



ADDENDUM #02
RFP-FY27-102-01 – INTEGRATED COMMON USE PASSENGER
PROCESSING (CUPPS) AND FLIGHT
INFORMATION DISPLAY SYSTEM (FIDS)
REPLACEMENT
Questions & Answers

This acknowledgement of receipt for Addendum #02 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





The following Questions have been prepared in response to submissions received by the due date of July 24, 2026 at 2:00 p.m.

1. Please confirm the number of commercial MVTs per year.
 - a. Approximately 80,000 total annual operations of which approximately 56,000 are commercial operations
2. Can you please provide additional details regarding the Gate Management System and clarify the scope that should be included in the response?
 - a. The Gate Management System is part of the Resource Management Module as described in the Optional Deliverables section in Exhibit "C". Offerors should expand on their platform's ability to provide these services in their response and should provide a price for the services described in Exhibit "N".
3. Does ORF currently have an AODB? If so, is ORF currently sharing any data between systems, and how is this data being shared?
 - a. No.
4. What percentage of traffic is operated by ORF, and what percentage is directly operated by each airline?
 - a. Approximately 56,000 annual commercial operations
 - b. 2,466,474 enplanements in Calendar Year 2025
 - c. American 30%
 - d. Delta 27%
 - e. Southwest 15%
 - f. United 14%
 - g. Breeze 10%
 - h. Frontier 2%
 - i. JetBlue 2%
5. What are the current data sources for FIDS and GMS, and what data sources are expected for the new systems?
 - a. Data source for FIDs is OAG. Offeror's to recommend data sources that are preferred with their provided platform. The cost of third-party data sources is to be included in the cost of services provided.
6. Please clarify the following requirement: "Provide user-based accounting by user airline for Authority cost-recovery purposes." Please confirm whether ORF expects usage reports by airline rather than by individual user.
 - a. Reports are to be by airline and not by individual user.

7. What is meant by “browser-compatible airline host connectivity”?
 - a. The Offeror’s platform must function the same across multiple web browsers and shall not require access through a specific web browser.
8. Which components of the solution are expected to support MFA?
 - a. NAA is requesting MFA on both the CUPPS ticketing desk computers and the gate desk computers.
9. Please clarify the expected scope for BMID and GMID.
 - a. The scope is as described in the BIDS and GIDS statements found within the Required Deliverables section of the RFP. The Offerors shall expand on their platforms detailed abilities to provide these services and the base services to be provided by the Offeror in their pricing shall be clearly delineated from optional services that are not included in the Cost Proposal.
10. Is the airport responsible for providing the network infrastructure, such as WAN, LAN, and ISPs?
 - a. Yes.
11. Would ORF like to replace all CUPPS hardware or re-use any of the current peripherals?
 - a. Replace all CUPPS hardware.
12. Describe the main goal in your RFP: “provide an integrated Common Use Passenger Processing and Flight Information Display System at Norfolk International Airport, including a Gate Management System integrated with CUPPS/FIDS”, using a few use cases to show the expected outcome.
 - a. The main goal is to have one service provider for all systems and for all systems to share one source of data.
13. Is the correct quantity of total screens (including FIDS, BIDS, GIDS, BCIC) 72 or 77?
 - a. The total number of screens is 67.
 - b. 57 screens will be replaced.
 - c. 10 screens will remain.
 - a) 57 FIDS displays
 - a. The quantity of 57 includes FIDS and BIDS displays.
 - b. 45 are FIDS.
 - c. 12 are BIDS.
 - b) 10 BIDS displays
 - a. BIDS display quantiles are include in the count above.
 - c) 5 or 10 displays
 - a. There are 10 baggage claim information screens on carousels in arrivals
 - b. These screens are to remain and are not replaced with this project.

- 14.** Will the selected vendor be responsible for DECOMMISSIONING & DISPOSAL of existing displays that are replaced?
- No. The Authority will remove and dispose of existing displays through a third party. Vendor shall be responsible for directly communicating the timing and needs for decommissioning directly with the Authority's service provider.
- 15.** Does "Digital Signage or Advertising Display" fall within the base scope, or is it optional / out of scope?
- This falls within the base scope and is existing on current claim device screens in arrivals.
- 16.** Please confirm the exact number of:
- Ticket counter agent positions (currently stated as 9 counters × 2 positions = 18)
 - Correct.
 - Gate agent positions (currently stated as 11 gates × 2 positions = 22)
 - Correct.
 - Public FIDS/BIDS screens to be replaced (currently 57 × 42")
 - Correct. Replace with 55" monitors.
 - Back-wall monitors at counters and gates that must be replaced with 55"
 - Correct.
- 17.** Will the airport provide storage/staging for delivery of the new equipment?
- Yes.
- 18.** Are there any bonding requirements?
- Yes. Offerors shall provide a Bid Security as described below. The Bid Security shall be calculated based on amount of Subtotal A on the Cost Proposal Form.
 - Each bid shall be accompanied by a Bidder's bond issued by a company authorized and licensed to transact business as surety in the Commonwealth of Virginia, a certified check, or cash escrow, in an amount equal to not less than five (5) percent of Subtotal A on the Cost Proposal Form, made payable to Norfolk Airport Authority. Upon approval of the Owner's attorney, in accordance with Section 2.2-4338, Code of Virginia, 1950, as amended, a Bidder may furnish a personal bond, property bond, or bank or savings and loan association's letter of credit on certain designated funds for the amount required for the Bid Security. The Bid Security shall be accompanied by a certified copy of the power of attorney for the surety attorney-in-fact. Said bid security shall be left with the Owner, subject to the conditions specified herein, as a guarantee of good faith on the part of the Bidder that if the bid is accepted, the Bidder shall execute the contract.
 - The Bid Security shall be returned to all except the three (3) lowest Bidders within ten (10) days after the date of Bid opening. The Bid Security will be returned to the three (3)

lowest Bidders within five (5) days after the execution of an Agreement and Certificates of Insurance have been approved by the Owner. None of the three (3) lowest Bids shall be deemed rejected, notwithstanding acceptance of one of the Bids, until the Agreement has been executed by both the Owner and the Successful Bidder.

19. We respectfully request clarification regarding the Gate Management System (GMS) referenced in the RFP; can you confirm that it is an optional deliverable and should be priced separately under Part C.
 - a. Gate Management System (Resource Management Module) is an optional deliverable and shall be priced separately on Exhibit N.
20. Please confirm:
 - a) Whether the 5 baggage claim carousel input devices are to be replaced by the Offeror, integrated as-is with the new BIDS platform, or retained entirely outside the scope of this project; and
 - a. The existing baggage claim input devices are to be replaced by the Offeror.
 - b) Whether the Offeror is responsible for replacing or reconnecting the display driver controllers (DDCs) or players feeding the 10 retained baggage carousel information screens so they continue to display correctly from the new BIDS system, or whether those screens and their supporting hardware are entirely outside the scope of this project.
 - a. See response to Question 42. Offeror is responsible for determining if existing DDCs need to be replaced in order to be compatible with the Offeror's systems.
21. Can you please provide more context/clarity on the expectations for CUPPS/GMS integration? The RFP includes a "consistent flight data source shared across CUPPS, FIDS and GMS" Integrated flight data across FIDS and GMS is intuitive, but we would like to better understand the use case for data integration between GMS and CUPPS.
 - a. The expectation is that all platforms share the same data source.
22. Please confirm if the Authority is looking for one vendor to provide all technologies (FIDS, CUPPS, GMS), or if working with a group of vendors who provide best of breed for each category is acceptable?
 - a. The Authority is looking for one vendor for the CUPPS/FIDS systems which is the base award for required deliverables described in the documents. The Resource Management Module (GMS) is an optional deliverable and, if awarded, may be awarded to a different vendor than the vendor which is awarded the contract for the required deliverables.
23. Per Exhibit G section 2, is it too late to award a Sourcewell (cooperative)-awarded CUPPS vendor for the CUPPS portion?
 - a. Yes.

- 24.** Per section 4 “Software and Functional Capabilities,” please confirm: if the airlines prefer local airline connections, is that acceptable?
- a. Local airline connections are acceptable.
- 25.** Are handheld barcode scanners required at the check-in positions? Please confirm 1 for each check-in and gate position.
- a. No.
- 26.** Are any document printers required at the CUPPS gate positions? Please confirm 1 per double or single position counter.
- a. Document printers are required at the CUPPS gate positions.
 - b. There is one per gate.
- 27.** Please confirm that all bag tag printers shall be RFID-enabled to support Delta Airlines operations.
- a. RFID is not required at this time. Offerors should speak to their ability to provide RFID enabled bag tag printers in the future should they be needed.
- 28.** Please confirm if receipt printers are required for the Boarding Gate Reader at the gates to support Delta operations?
- a. Receipt printers are not required at this time. Offerors should speak to their ability to provide receipt printers in the future should they be needed.
- 29.** Please confirm that the airport will provide a redundant internet connection for remote support and access between the site and cloud-based servers.
- a. Yes, redundant ISP connections are available.
- 30.** Would the authority consider a two-week extension to allow adequate time to address the answers to questions?
- a. The Authority will issue a one-week extension.
 - b. The deadline to submit a proposal is now August 14, 2026 at 2:00 PM ET
 - c. The dates for interviews, intent to award and contract execution as stated in the RFP are not changed.
- 31.** Confirm there is adequate space to accommodated the larger 55” monitors.
- a. Confirmed.
- 32.** How are these display’s mounted?
- a. Standard, off the shelf, monitor wall mounts.
- 33.** Is vendor responsible for the physical mounting of the units? If so, provide drawing of structure to which the new monitors will be mounted.

- a. No, the Authority will mount monitors through third party services. Vendor shall be responsible for communicating the timing and needs of mounting directly with the Authority's service provider.
- 34.** Are Dot Matrix or Laserjet Printers required for CUPPS/CUTE workstations?
- a. The document printers described and quantified in Question 26 shall be Laserjet printers.
- 35.** What does the Authority mean by "keep all software?"
- a. Sentence should read "Describe plan to keep all software up to date"
- 36.** How many display pages of each system will be required to be built and displayed?
- a. The FIDS/BIDS systems require one departures page, one arrivals page and one information page. The CUPPS/GIDS page quantities will be as needed for typical airline ticket counter and gate counter operations.
- 37.** Confirm the display is to change from Blank Status to any airline's Gate Departure screen when the agent logs into the workstation.
- a. Confirmed. However, Blank Status shall be an Authority provided image.
- 38.** Can you provide more details such as a make and model of the Baggage Claim Carousel Input Devices in the Arrivals Terminal Basement?
- a. The existing baggage claim input devices are to be replaced by the Offeror.
- 39.** Does the authority expect to request BAFO pricing from shortlisted bidders?
- a. The Authority reserves the right to negotiate with offerors per the RFP document.
- 40.** Will all systems be awarded to one vendor and, if not, should separate pricing for each system be provided?
- a. CUPPS/FIDS will be awarded to one vendor. Resource Management Module may be awarded to the same vendor, different vendor or may not be awarded. Price shall be submitted per the RFP instruction on supplied Cost Proposal Form.
- 41.** Please confirm that the authority can provide PoE to the carousel input devices.
- a. The Authority will provide network components as needed to include PoE ready network devices.
- 42.** Please provide the manufacturer and model for the display and specifications of the associated PC, including operating system, for the Baggage Claim Information Screens.
- a. Displays- LG UH5J Series 86" 4K Smart LED Commercial

- b. Displays are operated by NUC devices with proprietary programming by Daifuku. Offerors shall assume the need to replace these devices in their cost proposal.
- 43.** Please specify if the respondent should include new display mounts?
 - a. No.
- 44.** Is MFA required for all systems?
 - a. See response to Question 8.
- 45.** Please confirm base contract term length. Exhibits D and N reference a 5-year base contract, while Exhibit I notes a 1-year base.
 - a. The term will be as stated in Exhibit D. Exhibit I is an example.
- 46.** Should the proposer's pricing include all recurring third-party flight data subscription costs required for the FIDS solution, such as OAG or similar data-feed services, or will the data subscriptions be procured and paid separately by the Authority?
 - a. Proposer's pricing shall include all subscription costs. The Authority will not procure data-feeds separately.
- 47.** Gate management is stated as a base requirement and also a requirement under Resource Management module (optional deliverables). Please confirm if Gate Management should be priced in the base or under optional with the Resource Management Module.
 - a. Do not price in the base. Price under optional deliverables.
- 48.** Please confirm replacing Baggage Claim Carousel Input Devices is not in scope for this RFP.
 - a. The existing baggage claim input devices are to be replaced by the Offeror.
- 49.** If the existing Baggage Carousel Input Devices are to be reused, please provide the manufacturer, model, and specifications.
 - a. The existing baggage claim input devices are to be replaced by the Offeror.
- 50.** Are RFID BTPs required?
 - a. Not at this time. Please describe Offeror's ability to provide these services in your proposal.
- 51.** Are Documents printers required for Common Use locations? If so, which positions and quantity should be provided?
 - a. Existing printer quantities are described in the existing conditions section of the RFP and are to be replaced one for one with new equipment by the Offeror.
- 52.** The indemnification clauses in each section are slightly different. Is it possible to update Exhibit I, Section 14.1 to match Exhibit G?

- a. Indemnification clauses will be coordinated and modified, if needed, in the final contract.

REVISIONS TO EXHIBIT "C"

Revisions to Existing Conditions are as shown below in red

- 11 gate counter positions at 11 gates across two concourses (two positions per counter)
 - Each position includes workstation, monitor, ~~boarding pass printer, bag tag printer~~ and passport keyboards
 - One document printer, one boarding pass printer and one bag tag printer per counter
 - One contactless boarding pass scanner per gate counter
 - One 24" information monitor on back wall per gate