CITY OF HOUSTON

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HOUSTON AIRPORT SYSTEM

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Director of Aviation

George Bush Intercontinental ~ William P. Hobby ~ Ellington Airport

November 3, 2020

SUBJECT: Letter of Clarification No. 1

REFERENCE: Request for Proposal (RFP) for Common/Shared Use Passenger and Processing System; Solicitation No. H27-C/SUPPS-2021-004

To: All Prospective Respondents

This Clarification is being issued to:

I. **EXTEND** the proposal due date from November 19, 2020, 2:00 P.M., CST to **December 3, 2020, 2:00 P.M., CST.**

II. **Respond to Questions**

1. **Question:** Is HAS interested in a screening as a service model whereby rather than owning or leasing the equipment the vendor charges a per passenger charge to the airport in a concession model? This reduces risk for the airport as the vendor becomes responsible for continued innovation and upgrades for the life of the contract.

   Response: Please submit an option as part of the proposal.

2. **Question:** Does HAS intend to retain any passenger data (e.g. photo template) for the proposed enrollment process?

   Response: No.

3. **Question:** Who is the incumbent providing HAS with C/SUPPS in Terminals A and B?

   Response: SITA is the current C/SUPPS provider for Terminal A. This RFP does not include Terminal B. Collins Aerospace is the current C/SUPPS provider for Terminal D.

4. **Question:** Who is the incumbent/technology providing Biometric Exit solutions at IAH and HOU?

   Response: VeriScan, NEC and Collins Aerospace.

5. **Question:** Section 8.4.1.3 indicates that a firm must be in the business of selling, designing, installing, and maintaining curb to gate systems for a period of 5 years. Is the five-year requirement mandatory or can firms with less than five years still submit a proposal?

   Response: In order to be the prime, the firm must meet all requirements in the RFP.

6. **Question:** For sections 8.4.1.4 and 8.4.1.5 can both prime and subcontractor experience be used for these requirements?

   Response: Yes.

7. **Question:** Would we be able to reuse the current network that is applied for currently used CUPPS/CUTE/CUSS capabilities?
   a. If yes, can we get a copy of the current as-built network diagram along with its specifications, capacity and redundancy?

   Response: No. This network is currently owned and managed by existing providers and not by HAS.

8. **Question:** Typically, from millwork request to notification to start work, how long does it take to get approved?

   Response: Typically, 30 days depending on the complexity of the project.

9. **Question:** Can we get a copy of HAS' information security policy?

   Response: This is included in section 3.3.2 SSAE 18 Compliance. Additional information will be provided to the selected firm.

10. **Question:** Current and future CUSS locations and how they are organized along with power and HAS network drops?

    Response: This will be part of the design of the complete system that needs to be provided in response to this RFP.

11. **Question:** HAS targeted self-service bag drop locations at IAH and HOU and how they are organized (power, printer space and physical security)?

    Response: This will be part of the design of the complete system that needs to be provided in response to this RFP.

12. **Question:** Can we get a copy of layout for CBP arrival areas and their podium setup along with power and HAS network drops?

    Response: Not at this time.

13. **Question:** Can we get a copy of layout for TSA security check point areas and their podium setup along with power and HAS network drops?

    Response: Not at this time.

14. **Question:** What are the metrics (qualitative and quantitative) to be used by HAS for user acceptance process (from example, endurance – is it time based?) pertaining this effort?

    Response: Please refer to Section 9.3, Attachment A.

15. **Question:** Does HAS have an expected budget range for this project?

    Response: No.

16. **Question:** We kindly request a two-week extension as the responses from the questions may change the elements of the proposed solution.

    Response: Please refer to the extended proposal due date in this LOC.

17. **Question:** For IAH, please confirm that all terminals are interconnected to a single telco core room, i.e.: Can Terminal A access the current AV Airport circuits in Terminal D for shared connectivity?

    Response: Entire system has a single-multi function core room in Terminal D with network core rooms in Terminals A and D.

18. **Question:** Is it correct to assume HOU has a single telco core room?

    Response: Yes, HOU has a major telco core room and additional telco rooms through the airport.

19. **Question:** Is it the airport's expectation that airlines will modify their mobile apps to integrate with the Suppliers Identity Management System within their application's flow to enable passengers travelling to enroll biometrically?

    Response: To be determined in the future. Please propose architecture and design best practices for integration.

20. **Question:** Is it the airport's expectation that airlines will modify their CUPPS applications to integrate with the Supplier's IMP (Identity Management Platform) to perform biometric enrollment for passengers travelling, or should the Supplier provide this capability "outside" of the airline's application flow?

    Response: Yes, for airlines using HAS' curb to gate system.

21. **Question:** Is it the airport's expectation that airlines will modify their CUSS applications to integrate with the Supplier's IMP (Identity Management Platform) via the biometric capabilities supported within the Supplier's CUSS platform to perform biometric enrollment for passengers travelling, or should the Supplier provide a separate CUSS based enrolment capability "outside" of the airline's CUSS application?

    Response: Please propose best practices in integrating IMP and how it will impact mobile enrollment.

22. **Question:** Who provides the Baggage Handling System and conveyors in each of the airport (Terminal A, D, and HOU) Terminals?

    Response: Vanderlande.

23. **Question:** Please provide clarification of which peripherals are required for check in desks and gate counters (ATB, BTP, scanners, readers, BGR, MSR, OCR)

    Response: - Check-in desks (ticket counters) - 1 ATB, 1 BTP, 1 MSR/OCR Keyboard per position
    - Gate counters - Most gates have 3 positions per gate. The plan is to have 2 ATB, 2 BTP, 1 BGR, and 3 MSR/OCR keyboards per gate. Firms are encouraged to recommend the latest best industry practices.

24. **Question:** Please provide clarification of configuration and peripherals for CUSS kiosks and self-bag drop acceptors.

Response: These have been provided in the RFP requirements. Respondents can propose specifications for CUSS kiosk and self-bag drop, to their specific system(s).

25. **Question:** Please specify if there are diverse/avoidant Telecom cabling feeds/paths, e.g.: SONET ring, etc. into IAH and HOU airports.

    Response: There are multiple service providers that terminate at these locations.

26. **Question:** Is a Bag Tag Printer (BTP) with RFID required? If required, will all airlines use it?

    Response: No, BTP with RFID is not currently required, however, we may want to explore using bag tags with RFID in the future.

27. **Question:** Please confirm whether HAS has interconnected both IAH and HOU airports (thru MPLS or any other way), if so can we use that interconnection to cross C/SUPPS traffic?

    Response: Yes.

28. **Question:** Does "Border Control" where referenced in the RFP mean support for the CBP Exit program for passengers departing internationally or is the requirement larger than that. If it is larger, can HAS please elaborate on the requirement.

    Response: The CBP exit program.

29. **Question:** Please confirm that the 6 CUPPS workstations for IAH must be provided for each Terminal A (first phase) and Terminal D (second phase), Table 1 in Page 6 only indicates 6 workstation for the Training Room in Terminal D but there is nothing for Terminal A.

    Response: There will be one training room with 6 CUPPS workstations for IAH. Terminal A carriers and Terminal D carriers can use the same training room which will be located in Terminal D.

30. **Question:** Which position quantities is HAS looking for pricing on, the current, estimated or both? Please explain the difference.

    Response: Estimated.

31. **Question:** As-built drawings and documentation according to specifications found in HAS CAD/Geospatial Data Standards and documentation. Does HAS require a BIM or AutoCAD drawings?

    Response: All current HAS standards and specifications can be found online at https://www.fly2houston.com/biz/resources/building-standards-and-permits

32. **Question:** Please share the current Interface Control Documents (ICD) provided by INFOR Enterprise Asset Management System (EAMS), PropWorks, and RMS.

    Response: This will be provided to the selected firm.

33. **Question:** Please clarify the name of your EVIDS provider.

    Response: Infax.

34. **Question:** Can HAS provide the names of the suppliers of each of the systems specified in section 1.1.4.3. Can HAS provide the name of the product being employed and the version number of that product?

    Response The names are listed under Section 1.1.4.3.

35. **Question:** Please provide any additional requirements for the integration between ServiceNow and the Contractors service management system.

    Response: It is basic integration with a basic ticketing system.

36. **Question:** Please clarify what "Security Auditing" you will be performing to which you would need LAN Access.

    Response: Industry standard auditing.

37. **Question:** Which specific telco providers have a proprietary, physical, last-mile connection into each airport? Please provide this answer for both IAH and HOU. Also please provide the local telco provider name (e.g. AT&T uses ABC Company locally).

    Response: There are multiple service providers at each location. It is up to the proposer to select an appropriate provider.

38. **Question:** Who will be performing the "Security Auditing?"

    Response: HAS and/or a representative.

39. **Question:** For Self-Bag Drop, is HAS planning to add the feeder belt to connect the current check-in counters with the main baggage belt?

    Response: The selected firm of this RFP will need to connect the Self-Bag Drop with the existing and future baggage systems.

40. **Question:** The Contractor shall ensure that the Contractor's S/CUSS system remains in compliance with the latest PCI Data Security standards during the term of the contract.
    1) Does HAS have a PCI DSS Attestation of Compliance for each "common use" airport location where the Contractor's S/CUSS system will be deployed? If HAS does not have a PCI DSS Attestation of Compliance for each "common use" airport location where the Contractor's S/CUSS system will be deployed are there plans to do so?
    2) Have any scoping exercises been done by HAS to determine what infrastructure and hardware/software systems are in scope for PCI compliance?

    Response: The selected firm will be responsible for PCI DSS compliance.

41. **Question:** The Contractor shall submit a PCI Attestation of Compliance on an annual basis. The PCI DSS Attestation of Compliance must include the physical environment and all systems onsite that are in scope. Since the "common use" Contractor cannot provide an AOC on behalf of the customer is the expectation that the Contractor will assist in providing pertinent information regarding their system to the HAS supplied PCI DSS QSA for review?

    Response: The system will be on a stand-alone network maintained by the selected firm. The firm is responsible for the overall PCI compliance and shall work with HAS for attestation. Respondent's

methodology, past processes, attestation compliance, and review is recommended to be provided in response to this RFP.

42. **Question:** The Contractor will provide compliance documentation to the Director and/or designee and to each airline utilizing the S/CUSS system at HAS. Should this read that the HAS PCI DSS QSA would provide the Attestation of Compliance once they have deemed that all in scope systems have met the requirements for PCI DSS compliance?

    Response: Please refer to response provided in Question No. 41.

43. **Question:** What is the airport looking for and trying to achieve regarding PCI DSS?

    Response: Please refer to response provided in Question No.41.

44. **Question:** When do they need PCI attestation by and for what systems, CUSS and/or CUPPS?

    Response: Please refer to response provided in Question No.41.

45. **Question:** Tables 3 and 6 do not match. Please confirm which airlines operate out of which terminals. The Contractor will provide compliance documentation to the Director and/or designee and to each airline utilizing the S/CUSS system at HAS. Should this read that the HAS PCI DSS QSA would provide the Attestation of Compliance once they have deemed that all in scope systems have met the requirements for PCI DSS compliance?

    Response: Table 3 is the correct one. To answer the second question, if the credit card travers over the network, HAS and the vendor have to work together to meet PCI compliance. Please refer to response provided in Question No. 41 for additional information.

46. **Question:** This section states individual device availability is 99.99%. For clarification, based on the calculation of 87.5 hours provided, is the expected availability 90%?

    Response: Availability for all systems should be 99.99%

47. **Question:** Can you please define "City Data"?

    Response: Any data that traverses in the systems covered under this RFP.

48. **Question:** Please confirm how many e-boarding gates HAS is requesting per terminal (IAH and HOU), can we assume double gate array (lanes) per e-boarding gate?

    Response: At this point it is undetermined. Firms are encouraged to add technology under Attachment B under "Other". It is also encouraged to add design cost if any.

49. **Question:** Is the 90-days NTP only for CUPPS and/or CUSS within Terminal A and HOU?

    Response: Please refer to Section 6.1 of the RFP.

50. **Question:** The RFP says "certain components must be substantially complete within 90 days of Notice To Proceed" would HAS please specify which components fall within this requirement.

    Response: Please refer to Section 6.1 of the RFP.

51. **Question:** Does this include "agent facing" workstations and peripherals as well?

   Response: Yes.

52. **Question:** Please clarify if the Live Video Demonstrations are due upon submittal of the RFP. If not, what is the expected date?

   Response: Video demonstrations are due during the presentation phase, when firms are short listed.

53. **Question:** What is the level of modeling required here?

   Response: Please refer to Table 5 of the RFP.

54. **Question:** Can HAS elaborate on what Border Control functionality they would expect to be supported on the kiosk.

   Response: US Customs and Border Protection supported functions.

55. **Question:** Please clarify "HAS personnel performing troubleshooting". Will HAS have a team supporting the systems proposed in this RFP? If so, please advise which systems and scope.

   Response: Please refer to Table 5 of the RFP.

56. **Question:** The SLA described in this section does not align to the response matrix in section 12.3.9.3. Please clarify this section.

   Response: Requirements in Section 12.3.9.3 remain as stated.

57. **Question:** All consumables for all systems in RFP scope are responsibility of the contractor? Typically, Airlines are responsible to provide their own stock for CUPPS and SBD (they print their branding logo in their stock). Contractor typically provides paper stock for CUSS kiosks and CUPPS hardcopy printer but not for CUPPS nor SBD, please confirm.

   Response: Firm shall provide consumables for the entire system unless individual airlines provide their own consumables.

58. **Question:** Section states "bag tag stock is future." Can you clarify what this means?

   Response: "Bag tag stock is future" should be omitted. Consumables are to be provided by the vendor for the entire system.

59. **Question:** Can HAS provide the specifications found in HAS CAD/Geospatial Data Standards document for CUPPS, CUSS?

   Response: Please refer to response provided in Question No. 31.

60. **Question:** Please provide the HAS Security Policies and Procedures referenced throughout the RFP.

   Response: Please refer to response provided in Question No. 9.

61. **Question:** This section refers to maintaining adequate stock of spare components and parts. Does this imply the contractor is financially responsible for spares replenishment?

Response: Yes.

62. **Question:** This section refers to the contractor training HAS personnel before the end of the warranty period. Does this indicate HAS will handle maintenance and support beyond the warranty period?

    Response: No.

63. **Question:** This section refers to KPI's in section 11.0. However, section 11.0 is related to CUPPS/CUSS implementation requirements. Can you advise KPI requirements?

    Response: Firms should provide the KPI's their systems can meet. They should at least meet requirements under Section 3.3 of Attachment A.

64. **Question:** Table 5: "IT Security Report", can you please provide context to this report, what it should contain. This is the only reference to this report.

    Response: Firms should provide a sample report to at least meet best industry standards. Samples could be GDPR and PCI.

65. **Question:** Table 5: Operating System Securing Plan", can you please provide context to this plan, what is should it contain annually? This is the only reference to this Plan.

    Response: Please refer to response provided in Question No. 64.

66. **Question:** Please define the KPIs mentioned in this section.

    Response: Please clarify which section.

67. **Question:** PCI Attestation of Compliance Report provided annually. Should this read that HAS will receive an annual Attestation of Compliance from their PCI DSS QSA Annually?

    Response: No.

68. **Question:** Is the list of potential employees required at proposal submittal or NTP?

    Response: Required at proposal submittal per Section 12.2.3 of the RFP.

69. **Question:** Is this staffing plan required at proposal submittal or NTP?

    Response: Required at proposal submittal per Section 12.2.3 of the RFP.

70. **Question:** HAS has an internal Service Management system for work assignments. For clarification, will trouble ticket dispatching to the contractor be handled via the HAS system?

    Response: Yes.

71. **Question:** ServiceNow is mentioned in section 5.2.2. Is ServiceNow the same application intended to be used for this requirement?

    Response: Yes.

72. **Question:** This section indicates 24x7x365. Is this an on-site requirement?

    Response: Please refer to Table 6 in Attachment A.

73. **Question:** For clarification, will issues from the end users be raised to the HAS Technology Desk or the Contractor's Service Desk?

    Response: HAS Technology Desk.

74. **Question:** The note in this matrix states "technicians must be on site from 0500-0100, 24/7/365." For clarification, is the intent to have staff onsite only during the 20 hours stated or 24 hours per day?

    Response: Technician staff are to be on site 20 hours.

75. **Question:** The note in this matrix states "technicians must be on site from 0500-0100, 24/7/365." Is this a requirement for both IAH and HOU airports?

    Response: Yes.

76. **Question:** Please provide clarification on the certification by manufacture.

    Response: Please be more specific on which certifications you are referring to.

77. **Question:** Can HAS provide the "CAD/Geospatial Data Standards and documentation?"

    Response: Please refer to response provided in Question No. 31.

78. **Question:** Can HAS provide copies of the specifications referenced, "HAS Division 27 Specifications found in "Section 271300 Backbone And Riser Media Infrastructure" And "Section 271500 Horizontal Media Infrastructure?"

    Response: Please refer to response provided in Question No. 31.

79. **Question:** Can HAS provide copies of the specifications referenced, "Specification 271100 Communications Cabinets And Equipment Rooms" And "Section 272100 Data Communication Network Equipment."

    Response: Please refer to response provided in Question No. 31.

80. **Question:** Does HAS require the Contractor to provide access layer switches for Terminal D? If so, please provide the quantity of IDF closets or a construction drawing of all IDF closets with the distances from each potential C/SUPPS position at the check-in, gate, recheck, back office, etc.

    Response: Contractor shall provide switch per their design as required. Background drawing will be provided to selected firm to complete their design.

81. **Question:** Does HAS have a list of the IDF Wiring closets and their locations in IAH & HOU?

    Response: Background drawings will be provided to the selected firm.

82. **Question:** What is the age of the current Biometric Exit Solutions? Additionally, will all of the currently installed hardware be required to be supported by the Contractor for the entire term of the contract?

    Response: Less than 1 year. Yes.

83. **Question:** How is the current Biometric Exit Solution supported today and what level of support and requirements are expected from the Contractor for these current devices?

    Response: It is supported by HAS Personnel. The same level and support requirements for all the other equipment described in the RFP.

84. **Question:** Can HAS clarify & provide the specific antivirus requirements?

    Response: At a minimum the best of industry standards.

85. **Question:** Will HAS consider Contractor equipment replacement Best Practices for the equipment in 7.5.3, similar to how HAS offered Contractor replacement is based upon Best Practice in 7.5.2 and 7.5.4?

    Response: Not at this time.

86. **Question:** Can HAS provide details on level of troubleshooting, skills, number of staff and on what devices/services HAS personnel will provide?

    Response: The firm is expected to provide all troubleshooting and support for the entire system.

87. **Question:** Will the Contractor be reimbursed for the consumables used, on a monthly or quarterly basis? It's not customary/typical to include the cost of the consumables at the bid phase as the usage is unknown and may change overtime. If the Contractor is required to include the cost for consumables, can HAS please provide the estimated average usage quantities per month or per quarter?

    Response: Firms providing proposals should use industry best practice.

88. **Question:** Can HAS confirm all current HAS security policies and procedures are provided in the RFP and provide any missing HAS security policies and procedures to Contractors?

    Response: Firms should use NIST 800 and HAS expects the selected firm to use this as a minimum standard.

89. **Question:** The Attachment B Cost Proposal Lease Form, includes tables for proposers to fill out items for the First Phase for Terminal A and First Phase for Hobby. There are no tables to fill out for these two First Phases for Terminal A or Hobby in the Attachment B Cost Proposal Own Form. Please provide guidance why they are different.

    Response: Please see attached added pages for the "Own" First Phase for Terminal A and First Phase for Hobby.

90. **Question:** The quantity of 10 in this table conflicts with the RFP, SOW Attachment A, page 29, section "1.1.15 The Contractor shall provide six (6) workstations that include all peripheral devices in use at IAH for end user training purposes and user acceptance testing." Please provide guidance on the correct quantity for proposers to price.

    Response: Please refer the correct quantity shown in Attachment B for pricing.

91. **Question:** Table 1 on page 6 shows the current and future C/SUPPS positions at IAH and HOU. However, these quantities do not match with the quantities listed in the Attachment B Cost Proposal Forms. Please confirm which quantities proposers should use.

    Response: Please refer to response provided in Question No. 90.

92. **Question:** Please confirm that "time stamping" means to show the time it takes to process the passenger and not to mean that the video itself must have the date shown in the video.

    Response: "Time Stamping" refers to the time it takes to process a passenger and the video must show the date that the video was taken.

93. **Question:** What type of fiber will be available in IAH & HOU? Singlemode? Multimode (laser optimized)?

    Response: Singlemode and multimode where available.

94. **Question:** Can you specify how many positions/per category (Ticket Counter, Gate, Self Service Kiosks, Training Room, Airline Offices and Lounges, Re-check, Self Service bag Drop) can or should be biometric-enabled/capable?

    Response: All positions except for back-office positions.

95. **Question:** Does HAS expect that all C/SUPPS locations (curb to gate) will be biometrically enabled from day one? If not, at what point during the contract does HAS expect it to be available?

    Response: No. Timelines should be included in your proposals.

96. **Question:** Will the LAN supporting the C/SUPPS infrastructure be constructed in parallel (isolated) from the existing Campus LAN?

    Response: No, a separate network is required for C/SUPPS.

97. **Question:** Will the core network and computing C/SUPPS infrastructure housed in a single or split comm room layout?

    Response: A single communication room for main system is required.

98. **Question:** How many data pairs and power outlets are there per position? What type of Ethernet cable type (5e, 6e, etc.) is installed at each position?

    Response: This will be determined by the firm's design in compliance with HAS specifications.

99. **Question:** What is the expected growth/reduction rate that HAS envisions?

    Response: To be determined.

100. **Question:** Will HAS provide "last-mile" connectivity from the telco dmark (MPLS and/or Internet) to the communications room at both IAH and HOU?

     Response: Multiple service providers terminate at both locations.

101. **Question:** Please describe further what specific tests are required to be completed and what are the deliverables (either in number of days, or specific tasks) required to be completed during the Endurance Testing period.

    Response: This should be included in firm's proposals. Firms should include best industry practices for testing.

102. **Question:** Please describe further what specific tests are required to be completed and what are the deliverables (either in the number of days, or specific tasks) required to be completed during the Proof of Concept / Factory Acceptance Testing period.

    Response: Please refer to the response provided in Question No. 101.

103. **Question:** In section 11.5 Testing and Acceptance, there are 3 different types of testing – (11.5.1.1) Proof-of-Concept / Factory Acceptance Testing; (11.5.1.2) Functionality and Performance Testing; (11.5.1.3) Endurance Testing; yet in section 11.6 Testing, there are 4 phases of testing described: (11.6.1) Stage I – Initial Phase Testing; (11.6.2) Stage II – Initial Phase Assessment; (11.6.3) Stage III – Final Phase Testing; (11.6.4) Stage IV – Final Phase Assessment.
    Please confirm the correct testing phases, and if all testing phases are applicable, please provide in order, the sequence which they must be performed

    Response: Section 11.5 refers to types of testing.
    Section 11.6 refers to phases of testing.
    Please refer to 11.6 for the sequence/phases of testing.

104. **Question:** Does the PCI requirement apply to CUTE, C/SUPPS and CUSS?

    Response: Yes.

105. **Question:** Regarding the supply of an annual PCI DSS Attestation of Compliance, is it required that the Attestation apply to the full implementation for HAS at IAH for CUTE, C/SUPPS and CUSS?

    Response: Yes.

106. **Question:** Please provide the quantity of equipment and the type of each piece of equipment required to be removed and returned.

    Response: All C/SUPPS equipment in Terminal A will be returned to HAS. All network and core system hardware components belonging to HAS will be returned to HAS and all network and core system hardware belonging to current provider will be removed by the current provider. When Terminal D/MLIT is complete, all C/SUPPS equipment, network equipment, and core hardware components will be removed by current provider.

107. **Question:** Does HAS request vendors to provide mobile enrollment for passengers, through an airline-provided mobile application, or an airport-provided mobile application?

    Response: This should be in the firm's proposals to use best industry standards.

108. **Question:** Will HAS reimburse the Contractor for any removal of existing equipment (such as recycling and proper disposal costs)?

    Response: No. The existing equipment will be disposed of by the equipment owners.

109. **Question:** Please provide the specific bond value or form.

     Response: Bond (Performance and Maintenance) values are determined by the yearly total cost of the contract.

110. **Question:** Please provide the specific bond value and forms required to be completed

     Response: Please refer to response provided in Question No.109.

111. **Question:** Please confirm if HAS will provide an office for the Contractor's onsite staff, free of charge to the Contractor, at both IAH and HOU. If there is a charge, please provide the monthly fee.

     Response: HAS will provide offices at no cost to vendor.

112. **Question:** Please confirm when the video on an external drive needs to be submitted; is it at the time of proposal submission or at the time of the presentation?

     Response: Please refer to the response in Question No.52.

113. **Question:** Please confirm that the proposal submission should contain the directions as outlined in 16.1 of the RFP, whereas the complete submission includes 1 original hard copy, 9 additional hard copies, plus 10 USB sticks in total.

     Response: Yes.

114. **Question:** Is it HAS' intention for the mobile passenger enrollment to be integrated in the HAS airport mobile app or in an airline's mobile app?

     Response: Please refer to response provided in Question No.107.

115. **Question:** Are all of the on-site maintenance and support requirements applicable to IAH and HOU?

     Response: Yes, however appropriate staffing levels should correspond to each location.

116. **Question:** Current and Future C/SUPPS Positions (Table 1) Can you please clarify if the table represents physical boarding gates or the quantity of E-gates needed at each boarding gate?

     Response: Current = physical boarding gates, Future = potentially both.

117. **Question:** Current and Future C/SUPPS Positions (Table 1) Can you please clarify how many actual E-gates will be needed at both IAH and HOU? Please clarify how many actual lanes there will be and what will be the % of gates be that are ADA compliant?

     Response: This should be included in firm's proposals.

118. **Question:** Current and Future C/SUPPS Positions (Table 1) Will all the E-gates at boarding be full biometric gates?

     Response: Yes.

119. **Question:** General Question: Will the E-gates be installed directly into the floor or will there be mounting boxes?

     Response: This should be included in firm's proposals.

120. **Question:** General Question: Are the HAS contractors a part of a Union?

Response: The City does not maintain this information.

121. **Question:** General Question: What are the hours that will be allowed for installation of hardware?

Response: To be determined.

122. **Question:** General Question: Can HAS please specify the functionality, alerts, and rules the E-gate must deliver? Is there a Scope of Work you can provide for the E-gates?

Response: This should be included in firm's proposals.

123. **Question:** The last bullet of section 5.1 references "Automated border control systems", is HAS referring to integration to CBP-TVS for departure flights?

Response: Yes.

124. **Question:** Can HAS clarify whether that the counts in Table 1 (Current and Future C/SUPPS Positions) are the number of C/SUPPS workstations positions per gate or the number of gates hold rooms? If hold rooms, please confirm the number of C/SUPPS workstations required at each gate.

Response: No. of positions per gate

125. **Question:** Can HAS provide millwork drawings to confirm hardware fit for the existing millwork?

Response: Not at this time.

126. **Question:** For Table 1, can HAS provide the make and model of any current Biometric Exit equipment?

Response: VeriScan Ipad Pro 12.9 various versions and NEC.

127. **Question:** Can HAS provide Bidders with Terminal floor-plan drawings that show which Ticket Counters, Gates, SSKs, Re-Check Counters, Biometric Exit and SSBDs will be populated in which terminal areas according to the Table 1 quantities? And, can these drawings be provided in CAD format so that Bidders can propose layouts that maximize self-service passenger flow?

Response: Not at this time.

128. **Question:** For the 90-day substantial completion, can HAS confirm that this is for core functionality only? Also, can the bidder propose additional functionality to be completed as available due to hardware lead times, etc.?

Response: Please refer to Section 6.1.

129. **Question:** Can HAS confirm that the Live Demo Airport Environment is not due with the RFP response submittals and will be a part of the "interview" process?

Response: Please refer to the response in Question No.52.

130. **Question:** Can HAS provide drawings that show the current placement of counters and any planned future design modifications?

     Response: Not at this time.

131. **Question:** 16.1 states, "Additionally, provide ten (10) complete copies on a memory stick (USB Thumb drive) labeled with the appropriate Solicitation name and number that includes a complete copy of all information in the printed original." Is the intent to provide ten (10) individual thumb drives each with one complete copy of the printed original? Please confirm.

     Response: Ten (10) printed copies including one (1) printed original copy and ten (10) individual thumb drives.

132. **Question:** Was the omission of TAB 10 intentional?

     Response: No. Page 19 of 22 is attached in this LOC, please see revised page 19 attached.

133. **Question:** Section 19 indicates Attachment D - Sample Agreement as one of the forms to be submitted with the proposal. Is the expectation that the bidder submits an agreement of its own or a redlined version of Attachment D – Sample Contract that was provided with the RFP documents?

     Response: Attachment D - Sample Agreement is provided as a reference for the firm who will be selected. The successful firm will redline any exceptions to the sample agreement at the appropriate time.

134. **Question:** Can HAS provide the as-built drawings and documentation found in the HAS CAD/Geospatial Data Standards and documentation referenced in this section?

     Response: Please refer to response provided in Question No.31.

135. **Question:** For 3rd Party interfaces, can HAS provide the current vendors providing these systems as well as a point of contact for each vendor?

     Response: Not at this time. Please refer to Section 1.1.4.3.

136. **Question:** Can HAS provide the HAS Division 27 specifications referenced in this section?

     Response: Please refer to response provided in Question No.31.

137. **Question:** For an accurate network design, can HAS provide Bidders with drawings that represent all MDF/IDF rooms indicating current network drop termination points?

     Response: HAS will provide background drawings to the selected firm. The successful firm will need to complete a final design

138. **Question:** Can HAS provide drawings on the existing network and power locations?

     Response: Not at this time.

139. **Question:** For Airline circuit connectivity, can the Airline/Bidder leverage existing network connectivity between IAH and HOU if this exists?'

     Response: No, a separate network connection will be required to connect IAH and HOU for C/SUPPS.

140. **Question:** Can HAS provide specific anti-virus requirements for pricing?

Response: This should be submitted with the firm's proposal to include best industry standards.

141. **Question:** Is this solution used as a backup DCS at HAS airports, or do Charter/LCCs use it regularly?

Response: Solution in this RFP will be for primary use for scheduled airlines and charters.

142. **Question:** If the intent, as stated in the RFP, is to replace all hardware every 3 years, should Bidders include pricing for full hardware replacement every 3 years?

Response: Yes, please refer to Section 7.5 in Attachment A.

143. **Question:** In lieu of hardware replacement, can Bidder propose alternate cost-saving options that would still provide reliable hardware?

Response: Yes.

144. **Question:** Does HAS have a standard reporting tool that would be preferable for the Bidder to integrate with?

Response: Please refer to Section 1.1.4.3.

145. **Question:** For SaaS or leased options, will HAS make exception for a perpetual license?

Response: Please clarify. Unable to answer question as stated.

146. **Question:** A discrepancy exists between the resolution times for operational failure in sections 9.10.6.3 (72 hour resolution time) and 12.3.9.3 (24 hour resolution time). Can HAS please clarify the definition of "operational failure"?

Response: Please refer to Section 12.3.9.3.

147. **Question:** Please provide a list of all hardware that would need to be re-used for the purpose of support and certification.

Response: All hardware for the proposed C/SUPPS is required to be new. Unless specified by the Director or designee.

148. **Question:** Would HAS consider granting Bidders a 3-week extension for submission the RFP response?

Response: Please refer to the response provided in Question No. 16.

149. **Question:** We respectfully request an extension to the due date of the RFP for no less than two weeks past the current due date.

Response: Please refer to the response provided in Question No. 16.

150. **Question:** Section 9.2.1 states that, "The MWBE goal is 16% (MBE – 11% and WBE – 5%)." Please clarify if small business requirements are for 16% of total subcontracted dollars or total contract value for 8 + 2 years.

    Response: Total contract value for 8 + 2 years.

151. **Question:** It has come to our attention that a potential bidder employs a recent, former senior HAS employee. How does HAS intend to address potential Organizational Conflict of Interests (OCI) posed by information this individual has?

    Response: The City complies with all applicable federal, state and local regulations as well as City policies with respect to any potential conflicts of interest.

152. **Question:** Please include timelines for phase 1 and phase 2.

    Response: Phase 1 – Please refer to Section 5.5 and 6.1. Phase 2 - Please refer to Section 5.6

153. **Question:** Please provide the timeline for HAS to cover all touchpoints and complete the seamless journey for each airport and terminal.

    Response: This should be included in firm's proposals.

154. **Question:** Please clarify that phase one of Terminal A is to be completed 90 days after NTP / PO issued for domestic and international flights.

    Response: Yes. Please refer to Section 6.1.

155. **Question:** What do you exactly require to be completed in the first 90 days after NTP, out of the multiple sub-steps of the required scope of work?

    Response: New C/SUPPS enabling Terminal A airlines to be able to process passengers in the same capacity as they currently are today.

156. **Question:** Please clarify that Phase 1 covers both domestic flights and international flights to Canada?

    Response: Yes, all airlines operating out of Terminal A. Please refer to Section 6.1.

157. **Question:** Please clarify that Phase 1 covers other international flights other than to Canada?

    Response: Airlines operating out of Terminal A may have international flights.

158. **Question:** Is HAS planning to consolidate operations into reduced number of terminals and closing temporarily any terminals due to COVID?

    Response: No.

159. **Question:** Is IAH Terminal A also Rockwell Collins CUSS/CUPPS managed?

    Response: No, Terminal A C/SUPPS is maintained by SITA.

160. **Question:** Which terminals at IAH are common use, and are all Airlines using the Common Use platform?

Response: Currently Terminals A and D are common use. All airlines in Terminal D are common use. All ticket counters and gates in Terminal D are common use. Some airlines in Terminal A have their own network and hardware at their dedicated ticket counters and gates, however, all airlines have their apps installed on the common use workstations and can use any common use gate in Terminal A.

161. **Question:** Which terminals / gates are managed by Rockwell Collins CUSS/CUPPS?

    Response: All in terminal D.

162. **Question:** What is currently installed in IAH Terminal A? Who is this hardware provider? What processes are covered in this current workflow or passenger flow?

    Response: Please refer to Table 1.

163. **Question:** Is Hobby also Rockwell Collins CUSS/CUPPS managed?

    Response: No.

164. **Question:** Is Hobby also common use, and are all Airlines using the Common Use platform?

    Response: No.

165. **Question:** Which terminals / gates in Hobby are managed by Rockwell Collins CUSS/CUPPS? What is currently installed in Hobby? Who is this hardware provider? What processes are covered in this current workflow or passenger flow?

    Response: Please refer to response provided in Question No.164.

166. **Question:** Are you prepared to have a Test / Innovation LAB established on site?

    Response: Not at this time.

167. **Question:** Can you provide server space for remote accessing the hardware?

    Response: HAS will supply physical space where available.

168. **Question:** Can Houston provide access to local servers to host equipment?

    Response: No. This is a stand-alone system to be provided under this RFP.

169. **Question:** Please clarify which is the preferred cloud-based solution, for the CUSS and/or the CUPPS, as well as the Identity Management Platform?

    Response: Firm shall provide the cloud-based solution if it has developed one.

170. **Question:** Terminal D will be replaced by MLIT correct? When are you planning to close D and when is MLIT planned to be completed?

    Response: MLIT is the name for the redesign and expansion project. Please refer to Section 5.6.

171. **Question:** Please outline the minimum qualification requirements in Section 8.1?

Response: Please refer to Sections 1.1 and 8.4.1.

172. **Question:** The RFP states that the affidavit needs to be notarized in Texas. Please clarify if HAS will accept notarization from another US state.

Response: Yes.

173. **Question:** Regarding the buyback program, please clarify that prices for equipment can be established at market price level at the time of the event?

Response: Yes.

174. **Question:** Does the baggage sorting system support RFID tags? Is the contract required to price in ALL bag tags consumable as RFID tags and price the management of this consumable type over the duration of the contract 8 + 2 years? Even though some/many airlines, especially domestic will not want to or be able to use these types of tags because of cost.

Response: No RFID system is in place on BHS within our knowledge of IAH and HOU airports governed by HAS.

175. **Question:** There do not appear to be any specific mandatory requirements that specifically focus on the functionality than must be provided by the Identity Management Platform (IMP). Is the IMP expected to drive the passenger process and workflow?

Response: Firm shall provide best industry practices in their proposal.

176. **Question:** Please provide any specific requirements for the IMP that HAS considers mandatory.

Response: Firm shall provide best industry practices in their proposal.

177. **Question:** There are multiple compliance levels and standards referenced in relation to PCI-DSS and CUTE and CUSS requirements specifically from IATA. However there do not appear to be any details that are applicable to biometric requirements e.g. ICAO 9303 Part 9 - Deployment of Biometric Identification and Electronic Storage of Data in MRTDs. Is there a requirement to meet any of the specifications identified in document 9303?

Response: Please refer to Section 1.1.22.

178. **Question:** There are multiple compliance levels and standards referenced in relation to PCI-DSS and CUTE and CUSS requirements specifically from IATA however there do not appear specific Privacy compliance levels specified. What level of Privacy compliance does HAS expect as a minimum?

Response: Please refer to Section 1.1.22.

179. **Question:** MWBE Goal: 16% (MBE – 11%; WBE – 5%)
a. Is the stated MWBE Goal in reference to the initial supply, deployment and commissioning of the systems?

Response: Applies to the Scope of Work.

180. **Question:** Section 6 item 6.1 This is a critical project to support airline operations at IAH and certain components must be substantially complete within ninety (90) days of Notice To Proceed (NTP) as agreed between HAS and the Contractor during the RFP process. The airlines currently operating in Terminal A (IAH), as part of the existing Common Use deployment, will require priority.

a. Will the existing common use provider be allowed to extend the existing systems in Terminal D into Terminal A and or HOU to support the requirement?
b. Is there a specific calendar date by which the deployment into Terminal A must be fully complete, commissioned, and operational?

Response: a. No, selected contractor will provide a completely new system.
b. Calendar days described in Section 6 of the RFP remain as stated.

181. **Question:** Will HAS consider proposals for the self-service component only, including, kiosks, bag drops pre-security check points and self-service boarding?

Response: Please refer to Section 1.1.

182. **Question:** Section 8.4.4 Houston Airport System (HAS) desires to select a business partner who has demonstrated implementation for common use systems for each path of the passenger journey therefore it is requested that the responder please digitally record the passenger (or demo of a passenger) in a live airport environment for which the respondents systems resides, demonstrating each path of the passenger common use system.
a. Can the videos described for the Live Demo be submitted as part of Step ONE of the selection process, defined in section 12.13.1 of the RFP?
i. Based on the number and quality of Proposals to this RFP, the evaluation committee may form a short list of proposers whose proposals provide the most desirable methods for providing the services. In developing the short-list, the committee will consider, among other things, the criteria described in Section 8.0. The Houston Airport System will utilize the consensus scoring methodology to evaluate this RFP.

Response: Please refer to the response in Question No.52.

183. **Question:** Section 9.11.4 Store of Consumables: Consists of printer ink for all printers included in the C/SUPPS solution, and ticket and bag tag stock for CUSS kiosks only (bag tag stock is future). All printer ink or toner, document paper, ticket and bag tag stock for the C/SUPPS shall be provided by the Contractor.
a. Should the provision of stock at the counters be modified?
i. Typically the airlines prefer to use their own branded boarding pass and bag tag stock at the Check-in and Gate Counters.

Response: Vendor shall provide consumables for the entire system unless individual airlines provide their own consumables.

184. **Question:** Can HAS provide Virtual Server Environments in their data center to support the installation of the CUPPS systems?

Response: Please refer to the response provided in Question No.168.

185. **Question:** Section 13 item 13.1 MINIMUM QUALIFICATIONS The Proposer shall have been in the business of selling, designing, installing, and maintaining qualified common/shared use passenger processing systems including but not limited to items in Section 5.1 at large-hub airports that meet or exceeds an annual throughput of =10 million passengers per year for a minimum of five (5) years.
a. Section 5.1 as noted in the qualifications defines a range of products, some of which are relatively new to the market.

i. Please confirm that the proven provision of passenger processing systems at large-hub airports that meet or exceed and annual throughput of 10m PAX per year for a minimum of five years. Is an acceptable minimum qualification for this project.

Response: Please refer to Section 13.1. Proposers are encouraged to provide recommendations to new technology.

186. **Question:** Please confirm that HAS will provide all connectivity between Terminals at IAH as well as connectivity between IAH and HOU.

Response: HAS will provide a dedicated circuit connecting IAH and HOU. Circuit specifications will be based on contractor's network requirements

187. **Question:** Attachment A section 1.1.8 The network hardware (e.g. switches, firewalls, line cards, power supplies, network uplink modules, etc.) for this LAN shall be furnished and installed by the Contractor and shall follow all HAS networking requirements in accordance with the HAS Division 27 specifications "SPECIFICATION 271100 COMMUNICATIONS CABINETS AND EQUIPMENT ROOMS" and "SECTION 272100 DATA COMMUNICATION NETWORK EQUIPMENT."
a. Please confirm that the Contractors scope of work regarding the LAN is limited to the provision, maintenance and support of the active network components only

Response: Please refer to response provided in Question No. 31.
a. Proposers are able to use existing cabling where available. New installations will need to be included in the design.

188. **Question:** Attachment A section 2.1.3 The Contractor shall submit a PCI Attestation of Compliance on an annual basis and provide compliance documentation to the Director and/or designee and to each airline utilizing the S/CUSS system at HAS.
a. Please confirm that HAS will provide the annual audit and associated third party testing of the installation.

Response: Please refer to the response provided in Question No.41.

189. **Question:** Attachment A section 2.2.3 The Contractor shall provide host connectivity for each airline's host feed (a shared, redundant, multi-host feed may be proposed).
a. While the existing installations of the SITA AirportHub and ARINC Avinet installations are provided by the two current common use suppliers at IAH, these are likely not part of the common use contracts. Airlines have defined global agreements for the provision of connectivity to airports and contract for these services directly with the WAN provides. The contractor can only provide the gateway creating the DMZ between the airline circuit and the systems.
i. Please confirm this requirement can be removed.

Response: Requirements in Attachment A, Section 2.2.3 remain as stated.

190. **Question:** Attachment A section 3.2.1.2 The systems shall use industry standard components. The systems shall not contain any proprietary interfaces or components. The system shall use industry standard application development software.
a. Please confirm that the use of proprietary firmware on the printers is prohibited.

Response: It is understood that some printer manufacturers require common use provider-specific firmware in order to function properly with the provider's application. Common use provider-specific

firmware on printers is not prohibited as long as new firmware from a different common use provider can overwrite existing firmware and the printers still function properly.

191. **Question:** SSAE 18 Compliance
a. Please confirm that SSAE18 compliance is a requirement for hosted or "cloud" solutions only.

Response: Contractor will have to comply with best industry practices as specified in the RFP.

192. **Question:** Attachment A item 7.5.2 All front-end, public-facing workstations, monitors, printers, scanners, and workstation peripheral equipment shall be replaced every three (3) years or sooner if conditions require.
a. Please confirm that refresh of equipment can be done on a 5-year life cycle. This is a standard for the minimum for these types of devices and will only require 1 refresh for the life of the contract saving HAS substantial cost.

Response: HAS will consider Contractor-proposed C/SUPPS equipment replacement best industry practices." This should be included in ~~vendor~~ firm's proposals.

193. **Question:** Attachment A item 7.5.4 All CUSS kiosks shall be replaced every 3 years or sooner if conditions require. HAS will consider Contractor-proposed CUSS kiosk replacement best practices.
a. Please confirm that refresh of equipment can be done on a 5-year life cycle. This is a standard for the minimum for these types of devices and will only require 1 refresh for the life of the contract saving HAS substantial cost.
i. Embross kiosks typically have a much longer life cycle and could easily support the full duration of this contract with proper regular maintenance.

Response: HAS will consider Contractor-proposed CUSS kiosk replacement best industry practices." This should be included in firm's proposals.

194. **Question:** Attachment A item 7.6 Buy-Back Program 7.6.1Throughout the term of the Agreement, the Contractor shall provide a Buy Back Program that allows HAS to exchange obsolete, end-of-life, and removed-from-service equipment for discounts or credits on future purchases. This shall include peripheral printers, scanners, and PCs and CUSS kiosks that have had hard drives and other data storage devices removed and destroyed. 7.6.2 Proceeds from the sale of equipment will be passed through to HAS in the form of a credit against future services or new equipment purchases under the Agreement.
a. Unfortunately, used computer equipment has little or no value, especially once decommission with the drives removed and destroyed. We recommend any such equipment be donated to a worthy local charity which may be able to repurpose some of the devices.
b. Please confirm that this program does not apply.

Response: This program does apply. Requirements in Section 7.6 remain as stated.

III.   Revise the page and provide the missing forms

1.   See attached revised page 19 of 22.
2.   Add missing forms to Attachment B Cost Proposal Lease Form for "Own" First Phase for Terminal A and First Phase for Hobby

When issued, Letter(s) of Clarification (LOC) shall automatically become part of the solicitation documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Clarification. Clarification will be incorporated into the Agreement as applicable. It is the responsibility of the proposer(s) to ensure that it has obtained all such letter(s). By submitting a bid on this project, proposer(s) shall be deemed to have received all Clarifications and to have incorporated them into their proposal.

If further clarification is needed regarding this solicitation, please contact Al Oracion, Sr. Procurement Specialist, via email at Alfredo.Oracion@houstontx.gov.

DocuSigned by:

Cathy Vander Plaats

Cathy Vander Plaats
Procurement Officer
Houston Airport System

17.1.5.1.2   Prepare narrative statements that describes the Proposer's understanding of the work involved in performing the Scope of Work that is described in the Functional Specification.

17.1.6   **TAB 4** – Response to Firm and Individual Professional Experience and Knowledge as described in Section 8.4.1.

17.1.7   **TAB 5** – Response to Project Plan and Schedule as described in Section 8.4.2.

17.1.8   **TAB 6** – Response to Technical Design/Approach as described in Section 8.4.3.

17.1.9   **TAB 7** – Live Demo Airport Environment 8.4.4

17.1.10   **TAB 8** – Response to Maintenance Support as described in Section 8.4.5.

17.1.11   **TAB 9** – Response to Proposal Pricing as described in Section 8.4.6.

17.1.12   **TAB 10** – Response to MWBE Compliance as described in Section 9.0.

17.1.13   **TAB 11** – Response to Financial Capabilities as described in Section 10.0.

17.1.14   **TAB 12** – Provide all the Forms to be submitted with the Proposal as described in Section 19.0.

PART V: GENERAL TERMS AND CONDITIONS

18.0   GENERAL TERMS AND CONDITIONS

18.1   DRUG DETECTION AND DETERRENCE PROCEDURE

18.1.1   Please complete the related drug detection and deterrence procedures City Required Documents (Exhibit G).

18.2   INSURANCE REQUIREMENTS

18.2.1   The selected Respondent shall obtain and maintain in effect during the term of the Agreement, insurance coverage as set out below, and shall furnish certificates of insurance, in duplicate form, prior to the beginning of the services hereunder. All such policies except Professional Liability, Workers' Compensation and Employer's Liability shall be primary to any other insurance and shall name the City as an additional insured. All liability policies shall be issued by a company with a Certificate of Authority from the State Department of Insurance to conduct insurance business in Texas or a rating of at least B + with a financial size of Class VI or better according to the current year's Best's rating. The selected Proposer shall maintain the following insurance coverages in the following amounts:

18.2.1.1   Professional Liability insurance $1,000,000 per occurrence; $2,000,000 aggregate.

18.2.1.2   Automobile Liability insurance (including non-owned and hired auto coverage) $1,000,000 combined single limit per occurrence.

18.2.1.3   Commercial General Liability insurance including Contractual Liability insurance: $1,00,000 per occurrence; $2,000,000 aggregate

18.2.1.4   Workers' Compensation in the amount set by statute.

ATTACHMENT B
COST PROPOSAL FORM
(HAS OWN OPTION)

1. Provide cost structure for implementation phases of the Statement of Work Attachment A with HAS **owning** all equipment.

First Phase: Implementation Terminal A (Table 1)	
System Description	**Proposed Cost**
1. System Software:	
2. System Hardware:	
3. Project Coordination, Design, and Management:	
4. Installation and Configuration:	
5. Warranty:	
6. Total Proposed Price:	

2. Provide itemized cost for each solution to be delivered in the implementation Phase. HAS reserves the final authority on which systems shall be installed which will determine the final price prior to each implementation.

Itimized Fully Installed/Configured Cost (Table 2)											
First Phase	**Implementation**			**Additional as Requested by HAS**							
Terminal A	Estimated Quantity of Units	Cost Per Unit	Cost of Implementation	Estimated Quantity of Units	Cost per unit	Estimated Quantity of Units	Discount	Cost per unit with discount	Estimated Quantity of Units	Discount	Cost per unit with discount
Ticket Counter Positions	20			1 to 10		11 to 15			16 or more		
Gate Positions	30			1 to 10		11 to 15			16 or more		
Self-Service Kiosks	20			1 to 10		11 to 15			16 or more		
Additional Training Rooms	2			1 to 2		3 to 5			6 or more		
Airline Offices and Lounges	0			1 to 5		6 to 8			8 or more		
Re-check Counters	0			1 to 5		6 to 8			8 or more		
Biometric Exit Solution	30			1 to 5		6 to 8			8 or more		
Self-Service Bag Drop	20			1 to 5		6 to 8			8 or more		
Other											
Other											
Other											
Total Cost Terminal A Implementation											

Cost per unit shall be including delivery fully installed and configured.

OWN OPTION

ATTACHMENT B
COST PROPOSAL FORM
(HAS OWN OPTION)

1. Provide cost structure for implementation phases of the Statement of Work Attachment A with HAS **owning** all equipment.

First Phase: Implementation Hobby (Table 1)	
System Description	**Proposed Cost**
1. System Software:	
2. System Hardware:	
3. Project Coordination, Design, and Management:	
4. Installation and Configuration:	
5. Warranty:	
6. Total Proposed Price:	

2. Provide itimized cost for each solution to be delivered in the implementation Phase. HAS reserves the final authority on which systems shall be installed which will determine the final price prior to each implementation.

Itimized Fully Installed/Configured Cost (Table 2)											
First Phase	**Basic Services**			**Additional as Requested by HAS**							
Hobby	Estimated Quantity of Units	Cost per Unit	Cost of Implementation	Estimated Quantity of Units	Cost per unit	Estimated Quantity of Units	Discount	Cost per unit with discount	Estimated Quantity of Units	Discount	Cost per unit with discount
Ticket Counter Positions	10			1 to 10		11 to 15			16 or more		
Gate Positions	20			1 to 10		11 to 15			16 or more		
Self-Service Kiosks	10			1 to 10		11 to 15			16 or more		
Additional Training Rooms	4			1 to 2		3 to 5			6 or more		
Airline Offices and Lounges	5			1 to 5		6 to 8			8 or more		
Re-check Counters	0			1 to 5		6 to 8			8 or more		
Biometric Exit Solution	10			1 to 5		6 to 8			8 or more		
Self-Service Bag Drop	10			1 to 5		6 to 8			8 or more		
Other											
Other											
Other											
Total Cost Hobby Implementation											

Cost per unit shall be including delivery fully installed and configured.

OWN OPTION