



REQUEST FOR PROPOSAL

**TITLE: INTEGRATED COMMON USE PASSENGER
PROCESSING (CUPPS) AND FLIGHT
INFORMATION DISPLAY SYSTEM (FIDS)
REPLACEMENT**

RFP-FY27-102-01

JULY 9, 2026

Addendum 1
7/23/2026

INTEGRATED COMMON USE PASSENGER PROCESSING (CUPPS) AND FLIGHT INFORMATION DISPLAY SYSTEM (FIDS) REPLACEMENT

Pre-Proposal Meeting

July 20, 2026



NORFOLK INTERNATIONAL AIRPORT

Talking Points

- Housekeeping Items
- RFP Document Availability
- Existing Setup and Existing Locations
- Scope of Work – Existing Conditions
- Scope of Work – Required Deliverables
- RFP Evaluation Criteria
- Schedule of RFP
- Optional Site Visit
- Questions

Housekeeping Items

- Sign-In Sheet
 - Please print information clearly
- Parking Validation
 - Sign ticket on barcode side
 - See HR after meeting for validation

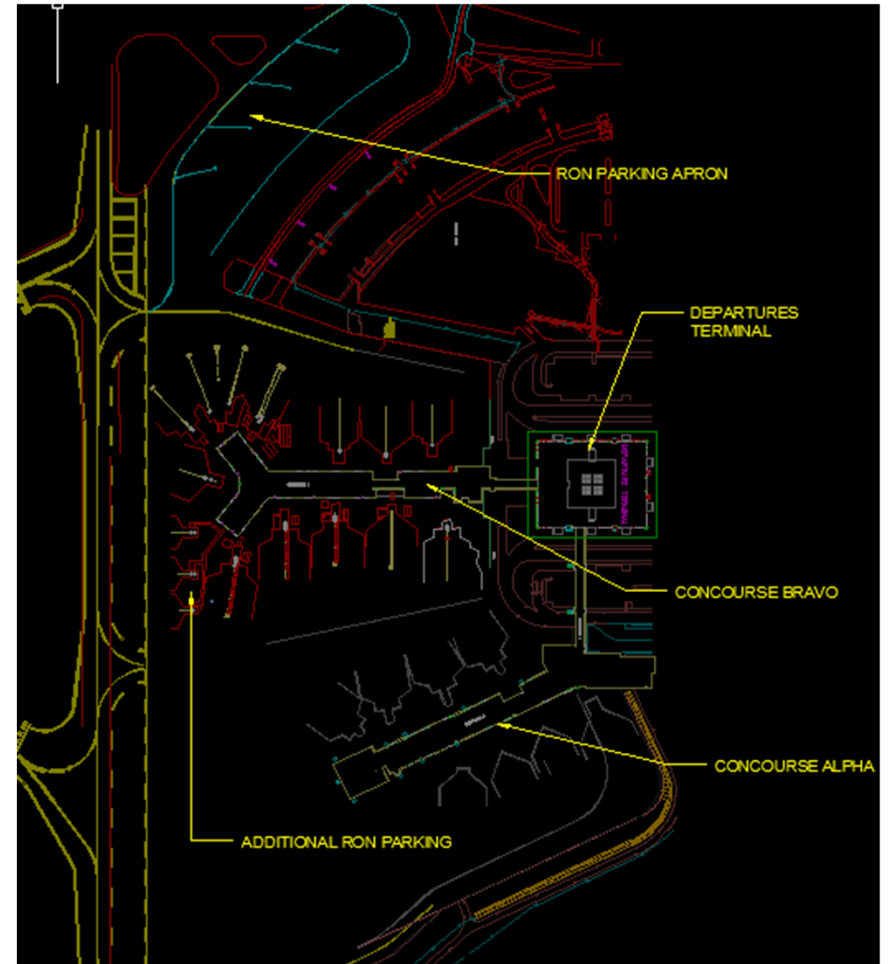
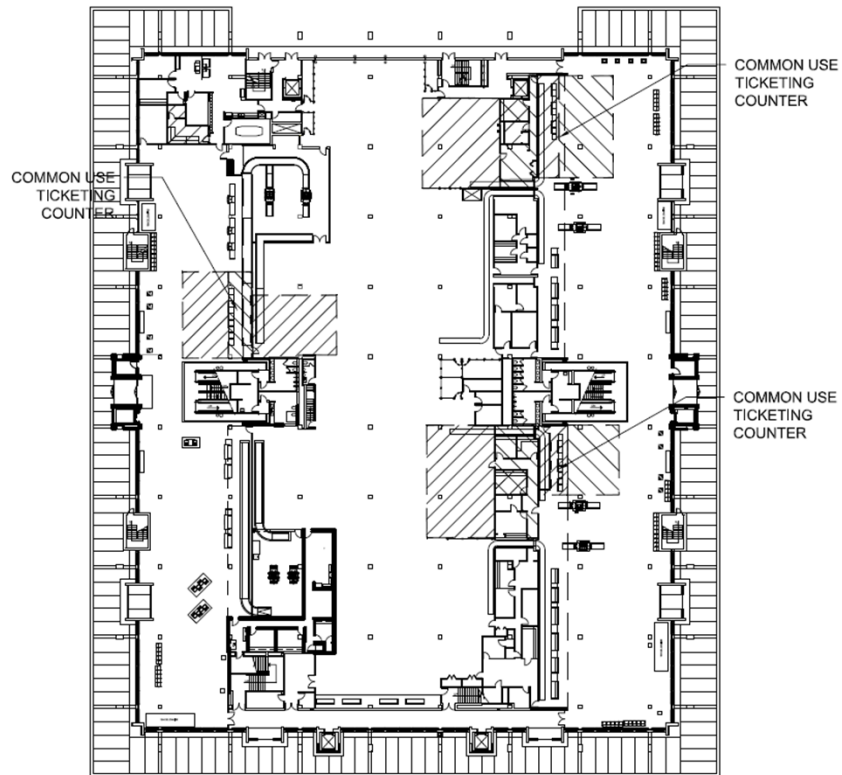
RFP Document Availability

- ORF Website – <https://www.flyorf.com/airport-business>
- Contact Procurement at:
solicitations@norfolkairport.com

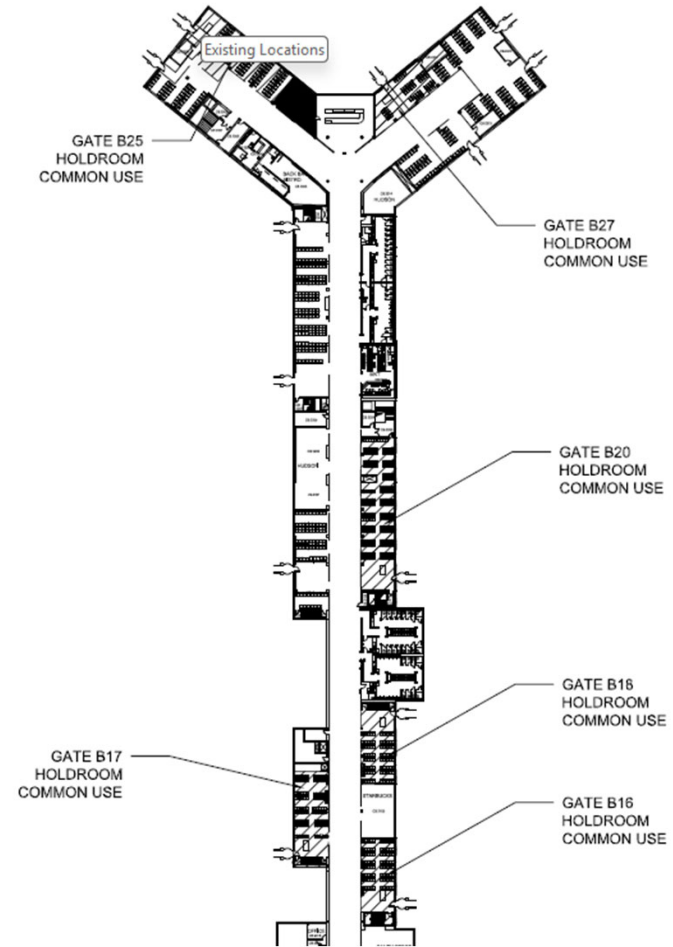
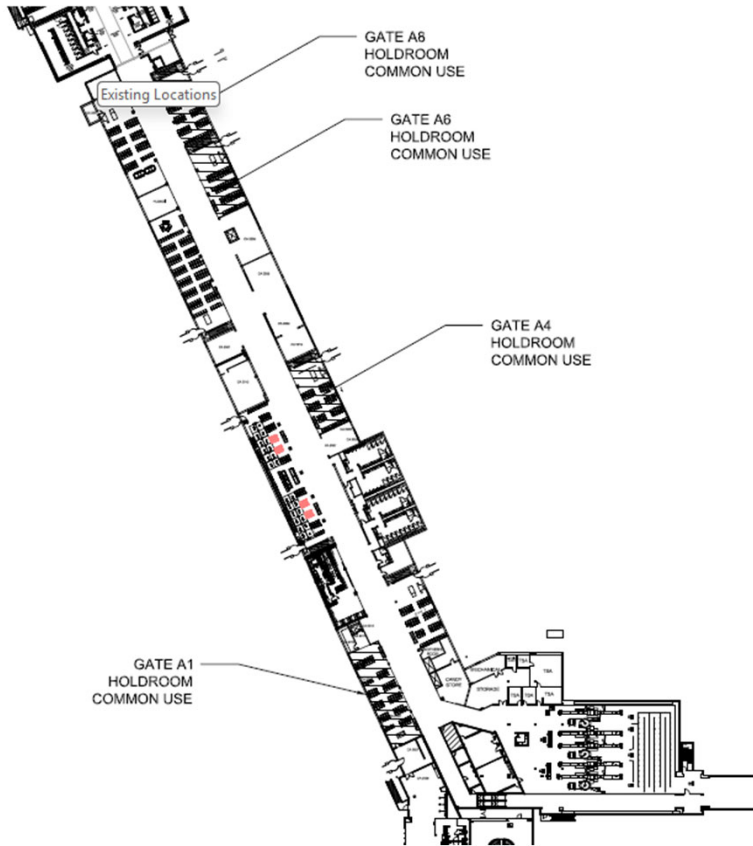
Existing setups



Existing Locations



Existing Locations



Scope of Work - Existing Conditions

1. CUPPS

- The Authority currently uses the Amadeus server-based platform for CUPPS
- 9 ticket counter positions (two computer positions per counter)
 - Each position includes workstation, monitor, boarding pass printer, bag tag printer and passport keyboards
 - 9 ea 42" back wall monitors
- 11 gate counter positions at 11 gates across two concourses (two positions per counter) o Each position includes workstation, monitor, boarding pass printer, bag tag printer and passport keyboards
 - One boarding pass scanner per gate counter
 - One 42" information monitor on back wall per gate

2. FIDS

- The Authority currently uses the Daifuku's Intersystems platform for FIDS and BIDS
- 57 ea 42" FIDS/BIDS Screens through the Terminals, Garages and Concourses
- 5 Baggage Claim Carousel Input Devices in the Arrivals Terminal Basement
- 10 Baggage Claim Information Screens on Carousels in Arrivals Terminal o Not replaced with this project

3. GMS

- The Authority's Operations Department currently uses an AeroCloud product for gate management

4. Airlines

- American, Breeze, Delta, Frontier, JetBlue, Southwest and United currently provide service at Norfolk International Airport

Scope of Work – Required Deliverables

1. System Overview
2. CUPPS/FIDS Base system
3. Equipment and Hardware Requirements
4. Software and Functional Capabilities
5. Cybersecurity and Data Protection
6. Project Management
7. Support, Warranty, and Maintenance
8. Optional Deliverables (any applicable options should be mentioned in your deliverables)
9. Future Deliverables (any applicable options should be mentioned in your deliverables)

RFP Evaluation Criteria

An award will be given to the Offeror who is determined by the Authority, in its sole discretion, to be fully qualified and best suited among those submitting proposals. This determination will be based on the following evaluation factors and associated scoring on the next page.

• Cloud Base	Pass/Fail
• Technical Functionality	20 Pts
• Implementation Plan & Schedule	20 Pts
• Experience & Qualifications	15 Pts
• Support	15 Pts
• Cost Proposal	30 Pts

Schedule of RFP

- 7/9/26 Issued Request for Proposal
- 7/20/26 Non-Mandatory Pre-proposal Meeting
- 7/24/26 Deadline to submit Questions
- 7/31/26 Authority Issues Responses to Questions
- 8/7/26 Deadline to Submit Proposal
- 8/24/26 Interviews if desired by Authority (In-Person)
- 8/28/26 Expected Intent to Award Issuance
- 9/25/26 Contract Execution (No later than this date)

Site Visits

- Today
 - Groups of five to be escorted by Authority
 - Visit Concourse Gate Locations
 - Offerors then free to tour public facilities
- For future site visits please email Arondeau@Norfolkairport.com to schedule a tour of facilities which require escorted access
 - One scheduled tour per offeror
 - Maximum of five attendees for escorting purposes
 - Prefer tours to be completed prior to due date for questions
 - Authority personnel will provide access only and will not provide official answers to questions asked during the tour
 - Public facing facilities can be toured at anytime without need for an escort or coordination with the Authority

Cone of Silence

- All communications, of any nature with respect to this RFP, shall be addressed in writing to the Procurement Manager as identified in RFP
- Offerors must not contact members of the Airport Authority Board of Commissioners, the Evaluation Committee, Authority staff or anyone associated with the RFP to discuss or ask questions about the Project
- Improper contact may result in disqualification of the Offeror



Questions?



[illegible][illegible]

Questions during the Pre-Proposal meeting

1. Question: Who is responsible for the Demo of the existing equipment?

Answer: The Offeror will be responsible for all Demo including disposal. The Airport does reserve the right to keep any pieces of equipment that is noted to be replaced.

2. Question: Training is it required to be onsite?

Answer: Yes it should be onsite.

3. Question: Expected go live date?

Answer: To be determined by the offer based on their submitted schedule.

4. Question: Will the airport accept a hybrid system to all FIDs to be on premises and CUPPS to be cloud based?

Answer: Yes a hybrid system will be considered even though the preferred is cloud based, therefore scoring will be adjusted accordingly.

5. Question: Cloud based servers is there a requirement for where the servers are located in the world?

Answer: Yes the servers can not be located in China or Russia.



ADDENDUM #01
RFP-FY27-102-01 – INTEGRATED COMMON USE PASSENGER
PROCESSING (CUPPS) AND FLIGHT
INFORMATION DISPLAY SYSTEM (FIDS)
REPLACEMENT
Pre-Proposal Meeting

This acknowledgement of receipt for Addendum #01 must be signed and included in your proposal response submission in eVA. The signature on this addendum does not substitute for your signature on the original proposal document. The original proposal document **must** be signed.

Satoria Jennings
Procurement Specialist, VCA

Signature

Name, Title

Company Name

