Project objectives and work effectively with PMGAA Project Manager, Project Team, and Project partners, and shall function as the liaisons between PMGAA Project Manager and the Offeror on all matters relating to the Project.
- 21.3. The Offeror shall provide a project manager for the duration of the project with the capability to be on-site during the installation phase, at no additional charge to PMGAA.
- 21.4. The Offeror shall conduct a project kickoff meeting, with timing coordinated with PMGAA. The Solution Offeror shall present a draft project plan, project schedule, communications plan, and problem escalation procedures, and introduce Offeror staff.
- 21.5. The Offeror shall provide a team to deal with cutover problems or unexpected system outages that can occur at unusual hours or unexpectedly. The Offeror shall include team members in Part 2, Tab E, Experience and Qualifications of Key Personnel.
- 21.6. The Offeror, along with PMGAA PM, shall conduct regular status review meetings, as desired and agreed upon by PMGAA, regarding frequency, to report on scope, schedule, resources, quality, and risk mitigation.
- 21.7. The Offeror shall hold monthly stakeholder meetings, which may include PMGAA executives and airline representation – at the discretion of PMGAA PM.
- 21.8. Throughout design and installation, the Offeror shall provide monthly written status reports. At the discretion of PMGAA, a virtual meeting shall be conducted to review any emailed project status reports.
- 21.9. The Offeror shall record and submit electronically, a weekly summary of work throughout the project.
- 21.10. The Offeror shall provide final tasks from the Project Schedule to PMGAA Project Manager for review and approval.

- 21.11. The Project Schedule shall identify activities, and scheduling, and show relationships between activities such as "develop concepts, approve initial and final concepts, completion of design documents, and completion of design" and similar milestone activities. The level of detail shall be satisfactory to PMGAA.
- 21.12. The Project Schedule shall begin on the day after issuance of the Contract Award and conclude with the date of Final Acceptance of the Project.
- 21.13. The Project Schedule shall include a ten (10) working day PMGAA review cycle for all deliverables.
- 21.14. Design Phase: Upon the Notice-to-Proceed, the Offeror shall begin the Design Phase, which may include Conceptual Design and Schematic Design, in coordination with PMGAA. The Offeror shall provide a design for the new System that shall meet or surpass the required features, functions, characteristics, qualities, and/or properties within this scope of work.
- 21.15. Installation Phase: The Installation Phase is the period of the project in which the system is constructed or implemented. The Installation Phase also includes the testing, inspection, adjustment, correction, and certification systems to ensure that the system performs as specified. The Installation Phase ends with Final Acceptance of the system/project.
- 21.16. Training: Before the users of the system can perform User Acceptance Training, training must be provided. Training shall involve the training of both User training and Maintenance training (Airline Training).
- 21.17. Testing Phase: Before going to Production, the Offeror shall perform the following test phases at a minimum.
- 21.17.1. Factory Acceptance Testing: These tests shall include the testing of all the peripherals with the system, to confirm that they meet the Technical Requirements.
- 21.17.2. Integration Testing: Integration testing shall be performed to verify combined functionality after integration with other systems. The testing should verify that the individual components are communicating, both in terms of protocol and content, with each other, as required.
- 21.17.3. User Acceptance Testing (UAT): UAT shall validate that the system is performing as expected. User Acceptance shall not be completed until all phases of the system installation have been completed and tested. All User Acceptance Testing shall be completed before production goes live.
- 21.18. Rollout Production Go-Live: In coordination with UAT and with substantial completion of the training, the system shall be rolled out in the production environment and shall "Go-Live."
- 21.18.1. The rollout into Production and Go-Live shall be implemented according to the agreed-upon Project Plan.
- 21.18.2. The Offeror must provide, at a minimum, on-site staff for the duration of the rollout period from Go-Live to support PMGAA, airline, and ground handler staff in the rollout.
- a. 3 Airport IT Staff
- b. 19 Airport Operations Staff
- c. 100 Ground handler staff, using a train the trainer approach.
- 21.18.3. The existing Airport and airline(s) operations shall be maintained. Installation of the System shall not hinder the airline and airport operations.
- 21.19. Endurance Testing: Endurance testing shall ensure the system as implemented is stable and can perform without any issues over a sustained period.

- 21.20. Final System Acceptance: Final System Acceptance shall not occur until UAT Testing and all phases of the installation have been completed and approved by PMGAA.

22. TRAINING

- 22.1. Offeror shall provide for training PMGAA-identified personnel in all aspects of the System. Before the users of the system can perform User Acceptance Testing, training must be provided. Training shall involve the training of both User training and Maintenance training.
- 22.2. Offeror shall develop and provide a documented Training Plan for acceptance by PMGAA staff thirty (30) days before the scheduled training initiation date. The Training Plan must describe the methods, techniques, course outlines, materials, syllabus, and course descriptions.
- 22.3. Offeror shall offer training for PMGAA system administrator and users to allow input/editing of data, management of data, management of the system database, normal use and maintenance of the system, preparation for reports, and system customization using wizards and tools.
- 22.4. Offeror shall provide hands-on training for PMGAA and Airline personnel for the operation and maintenance of the System. Note: some resources work in alternate working shifts (i.e., 2nd or 3rd shift), the training plan should accommodate these additional shifts and stagger the days available to maximize staff attendance.
- 22.5. Offeror shall provide training for Airport users and End users as close to going live as possible.
- 22.6. Offeror shall provide Standard Operating Procedures, training manuals, or job aides to each participant when the course is conducted.
- 22.7. Offeror shall provide a minimum of one (1) editable electric copy (i.e., flash drive) with all training materials before going live.
- 22.8. Offeror shall provide incremental training after each major system upgrade or release.
- 22.9. Each course shall require PMGAA's approval before presentation.
- 22.10. The Offeror shall prepare and supply training materials and conduct training for all users of the Project. A master set of the training course materials; both hard copy and electronic copy shall be developed for future presentation and training purposes and distributed to PMGAA. The master set shall be maintained and updated by Offeror with each upgrade of the system up to the conclusion of the warranty period at no additional cost to PMGAA. Sessions shall be video recorded, or the Offeror shall provide video-based, pre-recorded training.
- 22.11. The following general training guidelines shall be adhered to and are considered minimum requirements:
- 22.11.1. Training courses shall be augmented by individual instruction as necessary to fully train PMGAA-designated resources sufficient for a complete understanding of the system and the ability to troubleshoot system errors.
- 22.11.2. Training courses shall be augmented by individual instruction as necessary to fully train the Airline personnel.
- 22.11.3. The Offeror shall be required to provide all training aids (e.g., notebooks, manuals, cheat sheets, reference guides, etc.).
- 22.11.4. Training shall be completed a minimum of two (2) weeks before the system becomes operational and utilized by airlines. The training schedule shall be subject to PMGAA Project Manager's approval.

- 22.11.5. Training shall be conducted onsite at the Airport in the Airport-approved training location.
- 22.12. The Offeror shall develop a training schedule, working with the airlines and PMGAA to maximize the availability of attendees and minimize disruption to normal Airline/Airport operations. The final schedule shall be approved, in writing, by PMGAA.
- 22.13. Training sessions shall be scheduled within a four (4) week time period of the Airline's scheduled date of migration to the new Project environment. Refresher sessions will be scheduled in the event migration is delayed beyond the two (2) week window.
- 22.14. A formal training schedule shall be developed and published to PMGAA and airlines with the following information:
- Course name
 - Date and time
 - Course duration
 - Location
 - Comments on any prerequisite or preparatory tasks
- 22.15. Describe how training will be provided to PMGAA. *(Training costs shall be provided in the Consulting and Implementation section of the Price Proposal document)*
- 22.16. Provide a sample Training Plan for reference.
(Use Attachment Q - Sample Training Plan)

23. TESTING PLAN

- 23.1. The Offeror shall develop and submit a Master Test Plan (MTP) at least thirty (30) days before the start of any testing. The MTP provides the framework for all testing necessary to be conducted according to the requirements specified.
- 23.2. The Test Plan should include the following, as a minimum:
- Test Plan Overview
 - Test Plan Strategy
 - Testing schedule (include pre-implementation, cutover, and post-implementation).
 - List of expected tests to be conducted.
 - Test Cases with detailed steps.
 - Requirements Traceability Matrix
 - Test Summary Reports and Defect Tracking
 - Requirements for each phase of testing
 - Test execution evidence (as requested by PMGAA)
- 23.3. The Offeror shall provide PMGAA with two testing environments: Pre-Production and Production.
- 23.4. Describe how testing will be provided to PMGAA.
(Testing costs shall be provided in the Consulting and Implementation section of the Price Proposal document)
- 23.5. Provide a sample Testing Plan for reference.
(Use Attachment R - Sample Testing Plan)

24. FACTORY ACCEPTANCE TESTING

- 24.1. Describe its approach to Factory Acceptance Testing, detailing what will be tested, how it will be tested, and how PMGAA can review and approve the results of the testing. The Factory Acceptance Testing shall include:
- 24.1.1. Test plan and script for core criteria

- 24.1.2. Documentation of results
- 24.1.3. Review and acceptance by PMGAA Project Manager

25. USER ACCEPTANCE TESTING

- 25.1. User Acceptance Testing shall verify the System meets each airline's user requirements as designed by the Offeror. Tests shall be conducted on systems as these systems are installed per the Offeror's Phasing Plan and Project Schedule
- 25.2. The Offeror shall supply PMGAA with a test plan that will be followed, including a test schedule, to execute UAT with PMGAA and airline representatives. PMGAA Project Manager will be required to acknowledge acceptance and approval of the plan before execution. PMGAA and the Offeror shall agree upon the duration of testing. Upon successful completion of each phase of the User Acceptance Testing, the installed system(s) shall be ready for use by the Stakeholders.
- 25.3. All User Acceptance Tests will be conducted at the production Airport-approved testing location. Tests shall be scheduled with PMGAA at least two (2) weeks in advance.
- 25.4. UAT should not be performed until formal training has been provided to the proper Airport and project stakeholders.
- 25.5. Upon completion of Factory Acceptance testing, functional testing shall occur with the Airport and project stakeholders.
- 25.6. UAT shall verify that the installed system meets all the required functionality as specified in the Scope of Work and the system design. All requirements must be cross-referenced in the UAT test plan with the appropriate UAT test script and correlating requirements in the traceability matrix.
- 25.7. UAT must include the following:
 - 25.7.1. Configured Functionalities: The test scripts must include a checklist of functional items to be verified by users for each system module. All test scripts must state the intended results.
 - 25.7.2. Integration Testing: The testing should verify that the individual components and systems are communicating, both in terms of protocol and content, with each other, as required.
 - 25.7.3. Execution of standard, custom, and ad-hoc reports.
 - 25.7.4. Final UAT testing shall be conducted in the PROD environment before PROD goes live.
 - 25.7.5. Any discrepancies, errors, or issues discovered during these tests shall be logged and corrected by the Offeror at no cost to PMGAA.
- 25.8. UAT shall be conducted as part of the Phasing Plan and shall need to be accepted by PMGAA before going live for each phase of installation per the Installation Schedule and Phasing Plan.
- 25.9. PMGAA shall complete UAT in conjunction with the Offeror team on-site.
- 25.10. UAT shall be conducted by the approved User Acceptance Test plan developed by the Offeror and agreed to by PMGAA staff.
- 25.11. The Offeror shall develop UAT test plans, including test scripts and procedures to test every component, function, feature, and integration of the system.
- 25.12. The UAT test plan must be submitted for review and approval by PMGAA. Once PMGAA has received review and approval, testing may be performed.
- 25.13. The UAT test plan shall designate what constitutes high, medium, and low-priority defects and resolution requirements for each.

- 25.14. Fix and retest duration shall not exceed ten (10) business days.
- 25.15. Upon completion of the UAT, the Offeror shall seek formal signoff and signatures from PMGAA to approve UAT completion. Formal signoff and signatures can include email acceptance and signoff, screenshots, and/or hardcopy documentation, to show test results and acceptance of the system.
- 25.16. Throughout the testing phase, the Offeror shall provide regular updates on overall testing progress and results. The Offeror PM shall gather and provide all necessary documentation for evidence of acceptance from project stakeholders.

26. ENDURANCE TESTING

- 26.1. The Offeror shall provide an Endurance Plan, which includes success criteria, issues resolution plan, and other details coordinated with PMGAA PM.
- 26.2. System endurance testing shall run for 30 days past Go-Live. The Offeror shall make no adjustments or changes to the system, unless approved by PMGAA PM, during this period.
- 26.3. Endurance testing shall ensure the system as implemented is stable and can perform without any issues over a sustained period.
- 26.4. The system shall perform as expected and meet all requirements included in this scope of work for 30 consecutive days without any performance or availability issues.
- 26.5. The Offeror shall keep track of all issues that arise during this phase of endurance testing.
- 26.6. The Offeror shall work with PMGAA to develop the criteria for major and minor issues. Major issues shall include any issues that arise that impact the overall stability, availability, data integrity, or performance of the system.
- 26.7. The endurance testing period shall restart in entirety for any major issues found during this period and shall require the Offeror to correct the issues and reset the 30-day endurance period.
- 26.8. Upon successful completion of endurance testing, the Offeror shall seek formal signoff and signatures from PMGAA to approve completion of the endurance testing.

27. FINAL SYSTEM ACCEPTANCE

- 27.1. After the Endurance Testing period, PMGAA Project Manager shall review and approve the system implementation completion. If not approved, PMGAA PM will work with the Offeror to adjust any final items.
- 27.2. Final acceptance of the system can only occur with the successful completion of the 30-day endurance test.
- 27.3. Final acceptance shall not occur until all phases of installation have been successfully performed and the 30-day endurance period has been completed and approved by PMGAA.
- 27.4. Only upon formal acceptance of endurance testing, the Offeror and system can move into the warranty phase of the project.
- 27.5. The Offeror shall seek formal acceptance of the system only upon the successful completion of endurance testing. PMGAA shall provide a certificate of final acceptance once all conditions above have been met.

- 27.6. Final Acceptance shall be withheld until the following activities have been completed:
 - 27.6.1. Formal Acceptance of Endurance Testing
 - 27.6.2. Approval of all submittals
 - 27.6.3. Delivery of final documentation

PART 8 WARRANTY REQUIREMENTS

28. GENERAL WARRANTY

- 28.1. The Offeror shall provide warranty services for the entire system, including all software, during the installation and for an additional 12 months after Final System Acceptance. All software and firmware provided as a part of the Project, including major and minor releases, shall be upgradeable, to improve functionality or debugging, and without cost to PMGAA, during the Warranty period.
- 28.2. The Offeror shall transfer all original equipment manufacturers' hardware warranties to PMGAA upon system commissioning.
- 28.3. The Offeror shall provide a list of required spare parts inventory and shall furnish each inventory of spare parts (type, model number, and quantity) during the warranty period. Required spares shall be on-site at the time of final system acceptance. To ensure service levels can be met, during the Warranty Period, the Offeror shall maintain an adequate inventory of spare parts of all hardware provided by the Offeror. At its sole expense, the Offeror shall immediately replenish such inventory whenever parts are removed.
- 28.4. Spare parts shall be new and not refurbished or repaired parts. Defective parts and parts that fail before project completion, purchased for this project, shall be replaced with new parts, not sent away for repair, and reinserted into the project as spare parts inventory and operational use.
- 28.5. During the Warranty period, all costs to maintain the system shall be fully burdened by the Offeror. Including all consumables, software and firmware updates, etc.
- 28.6. Provide a sample Warranty for PMGAA to review. *(Use Attachment S - Sample Warranty)*
- 28.7. If PMGAA detects an issue with the installed system during the Warranty period, the Offeror shall, at no additional cost, provide a fix promptly (resolution starting within 48 hours of notification from PMGAA). PMGAA will notify the Offeror through email or phone call to the appropriate contact. Describe the methodology for fixing issues during a Warranty period.
- 28.8. The Offeror shall test, install, and train end users (if appropriate) on all minor and major system upgrades during the Warranty period. Upgrade plans, including testing procedures, scheduling of activities, and objectives will be approved, in writing, by PMGAA. Approved upgrades shall be installed within three months of the release date, or as agreed to by PMGAA.
- 28.9. After the 12-month Warranty period, the Offeror immediately transitions into the Maintenance and Support period.

PART 8 MAINTENANCE AND SUPPORT REQUIREMENTS

29. MAINTENANCE

- 29.1. The Offeror shall provide a maintenance plan and describe methods for correcting issues arising with the System. The Offeror shall also provide the contact information of staff responsible for resolving major issues with the System.
- 29.2. The Offeror shall test and install all software and firmware upgrades to improve functionality or debugging. The Offeror shall advise PMGAA of the availability of any Major Release that it or its licensors offer to any of its customers and provide PMGAA with all information and assistance necessary to enable PMGAA to determine whether to implement the Major Releases.
- 29.3. The Offeror shall ensure that the installation of any minor or major system upgrade can be immediately reversed. If the upgrade provokes difficulties, the Offeror shall at its expense resolve any such difficulty, including by reversing such installation, or at PMGAA's request immediately reversing such installation.
- 29.4. The Offeror shall continue to provide certified Airline application modifications and upgrades for all Airlines operating on the CUPPS at PMGAA, including any new Airlines that begin operations after the Warranty Period.
- 29.5. PMGAA anticipates entering into a support and maintenance contract with the selected Offeror for an initial term of three (3) years, with two, one-year optional extensions, exercised at PMGAA's sole discretion. *(Maintenance costs shall be provided in the System Warranty and Maintenance Support section of the Price Proposal document)*

30. SUPPORT

- 30.1. The Offeror shall be required to provide Level 2 and Level 3 support for the System. As a minimum, the following shall be provided:
 - 30.1.1. 24/7 availability
 - 30.1.2. US-based call center
 - 30.1.3. Ability to be on-site for any training that is required during the maintenance period.
- 30.2. Level 2 support generally includes Software (application and database), software/systems upgrades and patching support beyond routine tasks. It involves the provision of services to establish workarounds and fixes to bugs and deficiencies where the System is not performing under established service-level requirements and system documentation. Describe the proposed Level 2 support procedures and tasks.
- 30.3. Level 3 support for the system for the administrator for any mission-critical failures, defined as the inability of the system to receive connectivity or normal functionality where the System is not performing under established service-level requirements and system documentation. Describe the proposed Level 3 support procedures and tasks.
- 30.4. Provide any managed service support options available.
- 30.5. The Offeror shall service and support the Software to ensure that the Software continues to operate under the intended purposes and industry best practices. This includes the prompt provision by the Offeror of the following services:
 - 30.5.1. Informing PMGAA of any defects or errors in the Software that it becomes aware of
 - 30.5.2. Correcting any defect or error in the Software through the procedures established in coordination with PMGAA PM.

- 30.5.3. Addressing any functional failures between the Airlines' applications and the CUPPS Software
 - 30.5.4. Addressing any functional failures between the Airlines' applications and the CUSS Software
 - 30.5.5. Perform root cause analysis when required.
- 30.6. Describe the proposed Service level agreement (SLA) and classify the urgency of support issues (e.g., system down, critical, non-critical, routine, and any other related issues) along with the response times for each classification and the resolution times for each level, using the following table.

CUPPS / RMS / CMS Service Level Requirements				
Priority Code	Definition	Time to Acknowledge	Time to Onsite or Remote Support	Time to Resolution/Fix/ or Workaround
Priority 1 (Critical)				
Priority 2 (High)				
Priority 3 (Medium)				
Priority 4 (Low)				

PART 10 OPTIONAL SCOPE

31. COMMON USE SELF-SERVICE (CUSS) KIOSKS

PMGAA is considering the addition of Common Use Self-Service Kiosks. The following may or may not be included in the final Scope of Work with the selected Offeror.

- 31.1. Provide a list of United States and Canadian airlines that currently have CUSS-certified applications running on the Offeror's platform.
- 31.2. Explain what CUSS version the System is certified for. CUSS 2.x certification is a desired minimum.
- 31.3. Describe the high-level features and functionality of the System.
- 31.4. Describe if the System servers are Cloud hosted, or On-Premise.
- 31.5. If the Offeror cannot provide System servers that can be hosted in the Cloud, describe how the System servers can be managed On-Premises.
- 31.6. If the Offeror provides a Cloud solution describe how the Airline connections can be hosted in the Cloud.

- 31.7. If the Offeror cannot provide airline connections hosted in the Cloud, describe how the Airline connections can be configured and managed On-Premises.
- 31.8. Provide a system architecture *(Use Attachment T - CUSS Architecture Diagram)*
- 31.9. The Offeror shall be responsible for implementing Airline CUSS applications up to and until final systems acceptance for all the Airlines currently operating out of PMGAA.
- 31.10. The Offeror shall provide a certified CUSS Application for each airline that chooses to utilize the CUSS at the Airport at the time of implementation.
- 31.11. Describe a proposed kiosk layout in the check-in lobby of the airport. Include the number of kiosks and all costs for the kiosks to be deployed. See [Exhibit 1 – Ticketing Terminal Floorplan](#) and [Exhibit 2 - Enplanements](#) for reference and recommendation.
(Use Attachment U - CUSS Kiosk Layout and the Price Proposal document)
- 31.12. Describe and provide an example of the proposed configuration of devices and peripherals of the CUSS kiosk. *(Use Attachment V - CUSS Kiosk Hardware Diagram)*
- 31.13. The installed system shall be capable of adding additional kiosks, as the need arises, without a negative impact on performance.
- 31.14. The Offeror shall provide an annual licensing agreement for the CUSS that is consistent with the initial capacity and expansion capability requirements.
- 31.15. Describe the type of data and reporting that can be provided with the CUSS solution. E.g., paper stock notifications, number of boarding passes and/or bag tags printed, etc.

32. LOCAL DEPARTURE CONTROL SYSTEM (LDCS)

PMGAA is considering the addition of an LDCS. The following may or may not be included in the final Scope of Work with the selected Offeror. The following requirements are specifically for LDCS.

- 32.1. Describe the licensing agreement for the LCDS application that is consistent with the initial capacity and expansion capability requirements.
- 32.2. The Offeror should provide the costs for LDCS application and implementation. *(Costs should be included in the Price Proposal document)*
- 32.3. The Offeror shall list the System application software modules including:
 - 32.3.1. A description of the functionality being offered
 - 32.3.2. Current application software version
 - 32.3.3. When the current software version was released
 - 32.3.4. When the next version is planned
- 32.4. The Offeror shall specify if the LDCS is a standalone application or is offered as an integrated module of the CUPPS platform. Include a discussion on if the LDCS is provided by the Offeror or a 3rd party.
- 32.5. Describe how the LDCS accommodates aircraft of different sizes and configurations (e.g., graphical management of cabin plans).

- 32.6. Describe how the LDCS supports the import of flight and passenger data. Include a discussion on the type of messaging and formats available. Describe if this functionality is provided via cold standby or hot standby.
- 32.7. Describe if the system is or can be connected to SecureFlight, and what this functionality can provide.
- 32.8. Describe how the LDCS supports IATA standard boarding passes and baggage tags.
- 32.9. Describe if the LDCS notifies agents to collect excess baggage charges (if applicable).
- 32.10. Describe how the LDCS supports the generation of load sheets.
- 32.11. Describe how the LDCS accommodates Baggage Source Messages (BSMs) for the Baggage Handling System (BHS).
- 32.12. Describe how the LDCS accommodates moving baggage to makeup areas without a BSM to enhance system redundancy.
- 32.13. The Offeror shall provide an annual licensing agreement for the LDCS that is consistent with the initial capacity and expansion capability requirements.

33. LEASE MANAGEMENT, BILLING, AND RISK MANAGEMENT SOLUTION

PMGAA is considering the addition of a lease management, billing, and risk management solution. The following may or may not be included in the final Scope of Work with the selected Offeror. The current system integrates with the AODB solution to provide carrier activity billing. The existing system (PROPworks) does not integrate with PMGAA's ERP. The ERP system is an On-Prem system called Tyler Technologies Enterprise ERP. PMGAA uses PROPworks for the following functions:

- Lease Management – used to manage the agreements with the airlines, concessionaries and real estate
- Billing – calculates the billable usage for resources based on business rules
- Risk Management Tool – used to document the risk management provisions in contracts

- 33.1. The Offeror should provide the costs for Lease Management, Billing and Risk Management solution application and implementation. *(Costs should be included in the Price Proposal document)*
- 33.2. Describe the system which can replace the functionality of PROPworks.
 - 33.2.1. Explain if the system is being provided by a 3rd party Offeror.
 - 33.2.2. Describe the high-level features and functionality of the system.
 - 33.2.3. Describe if the System servers are Cloud hosted, or On-Premise.
 - 33.2.4. Describe how the System servers are managed.
- 33.3. Describe how billable usage/data from the RMS/AODB will be transferred into the Management tool (e.g., CSV/API/Flat File)
 - 33.3.1. Example data that may be sent from the RMS/AODB include:
 - a. Aircraft
 - b. Flight info (flight number, on/off block times)
 - c. Maximum Gross Landed Weight (MGLW)
 - d. Resource used

- 33.4. Describe how the system provides a bi-directional API to send and receive data between the system and Tyler Technologies Enterprise ERP.
- 33.4.1. Example data that may be sent from the system to the ERP include:
- a. Aircraft
 - b. Number of passengers (Arrival-Departure)
 - c. Calculated weight
 - d. Landed weight
 - e. Landing Fees
 - f. Carrier Activity Tracking
 - g. Property lease management
 - h. Visual Lease
 - i. Lease query
- 33.4.2. If a bi-directional API is not possible, describe how data will be ingested and extracted for an import/export to the Tyler Technologies Enterprise ERP.
- 33.5. Describe how the system can track the following data points:
- 33.5.1. Lease Holds
 - 33.5.2. Product category
 - 33.5.3. Carrier Activity
 - 33.5.4. Related Business Management
 - 33.5.5. Risk Assessment
 - 33.5.6. Maintenance
 - 33.5.7. Utility Responsibility
 - 33.5.8. Ability to track Common Use resource per use (note: PMGAA currently uses Flat Fee Billing)

34. COMMON USE SELF-SERVICE BAG DROP (SBD)

PMGAA is considering providing the ability for passengers to check their baggage directly, by allowing passengers to scan a boarding pass and/or passport and then leave their tagged baggage, without the need for assistance from an airline agent or representative.

- 34.1. Provide a list of United States and Canadian airlines that currently have SBD applications running on the Offeror's platform.
- 34.2. Explain which platform the software is built on, e.g., CUSS, Common Use Web Services, etc., and what version the System is certified for. CUSS 2.x certification is a desired minimum.
- 34.3. Describe the high-level features and functionality of the System, including 1-step vs. 2-step passenger processing.
- 34.4. Explain if the system can utilize biometrics, like facial recognition, to identify passengers.
- 34.5. Describe if the System servers are Cloud hosted, or On-Premise.
- 34.6. If the Offeror cannot provide System servers that can be hosted in the Cloud, describe how the System servers can be managed On-Premises.
- 34.7. Describe how the Airline connections from their DCS are established to the system.
- 34.8. Provide a system architecture (*Use Attachment W - SBD Architecture Diagram*)

- 34.9. The Offeror shall be responsible for implementing Airline SBD application(s) up to and until final systems acceptance for all the Airlines currently operating out of PMGAA.
- 34.10. The Offeror shall provide a certified application for each airline that chooses to utilize the SBD at the Airport at the time of implementation.
- 34.11. Describe a proposed SBD unit layout in the check-in counters of the airport. Include the number of units and all costs for the units to be deployed. See [Exhibit 1 – Ticketing Terminal Floorplan](#) and [Exhibit 2 - Enplanements](#) for reference and recommendation.
(Use Attachment X - SBD Layout and the Price Proposal document)
- 34.12. Describe and provide an example of the proposed configuration of devices and peripherals of the SSBD unit. *(Use Attachment Y - SBD Hardware Diagram)*
- 34.13. The installed system shall be capable of adding additional units, as the need arises, without a negative impact on performance.
- 34.14. The Offeror shall provide an annual licensing agreement for the SBD that is consistent with the initial capacity and expansion capability requirements.
- 34.15. Describe the type of data and reporting that can be provided with the SBD solution. E.g., paper stock notifications, number of boarding passes and/or bag tags printed, etc.

Section Three – Offeror Response Documents

Offer shall download and complete the following documents, which are hereby incorporated and made part of PMGAA’s solicitation 2024-015-RFP, as part of the required submittal information. Both documents are located on PMGAA’s website within this solicitations page in the [Current Solicitations](#) section under the Business | Procurements, Vendors & Surplus Property section:

<https://www.gatewayairport.com/procurement/solicitations>

1. Offeror Response 2024-015-RFP
2. Offeror Price Proposal 2024-015-RFP

Section Four – Standard Terms and Conditions

1. **Certification.** Offeror certifies:

- a. The award of this Contract did not involve collusion or other anti-competitive practices.
- b. It shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246, or A.R.S. Section 31-1461, et. seq.
- c. It has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with this Contract; and Offeror hereby certifies that the individual signing this Contract is an authorized agent for Offeror and has the authority to bind the Offeror to the Contract.

2. **Termination of Contract.**

- a. PMGAA reserves the right to cancel this Contract in whole or in part due to failure of Offeror to carry out any term, promise, or condition of the Contract. At least ten (10) business days before terminating the Contract, PMGAA will issue a written notice of default specifying one of the following reasons. PMGAA shall, at all times during the term of the Contract or any extension term thereto, have the sole authority to determine if the default has been cured to its satisfaction. The rights and remedies in this clause are in addition to any other rights and remedies provided by law or under this Contract.
 - (1) Offeror has provided personnel that do not meet the requirements of the Contract.
 - (2) Offeror has failed to perform adequately the stipulations, conditions or services/specifications required in this Contract.
 - (3) Offeror has attempted to impose on PMGAA personnel or materials, products, or workmanship of unacceptable quality.
 - (4) Offeror has failed to furnish the required service(s) and/or product(s) within the time stipulated in the Contract or associated Authorization of Services.
 - (5) Offeror has failed to make progress in the performance of the requirements of the Contract or Authorization of Services, or Offeror fails to give PMGAA adequate assurance the Offeror will perform the Contract in full and on time.
 - (6) Each payment obligation of PMGAA created hereby is conditioned on the availability of PMGAA, state, and/or federal funds appropriated for payment of the obligation. If funds are not available or allocated by PMGAA for continuance of service under this Contract, then PMGAA may terminate the Contract. PMGAA shall promptly notify Offeror regarding the service that may be affected by a shortage of funds. No penalty accrues to PMGAA if this provision is exercised, and PMGAA shall not be liable for any future payments due or for any damages as a result of termination under this paragraph.
- b. Termination for Convenience. Termination for convenience clause, if any, shall be negotiated with PMGAA and the selected Offeror in the final Proposed Agreements.
- c. Upon termination of the Contract, the Offeror must deliver to PMGAA all data, surveys, models, drawings, specifications, reports, maps, photographs, estimates, summaries, and other documents and materials prepared by Owner, its Engineer, Architect, or representative, under this contract, whether complete or partially complete.

3. **Dispute Resolution.**

- a. **Negotiations.** If a dispute arises out of or relates to this Contract or its breach, the parties to this Contract shall endeavor to settle the dispute through direct discussions as a condition precedent to mediation or binding dispute resolution.

- b. **Mediation.** Should the parties to this Contract be unable to resolve their dispute through direct negotiations, the parties to this Contract, upon the written request of either, shall engage in mediation, to be administered privately by a mediator and according to rules mutually agreed upon by the parties to this Contract, or, the absence of such mutual agreement, by a mediator appointed by JAMS and administered by JAMS in accordance with its then-current mediation rules. The fees and costs of mediation shall be split equally by the parties to this Contract, but subject to reallocation following binding dispute resolution.
 - c. **Binding Dispute Resolution.** Should the parties to this Contract be unable to resolve their dispute through direct negotiations or mediation, either party may, within the time limitations for bringing claims under Arizona law and this Contract, commence formal dispute resolution proceedings. Both parties to this Contract consent to binding arbitration administered by JAMS according to its then current arbitration rules, provided, however, that (i) in the event both parties agree, the arbitration may be administered privately by an arbitrator and according to rules mutually agreed upon by the parties to this Contract, and (ii) in the event any party seeks relief against the other party or against a non-party which cannot fully be granted in arbitration, by reason of non-joinder or otherwise, the parties to this Contract are excused from this arbitration requirement and the parties to this Contract shall proceed in the state or federal courts of competent jurisdiction and located in Maricopa County, Arizona. In any arbitration or litigation, the prevailing party shall be entitled to an award of its reasonable attorneys' fees and costs as determined by the arbitrator or court as applicable.
4. **Independent Contractor.** At all times, each party acts in its individual capacity not as agent, employee, partner, joint venturer, or associate of the other party. An employee or agent of one party may not be deemed or construed to be the employee or agent of the other party for any purpose whatsoever. Neither Offeror nor any of its employees are entitled to compensation from PMGAA in the form of salaries, paid vacation, or sick days. PMGAA will not provide any insurance to Offeror, including *Workers' Compensation* coverage. PMGAA will not withhold FICA, taxes, or any similar deductions from PMGAA's payments under this Contract.
5. **Affirmative Action.** Offeror shall abide by all the federal and state of Arizona provisions for equal opportunity in the workplace.
6. **Human Relations.** Offeror shall abide by all the federal and state of Arizona provisions against discrimination of disadvantaged business enterprises in applicable PMGAA contracts.
7. **Non-Exclusive Contract.** This Contract is for the sole convenience of PMGAA. PMGAA reserves the right in its discretion to obtain the same or similar goods or services from any other source.
8. **Americans with Disabilities Act.** Offeror shall comply with all applicable provisions of the *Americans with Disabilities Act* (Public Law 101-336, 42 U.S.C. 12101-12213) and applicable federal regulations under the *Act*.
9. **Confidentiality of Records.** Offeror shall establish and maintain procedures and controls that are acceptable to PMGAA for the purpose of assuring that no information contained in its records or obtained from PMGAA or from others in carrying out its functions under the Contract shall be used by or disclosed by it, its agents, officers, or employees, except as required to efficiently perform duties under this Contract. Persons requesting such information should be referred to PMGAA. Offeror also agrees that any information pertaining to individual persons shall not be divulged other than to employees or officers of Offeror as needed for the performance of duties under the Contract, unless otherwise agreed to in writing by PMGAA.
10. **Gratuities.** PMGAA may, by written notice to the Offeror, cancel this Contract if it is found that gratuities, in the form of entertainment, gifts or otherwise, were offered or given by Offeror or any agent or representative of Offeror, to any officer or employee of PMGAA involved in the amending, or the making of any determinations with respect to the performing of such Contract. If this Contract is canceled by PMGAA under this provision, PMGAA shall, in addition to any other rights and remedies, repay to the Offeror the amount of the gratuity.
11. **Applicable Law.** This Contract shall be governed by, and PMGAA and Offeror shall have, all remedies afforded each by the *Uniform Commercial Code*, as adopted in the state of Arizona, except as otherwise provided

in this Contract or in laws pertaining specifically to PMGAA. This Contract shall be governed by the laws of the state of Arizona, and suits pertaining to this Contract shall be brought only in federal or state courts in the state of Arizona.

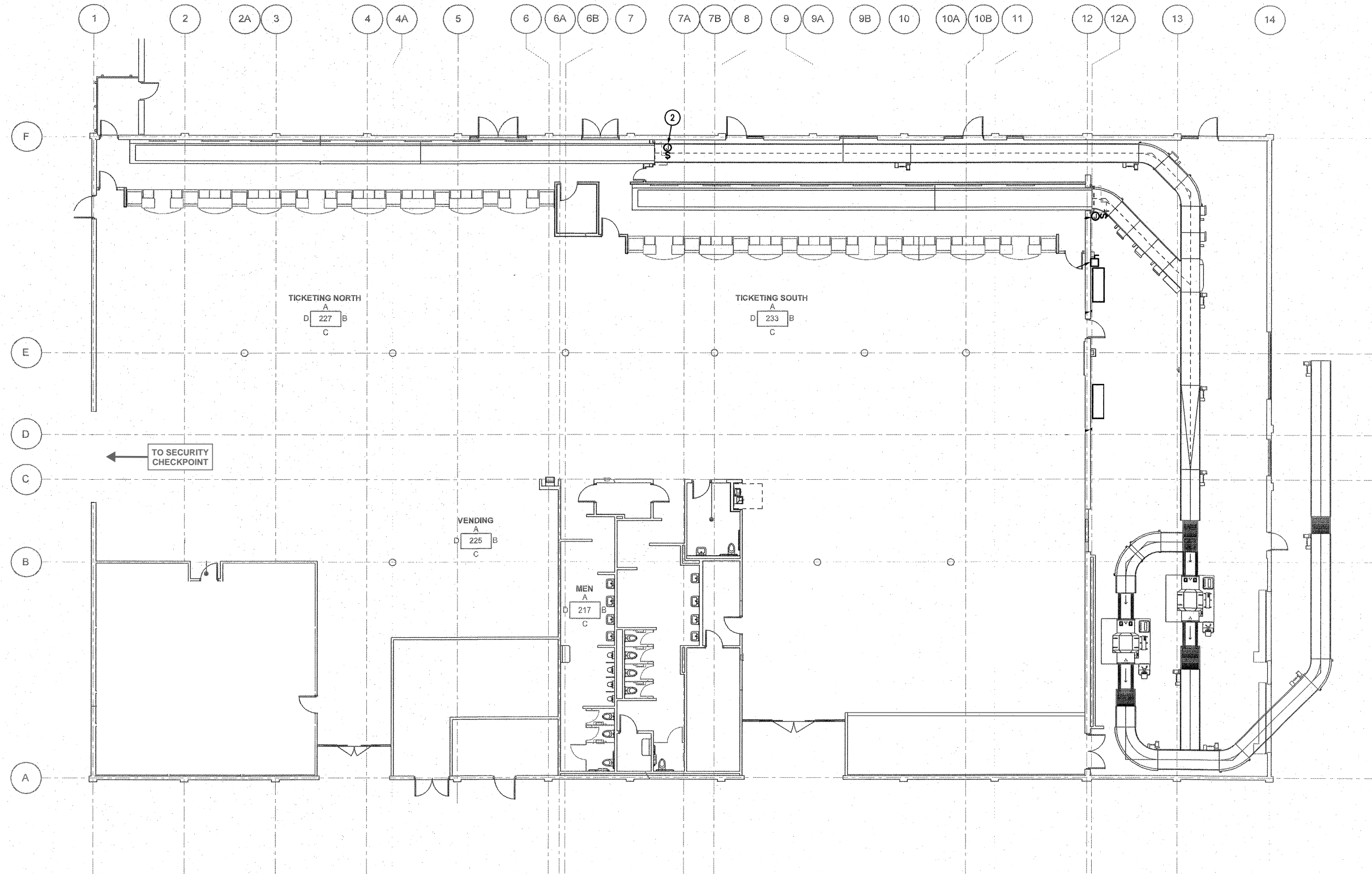
12. **Contract.** This Contract is based on and the result of a negotiated Scope of Work and Proposal, Bid or Statement of Qualifications submitted by Offeror under this RFP, IFB or RFQ. The Contract contains the entire agreement between PMGAA and Offeror. No prior oral or written agreements, contracts, proposals, negotiations, purchase orders, or master agreements (in any form) are enforceable between the parties.
13. **Contract Amendments.** This Contract shall be modified only by a written amendment signed by the PMGAA Executive Director or its designee, and persons duly authorized to enter into contracts on behalf of Offeror.
14. **Provisions Required by Law.** Each and every provision of law and any clause required by law to be in the Contract shall be read and enforced as though it were included herein, and if through mistake or otherwise any such provision is not inserted, or is not correctly inserted, then upon the application of either party the Contract shall forthwith be physically amended to make such insertion or correction.
15. **Severability.** The provisions of this Contract are severable to the extent that any provision or application held to be invalid shall not affect any other provision or application of the Contract, which may remain in effect without the valid provision, or application.
16. **Protection of Government Property.** Offeror shall use reasonable care to avoid damaging all PMGAA property, including buildings, equipment, and vegetation (such as trees, shrubs, and grass). If Offeror damages PMGAA's property in any way, Offeror shall immediately report such damage to PMGAA and repair or replace the damage at no cost to PMGAA, as directed by the PMGAA Executive Director. If Offeror fails or refuses to repair or replace the damage, then PMGAA may terminate the Contract, and PMGAA shall deduct the repair or replacement cost from money due Offeror under the Contract.
17. **Interpretation – Parol Evidence.** This Contract is intended by the parties as a final expression of their agreement and is intended also as a complete and exclusive statement of the terms thereof. No course of prior dealings between the parties and no usage of the trade shall be relevant to supplement or explain any term used in this Contract. Acceptance or acquiescence in a course of performance rendered under this Contract shall not be relevant to determine the meaning of this Contract even though the accepting or acquiescing party has knowledge of the nature of the performance and opportunity to object.
18. **Subcontracts.** Offeror shall not assign any rights or interest nor enter into any subcontract with any other party to furnish any of the materials, goods or services specified herein without the prior written permission of PMGAA. PMGAA may, at its sole discretion, accept or reject proposed subcontractors or assignment. PMGAA shall notify Offeror of its acceptance or rejection within forty-five (45) days of written request by Offeror. All subcontracts shall comply with federal and state laws and regulations applicable to the materials, goods or services covered by the subcontract and shall include all the terms and conditions set forth herein, which shall apply with equal force to the subcontract, as if the subcontractor were the Offeror referred to herein. Offeror is responsible for Contract performance whether subcontractors are used.
19. **No Waiver.** No provision in this Contract shall be construed, expressly or by implication, to waive either party's existing or future claim, right, or remedy available by law for breach of contract. The failure of either party to insist on strict performance of any Contract term or condition; to exercise or delay exercising any right or remedy provided in the Contract or by law; or to accept materials, services, or Offeror's services under this Contract or imposed by law, shall not be deemed a waiver of any right of either party to insist upon strict performance of the Contract.
20. **Warranties.** Offeror warrants that all materials and services delivered under this Contract shall conform to the specifications thereof. Mere receipt of shipment of the material or service specified and any inspection incidental thereto by PMGAA, shall not alter or affect the obligations of Offeror or the rights of PMGAA under the foregoing warranties. Additional warranty requirements may be set forth in this Contract.
21. **Indemnification.** To the fullest extent permitted by law, Offeror shall defend, save, indemnify, and hold harmless PMGAA, its agents, representatives, officers, directors, officials, and employees (collectively the "Indemnitees"), for, from and against all claims, damages, losses and expenses, including but not limited to

attorney fees, court costs, expert witness fees, and the cost of appellate proceedings, relating to, arising out of, or alleged to have resulted from the Offeror's acts, errors, omissions, or mistakes relating to Offeror's services under this Contract.

22. **Right to Assurance.** Whenever one party to this Contract in good faith has reason to question the other party's intent to perform, the former party may demand that the other party give a written assurance of this intent to perform. If a demand is made and no written assurance is given within five (5) business days, the demanding party may treat this failure as an anticipatory repudiation with this Contract.
23. **Advertising.** Offeror shall not advertise or publish information concerning this Contract without prior written consent of PMGAA.
24. **Right to Inspect.** PMGAA may, at reasonable times, and at PMGAA's expense, inspect the place of Offeror's or any of Offeror's subcontractor's business, which is related to the performance of this Contract or related subcontract.
25. **Force Majeure.** In the event either party shall be delayed or hindered in or prevented from the performance of any covenant, agreement, work, service, or other act required under this Contract to be performed by such party ("Required Act"), and such delay or hindrance is due to causes entirely beyond its control such as riots, insurrections, martial law, civil commotion, war, fire, flood, earthquake, or other casualty or acts of God ("Force Majeure Event"), then the performance of such Required Act shall be excused for the period of delay and the time period for performance of the Required Act shall be extended by the same number of days in the period of delay. For purposes of this Contract, the financial inability of Offeror to perform any Required Act, including, without limitation, failure to obtain adequate or other financing shall not be deemed to constitute a Force Majeure Event. A Force Majeure Event shall not be deemed to commence until ten (10) days before the date on which the party who asserts some right, defense, or remedy arising from or based upon such Force Majeure Event gives written notice thereof to the other party. If abnormal adverse weather conditions are the basis for a claim for an extension of time due to a Force Majeure Event, the written notice shall be accompanied by data substantiating (a) that the weather conditions were abnormal for the time and could not have been reasonably anticipated and (b) that the weather conditions complained of had a significant adverse effect on the performance of a Required Act. To establish the extent of any delay to the performance of a Required Act due to abnormal adverse weather, a comparison will be made of the weather for the time of performance of the Required Act with the average of the preceding ten (10) years' climatic range based on the National Weather Service statistics for the nearest weather reporting station to the Premises. No extension of time for or excuse for a delay in the performance of a Required Act will be granted for rain, snow, wind, cold temperatures, flood, or other natural phenomena of normal intensity for the locality where the Premises are located.
26. **Inspection.** All material or service is subject to final inspection and acceptance by PMGAA. Material or service failing to conform to the specifications of this Contract will be held at Offeror's risk and may be returned to Offeror. If so returned, all costs are the responsibility of Offeror. Noncompliance shall conform to the cancellation clause set forth in this Contract.
27. **Exclusive Possession.** All services, information, computer program elements, reports, and other deliverables, which may be created under this Contract, are the sole property of PMGAA and shall not be used or released by Offeror or any other person except with prior written permission by PMGAA.
28. **Title and Risk of Loss.** The title and risk of loss of materials or services shall not pass to PMGAA until PMGAA actually receives the material or service at the Airport, unless otherwise provided within this Contract.
29. **Liens.** All materials, services, and other deliverables supplied to PMGAA under this Contract must be free of all liens and other encumbrances. Upon request of PMGAA, Offeror shall provide a formal release of all liens.
30. **Licenses.** Offeror shall maintain in current status all federal, state, and local licenses and permits required for the operation of the business conducted by Offeror as applicable to this Contract.

31. **Subsequent Employment.** PMGAA may cancel this Contract without penalty or further obligation in accordance with A.R.S. Section 38-511 if any person significantly involved in initiating, negotiating, securing, drafting, or creating the contract, on behalf of PMGAA is or becomes, at any time while the Contract or any extension of the contract is in effect, an employee of, or a contractor to any other party to this Contract with respect to the subject matter of the Contract. Such cancellation shall be effective when the parties to this Contract receive written notice from PMGAA, unless the notice specifies a later time.
32. **Clean Up.** Offeror shall at all times keep Contract performance areas, including storage areas used by the Offeror, free from accumulation of waste material or rubbish and, prior to completion of the work, remove any rubbish from the premises and all tools, scaffolding, equipment and materials not property of PMGAA. Upon completion of any repair, Offeror shall leave the work and premises in clean, neat, and workmanlike condition.
33. **Patents.** Offeror shall defend, indemnify, and hold harmless PMGAA, its officers and employees from all liabilities, claims, damages, costs, or expenses, including, but not limited to attorneys' fees, for any alleged infringement of any person's patent rights or copyrights in consequence of the use by PMGAA, its officers, employees, agents, and other duly authorized representatives of tangible or intellectual property supplied to PMGAA by Offeror under this Contract.
34. **Records and Audit Rights.** Offeror's and all of its approved subcontractors' books, records, correspondence, accounting procedures and practices, and any other supporting evidence relating to this Contract, including the papers of all Offeror and subcontractor employees that work on the Contract (all the foregoing collectively referred to as "Records"), must be open to inspection and subject to audit and/or reproduction during normal working hours by PMGAA. PMGAA is entitled to evaluate and verify all invoices, payments or claims based on Offeror's and its subcontractor's actual costs (including direct and indirect costs and overhead allocations) incurred or units expended directly in the performance of work under this Contract. For any audit under this Section, Offeror and its subcontractors hereby waive the right to keep such Records confidential. PMGAA is entitled to access to these Records from the effective date of this Contract for the duration of the work and until five years after the date of final payment by PMGAA to Offeror under the Contract. During normal working hours, PMGAA is entitled to access to all necessary Offeror and subcontractor facilities and shall be provided adequate and appropriate workspace, in order to conduct audits under this Section. PMGAA shall give Offeror or subcontractors reasonable advance notice of intended audits. Offeror shall require its subcontractors to comply with the provisions of this Section by including its requirements in all subcontracts related to this Contract.
35. **E-Verify Requirements.** To the extent applicable under A.R.S. § 41-4401, Offeror and its subcontractors warrant compliance with all federal immigration laws and regulations that relate to their employees, and compliance with the E-Verify requirements under A.R.S. §23-214(A). Offeror's or its subcontractors' failure to comply with such warranty shall be deemed a material breach of this Contract and may result in the termination of this Contract by PMGAA. PMGAA shall have the right to inspect the papers of Offeror's and any of Offeror's subcontractor's employee who works on this Contract to ensure the Offeror is complying with this paragraph.

Exhibit 1 Ticketing Terminal Floorplan



 TICKETING TERMINAL FLOOR PLAN



Exhibit 2 Enplanements

The following table shows enplanements at Phoenix-Mesa Gateway Airport for the period of February, 2023 through January, 2024.

Airlines by Month	Passenger Enplanements
February, 2023	87,707
Allegiant	76,715
Flair	3,472
Sun Country	2,674
Swoop	3,909
WestJet	937
March, 2023	114,718
Allegiant	101,672
Flair	4,055
Sun Country	2,872
Swoop	4,912
WestJet	1,207
April, 2023	90,732
Allegiant	82,235
Flair	2,187
Sun Country	1,466
Swoop	4,844
May, 2023	69,207
Allegiant	69,207
June, 2023	66,712
Allegiant	66,606
Sun Country	106
July, 2023	73,585
Allegiant	73,585
August, 2023	58,729
Allegiant	58,669
Sun Country	60
September, 2023	46,981
Allegiant	46,805
Sun Country	176
October, 2023	79,599
Allegiant	78,147
Sun Country	1,452
November, 2023	77,500
Allegiant	75,130
Sun Country	2,370
December, 2023	82,266
Allegiant	79,345
Sun Country	2,921
January, 2024	76,170
Allegiant	74,123
Sun Country	2,047
Grand Total	923,906