PORT OF OAKLAND

Purchasing Department
530 Water Street
Oakland, CA 94607

February 18, 2022

ADDENDUM No. 1

RFP No.: 21-22/30, Common Use Self Service Kiosks at Oakland International Airport

This Addendum modifies the original RFP Documents for the above-mentioned RFP. **Acknowledge receipt of this addendum in the space provided on the RFP Acknowledgement and Signature Form (Attachment 3). Failure to do so may disqualify your proposal.**

The following corrections have been made to the above referenced RFP:

Under section II. Scope of Services, item A. General Services, the following is added:

- 1st Level support is handled by ServiceTec International and is phone and remote support. The Port does not intended for the Proposer to supply any onsite technicians, except if needed during the implementation phase of the project.

- The current 20 kiosks in place were provided by Rockwell Collins. The Port has made the decision to replace the current 20 kiosks with 26 new kiosks.

The following questions were submitted by the deadline and are answered in this addendum.

1. **Question:** Page 1 of 10 (page 7 of the RFP document). No electrical work will be required from the successful proposer; this service will be provided by Port facilities staff or under a separate agreement/contract. Any required network connections will be provided by the Port's IT department.

   a) Please, confirm that OAK will also provide free of charge, the virtualized servers infrastructure with supplier required specifications (at minimum).

   Answer: Yes, the Port will provide the virtualized servers free of charge.

   b) What hardware and software are used by OAK to back-up the virtualized infrastructure? Will this back-up solution be available for use by the CUSS kiosk supplier?"

   Answer: Nimble snapshots and Commvault and yes, they will available for use.

2. **Question:** Page 1 of 10 (page 7 of the RFP PDF document), A General Services. Will the 26 kiosks be configured with the applications for all four airlines, or will some be dedicated to specific airlines in their check-in areas?

   Answer: All kiosks currently have all four airline apps loaded on them. We use the management app to "turn on" the following airline apps at each of the four current locations:
   Location 1 – (Infront of Volaris Ticket Counters) Volaris and Frontier Apps
   Location 2 - (Infront of Frontier Ticket Counters) Frontier and Volaris Apps
   Location 3 - (Infront of Hawaiian Ticket Counters) Hawaiian, Volaris and WNCO Apps
   Location 4 - (Near the Terminal 1 Checkpoint) WNCO App Only

3. **Question:** Page 2 of 10 (page 8 of the RFP PDF document) "The successful proposer will be delivering twenty-six (26) new common use self-service (CUSS) kiosks, migration of our current four airlines that use CUSS (see existing conditions), licensing, training for IT and ServiceTec staff, and 2nd level support at the Oakland International Airport for a period of up to seven years." As OAK airport will perform the physical installation of the kiosks, will the kiosk be fixed to the floor or is there a requirement for stability plates for the kiosks to be provided by the vendor?

   Answer: The Kiosks can be mounted to the floor, but the airport prefers stability plates.

4. **Question:** Page 2 of 10 (page 8 of the RFP PDF document) "2. Each Kiosk must be uniform in design and a complete unit. All kiosks must arrive at OAK fully assembled and ready for installation" Will Oakland Airport Authority perform the PCI DSS assessment?

   Answer: OAK will do the assessment for the network connectivity and hosting solution. The Port will be requesting an attestation from the winning proposer that their solution meets PCI requirements.

5. **Question:** Page 2 of 10 (page 8 of the RFP PDF document) "6. Must be PCI Compliant." "Who is responsible for: A. Vulnerability Scans? B. PEN and Segmentation Tests? C. SIEM and FIM of the CUSS solution?"

   Answer: The airport Port will be responsible for all network, PEN, etc testing. See answer to question 4, about attestation.

6. **Question:** Are you accepting formal questions through email, or just at this meeting?

   Answer: Both , questions can be submitted via email at nsioson@portoakland.com or via this meeting, both will be answered via addendum.

7. **Question:** Are the existing airline connections coming through a router that is owned by the Port or through Rockwell Collins?

   Answer: The current router was supplied by Rockwell Collins but is owned by the Port. With both the new system and existing systems running in parallel, vendors should

*propose how they will get connection to the airlines network. If a new router switch is
required, the Port will procure the recommended hardware.*

8. **Question:** The RFP speaks to 1 original and 4 copies; can we submit electronic only?

   *Answer: Currently the Port still requires 5 hard copies and a flash drive with an
   electronic copy (1 file). Electronic only will not be accepted. Wet signatures are no
   longer required, provided that you have electronic signatures include; otherwise, wet
   signatures will be required.*

9. **Question:** Who is handling the physical installation of the kiosks at there final
   destination?

   *Answer: Port IT, ServiceTec, and the Port facilities will handle the physical placement of
   the kiosks. No electrical or data connections are required by the Proposer. The Port
   would like to have a weighted plate instead of bolting them down.*

10. **Question:** Do you have any current needs for biometrics? What about needs for the
    future?

    *Answer: Currently no, but proposers should list any solutions they offer for biometrics
    and if they can be installed as an option in the future.*

11. **Question:** Can you discuss the evaluation criteria?

    *Answer: No sure the intent of this questions, but the evaluation criteria is listed in the
    RFP.*

    *Separately, the Port is not against a new solution, but the Proposer would have to make a
    convincing case as to the value of OAK being the first to deploy the solution in the US.*

12. **Question:** How does the Port want to handle current and future payment through the
    kiosks?

    *Answer: Some airlines use it now.   There is no requirement, but if the Proposer has a
    solution it should be offered in the cost proposal.   The Port is interested in all solutions
    and offerings, especially if they are modular.*

13. **Question:** Will the airport be providing the virtual environment to host the kiosk
     manager?

     *Answer: Yes, the Port will handle the creating of any windows servers within its virtual
     platform and will handle all licensing for OS. The Proposer will need to supply the
     specifications for how the virtual machine will be configured. Number of cores, memory,
     storage space, etc.*

14. **Question:** Will the Port provide the WAN connectivity for the kiosks?

Answer: Yes, the proposer will have VPN access to the environment for remote support. For the airline connections, Proposers should specify how there solution works and if they will be looking for an ethernet handoff from the airline (current setup) or if they would use other means.

15. **Question:** Is the twenty-page limit for the whole RFP including all the required forms?

    Answer: The twenty-page limit is for the content, none of the forms or attachments will count towards your twenty-page limit.

16. **Question:** When is the expected notice to proceed date?

    Answer: Tentatively, the first part to mid-May.

17. **Question:** When are you hoping to have them fully implemented

    Answer: End of August. If not possible the Port will be looking to extend the current agreement.

18. **Question:** What is the Port looking for in PCI compliant?

    Answer: While any card processing is handled by the airlines app, the hardware still must meet PCI in how they receive and transport data. For PCI you need to make sure your product is not creating any vulnerability in the way it captures data and moves it through the airlines app. An attestation document may be needed. The Port will take on the annual scanning of the network for vulnerabilities.

19. **Question:** Do the bag tags need to be able to support RFID?

    Answer: Currently they are not. Only Delta currently uses RFID at OAK. Delta is not part of the CUSS installation. If your solution offers it as an option, please include it in your proposal.

There are no other questions to RFP 21-22/30.