



Flathead Municipal Airport Authority

**REQUEST FOR PROPOSALS FOR
COMMON/SHARED USE PASSENGER PROCESSING
SYSTEM**

ISSUE DATE: 4/27/2022

I. INVITATION TO SUBMIT

The Flathead Municipal Airport Authority (“FMAA”) is seeking proposals from qualified Vendors (“Vendors”) to provide a **COMMON/SHARED USE PASSENGER PROCESSING SYSTEM** throughout the new terminal.

Request for Proposals (RFP) and contract documents are available from the Flathead Municipal Airport Authority, Administration office, 4170 US Hwy 2 East, Kalispell MT 59901 or may be obtained through written request to the above address, or by email request to the Point of Contact, Justin Pritchard, at rfp@glacierairport.com. Other than with written consent from the Point of Contact, all Proposers, including any persons affiliated with or in any way related to a Proposer, are strictly prohibited from contacting any Commissioners or any FMAA personnel on any matter having to do in any aspect with this RFP after RFP issued date. Any other contact with such persons associated with FMAA shall be made only through and in coordination with the Point of Contact and must be made in writing. Prohibitive or inappropriate contacts made by Proposer may result in the disqualification of the Proposer. This requirement will be strictly enforced.

Proposals must be received in the Administration office of the Flathead Municipal Airport Authority, 4170 US Hwy 2 East, Kalispell MT 59901, or via email at rfp@glacierairport.com, no later than 2:00 PM MST on May 23rd, 2022. Late Proposals will not be accepted.

FMAA reserves the right to terminate selection proceedings at any time.

Activity	Date
Issue RFP	4/27/22
Optional Pre-Submission Meeting 10AM MST (Virtual)	5/4/22
Deadline for Written Questions	5/17/22
Issue Final Addenda	5/19/22
Proposals Due 2PM MST	5/23/22
Contract Recommendation to FMAA Board	6/14/22

II. INFORMATION FOR RESPONDENTS

FMAA owns and operates the Glacier International Airport which serves the Flathead Valley and surrounding area. Commercial passenger service is provided by United, Delta, American Airlines, Alaska Airlines, Allegiant Air, Frontier Airlines, Jet Blue and Sun Country Airlines. We provide direct service to 18 destinations with over 416,000 enplanements in 2021.

Substantial growth is expected at FMAA in the coming decade; therefore, the airport is in the middle of a \$130 million+ terminal expansion project which will expand the square footage from 75k to over 200k. This project will be completed towards the end of 2024. New gate counters and ticket counters will be rolled out starting in 2023 through to the end of 2024. FMAA will be hosting an optional pre-submission meeting online via Microsoft Teams to review the floorplans and

layout. Instructions to join to meeting are at the end of this document.

III. SCOPE OF SERVICES

FMAA is pursuing the installation of Shared Use/Common Use Passenger Processing System (SUPPS/CUPPS) for passenger processing at the ticket counters and gate counters in the newly completed terminal. The system will also need to include provisions for common use kiosks. The areas will be available to begin rollout of the system starting in spring of 2023 and continuing as outlined in the *“Phased Rollout Schedule”* section below. The system should support all current air carriers (8) and one company used for testing purposes with ability to expand to future carriers. The selected Proposer shall be responsible to ensure that all its systems interface successfully with airline systems to meet their operational needs.

The system must provide the capability for airlines to share ticket counter and boarding gate positions by providing secure applications to access their native, non-emulated host systems and applications; or must be a fully compliant CUPPS IATA RP1797 solution (latest version). The system shall ensure that FMAA will be able to take advantage of the latest technologies and upgrade features offered at the time of this award.

The system shall also be designed and implemented so that future technological enhancements can be easily integrated into the system. These enhancements should include but are not limited to:

- Self-tagging baggage and scale integration
- RFID baggage tagging
- Near Field Communication (NFC)
- Mobile kiosks
- FIDS/BIDS/GIDS

The qualified manufacturer/VAR submitting a proposal shall be referred to as the Vendor. SUPPS/CUPPS shall assist in terminal optimization by providing flexibility in the assignment and sharing of key terminal resources. The installation, commissioning, and maintenance of SUPPS will be outlined below and defined in an agreement to be completed with the Vendor selected under this RFP.

FMAA will provide any cabinetry/counter inserts needed. The specifications provided by the Vendor will be taken into consideration when designing the inserts.

The Vendor shall perform the detailed configuration, engineering, installing, and testing for the SUPPS/CUPPS system including the interconnectivity of system components and modules. The Vendor shall also include a cost to maintain CUPPS compliance and certification along with requirements for the platform operator to maintain CUPPS compliance and certification.

Vendor must be able to provide 24/7 customer phone support to the end user.

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. A visual inspection of the Vendor's equipment may be required. The Vendor shall furnish sufficient personnel and

equipment to complete the project in a continuous manner once work has begun.

The Vendor's employees shall be required to wear clean and neat uniforms provided by the Vendor and approved by FMAA. Vendor shall also furnish their employees with all the necessary PPE (Personal Protective Equipment) as specified by the Equipment Manufacturer. Vendor will be responsible for ensuring that their employee's wear all PPE required for safe operation of equipment.

AIRPORT CONFIGURATION INFORMATION:

Airlines to be supported should include United, Delta, American Airlines, Alaska Airlines, Allegiant Air, Frontier Airlines, Jet Blue, and Sun Country Airlines. An additional test company should be setup for trouble shooting equipment.

Existing environment at Glacier Park International Airport at time of SUPPS/CUPPS rollout in 2023.

- FMAA provides options for passive fiber and copper backbone to all tenants.
 - 1000/1000 Mbps Fiber Internet connection
- Centrally located and common demarc room for all tenants and fiber connected technology rooms located in each area of the building.
- Each boarding gate counter has 2 positions
 - 1 GIDS monitor
- Each ticketing counter has two positions
 - 2 FIDS monitors per counter

PHASED ROLLOUT SCHEDULE:

- Phase 1A (ready for testing/training, 4/15/23)
 - add 7 gate counters, 14 positions
 - add 12 ticket counters, 24 positions
- Phase 1B (Fall 2023)
 - add 2 ticket counters, 4 positions
 - add 13 kiosks
 - reposition 12 ticket counters, 24 positions from Phase 1A to final location
- Phase 2 (ready for testing/training Fall 2024)
 - add 1 gate counter, 2 positions
 - reposition 3 gate counters, 6 positions
 - no change to ticket counters

SPECIFICATIONS

It is intended that the Vendor shall provide a Common/Shared Use Passenger Processing System for FMAA through a turnkey project to meet the following Airport Specifications.

QUALIFICATIONS/CERTIFICATIONS

The Vendor shall have previously designed, installed, tested, and deployed a SUPPS/CUPPS system for a minimum of three (3) airports that are of similar size and complexity to Glacier Park International Airport. SUPPS/CUPPS shall have been fully operational at each of these airports a period of no less than one (1) year from the issued date of this RFP. The Vendor shall provide references for each airport.

After commissioning, the Vendor shall provide ongoing SUPPS/CUPPS customer and technical support. Vendor shall also detail a technical support plan and response time for on-site hardware and component troubleshooting.

The Vendor will supply only new equipment, parts, and material currently manufactured at the time of submittal, and operated only for testing as part of installation procedure. The Vendor shall provide the most current version of software and hardware platform available at the time of award of this Contract.

The Vendor must also have the applicable licenses and certifications to perform all services in this RFP.

Base bid

The vendors proposal shall include all associated costs for base system components, design, configuration installation and project management to meet the requirements below:

- Proposal shall include pricing for complete system to support 14 gate counter positions and 26 ticket counter positions with all necessary peripherals required by carriers. Ala carte pricing for additional positions should be provided for each type.
- System must support Radio Frequency Identification (RFID) baggage tag printing
- Proposals shall include ongoing maintenance, support options available, updates, and pricing for each year of a 5-year contract. All licensing and related requirements should be included and denoted in this amount.
- Proposals will provide a one-year full system warranty, system support and maintenance including all applicable software updates, and hardware spares. Proposals shall include details on the warranty provided and options for continuing coverage.
- Proposal must include response times for any remote/on-site troubleshooting.
- Proposal must include ala carte pricing for any additional airlines the system can support
- Prices should be valid for one year

Please submit line-item pricing as follows:

- Product cost, broken down by each component
- Labor/installation cost
- Training costs
- Licensing costs
- Ala carte pricing for added positions
- Annual maintenance/service/support/spares fees – five year schedule
- Full system warranty for one year

Excluded From Bid / Provided By FMAA

- Cabinetry/counter inserts
- Internet connectivity
- Network switches, ports, network cabinets, fiber connectivity and network device configurations
- Electrical power outlets
- Telephone communications (if common use phone system is not being proposed)

Additional Options (please provide additional line items if possible)

1)

Unit pricing for FIDS/BIDS/GIDS integration. This should be a “turnkey” solution to provide everything necessary except for the monitors. Our preference is for a cloud based system with minimal hardware on-prem and behind the monitors. It will also need the capability to integrate advertising (either still images or videos).

2)

Unit pricing for common use phone system at all gate counters (8) and ticket counters (14). This system should integrate with the common use ticket/gate counters and allow for access by all major airlines.

IV. DISADVANTAGED BUSINESS ENTERPRISES

FMAA has established a Disadvantaged Business Enterprise (“DBE”) program in accordance with regulations of the U.S. Department of Transportation (“DOT”), 49 CFR Part 26. It is the policy of FMAA to ensure that DBEs, as defined in Part 26, have an equal opportunity to receive and participate in DOT-assisted contracts. It is also FMAA policy to engage in the following actions on a continuing basis:

1. To ensure non-discrimination in the award and administration of in DOT-assisted contracts;
2. To create a level playing field on which DBEs can compete fairly in DOT-assisted contracts;
3. Ensure that the DBE Program is narrowly tailored in accordance with applicable law;
4. To ensure that only firms that fully meet Part 26’s eligibility standards are permitted to participate as DBEs at our airport;
5. To help remove barriers to the participation of DBEs in DOT-assisted contracts at our airport;
6. Assist the development of firms that can compete successfully in the market place outside the DBE Program; and

7. To make appropriate use of the flexibility afforded to FMAA of Federal financial assistance in establishing and providing opportunities for DBEs.

FMAA will never exclude any person from participation in, deny any person the benefits of, or otherwise discriminate against anyone in connection with the award and performance of any contract on the basis of race, color, sex or national origin.

The successful Respondent shall not discriminate on the basis of race, color, national origin, or sex in the performance of any contract entered into as a result of this RFP. The successful Respondent shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of any contract entered into as a result of this RFP.

If the Respondent is a certified Disadvantaged Business Enterprise (“DBE”), please provide evidence of certification with your submission. For information about DBE certification, please contact the Montana Department of Transportation or review the information at: www.mdt.mt.gov/business/contracting/civil/dbe.shtml.

V. FORMAT FOR SUBMISSIONS

Please format your response to this RFP in the following order to facilitate comparisons between respondents:

1. Proposal Form. Please complete the proposal form attached as Attachment A.
2. Pricing. Cost for the Base Bid and Cost for Additional Options. Attachment B
3. Specifications, Qualifications, References. Describe the specifications of the system, company qualifications and airport references as set forth in Section III, Scope of Services.
4. Insurance. Provide evidence of insurance. Acceptable evidence includes letters from the Respondent’s insurance company (Best A Rating) dated no earlier than two weeks before submittal deadline date and signed by an officer of the insurer and security provider. Insurance requirements:

Commercial General Liability - \$1,000,000 per occurrence; \$2,000,000 aggregate
Workers’ Compensation – Statutory limits

Provide evidence that Respondent has not had its insurance coverage (on current or past operations) cancelled during the last 10 years – and if it has –provide an explanation as to why, and provide the name/address and name of insurer’s contact person (including phone number for the contact person).

5. Proposal Bond. Each proposal must be accompanied by a Certified Check or Cashier’s Check in the amount of not less than five percent (5%) of the total bid (up to a total of \$15,000), made payable to the Flathead Municipal Airport Authority, or by Bid Bond in like amount executed by a Surety Company, as an agreed number of liquidated damages in case of failure of a successful Respondent to provide the agreed upon services. Checks or bonds of unsuccessful Respondents will be returned by mail within ten (10) days after the successful Respondents have completely qualified and been approved by the FMAA Board of Directors.
6. Addendums. Proposal should acknowledge receipt of any Addenda (number and date).

VI. EVALUATION OF SUBMISSIONS

This RFP will be awarded to the responsible firm who in FMAA's sole judgment is deemed most qualified. The selection shall be based on a comparative analysis of the qualifications necessary for satisfactory performances of the services required and shall satisfy requirements for open and free competition. FMAA shall appoint a selection committee to evaluate potential firms and shall ensure that the members of the selection committee are kept free of pressures, both internal and external, and that they have no conflicts of interest, real or apparent. The selection committee may conduct interviews and inquiries as desired and shall make a recommendation to the FMAA Board of Directors. The FMAA Board of Directors must approve the final selection.

Each submission received will be evaluated based on the information required as set forth in Section V above, pursuant to the following selection criteria and rating system:

Selection Criteria	Rating Points
I. Overall Proposal Quality and Completeness of Information provided;	10
II. Overall System Functionality;	40
III. Warranty	10
IV. References	10
V. System Cost	30
TOTAL POINTS	100

VII. INSTRUCTIONS TO RESPONDENTS

The deadline for Proposals is 2:00 PM MST on May 23rd, 2022. Proposals must be received in the Administration office of the Flathead Municipal Airport Authority, 4170 US Hwy 2 East Kalispell MT 59901. Each Proposal must be in the form set forth in the RFP, including all required Attachments. Late Proposals will not be accepted. Proposals may be emailed to rfp@glacierairport.com.

FMAA requires one original and three (3) copies of the submission materials. If a proposer chooses to email their proposal by the deadline, the mailed copies must be postmarked on or before the submission date. The provided forms must be utilized. It is also highly encouraged for

Respondents to be practical and economical in presenting the information requested and proposals should not exceed twenty five (25) pages.

Schedule:

<u>4/27/22</u>	RFP Issued
<u>5/4/22</u>	Pre-Submission Meeting
<u>5/17/22</u>	Deadline for Follow-up Written Questions
<u>5/23/22</u>	Submissions Due into FMAA Office by 2:00 PM MST

VIII. MISCELLANEOUS PROVISIONS

It is the intent of this RFP to describe the services being sought in sufficient detail to secure qualified Proposals. Proposals will be evaluated based upon qualifications and experience for the proposed projects, using a weighted scoring method. Proposals not conforming to the requested format or not in compliance with the specifications will not receive full scoring.

Any Proposal submitted as provided herein shall be subject to negotiation at the option of the Authority. Submission of a Proposal shall obligate the Respondent to enter into an Agreement with the Authority in accordance with the content of the submission. It is specifically understood that the Authority can accept any Proposal in its entirety without negotiation and the Respondent shall be obligated to enter into an Agreement with the Authority reflecting that Proposal. The Authority reserves the right to request any Respondent to clarify its submission or to supply additional information necessary to assist the Authority in its selection.

The Authority shall not be obligated to respond to any Proposal submitted or legally bound in any manner whatsoever by the submission of a Proposal.

Before a contract will be awarded, FMAA may conduct reference investigations as is necessary to evaluate and determine the performance record and ability of the top ranked Respondent(s) to perform the size and type of work to be contracted, and to determine the quality of the service being offered. By submitting a proposal, you authorize FMAA to conduct reference investigations as needed.

Any and all Agreements arising out of this RFP and negotiations that follow shall not be binding or valid against the Authority, its officers, employees or agents unless approved by the Authority Board of Directors and executed by the Authority and the Successful Respondent in accordance with applicable laws.

The submission of a Proposal shall be considered evidence that the Respondent has investigated all the conditions as described in the RFP Documents and the Respondent is aware of the circumstances and conditions involved. The attention of the Respondent is specifically directed to, and the Respondent will be conclusively presumed to have read and become familiar with all the RFP Documents, which will be available from the Authority Administration Office. No claim for adjustment of the provisions of the Agreement shall be honored after submission on the ground that Respondents were not fully informed as to the conditions which exist.

The Respondent will be responsible for all costs (including site visits where needed) incurred in preparing or responding to this RFP. All materials and documents submitted in response to the RFP become the property of FMAA and will not be returned.

No verbal interpretation made to any Respondent as to the meaning or consequence of any portion of the RFP Documents shall be considered binding. Every request for clarification of the RFP Documents shall be made by e-mail to rfp@glacierairport.com. All such requests must be received at least ten (10) days before the established time for receipt of Proposals. Any response by the Authority to a request by a Respondent for clarification will be made in the form of an addendum to the RFP Documents and will be sent to all parties to whom the RFP Documents have been issued not later than five (5) calendar days prior to the deadline for receiving Proposals. All Addenda so issued shall become part of the RFP Documents. The Authority will not be responsible for any oral instructions, interpretations, or explanations.

Disqualification and Rejection of Proposal: Any of the following causes may be considered as sufficient for the disqualification of a Respondent and the rejection of the Proposal:

- Submission of more than one Proposal hereunder by an individual, firm, or corporation under the same or different names
- Evidence of collusion among Respondents
- A Respondent's default or arrearage under any previous existing agreement with the Authority
- Existence of any unresolved claims between the Respondent and the Authority
- The Authority reserves the right to reject any and all Proposals for any reason or for no reason.

Withdrawal of Proposal: No Proposal may be withdrawn after it has been submitted to the Authority unless the Respondent so requests by e-mail to rfp@glacierairport.com prior to the Authority's time set for receiving Proposals. No Proposal may be withdrawn after the scheduled due date for a period of ninety (90) days.

Respondent to whom a contract is awarded shall within fifteen (15) days of the date of the receipt of the final Agreement negotiated between the Respondent and the Authority deliver said Agreement fully executed. The Agreement shall substantially be in the form attached as *Appendix "B."* All such documents must be executed and delivered by the Respondent and approved by the Authority before the Agreement will be executed and returned to the Respondent by the Authority. The Authority reserves the right to cancel the award without liability, at any time before the Agreement has been fully executed by both parties.

The Authority reserves the right to reject any or all proposals if it determines that the proposals are not responsive to the RFP or if the proposals themselves are judged not to be in the best interest of the Authority, or for any other reason or purpose thereof.

GENERAL CIVIL RIGHTS PROVISIONS:

The Contractor agrees to comply with pertinent statutes, Executive Orders and such rules as are promulgated to ensure that no person shall, on the grounds of race, creed, color, national origin, sex, age, or disability be excluded from participating in any activity conducted with or benefiting from Federal assistance. This provision binds the Contractor and subcontractors from the bid solicitation period through the completion of the contract. This provision is in addition to that required by Title VI of the Civil Rights Act of 1964.

TITLE VI SOLICITATION NOTICE:

The (Name of Sponsor), in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 USC §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders or offerors that it will affirmatively ensure that any contract entered into pursuant to this advertisement, [select disadvantaged business enterprises or 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.

Access Instructions for Optional Pre-Submission Meeting (Virtual):

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

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