



## **REQUEST FOR PROPOSALS**

Common Use Technology Equipment

**REQUEST NUMBER:** 2303

**DUE DATE:** ~~January 27, 2023~~ **February 3, 2023**

**DUE TIME:** 2:00 pm (local)

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## INTRODUCTION

The Gerald R. Ford International Airport Authority (GFIAA) is requesting proposals for the installation of a Common Use Passenger Processing System (CUPPS) with Common Use Terminal Equipment (CUTE) for passenger processing at ticket counters and gate service areas. CUPPS shall assist in the terminal optimization by providing flexibility in the assignment and sharing of key terminal resources.

The Gerald R. Ford International Airport is the second busiest airport in Michigan, serving business and leisure travelers with nonstop and connecting flights on six airlines. The Ford Airport is managed and operated by the Gerald R. Ford International Airport Authority.

This solicitation will be publicly opened at the Gerald R Ford International Airport Authority, located on the second floor of the Gerald R Ford International Airport Terminal Building at 5500 44<sup>th</sup> St SE, Grand Rapids, MI, 49512. All submissions will be sealed until the date and time specified.

## SOLICITATION AND PROJECT SCHEDULE

ACTIVITY	DATE
RFP Issue Date	January 5, 2023
Question Deadline	January 20, 2023
Submission Due Date	<del>January 27, 2023</del> February 3, 2023 at 2 pm
Contract Start Date	Spring 2023

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

## WORK SCOPE

### Project Overview

The Gerald R. Ford International Airport Authority (GFIAA) is pursuing the installation of a Common Use Passenger Processing System (CUPPS) with Common Use Terminal Equipment (CUTE) for passenger processing at ticket counters and gate service areas. CUPPS shall assist in terminal optimization by providing flexibility in the assignment and sharing of key terminal resources.

Included in the project is airline branding and Flight Information Display System (FIDS) monitors at ticket counter and gate locations for airline identification. This will need to be integrated with the current FIDS system. The current FIDS

system is managed by Art of Context. Art of Context will deliver content to display screens based on input from the CUPPS system.

The qualified manufacturer/Value Added Reseller (VAR) submitting a proposal shall be referred to as the vendor. The vendor shall furnish all materials and equipment necessary to complete the job and provide detailed submittals of all materials and equipment to be used on the project.

The system must provide the capability for airlines to connect directly with and access their native, non-emulated host systems and applications; OR must be a fully compliant CUPPS IATA RP1797 solution or latest version. The system shall ensure that the Airport will be able to take advantage of the latest technologies and upgrade features offered at the time of this award.

## Scope

We are looking for a quote for:

- 16 Ticket counter positions on east and west ends of the front lobby, separated by 3 baggage carousels.
- 10 Gate positions across 2 concourses.
- 2 spare positions – 1 for Ticket counter, 1 for Gate
- 28 total positions

## Special Attention

The system will need to work the following Airlines upon installation:

- |                     |                      |
|---------------------|----------------------|
| • Delta Air Lines   | • American Airlines  |
| • Frontier Airlines | • Allegiant          |
| • United Airlines   | • Southwest Airlines |

Solutions should have the flexibility to accommodate other airlines that may serve GRR in the future.

**Special effort shall be made to minimize the interruption of airline operations and any disruption of passenger service.**

## General System Requirements

- CUPPS shall allow multiple airlines to share ticket counter positions and gate podiums by providing secure applications access to each airline's respective native host system for a shared use environment; or shall be CUPPS compliant with the latest version of IATA RP 1797 technical specifications.

- CUPPS system shall:
  - Meet the technical requirements specified in this RFP.
  - Provide a reliable and secure environment for airport and airline operations.
  - Meet GFIAA cybersecurity standards.
    - If the following standards cannot be met, indicate mitigating technology or process that would come closest to the standard.
    - Password minimum standards – change every 90 days, minimum length 10 characters, complexity of three of the following categories upper case, lower case, number, special character.
    - Virus and malware protection.
    - If remote access is setup through existing network connections, user accounts must connect through a VPN connection with multi-factor authentication.
    - Devices shall lock or logout the user account after 30 minutes of inactivity, without causing loss or corruption of data.
- At minimum, the CUPPS will be installed with the enhancements, functionality, and software releases that are the most current and meet industry requirements at the time of implementation.

## Additional Requirements

Vendor must be able to provide 24/7 phone support to the end user. If offered, provide options for onsite support.

The vendor shall perform the detailed configuration, engineering, installing, testing, and training for the total CUPPS including the interconnectivity of system components and modules. The vendor shall integrate and interface with the CUPPS, the following GFIAA provided systems: Art of Context FIDS.

The vendor is to provide all hardware, software, system integration, project management, installation, site administration, training, maintenance, warranty, and software. The vendor shall provide any necessary patch cords to connect the equipment provided.

The installation, commissioning, and maintenance of CUPPS will be defined in an agreement to be completed with the vendor selected under this RFP.

## Existing Conditions

- GFIAA provides passive fiber and copper backbone to airline tenants.
- Each ticket counter has two positions, with an airline branding monitor or digital display behind each position.

- Each gate counter has two positions with a Gate Information Display System (GIDS) monitor or digital display behind each position.
- FIDS and GIDS are part of the same system.

### Additional Questions to Answer

1. What is the earliest timeframe it can be implemented by?
2. How much internet bandwidth is needed?
3. What options are in place or in development to replace the credit card swipe readers?
4. How will operating systems, equipment firmware and drivers, software and applications be updated with security updates and functionality improvements?
5. What continuity of operations and redundancy is in place to ensure availability?
6. What will the onsite transition team look like after implementation, to support airlines directly?
7. Could you provide a list of carriers currently available on your system?
8. Could you describe the testing and quality assurance process?
9. The Authority wishes to minimize PCI-DSS compliance exposure to the greatest extent possible.
  - a. What are the options for this?
  - b. How can PCI-DSS compliance risk be accepted or shared between Vendor and Airlines?

## REQUESTS FOR INFORMATION

Questions regarding this solicitation are to be submitted in writing to [purchasing@grr.org](mailto:purchasing@grr.org) prior to 5 p.m. on January 20, 2023.

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

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

Addendums will only be published by the GFIAA Purchasing Department and available for review at [www.grr.org](http://www.grr.org).

## SUBMISSION FORMAT AND EVALUATION CRITERIA

Submissions should include and will be evaluated on the elements outlined below:

**Executive Summary – One (1) page maximum**

Summarize the Respondent’s strong points and how experience, particularly with similar responsibilities, will benefit the stakeholders.

**Business Organization – One (1) page maximum**

State the full name and address of the organization and, if applicable, the branch office, consultants, or other subordinate elements that will provide or assist in providing the service. Include phone number(s), email address(s) and Respondent’s website address.

**Project Understanding and Listed Deliverables – Eight (8) pages maximum**

State in succinct terms the Respondent’s understanding of the major issues of this request. Describe specifically the Respondent’s intended process and responsibilities, as well as the technology that will be used to meet the criteria specified in this solicitation. Identify important steps that will be taken to meet the GFIAA’s expectations and identified deliverables.

**Project Staffing and Professional Services – Four (4) pages maximum**

Provide a chart with the staff you are committing to the solicitation. Show lines of authority and communication and provide a brief role description with responsibilities for each person as they relate to the solicitation as well as each staff member’s key credentials. Explain in depth your plan to provide immediate and continuous support throughout the project as well as the support available after the completion and integration periods have concluded.

**References – One (1) page maximum**

Provide a minimum of three (3) relevant references, preferably for projects of similar scope, nature, and complexity. Include the names of the projects, location, completion date, project cost, and specific challenges; identify project team members and references for each project including telephone numbers and email addresses.

**Fee Proposal – No page limit**

Please remit pricing in the returned proposal in the following format:

**Primary Solution:**

- Product cost, broken down by each component
- Labor/installation cost
- Training costs, if any
- Licensing costs
- Annual maintenance/service/support fees

- To ensure accurate pricing going forward, the proposer will provide unit pricing in the base bid of the CUPPS RFP.

Optional Features or Services separate from the base quote:

- Option for a fully managed onsite service by vendor employees or sub-contractor to vendor.
- Indicate costs if your solution requires dedicated internet lines.
- Provide a quote for adding the following:
  - Kiosk without self-bag drop.
  - Kiosk with self-bag drop.
  - Cart to support a gate position.

## REQUEST FOR PROPOSAL SUBMISSION

Responses may be delivered physically or electronically. To be considered, complete submissions must be received prior to the due date and time specified (local time).

- Hard copy responses can be mailed or otherwise delivered to the address below.

Submission address:

Attn: AJ Nye, Procurement Specialist

Gerald R Ford International Airport Authority

5500 44<sup>th</sup> St SE

Grand Rapids, MI 49512

- Electronic responses can be securely uploaded as a single pdf document to:

<https://www.dropbox.com/request/hdRdbvODI4usrOCwHhIb>

Electronic submissions shall be named with a form or portion of the firm's name as part of the document name.

The firm certifies the response submitted has not been made or prepared in collusion with any other respondent and the prices, terms or conditions thereof have not been communicated by or on behalf of the respondent to any other respondent prior to the official opening of this request. This certification may be treated for all purposes as if it were a sworn statement made under oath, subject to the penalties for perjury. Moreover, it is made subject to the provisions of 18 U.S.C. Section 1001, relating to the making of false statements.

Submissions may be withdrawn by written request only if the request is received on or before the opening date and time.



Submissions not meeting these criteria may be deemed non-responsive.

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

## AIRPORT SECURITY

It is essential that during the performance of this contract that airport security be maintained and that operations under this agreement conform to Airport security requirements.

### Airport-Issued Identification Badges -

Identification badges are issued by the Airport Police Department to provide unescorted access to authorized employees performing job duties within the airport. Contractors assigned to this account must be badged to provide services within the Secure Area. GRFIAA will not provide escort. The Contractor assumes responsibility for the conduct of all personnel working on airport property. All personnel within the Secured Area must display an airport-issued identification badge or be escorted by personnel with a badge who has been granted escort privileges. Identification badges must be worn on an individual's outermost garment and above the waist at all times.

The Airport encourages all Contractor personnel to be badged. **An unbadged person is to be under escort at all times.** This will be strictly enforced.

Badges are the property of the Airport and must be returned promptly upon fulfillment of this agreement, an individual's termination or at the request of the GRFIAA. Failure to return badges may result in the Contractor being declared nonresponsive and ineligible for future Airport contracts.

### Pre-Badging Requirements for General Contractor -

Contractor should coordinate badge requirements with the Airport Project Manager. DO NOT WAIT UNTIL THE LAST MINUTE. The following documents are required before the Contractor begin the badging process for themselves, their subcontractors or their employees:

1. Project Letter from Contractor – Letter must include the Project Name with Start Date and estimated End Date, PLUS a list of all Subcontractors (if any).
2. Authorized Signer Letter(s) – Contractors/subcontractors will designate one or more individuals to be Authorized Signers for badge enrollments. The Authorized Signer letter must be on company letterhead. An Authorized Signer must obtain an airport badge prior to attending signatory training which is administered by the Airport Security Coordinator. The badging process is outlined below.

### Badging Process –

The badging process requires two visits to the Airport Police office for each applicant.

#### 1. Badge Application and Background Checks

The process is initiated with the Authorized Signatory. They will be enrolling the applicant in the airport's SAFE Signatory Portal. Once enrolled and submitted, each applicant must make an initial appointment with the airport badging office. ([www.grrbadging.as.me](http://www.grrbadging.as.me))

As outlined in the appointment information, each individual is required to provide 2 pieces of acceptable ID, as well as provide a completed GRR Fingerprint Application. Information about acceptable IDs and the GRR Fingerprint Application can be found on the badging services page: <http://www.grr.org/badging-services.php>

The airport will perform two background checks on the applicant:

a. A security threat assessment (STA) is a name verification background check conducted by the Transportation Security Administration (TSA).

b. A criminal history records check (CHRC) is a fingerprint-based background check to determine if personnel have been convicted of a felony within the last ten (10) years. Background check results can take anywhere from two days to two weeks to be completed.

The Contractor's Authorized Signatory will be notified once the background checks have been completed and approved. The Authorized Signatory will notify the individual and have them schedule their assigned appointment for Badge Training and Issuance.

## 2. Training and Badge Issuance

The applicant will make an appointment at [www.grrbadging.as.me](http://www.grrbadging.as.me) for their assigned training and badge issuance. Training may include the following depending on which privileges the Authorized Signatory assigned during enrollment:

- a. SIDA training
- b. Non-movement driver's training

Each training takes approximately 45 minutes to complete. Once completed and passed, the individual will receive their ID.

Training/Badging must be completed within 30 days from date of approval. Applicants who fail to complete badging within the allotted time will be assessed a resubmission fee.

## 3. Authorized Signatory Training (IF APPLICABLE)

If an individual will be designated as an Authorized Signatory for their company, they will need to schedule an appointment for Authorized Signatory Training with the Airport Security Coordinator. This is typically handled through communication with the original Authorized Signatory and can only be completed after they have received their badge.

All initial badging fees will be at no cost to the Contractor. If an ID badge is lost, stolen, or otherwise unaccounted for immediate notify Airport Communications at 616.233.6055. The ID badge replacement fee is \$50.00. The badge holder is responsible for the ID badge replacement fee.

## TERMS AND CONDITIONS

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

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

The intent of these specifications is to solicit a properly designed and all-inclusive response. Any requirements not in the specifications, but which are needed for such a response, are to be included in the submission.

The Gerald R Ford International 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 that it will affirmatively ensure that for any contract entered into pursuant to this advertisement, disadvantaged business enterprises and airport concession disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

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

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

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

The GFIAA is tax-exempt and a regional airport authority organized under 2015 P.A. 95, being MCL 259.137 et. seq.

Vendor Representation and Warranty Regarding Federal Excluded Parties List: The Respondent acknowledges that the GFIAA may be receiving funds from or through the Federal Government; such funds may not be used to pay any Respondent on the Federal Excluded Parties List (EPLS). The Respondent represents and warrants to the GFIAA that it is not on the Federal EPLS. If the Respondent is in non-compliance at any time during execution or term of this agreement (including any extensions thereof), the Respondent shall be in breach and the GFIAA shall be entitled to all remedies available to it at law or equity, specifically including but not limited to recovery of all moneys paid to the Respondent, all consequential damages (including the loss of grant funding or the requirement that grant funding be returned), and attorney fees (including the costs of in-house counsel) sustained as a result of the Respondent's non-compliance with this warranty and representation.

Pursuant to the Michigan Iran Economic Sanctions Act, 2012 P.A. 517, by submitting a bid, proposal or response, Respondent certifies, under civil penalty for false certification, that it is fully eligible to do so under law and that it is not an "Iran linked business," as that term is defined in the Act.

Insurance requirements are posted on the Documents and Forms page of the GFIAA website within the Purchasing Terms and Conditions document.

**Termination For Cause:** Should the firm fail to perform the Work as required by and in accordance with the schedule or time requirements, or otherwise violate any of the terms set forth in the Solicitation Request, it shall constitute breach of the Contract. Other than in force majeure situations, Respondent shall have five (5) calendar days to cure a breach of the Contract (the "Cure Period") following issuance of GFIAA written notice. Failure to cure a breach of the Contract within said Cure Period shall allow the GFIAA to, without further notice to the Respondent, declare the Contract terminated and proceed with the replacement of the Respondent and the GFIAA shall be entitled to all remedies available to it at law or in equity including a claim against any required payment/performance bonds.

**Termination Without Cause:** Notwithstanding any other provision, at any time and without cause, GFIAA shall have the right, in its sole discretion, to terminate the contract by giving sixty (60) days written notice.

Although it is the intent to contract with one provider, the GFIAA reserves the right to contract with alternate sources if the Respondent is unable or unwilling to service its obligation, or it is deemed by GFIAA to be in its best interest to use alternate sources.

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

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

## MICHIGAN FREEDOM OF INFORMATION ACT

Information submitted in this solicitation is subject to the Michigan Freedom of Information Act and may not be held in confidence after the Respondent's submission is opened. A submission will be available for review after the project has been awarded.

GFIAA cannot assure that all of the information submitted as part of or peripheral to the Respondent's submission will be kept confidential. Any Respondent submission language designated as confidential is considered automatically invalid and void. GFIAA is subject to the Michigan Freedom of Information Act, which prohibits it from concealing information on or associated with responses, successful or unsuccessful, once they are opened.

## EVALUATION, STATUS UPDATES/AWARD NOTIFICATION

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

As part of the evaluation process, Respondents may be requested to make an oral presentation, at the Respondent's expense, to an evaluation committee. Key staff to be assigned to this project must participate in this presentation unless otherwise waived by the Authority. The presentation may be followed by a question-and-answer session.

The Authority reserves the right at its discretion to waive irregularities of this solicitation process.

In the event of extension errors, the unit price shall prevail and the Respondent's total offer will be corrected accordingly. In the event of addition errors, the extended totals will prevail and the Respondent's total will be corrected accordingly. Respondent must check their submission where applicable. Failure to do so will be at the Respondent's risk. Submissions having erasures or corrections must be initialed in ink by the Respondent. Respondents are cautioned to recheck their submissions for possible errors.

The Respondent shall not be allowed to take advantage of error, omissions or discrepancies in the specifications.

The Authority, at its sole discretion, reserves the right to award to the Respondent whose response is deemed most advantageous to the Authority. The Authority, at its sole discretion, shall select the most responsive and responsible Respondent and evaluate all responses based on the requirements and criterion set forth in this solicitation while reserving the right to weigh specifications and other factors in the award. The Authority reserves the right to reject any and all submissions as a result of this solicitation.

The Authority reserves the right to award by line item when applicable and to accept or reject any or all parts of a submission.

Accelerated discounts should be so stated at the time of submission. If quick-pay discounts are offered, The Authority reserves the right to include that discount as part of the award criterion. Prices must, however, be based upon payment in thirty (30) days after receipt, inspection, and acceptance. In all cases, quick-pay discounts will be calculated from the date of the invoice or the date of acceptance, whichever is later.

Award notifications are posted on the Authority website. It is the Respondent's responsibility to monitor the website for status updates.