PORT OF OAKLAND

Purchasing Department
530 Water Street
Oakland, CA 94607

February 27, 2024

ADDENDUM No. 1

RFP 23-24/12 - Passenger Analytics for Oakland International Airport (OAK)

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

1. **Question:** When should we provide the Certificate of Insurance (COI)?

   Answer: After you receive the award letter for this RFP.

2. **Question:** Who are the key stakeholders for this project?

   Answer: Oakland International Airport staff. The collected data will help with decision making on projects.

3. **Question:** What is the accuracy requirement of the data collected?

   Answer: Higher accuracy the better! We would like a vendor to provide proof of accuracy in the 90-100% range.

4. **Question:** Can we use the existing security cameras?

   Answer: Existing security cameras are <u>not</u> available for usage for this project.

5. **Question:** Are there floor plans or maps that you can share for this project?

   Answer: Interactive Oakland International Airport map can be found by clicking this link: [OAK Interactive Map (oaklandairport.com)](oaklandairport.com). Interested Proposers can also use https://www.google.com/maps for reference only (accuracy is not guaranteed) Select: Map Type: Satellite > Layers > More > Map Tools > Measure. If the exact floor plans, maps, and measurement are needed, the Port will provide this information after the selection process/contract award.

6. **Question:** To be used for forecasting of future wait times, and passenger appearance. Integration to past and future flight schedules, and historic passenger volumes per flight will be needed. Will Oakland airport supply interfaces to Airport systems, or will integration to 3rd party systems be preferred?

   Answer: A 3rd party integration such as OAG or FlightAware would be the preferred method.

7. **Question:** For passenger security screening, it is our understanding that the process should be measured all the way up to the recompose area rather than just up to the scanners?

   Answer: Passenger movement should be measured throughout their entire journey, including the recomposure area.

8. **Question:** Will the airport supply detailed maps with measurements, including ceiling heights? This will be important to be able to supply an accurate price.

   Answer: Unfortunately, the airport does not have a detailed map available. Copy of as-builts (2018) may be provided to proposer awarded the contract. See answer to question # 5.

9. **Question:** In cases where queues can extend out of dedicated queue areas, please indicate on a map where the queue extends to.

   Answer: We are in search of a system that can track passenger movement throughout the terminal, including queuing and where queuing extends out. This extension can vary per ticket counter, security checkpoint, and gate waiting areas therefore indicating this on a map is not feasible.

10. **Question:** Can we have a list of companies already badged, and capable of performing installation and cabling work? Preferably also with an indication of MWBE certification.

    Answer: There are two companies that Oakland International Airport currently uses:

Deluxe Telephone Service	*and*	**T and D Communications, Inc.**
Justin Avalos		*760 E. Parkridge Ave., Corona, CA 92879*
(510) 816-7760		*714.609.3179m | 951.737.0600p | 951.737.0603f*
justin@deluxetelephone.com		*http://www.tanddcomm.com*

    It is important to keep in mind that this solicitation is funded locally by the Port of Oakland. The list of locally certified firms can be found at Port's Social Responsibility database of certified businesses (portofoakland.com)

11. **Question:** Please share the list of participants of the In-Person Pre-Proposal meeting and site tour from February 15, 2024 (sign-in list).

    Answer: Please visit Port of Oakland Bid/RFPs/RFQs website to download the non-mandatory pre-proposal sign-in sheet.

12. **Question:** Please provide detailed drawings of all areas of the terminal buildings 1 and 2 (wayside and airside) including the curbs, which includes measures of all doors, corridors, ceiling heights, mountable restrictions where applicable. Ideally, if available, please provide a digital twin of the airport terminal building.

Answer: See answer to question #5.

13. **Question:** Please also provide detailed information including drawings and if possible, also photos of the immigration area showing the whole way from the international arrival gates through immigration, luggage reception, customs to exiting the airport for these passengers.

Answer: See answer to question #5.

14. **Question:** Does Port of Oakland want to know the total numbers of people currently in the airport building (both terminals, wayside and airside) and maybe also divided into zones (e.g. T1 wayside, T2 wayside, T1 airside, T2 airside, immigration area, …)?

Answer: Yes, we want a dashboard that indicates different areas of the airport that involves movement of passengers or people visiting the airport, this data should provide the persons entire journey, arrival time, wait time, dwell time, path of travel, etc.

15. **Question:** How many airport staff (this includes ticket and check-in counter agents, gate and ramp agents, TSA agents, employees of shops/stores/restaurants/concession stands, maintenance stuff etc.) are typically working at the airport at the same time.

Answer: We currently do not have this data and it can vary day- to-day, week-to-week

16. **Question:** Would you be interested in excluding (or separating) any airport (e.g. T1 wayside, T2 wayside, T1 airside, T2 airside, immigration area) from the passenger data?

Answer: See answer to question #14.

17. **Question:** Terminal 1 has stairs and elevators access to the airport offices, publicly accessible. Please describe if and how you want information about people movement in this area.

Answer: See answer to question #14.

18. **Question:** Terminal 1 also has an area (balcony) above the security area that includes meeting rooms. It was mentioned that this is also accessible. Please describe if and how you want information about people movement in this area. Is this directly connected to the airport offices.

Answer: See answer to question #14.

19. **Question:** Is it possible to install equipment (sensors, cabling etc.) inside the BART station? Does the airport ethernet network include access to the BART station?

Answer: At this time, this is an item that would need further investigation so it would be okay to separate this as an option for install.

20. **Question:** While for the security area, it is requested to have data for waiting times in the queues, is something similar expected for the waiting lines in the ticketing/check-in area, where applicable?

    Answer: See answer to question #14.

21. **Question:** How flexible is the security check area (establishing of waiting lines) in Terminal 1 and 2? Please provide information about the maximum area that could be used for setting up the waiting lines and details about the number of checkpoints.

    Answer: There are two security checkpoints - Terminal 1 has extended all the way to the ticket counter/baggage claim lobby and Terminal 2 has extended around the baggage claim to the T2 arrivals curb.

22. **Question:** Are there any adjustments to the security check areas planned for the near future?

    Answer: There are no current plans to adjust the security checkpoint perimeter.

23. **Question:** It was mentioned to track passengers also within the jet bridges. Please describe the use case for this information. Do you want to know how many people are currently in the jet bridge and/or how much time do they spend on the jet bridge before finally entering the aircraft?

    Answer: Yes, we want to have as much data as possible to have as much accurate information as possible to understand a passenger's entire journey so we can improve their overall passenger experience.

24. **Question:** Are there any gates where passengers aboard the aircraft not though a jet bridge, like by stairs etc.? Please provide information if applicable.

    Answer: Currently, all flights board using a passenger boarding bridge, but there is the capability for a few gates that may utilize ramp side boarding with the use of air stairs or switchback ramps. There currently isn't one designated gate for this operation.

25. **Question:** Please provide a contact from the vendor of the airport passenger Wi-Fi (Boingo).

    Answer: Marco Learmont, Dir. Acct. Mgmt, 213-435-1966, mlearmont@boingo.com

26. **Question:** Can Port of Oakland provide information about the time of the arrival of the luggage at the baggage claim (first bag, last bag) including related flight number?

    Answer: The airport does not have data related to first bag/last bag.

27. **Question:** Does Port of Oakland want to know how many people have used every restroom over a certain time period? Please provide all locations of restrooms throughout the airport.

Answer: Visit https://maps.oaklandairport.com which shows the public restrooms located through the airport terminal.

28. **Question:** Please confirm that Port of Oakland will provide all required power and network infrastructure including switches, power outlets etc. based on the requirements provided by the vendor, vendor will be responsible for device mounting and cabling from nearby switch to device only, or advise otherwise.

Answer: Yes, some infrastructure may need to be added, but the Port will supply all network and power infrastructure.
.

29. **Question:** Considering the complexity of the RFP and the amount of documentation that will need to be reviewed to plan the proper devices / sensors to gather all requested data and information, we would kindly ask to extend the due date for the RFP response by another 3 weeks to April 11, 2024.

Answer: We prefer to keep this on schedule, no changes to due date of March 21, 2024.

30. **Question:** Scaled Floor Plans and Reflective Ceiling Plans for both terminals. DWG. File will be Ideal. If not, PDF will be ok.

Answer: See answer to question #5.

31. **Question:** Approximate Ceiling Heights for the various areas – Baggage, Security Checkpoints, Washrooms, Gates.

Answer: See answer to question #5.

32. **Question:** Drawing should have the Entrances to the Airport marked.

Answer: See answer to question #5.

33. **Question:** Installation work- provide schedule for accessing the site (12:00am-5:00am). Baggage, Gates, Security Checkpoint, retail, washrooms.

Answer: The security checkpoints & concessions can usually be accessible between 12am-3am/4am. While most areas are easily accessible after hours, there could be opportunities that some of the installation work can be performed during the day. All work would be coordinated by the Airport and vendor.

34. **Question:** Provide the top 5 business challenges OAKLAND International Airport is looking to solve through this project "Passenger Analytics."

Answer: Goals - Improve passenger experience by understanding their journey throughout the airport, have data available to help make better business decisions for the airport and their stakeholders, have the ability to forecast and plan ahead, use the data to evaluate

what areas of the airport are underutilized and could use improvements, limit wait times for passengers at the various stages of their journey.

35. **Question:** Can the Proposal exclude Installation Cost? Can the Airport manage the installation contract with their preferred contractor?

    Answer: The vendor will be responsible for the costs and installation of their equipment/technology.

36. **Question:** Is there an Existing BMS or Access Control system which can consume the Passenger Flow Analytics provided in this RFP? If yes, who are the vendors?

    Answer: Oakland International Airport does not have an existing BMS or Access Control system. The proposer's technology should operate as a separate system. The system should have the flexibility and availability to integrate into other systems.

37. **Question:** Do various airlines share the T1 Ticketing area? Any kiosks in that area?

    Answer: Yes, T1 has various airlines, most have preferentially assigned ticket counters with a few common use counters. There are several airlines and common use kiosks.

38. **Question:** Is the solution expected at a later to interphase with RMS (Airline allocation) – Ticketing & Gates?

    Answer: Future integration into other systems would be a great option.

39. **Question:** Will the Final Platform be shared with the TSA members? Or it is solely for the Airport use?

    Answer: Currently the system itself is planned just for the Airport but the data may be shared with other stakeholders.

40. **Question:** Will the System UI be shared with Airlines?

    Answer: See answer to question# 39.

41. **Question:** Can the proposal of 20 pages include hyperlinks to Technical Data sheets, System Overview, customer testimony, etc.

    Answer: Yes, your proposal can include hyperlinks. Please test the hyperlinks before you share them with the Port.

42. **Question:** Are there existing CATX cables/runs available to use for the installation of any required hardware?

    Answer: For the purpose of this RFP, I would assume no and that any cable needed will need to be installed.

43. **Question:** Will the selected vendor be able to perform a site survey of the environment prior to providing more final pricing for the hardware installation? This would require

surveying network closets, ceiling height & type, cabling pathways/obstructions, all areas receiving the hardware installation, etc.

Answer: No, we have no plans to schedule an on-site survey with proposers.

44. **Question:** Is there an estimated timeline for the project? Estimated start/end dates, dates for site surveys, and target dates for hardware installation and go-live?

Answer: No specific start/end dates as of yet, we are hoping the system can go live within 1-1.5 years after the contract is certified.

45. **Question:** How will airport remodels be handled? Will any relocation or temporary relocation of devices be required?

Answer: A Change request or Task Item would have to be submitted by the Airport for any areas not previously covered or if devices need to be adjusted.

46. **Question:** Will the selected vendor's technicians have an authorized airport escort during all hours of onsite installation services, post installation testing, and ongoing maintenance support?

Answer: The vendor's technicians would need to be airport badged to have unescorted access through the several security layers of the airport.

47. **Question:** Are there any union labor requirements?

Answer: No, but contractors for Public Works labor are required to comply with Port policies and Labor Code section 1725.5 as defined Section III. 5. Port Policy Requirements.

48. **Question:** Will work be allowed around the public/passengers while work is being performed?

Answer: Yes, there can be times that work is allowed during regular operational hours while passengers are present.

49. **Question:** Can the airport accept hardware and material deliveries in advance of the scheduled installation?

Answer: Yes, advanced coordination will be needed to determine an agreeable location.

50. **Question:** Can scissor lifts be delivered to the airport in advance of the scheduled installation? Can they remain onsite until installation and testing is complete?

Answer: See answer to question# 49.

51. **Question:** Where are scissor lifts dropped off? Does vendor need to have someone available to accept delivery?

Answer: See answer to question# 49.

52. **Question:** What is the process for a technician to enter the airport, i.e. through security, separate service entrance, etc.?

   Answer: See answer to question# 46.

53. **Question:** Will technicians be required to obtain an airport badge. If so, what is the process and cost if any?

   Answer: Yes, the vendor's technicians would need to be airport badged to have unescorted access through the several security layers of the airport. Visit the Oakland International Airport website for badging process and badge fee information:

   https://www.oaklandairport.com/airport-security/id-badging-office/

54. **Question:** Are technicians able to bring tools into the airport? What is the process?

   Answer: The technicians would submit a Tool Control Plan that would need to be approved by Aviation Security.

55. **Question:** Does the technician need a permit to park at the airport? If so, what is the process and cost if any?

   Answer: To access designated employee parking lots at the Airport, the technician must possess a valid employee parking permit. These permits are available on a calendar quarter basis (3-months) at $141, semi-annual (6-months) for $282, three-quarters (9-months) for $423, and annual (12-months) for $564. If the company pays for the employee permits, the company is invoiced monthly for each permit issued. Alternatively, if employees handle their own payments, they are required to prepay the parking fees based on the month within the quarter in which the permit is purchased and issued.

56. **Question:** "Port policies and Labor Code section 1725.5 as defined in Section III.5. Port Policy Requirements". Can the Port provide a copy of this policy?

   Answer: Port Policy and Other Requirements are included in the RFP Section III and information regarding California Labor Code can be found on the California Legislative Information website and a direct link is provided here for reference: Codes: Code Search (ca.gov) search/select Article 1, scroll down to search for California Labor Code 1725.5.

57. **Question**: "Should the Public Works portion of this project exceed $25,000, then the Proposal shall provide a Payment and Performance bonds for 100% of the Public Works portion of the project". Can the Port clarify the duration of such limited purpose bonds?

   Answer: The performance bond guarantees the contractor's completion of the project according to the contract. The payment bond guarantees that certain parties who work on the contract are paid. The duration is based on the satisfaction of these obligations. Consult an attorney or licensed surety for more information on bonding.

58. **Question:** "The selected Consultant/Contractor will be required to comply strictly with the Port of Oakland's policies and practices for sensitive information". Can the Port provide a copy of the referred policies and practices sensitive information?

    Answer: The vendor awarded the contract must comply with the [Airport Rules & Regulations](#) (hyperlink provided). Any Security Sensitive Information (SSI) will clearly be marked as SSI.

59. **Question:** "Responses may not be longer than 20 pages (one sided or 10 pages double-sided), printable on 8 1/2" x 11" paper and formatted in no smaller than 11-point font and 1-inch margins". Does the page limit include Cover Pages (front and back), Table of Contents?

    Answer: No, Cover Page and Table of Content page do not count against the page number limit.

There are no other questions to RFP No. 23-24/12.