

**Date:** December 16, 2022

**To:** Prospective Proposers

**From:** City of Cleveland, Department of Port Control

**Subject:** Addendum No. 2 to Request for Proposal – Common Use Passenger Processing System (CUPPS)

---

Please be advised that the City of Cleveland, through its Director of the Department of Port Control (“Department”), hereby publishes Addendum No. 1 to the Request for Proposal – Common Use Passenger Processing System (CUPPS), dated November 22, 2022.

This addendum serves as the response to all inquiries received prior to the question deadline date of December 16, 2022.

**PROPOSAL SUBMITTAL DEADLINE: Friday, January 6, 2023 by 4 p.m.**

**INQUIRIES**

<b>1.</b>	<b>Question</b>	Can we utilize our standard Master Service Agreement template?
	<b>Answer</b>	<b>The Department of Port Control will prepare the Agreement.</b>
<b>2.</b>	<b>Question</b>	RFP states submitting a proposal accepts the terms and conditions of Cleveland Hopkins International Airport. Can any exceptions be made to the Terms and Conditions provided by Cleveland Hopkins International Airport?
	<b>Answer</b>	<b>The Department of Port Control will prepare the Agreement and send to the selector vendor to review prior to signature.</b>
<b>3.</b>	<b>Question</b>	Does CLE expect a full hardware and software refresh for the CUPPS workstation environment?
	<b>Answer</b>	<b>Yes. Hardware and software should implement hardware and operating systems that are still in manufacturer support, and adhere to modern cybersecurity standards.</b>
<b>4.</b>	<b>Question</b>	At what point is biometrics integrated? Is it meant to be built as one entire proposal with all of the products? Biometrics, self bag drop, CUPPS and CUSS?
	<b>Answer</b>	<b>Biometric integration and self bag drop is not necessary for initial implementation, however, proposers should communicate any biometric options their systems are capable of implementing or are on their development roadmap. CAS would like an option to use biometric screening integrations to improve guest service and security at the airport.</b>
<b>5.</b>	<b>Question</b>	CUSS kiosks and Self BagDrop are mentioned, but no quantities are mentioned. What are the quantities amount of each?
	<b>Answer</b>	<b>4 CUSS kiosks are required and 2 self bag drops are optional</b>
<b>6.</b>	<b>Question</b>	Does CLE anticipate new hardware and software for CUSS?
	<b>Answer</b>	<b>CAS wants to use the best hardware and software implementation at</b>

		<b>the best price for the airport. This should meet or exceed minimum standards for hardware and software requirements/support, cybersecurity standards, and customer service deliverables.</b>
7.	<b>Question</b>	Bags Inc. is mentioned. To what extent is BAGS currently working at CLE? What integration of BAGS is CLE looking for?
	<b>Answer</b>	<b>Self bag drop is not currently in use, but CAS wants the option to quickly and seamlessly activate it in a CUPPS solution.</b>
8.	<b>Question</b>	What does the L1 Support model look like currently? What type of L1 support does CLE want to implement?
	<b>Answer</b>	<b>CLE does not expect a physical, on-site presence, but we do require 24/7/365 L1 software support when requested, and on-call hardware support to be dispatched when requested (not next business day). Section 2.2(p)</b>
9.	<b>Question</b>	Can you identify which airlines are currently using the incumbent CUPPS solutions at CLE?
	<b>Answer</b>	<b>American, Delta, Jet Blue, Southwest, Frontier, Spirit, Alaska, United, Swift, and affiliated charters</b>
10.	<b>Question</b>	Can you provide supplemental information regarding the remote valet bag drop service using BagsInc?
	<b>Answer</b>	<b>CLE is interested in improving customer service to help make travel easier and safer as well as opportunity to generate revenue for the airport. Valet bag drop; the ability to transform an area of the airport (ex: parking lots) into a remote luggage check-in service, is a service CLE does not currently provide but is interested in offering our traveling customers.</b>
11.	<b>Question</b>	Can you provide supplemental information regarding the emergency mass notification system integration requirement?
	<b>Answer</b>	<b>If vendor's system has pre-built integrations with any emergency mass notification system, or has implemented integrations in the past, please list the systems that have been used.</b>
12.	<b>Question</b>	In section 2 "Scope of Services", in the RFP, letter "n" says "Can integrate with emergency mass notification system to support automated emergency messaging including CLE's FIDS and public announcement system (Ex. Evacuation notices)." Questions – What FIDS and PA system is in use at CLE? Would the Airport consider changing the FIDS provider as well?
	<b>Answer</b>	<b>CLE currently uses Veovo Airport 20/20 as our MUFIDS platform. The airport's PA system is Atlas IED. CLE is open to changing FIDS provider; especially where CUPPS and MUFIDS are organically integrated, but this is not in scope for this project.</b>
13.	<b>Question</b>	In section 2 "Scope of Services", in the RFP, letter "h" says "Supports remote bag drop valet service using apps like BagsInc." Questions – Is this a mandatory integration requirement? What is required as part of bag drop valet service using BagsInc?
	<b>Answer</b>	<b>See answer to Question #10.</b>
14.	<b>Question</b>	In section 2 "Scope of Services", in the RFP, letter "i" says "CUPPS shall be system agnostic to support airline' documents scanning applications using mobile devices at the CUTE and CUPPS stations/podiums." Questions – What airline documents would need to be scanned at CUTE and CUPPS workstations? Can Airport elaborate on these requirements and provide some additional context?

	<b>Answer</b>	<b>CLE requires the ability to allow passengers to scan drivers' licenses, passports, and boarding passes using their mobile devices and/or physical copy. Additionally, CLE would like to provide the customer the ability for ticket and/or service fee payment via credit/debit card or mobile payment app.</b>
15.	<b>Question</b>	In section 2 "Scope of Services", in the RFP, letter "o" says "Integrates to automate announcements of flight information changes (e.e. flight status, gate changes, etc.)" Question – Can Airport provide information on the integration requirements for this please?
	<b>Answer</b>	<b>CLE utilizes AtlasIED for our public announcement/sound system. CLE would like CUPPS to transmit automated announcements when CUPPS airlines' flight status is changed/updated.</b>
16.	<b>Question</b>	Can you confirm if City of Cleveland has tax exempt status? This information is needed to determine if registration for a Sales and Use Tax account is required.
	<b>Answer</b>	<b>The City of Cleveland is a tax exempt organization</b>
17.	<b>Question</b>	When submitting the proposal response electronically, via e-mail, does the bidder have to separate each of the 14 sections (of Proposal Content) into separate files (documents) or can the complete proposal (all sections) be included in a single file separated by individual sections within the file?
	<b>Answer</b>	<b>Please submit the Proposal (all sections) in a single file separated into individual sections within the file. The fee proposal (Exhibit E) must be submitted in a separate file.</b>
18.	<b>Question</b>	Section 2.2, Detailed Scope of Services, in the RFP, item "g" states: Options to provide pre-configured, portable, free standing Common Use gate podiums. Is this the same as Mobile CUTE solution required under Exhibit E? If not, kindly advise which features and peripherals should be included.
	<b>Answer</b>	<b>Yes, this is the same as a mobile CUTE.</b>
19.	<b>Question</b>	Section 2.2, Detailed Scope of Services, in the RFP, item "j" states: Supports automation of CLE's CUPPS scheduling; including gate availability. A CUPPS system does not usually schedule resources in this way by itself. Is the request for a full Gate Management System or Resource Management system (RMS)/Airport Operational Database (AODB)?
	<b>Answer</b>	<b>No, this is not a request for an RMS/AODB. If the system can scale to incorporate these services, that would be good to know.</b>
20.	<b>Question</b>	Section 2.2, Detailed Scope of Services, in the RFP, item "n" states: Can integrate with emergency mass notification system to support automated emergency messaging including CLE's FIDS and public announcement system (EX. Evacuation notices). Which systems specifically are involved from which vendors? What is the overall flow of the data expected? Is the data originator CUTE/CUPPS to these systems or is the originator an upstream AODB/RMS system?
	<b>Answer</b>	<b>Veovo Airport 20/20 for FIDS, AtlasIED for paging, Code Red for mass notifications, but other integrations paths are open for discussion. The mass notification system would broadcast the message to any/all integrated systems.</b>
21.	<b>Question</b>	Section 2.2, Detailed Scope of Services, in the RFP, item "o" states: Integrates to automate announcements of flight information changes (i.e. flight status, gate changes, etc.) Which systems specifically are involved from which vendors? What is the overall flow of the data expected? Is the data originator CUTE/CUPPS to these systems or is the originator an upstream AODB/RMS system?

	<b>Answer</b>	<b>This is an optional feature request. If your system is capable of automating gate changes to FIDS please let us know, and which systems it can integrate with.</b>
22.	<b>Question</b>	Does CLE have a power BI available? If not, will you be providing subscriptions?
	<b>Answer</b>	<b>CLE has the option to obtain Power BI licensing. Vendor's proposal should outline the need for such licensing.</b>
23.	<b>Question</b>	How many flights per month will be managed by the system?
	<b>Answer</b>	<b>Gate requests are submitted monthly, so we have no average monthly flight data. If proposed CUPPS system has limitations on flight management, please explain.</b>
24.	<b>Question</b>	Is CLE interested in receiving raw data?
	<b>Answer</b>	<b>Not at this time, but if that service is available, please note it in your proposal.</b>
25.	<b>Question</b>	Does CLE Airport have an access layer network to which vendor can connect at 1G UTP (Cat 5e or better)?
	<b>Answer</b>	<b>Yes</b>
26.	<b>Question</b>	Will CLE Airport permit use of vendor provided IP addressing on common use clients?
	<b>Answer</b>	<b>Yes</b>
27.	<b>Question</b>	Does CLE Airport have an ISP circuit to the internet that vendor can use?
	<b>Answer</b>	<b>Vendor is responsible for their own ISP.</b>
28.	<b>Question</b>	Does CLE Airport have an available WiFi that vendor can use?
	<b>Answer</b>	<b>No</b>
29.	<b>Question</b>	Can Suppliers bid just the 4 CUSS Units, Section 2.2 Detailed Scope of Services "f"? Allowing other suppliers to provide the CUPPS system?
	<b>Answer</b>	<b>No</b>
30.	<b>Question</b>	What is the positioning of the CUSS kiosks with scales? Are the kiosk integrated into the counter with existing scales or out front of the counter with separate scales?
	<b>Answer</b>	<b>This depends on the recommended kiosks. CLE will adapt the ticketing space as necessary to accommodate the chosen kiosk. If multiple kiosk types are available, please explain the pros and cons of each.</b>
31.	<b>Question</b>	Most CUSS applications don't use scale integration as weight is done at the bag drop. Is it possible to provide scales, but not integrated, allowing passengers check the weight of bags before the bag drop?
	<b>Answer</b>	<b>Integrated weight is preferred, but proposals can include non-integrated scales if necessary.</b>
32.	<b>Question</b>	Can firms request changes to the contract terms? If so, do these need to be submitted with the RFP response?
	<b>Answer</b>	<b>The Department of Port Control will prepare the Agreement and send to the selected vendor to review prior to signature.</b>
33.	<b>Question</b>	Referring to Exhibit E, Hardware – Mobile CUTE – What is the quantity for Mobile CUTE positions?
	<b>Answer</b>	<b>See question #5.</b>
34.	<b>Question</b>	Referring to Exhibit E, Network, Cable – What does the Cable component mean here? Please precise the scope for this item.
	<b>Answer</b>	<b>This is cabling from the demarc to the vendor's router(s). Cabling to gates/ticket counters is part of CLE's network service.</b>
35.	<b>Question</b>	Referring to Exhibit E, Network, Configuration – What does the Configuration

		component mean here? Please precise the scope for this item.
	<b>Answer</b>	<b>Vendor-provided network equipment (routers, etc.) will need to be managed and configured by the vendor.</b>
36.	<b>Question</b>	Referring to Exhibit F, Threat and Vulnerability Management – Does the Supplier required to provide Antivirus for proposed equipment – servers, and clients (CUPPS workstations, Kiosks)?
	<b>Answer</b>	<b>Yes</b>
37.	<b>Question</b>	Is it possible to offer another extension to all vendors?
	<b>Answer</b>	<b>No</b>
38.	<b>Question</b>	Is CLE looking for an On-prem or Cloud solution?
	<b>Answer</b>	<b>Vendors are welcome to suggest and justify their recommended solution. If a vendor offers on-prem, hybrid, and/or cloud solutions, they are welcome to submit a fee schedule for each type of offering.</b>
39.	<b>Question</b>	Can we utilize our standard Master Service Agreement template?
	<b>Answer</b>	<b>Please see question #1.</b>
40.	<b>Question</b>	RFP states submitting a proposal accepts the terms and conditions of Cleveland Hopkins International Airport. Can any exceptions be made to the Terms and Conditions provided by Cleveland Hopkins International Airport?
	<b>Answer</b>	<b>Please see question #2.</b>
41.	<b>Question</b>	Is PCI-DSS required? Does CLE want the vendor to include this into the proposal?
	<b>Answer</b>	<b>Yes. Vendors are responsible for PCI-DSS compliance for their systems.</b>
42.	<b>Question</b>	Is CLE planning for the vendor to provide the network?
	<b>Answer</b>	<b>Please refer to questions #25, #27, #33, #34, #35</b>
43.	<b>Question</b>	Is the FIDs interface meant for the existing FIDS system or an actual FIDS requirement in which the vendor should include FIDS?
	<b>Answer</b>	<b>See question #12.</b>
44.	<b>Question</b>	Is the 24x7x365 technical support meant to be remote or on-site?
	<b>Answer</b>	<b>See question #8.</b>
45.	<b>Question</b>	What format are the status reports meant to be sent to the department of leadership?
	<b>Answer</b>	<b>This can be a digital dashboard or PDF.</b>
46.	<b>Question</b>	Is CLE looking for a AODB/RMS product? Is CLE looking for this product to manage gate availability manage gate availability?
	<b>Answer</b>	<b>No.</b>
47.	<b>Question</b>	What is the expected time frame for Award/NTP and for the new CUPPS system to be operational at CLE?
	<b>Answer</b>	<b>See Addendum #1, Question #5.</b>
48.	<b>Question</b>	How many CUPPS workstations (boarding gates and Check-in station) of each category is CLE requesting?
	<b>Answer</b>	<b>See Addendum #1, Question #4.</b>
49.	<b>Question</b>	Does CLE expect a full hardware and software refresh for the CUPPS workstation environment? Does CLE plan to reuse any equipment?
	<b>Answer</b>	<b>See question #6.</b>
50.	<b>Question</b>	At what point is biometrics integrated? What is the quantity of biometric stations?
	<b>Answer</b>	<b>See question #4.</b>
51.	<b>Question</b>	Is the biometric request to meet the CBP exit program?
	<b>Answer</b>	<b>See question #4.</b>

52.	<b>Question</b>	Is the “CSB” Cleveland Small Business 10% a goal? Or is it a 10% requirement that the vendor needs to meet?
	<b>Answer</b>	<b>The 10% CSB subcontracting goal is a goal not a requirement. All goals for City of Cleveland RFPs are goals, they are not quotas. The City requires that a Proposer demonstrate a good faith effort to meet the subcontracting goals as an element of its Proposal through the completion of the 4 OEO Schedules.</b>  <b>If a Proposer is unable to identify specific subcontractors with participation sufficient to meet the subcontracting goals, then the Proposer must provide an explanation of the good faith efforts made to meet the subcontracting goal on OEO Schedule 4. This may include a list of subcontractors that were contacted to work on the project who were unavailable to do work, or it may include an explanation of the good faith efforts and why those efforts were unsuccessful as part of a letter attached to OEO Schedule 4.</b>
53.	<b>Question</b>	CUSS kiosks and Self BagDrop are mentioned, but no quantities are mentioned. What are the quantities amount of each?
	<b>Answer</b>	<b>See question #5.</b>
54.	<b>Question</b>	Bags Inc is mentioned. To what extent is BAGS currently working at CLE? What integration of BAGS is CLE looking for?
	<b>Answer</b>	<b>See question #7.</b>
55.	<b>Question</b>	What does there L1 Support model look like currently? What type of L1 support does CLE want to implement?
	<b>Answer</b>	<b>See question #8.</b>
56.	<b>Question</b>	Section 2.2, Detailed Scope of Services, item B.C – Regularly scheduled hardware maintenance that is tracked, audited, and communicated, to the Department – Do proponent responses require onsite CUPPS/CUSS technical support? If so, please specify CLE’s onsite staffing requirements from RFP proponents.
	<b>Answer</b>	<b>See question #8.</b>
57.	<b>Question</b>	Section 2.2, Detailed Scope of Services, item C.A – Provide and leverage touchless/wireless technology – Is this to be included in the proposal or just include details of what we have available or our capability to provide these technologies?
	<b>Answer</b>	<b>This does not need to be included in the fee table, but including details on availability and cost is appreciated.</b>
58.	<b>Question</b>	Section 2.2, Detailed Scope of Services, item C.B – Implement biometry to as much touchless passenger processing as makes sense for CLE – same as above. We can provide biometric technology curb to gate but without the specifics we cannot effectively scope or price it.
	<b>Answer</b>	<b>See question #4.</b>
59.	<b>Question</b>	Section 2.2, Detailed Scope of Services, item C.C – Offers MobileID Pre-Check via biometry – same as above. Is the provider to supply a mobile enrollment app and Identity Management Platform?
	<b>Answer</b>	<b>See question #4</b>
60.	<b>Question</b>	Section 2.2, Detailed Scope of Services, item F – CUSS kiosks, including baggage scales at CUTE Check-in/Ticketing Counters – Other than the scale, are you looking for any other specific requirements like RFID printers, number of printers per unit, how will you like the kiosks to be installed on the floor – is

		glued acceptable? Any additional information on requirements would be appreciated.
	<b>Answer</b>	<b>No other specific requirements at this time. Kiosk installation is dependent upon location and approval of implementation plan by CLE engineering &amp; building staff.</b>
61.	<b>Question</b>	Section 2.2, Detailed Scope of Services, item H – Support remote bag drop valet service using apps like Bagsinc. We have worked and have relationships with remote bag drop services such as Bags-to-Go and OACIS but we are unaware of any apps they possess that support off-site processing of passengers or bags. Do you mean if we can support their access to our ACUS solution for remote check-in and baggage processing?
	<b>Answer</b>	<b>See questions #7, #10</b>
62.	<b>Question</b>	Section 2.2, Detailed Scope of Services, item I – CUPPS shall be system agnostic to support airlines’ documents scanning applications using mobile devices at the CUTE and CUPPS stations/podiums. We are agnostic and support the airline processes but can you please indicate what airlines at CLE are using mobile devices and which mobile devices?
	<b>Answer</b>	<b>Alaska Airlines. Other airlines may use mobile devices, but we are not aware</b>
63.	<b>Question</b>	Section 2.2, Detailed Scope of Services, item J – Supports automation of CLE’s CUPPS scheduling, including gate availability – This is not a function of CUPPS. Are you requesting a Resource Management System (RMS) as a planning and allocation tool? If so, we would need additional information to provide CLE pricing.
	<b>Answer</b>	<b>No we are not requesting an RMS.</b>
64.	<b>Question</b>	Section 2.2, Detailed Scope of Services, item M – Provides Planned vs Actual CUPPS Usage report – same as above. This is a function of the Resource Management System and not CUPPS since the RMS would be required to plan and allocate resources.
	<b>Answer</b>	<b>No we are not requesting an RMS.</b>
65.	<b>Question</b>	Section 2.2, Detailed Scope of Services, item N – Can integrate with emergency mass notification system to support automated emergency messaging including CLE’s FIDS and public announcement system (Ex. Evacuation notices). Typically, not seen in a CUPPS requirement, please provide a use cases to help understand the requirement. This is a function of the AODB of the RMS or FIDS.
	<b>Answer</b>	<b>See question #20.</b>
66.	<b>Question</b>	Section 2.2, Detailed Scope of Services, item O – Integrates to automate announcements of flight information changes (i.e. flight status, gate changes, etc.) – Same as above. Typically, not seen in a CUPPS requirement, please provide a use cases to help understand the requirement.
	<b>Answer</b>	<b>See question #21.</b>
67.	<b>Question</b>	Section 2.2, Detailed Scope of Services, item P – Provides 24x7x365 Technical Support Service – Do proponent responses require onsite CUPPS/CUSS technical support? If so, please specify CLE’s onsite staffing requirements from RFP proponents.
	<b>Answer</b>	<b>See question #8.</b>
68.	<b>Question</b>	Section 2.2, Detailed Scope of Services, item F – CUSS kiosks, including baggage scales at CUTE Check-in/Ticketing Counters – Other than the scale, are you looking for any specific requirements like RFID printers, number of printers per unit, how will you like the kiosks to be installed on the floor – is glued

		acceptable? Any additional information on requirements would be appreciated.
	<b>Answer</b>	<b>See question #60</b>
<b>69.</b>	<b>Question</b>	Please advise whether the PDF tables (in Attachments & Exhibits) that were discussed during the pre-proposal meeting will be provided to proponents in an editable format with the Addendum.
	<b>Answer</b>	<b>A fillable document, for the Attachments &amp; Exhibits, cannot be provided.</b>