



Aviation Properties Department
Oakland International Airport
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Oakland, CA 94621

October 12, 2018

ADDENDUM No. 1

RFP - Wireless Fidelity Communication and Internet (Wi-Fi) Services 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 questions were submitted by the deadline and are answered in this addendum.

1. Question: Can you provide full floorplans marked with areas that require (or don't require) Wi-Fi coverage?

Answer: All interior areas of the Terminal Complex will require Wi-Fi coverage. Please see Addendum No. 1 – Exhibit 1, Map of Terminal 1 & Terminal 2 for a layout of the Terminal Complex. The dimensions of the Terminal Complex are as follows: maximum height is approximately 137.7 feet, the perimeter is approximately 10,181.25 feet, and the area is approximately 491,401.30 square feet.

2. Question: How many Vendors are currently at the airport, to include food/bev and retail?

Answer: The Airport currently has approximately forty-five (45) vendors in and around the Terminal Complex, including airlines, concessionaires, and service providers.

3. Question: Will any Airport Operations be a tenant of the installed system?

Answer: The Port's Aviation Division, including Airport Operations, will not be a user of the installed system and should not be considered for this RFP.

4. Question: If "No" to #3, what type of system is currently in place to support Airport Operations? Can you provide an AP placement map of current Airport Operations APs?

Answer: The Port's Aviation Division, including Airport Operations, will not be a user of the installed system and should not be considered for this RFP.

5. Question: Can you provide an existing AP placement map for the current service?

Answer: The Port does not have an existing AP placement map. None of the equipment installed under the current agreement will be available for future use as the equipment is owned by the current provider.

6. Question: What is the max expected client density in covered areas?

Answer: The Airport has approximately 38,000 passengers daily.

7. Question: Who is your current Internet Service Provider and what bandwidth do they have allocated to this service?

Answer: The current Internet Service Provider was provided by Boingo. All last mile connections are provided by AT&T. The current circuit is approximately 1G.

8. Question: Is there a Firewall in place or do we need to include that in our response?

Answer: Unknown, the entire system is supplied and maintained by the current provider.

9. Question: Will any existing switches be re-used?

- a. If yes, what is the PoE capability / capacity available for APs?
- b. If not, where will IDFs be located?

Answer: None of the equipment or circuits installed under the current agreement will be available for future use as the equipment is owned by the current provider. The IDF's can be found on Addendum No. 1 – Exhibit 2, IDF & MDF Locations.

10. Question: Are redundant power supplies required?

Answer: The system will be managed and maintained by the successful proposer. High availability should be considered during the design, but the Port will not require any specific hardware.

11. Question: Is there a central MDF? What connectivity exists between the MDF and IDFs?

Answer: Yes, there is a MDF in each Terminal, with SM Fiber between all IDF's.

12. Question: Will any existing cabling be re-used? If so, what type of twisted-pair copper cabling is currently installed to the existing APs?

Answer: None of the equipment installed under the current agreement will be available for future use as the equipment is owned by the current provider. Any purchase agreement would need to be between the successful proposer and the current provider.

13. Question: Can the Wireless controller be a VM? If so, what server resources are available? (vCPUs, RAM, Storage)

Answer: The Port will not supply VM resources for Wi-Fi. The successful proposer must supply a complete network, 100% air gapped from the Airport network.

14. Question: Are redundant wireless controllers required?

Answer: The system will be managed and maintained by the successful proposer. High availability should be considered during the design, but the Port will not require any specific hardware.

15. Question: Can you provide the current SUP contract?

Answer: Please see Addendum No. 1 – Exhibit 3, Current Space/Use Permit with Boingo Wireless, Inc. (Includes: Original Agreement, Amendment No. 1, and Amendment No. 2)

16. Question: Is the SUP monthly commit (1) from the Vendor to the Airport or (2) from the Airport to the Vendor?

Answer: The current SUP monthly commit is from the Vendor to the Airport.

17. Question: In order to make an informed decision we would like to see as much historical information as possible, can we see a copy of the current SUP with the current Wi-Fi provider?

Answer: Please see Addendum No. 1 – Exhibit 3, Current Space/Use Permit with Boingo Wireless, Inc. (Includes: Original Agreement, Amendment No. 1, and Amendment No. 2)

18. Question: Can we also see a report for the revenue generated from the Wi-Fi and DAS for the past two years?

Answer: For the duration of the current Wi-Fi Agreement the current provider has only provided payments of the Minimum Annual Guarantee (MAG) of \$125,000.00 (or \$10,416.67 per month) with no other payments being required. These payments were for Wi-Fi Services only. DAS is not included in the current Agreement and will not be included in any future agreements. Please see Addendum No. 1 – Exhibit 4, Monthly Revenue Reports for July 2017 through September 2018.

19. Question: What are the key problems with your current Wi-Fi?

Answer: There are no key problems with our current Wi-Fi. This RFP was released due to the current Agreement terminating on December 31, 2018.

20. Question: In the RFP it states: “Permittee shall provide services and facilities in the Assigned Space resulting in not less than 60% of all available bandwidth to support free and/or hybrid-based public access to Wi-Fi services, with a minimum of 400K per user.” We plan on delivering 5 Mbps (or more) per user. If we are exceeding the requirement of 400K bandwidth per public user do we have to be limited to using only 40% of available bandwidth for the rest of the airport tenants? We would rather not place a limit on the amenities we can offer the other airport occupants.

Answer: As long as the minimum requirement is made, proposers can manage the percentage of bandwidth for the target users: the traveling public and tenants in the Terminals.

21. Question: In the RFP it states: “The Permittee will have access to the Airport common use support staff, available 6:00 AM to Midnight, pacific time, for assistance in resolution of on-site problems.” Will there be any charges for utilizing the common use support staff?

Answer: There would not be any charges for utilizing the common use support staff. Staff scope would just be to “put eyes on” any problems reported by the supplier’s help desk. An example of services support staff would provide would be a hard restart, look to see if a hardware device has power, link light, etc. The support staff will not be diagnosing or fixing issues with the Wi-Fi system.

22. Question: In the RFP it states: “The Wi-Fi system concession shall support an open access model such that wireless users may log on to their own provider by utilizing the Wi-Fi system, subject to commercially reasonable roaming or wholesale agreements.” Since each SSID consumes 2% of the available bandwidth in broadcast traffic can we place an upper limit of five third-party roaming agreements?

Answer: Yes, this can be included in the Proposal.

23. Question: In the RFP it states: “...integrating all access points into the Wi-Fi system, and performing the necessary wire-pulls to link the access points to the Port's network infrastructure and the Wi-Fi system.” Are there any existing network cables (i.e. wire-pulls) already installed that we can re-use?

Answer: None of the equipment installed under the current agreement will be available for future use as the equipment is owned by the current provider. Any purchase agreement would need to be between the successful proposer and the current provider.

24. Question: How many wi-fi access points are currently installed?

Answer: The Port does not have a count of Wi-Fi access points. None of the equipment installed under the current agreement will be available for future use as the equipment is owned by the current provider.

25. Question: Can you share a list of wi-fi-related network equipment (such as switches) already in use at the airport?

Answer: The Port does not have a list of Wi-Fi related network equipment. None of the equipment installed under the current agreement will be available for future use as the equipment is owned by the current provider.

26. Question: What is going to happen with the existing wi-fi networking equipment? Can it be purchased?

Answer: None of the equipment installed under the current agreement will be available for future use as the equipment is owned by the current provider. Any purchase agreement would need to be between the successful proposer and the current provider.

27. Question: In the RFP it states: “Permittee shall also provide, at its discretion, value-added digital content delivered service and shall be allowed to enter into roaming agreements with customers.” Is there an opportunity to bundle Wi-Fi ad revenue with other digital signage ad revenue that the proposer would install?

Answer: No, all other digital signage ad revenue is provided through a separate Concession Agreement and is not to be considered for this RFP.

28. Question: Can we become the developer of the official airport mobile app?

Answer: Yes, this can be included in the Proposal. The Airport currently does not have an official mobile app.

29. Question: In the RFP it states: "Coverage shall not only include the interior of the Airport, but extend approximately 300 ft on the exterior "air-side" of the Airport (gate areas/aircraft/ramps)." Does your existing wi-fi cover the outdoor areas such as vehicle parking lots and airfield?

Answer: The existing Wi-Fi does not cover the outdoor areas. This was a misstatement in the RFP.

The RFP is hereby amended as follows:

Paragraph 3 of Attachment "G" of the Space / Use Permit which states:

"Permittee shall provide Wi-Fi coverage capable of supporting public and private applications in all passenger terminals of the Airport. Coverage shall not only include the interior of the Airport, but extend approximately 300ft on the exterior "air-side" of the Airport (gate/areas/aircraft/ramps). Permittee shall not be required but may, at its sole discretion, provide Coverage on the exterior "land-side" of the Airport (parking structures). Such coverage shall include purchasing, installing, and implementing the necessary access points throughout the Terminals, integrating all access points into the Wi-Fi system, and performing the necessary wire-pulls to link the access points to the Port's network infrastructure and the Wi-Fi system. Permittee shall also provide, at its discretion, value-added digital content delivered service and shall be allowed to enter into roaming agreements with customers."

Will be deleted in its entirety and replaced with the following:

"Permittee shall provide Wi-Fi coverage capable of supporting public and private applications in all passenger terminals of the Airport. Permittee shall not be required but may, at its sole discretion, provide Coverage on the exterior "land-side" of the Airport (parking structures). Such coverage shall include purchasing, installing, and implementing the necessary access points throughout the Terminals, integrating all access points into the Wi-Fi system, and performing the necessary wire-pulls to link the access points to the Port's network infrastructure and the Wi-Fi system. Permittee shall also provide, at its discretion, value-added digital content delivered service and shall be allowed to enter into roaming agreements with customers."

30. Question: Besides internal airport employees, concessions, the public and airlines are there any other separate entities to provide Wi-Fi for?

Answer: No, the services under this RFP are to be provided in the Terminals and the target users are the traveling public and tenants in the Terminals.

31. Question: Other than FedEx will all other airport tenants be required to use our Wi-Fi network?

Answer: No Tenants, including FedEx, are required to use the Wi-Fi network.

32. Question: What is the airport's current ASQ score?

Answer: The Airport does not participate in the ASQ.

33. Question: Is improving the ASQ a priority for the airport?

Answer: The Airport does not participate in the ASQ.

34. Question: What are the historical changes in WiFi usage? Can you share month-to-month connections/impressions metrics since 2016 or earlier?

Answer: The Port does not have this data.

35. Question: What is the split between locals and tourist visitors to the airport?

Answer: Locals account for 60% of passengers and tourist visitors account for 40% of passengers.

36. Question: Can you share the airport blueprint drawings with us?

Answer: Please see Addendum No. 1 – Exhibit 1, Map of Terminal 1 & Terminal 2.

37. Question: Can you provide a diagram of location of the existing wi-fi networking hardware?

Answer: The Port does not have an existing diagram of the existing Wi-Fi networking hardware. None of the equipment installed under the current agreement will be available for future use as the equipment is owned by the current provider.

38. Question: Can you share a list of interested RFP parties so that we can explore partnership opportunities?

Answer: The following companies downloaded the RFP. At this time, that is all that can be provided.

<i>AECOM</i>	<i>EPC IT Solutions</i>	<i>Richards, Watson & Gershon</i>
<i>AEKO Consulting</i>	<i>erepublic</i>	<i>Ridge Communications</i>
<i>American Tower</i>	<i>Escano & Associates INC.</i>	<i>Shay Enterprise</i>
<i>American Tower Corporation</i>	<i>EXCELSUS IT, LLC</i>	<i>SITA</i>
<i>Aruba</i>	<i>HarborTech</i>	<i>Slice</i>
<i>Arup</i>	<i>Hatch</i>	<i>SmartWAVE Technologies</i>
<i>Bay Area Builders Exchange</i>	<i>Insight</i>	<i>StarGazer Enterprise</i>
<i>BID OCEAN</i>	<i>NCR</i>	<i>TAV Networks, Inc.</i>
<i>Boingo Wireless</i>	<i>Netxperts</i>	<i>Team One Solutions, Inc.</i>
<i>Carahsoft</i>	<i>Nova Construction Inc.</i>	<i>Viasat</i>
<i>CelPlan Technologies</i>	<i>Office Automation Group Inc</i>	<i>Visual infomedia</i>
<i>Connections Wizards, LLC</i>	<i>Onvia</i>	<i>Volanno</i>
<i>Cradlepoint</i>	<i>Presidio</i>	<i>ZDEVCO</i>
<i>Datagear Inc.</i>	<i>Ray Morgan Company</i>	

39. Question: Do you currently have any type of DAS at the airport?
- If so where?
 - If so when will the DAS contract be up for renewal?
 - If so who owns/operates the DAS?
 - If so how many wireless service providers are on the system (AT&T, T-Mobile, Verizon, Sprint)?
 - Is it a neutral host system? Meaning one set of fiber and infrastructure with multiple wireless service providers? Or it may be just a single wireless service provider DAS. (ie. Verizon deploys a system that only works for them)

Answer: DAS is not included in the current Agreement and will not be included in any future agreements.

40. Question: Will there be the opportunity to extend the network to include LTE data-offloading service?

Answer: Yes, this can be included in the Proposal.

41. Question: Are you open to any BLE (bluetooth low energy) services such as proximity messaging or wayfinding services?

Answer: Yes, this can be included in the Proposal; but it is not required in this RFP.

42. Question: Will there be the opportunity to offer Internet service to commercial tenants as leases are signed or renewed?

Answer: Yes, this can be included in the Proposal.

43. Question: Will there be the option to provide temporary bandwidth for special events as another source of revenue?

Answer: Yes, this can be included in the Proposal.

44. Question: Can we request rights to manage all sponsorship and advertising signs, displays, banners, and Wi-Fi delivered messages?

Answer: No, all advertising is provided through a separate Concession Agreement and is not to be considered for this RFP.

45. Question: Can we request rights to sell any tiered services that can be delivered over the network.

Answer: Yes, this can be included in the Proposal.

46. Question: Can we request rights to offer BLE virtual beacon services to commercial and operational entities at the airport.

Answer: Yes, this can be included in the Proposal.

47. Question: Can we seek to get major discounts from some upstream vendors based on the media exposure and visibility this project will generate.

Answer: Yes, this can be included in the Proposal.

48. Question: Can we request rights to install, own and manage Mobile Wi-Fi Hotspot kiosks. These devices can be rented by the day or week to arriving travelers who want to guarantee they have Wi-Fi wherever they during their stay in the local region.

Answer: No, due to space constraints and the scope of this agreement this would not be allowed.

There are no other questions to RFP - Wireless Fidelity Communication and Internet (Wi-Fi) Services at Oakland International Airport

Addendum No. 1

Exhibit 1

Map of Terminal 1 & Terminal 2

Addendum No. 1

Exhibit 2

IDF & MDF Locations

Addendum No. 1

Exhibit 3

*Current Space/Use Permit with Boingo Wireless, Inc.
(Includes: Original Agreement, Amendment No. 1, and Amendment No. 2)*

Addendum No. 1

Exhibit 4

Monthly Revenue Reports for July 2017 through September 2018