

## APPENDIX 5

**Questions and answers**

Provided by Respondent			Provided by IGC
No.	Reference	Question	Response
1	RFP 2.8.3	Should the format of the description of the system be a continuous text and is there a limitation in the number of pages?	There is no limit to pages for text responsive to RFP requirements. The only limit placed on the response is as follows: <i>"You may, however, submit up to ten pages of additional material, including general sales materials, company descriptions, sell sheets, and similar documents. These may be used by the evaluation team for general information purposes, but they will not affect the scoring of proposals."</i>
2	RFP Appendix 6, 7	Should a confirmation of Appendix 4, Appendix 6 and Appendix 7 be submitted in this stage?	Any confirmation should occur in your proposal. There is no need to confirm these in advance of your submission.
3	RFP 4.9	Is the Attachment named in 4.6 referring to Attachment A – Assist Agency List (E-16) of this document or more likely to Appendix 6. ?	This is an error in the RFP. You are correct. Section 4.6 (Insurance) should refer to Appendix 6. This will be corrected in an amended RFP release.
4	RFP 2.5	Will IGC consider an extension to the Submission Deadline by two weeks?	No.
5	RFP 4.4	Given the highly specialized nature of an AODB and RMS solution with	Realizing the specialized nature of this product/solution, we understand the challenge in meeting these MBE/WBE

## APPENDIX 5

Provided by Respondent			Provided by IGC
No.	Reference	Question	Response
		minimal ability to partner with an MBE and WBE organization, will IGC consider removing or reducing this requirement?	requirements. We encourage Respondents to consider using qualified and certified firms, including as subcontractors, in the deployment and/or ongoing maintenance of the proposed solution. During the evaluation phase points can be earned in this category by (1) Certification as a MBE/WBE firm (as defined by the City of Chicago and/or State of Illinois); (2) Partnership with or a joint-venture of MBE/WBE firms; and/or (3) Demonstrated and documented outreach efforts to certified MBE/WBE firms.
6	Not specified	I have a quick question regarding the AODB RFP with ORD. It mentioned in the RFP you are desiring, to the extent possible, an off the shelf solution. Would you be open to a custom developed solution instead of an off the shelf?	This is not something the procurement team has considered. Due to the complexity of the requirements, industry interoperability specifications, and timeframe for delivery, it is unlikely a custom-developed solution would meet the established requirements.
7	Not specified	Could you confirm the duration of the CAPEX and OPEX periods?	Respondents should assume a minimum projection of costs over a five-year period. Please include your projection of escalations during this time period.
8	Requirement 21	Could you please provide more details regarding the data that need to be migrated from the existing AODB and other sources?	Exact data fields have not been determined at this time. Respondents should, however, expect to migrate historical flight information, RMS components, and historical gate usage data, at a minimum. The in-place AODB is on a current platform and uses industry standard data formats.

APPENDIX 5

Provided by Respondent			Provided by IGC
No.	Reference	Question	Response
9	Not specified	If our proposed deployment is on-premise, would [Respondent] be responsible for providing the platform (e.g., servers), or should the airport provide it according to our specified requirements?	For on-premises solutions, please include the total hardware, software, and personnel expenses. This would include servers, among other items.
10	Requirement 32	Is there any specific security directive that must be followed?	Yes. Please refer to the City of Chicago's Information Security Policies available at <a href="https://www.chicago.gov/city/en/depts/dti/supp_info/information-security-policy.html">https://www.chicago.gov/city/en/depts/dti/supp_info/information-security-policy.html</a>
11	Requirement 86	Could you provide a list of the most relevant protocols and interfaces for the initial AODB deployment?	<p>These are some, but not all, of the protocols/interfaces we would be evaluating:</p> <ol style="list-style-type: none"> <li>1. IATA Type B Messaging (SITA/AFTN) – International Air Transport Association / Aeronautical Fixed Telecommunication Network</li> <li>2. IATA EDIFACT – Electronic Data Interchange for Administration, Commerce, and Transport</li> <li>3. IATA AIDX – Airline Information Data Exchange</li> <li>4. FIDS – Flight Information Display System Integration Protocols</li> <li>5. IATA SSIM – Standard Schedules Information Manual</li> <li>6. ACI ACRIS – Airports Council International Airline Community Recommended Information Services</li> <li>7. XML Messaging – Extensible Markup Language Messaging</li> <li>8. Baggage Messaging (BHS) – Baggage Handling System Interface</li> </ol>

## APPENDIX 5

Provided by Respondent			Provided by IGC
No.	Reference	Question	Response
			9. IATA BAGMATCH/BRS – Baggage Reconciliation System 10. CUPPS – Common Use Passenger Processing System 11. IATA NDC – New Distribution Capability 12. ACI WBP – Worldwide Baggage Protocol
12	Requirement 8	Does this mean that the system should allow the airport operator to make changes to the assignment of resources that were received from an external system? Is this specific to baggage make up allocation belts?	Yes. At present, these allocations are made solely by the Schedule Manager. In the future, we would like the ability to receive these requests electronically in a format digestible by the AODB/RMS but able to be adjusted manually by the Schedule Manager. We would like to see your product's resource allocation features, specifically those which allow us to optimize resources.
13	Requirement 5	If we are to provide a Resource Management module, do we still need to integrate with the in-place gate scheduling system? What kind of datapoints will we receive / send to this system?	We would like to see the Respondent's gating and scheduling capabilities internal to the AODB solution in addition to its ability to import external data. At this time, the Schedule Manager uses external slot management software to develop gate schedules. These schedules can be exported into SSIM format, and our expectation is that the AODB/RMS can import these. In the future, this process may change, and we would like to see your product's features regarding gate scheduling.
14	Requirement 7	Different systems will have different capabilities and different ways to store data. Is there a definition of exactly what data	Exact data fields have not been determined at this time. Respondents should, however, expect to migrate historical flight information, RMS components, and historical gate usage data, at a

## APPENDIX 5

Provided by Respondent			Provided by IGC
No.	Reference	Question	Response
		needs to be migrated from the current AODB?	minimum. The in-place AODB is on a current platform and uses industry standard data formats.
15	Requirement 7	What is the extent of this requirement [Ability to receive schedule requests from airlines on a seasonal basis (IATA Cha. 6) using historical slot management.]? Should the system be able to receive initial SCR/SMA messages and provide responses? Or is this to receive the final approval of this negotiation and reflect that on the schedule?	Both. Ideally the AODB should be able to receive initial SCR/SMA messages as well as provide responses throughout the slot negotiation process. This enables real-time communication and interaction between the airport and airlines, as timely handling of slot requests and amendments is a requirement under airline agreements. However, the ultimate objective of the AODB is to reflect the final approval of the slot negotiation on the operational schedule. Once the negotiation process concludes, the AODB should update its flight schedule with the final, approved slots, ensuring that the airport's resource allocation and operational planning are based on accurate and confirmed data. This might be a manual process or an automated one. We would like to hear how your solution plans to address these needs.
16	Requirement 74	It is our understanding that the application should allow for the management of this information, but the actual updates and maintenance is the customer's responsibility. Is this correct?	Correct. The software should allow for the management of this information. To the extent possible, we would prefer to start with a standard, preloaded dataset, based on industry standards and provided by the Respondent.
17	Requirement 75	It is our understanding that the application should allow for the	Correct. The software should allow for the management of this information. To the extent possible, we would prefer to start with a

## APPENDIX 5

Provided by Respondent			Provided by IGC
No.	Reference	Question	Response
		management of this information, but the actual updates and maintenance is the customer's responsibility. Is this correct?	standard, preloaded dataset, based on industry standards and provided by the Respondent.
18	Not specified	If there will be local on-airport-prem servers, then will there be a single core room in which the servers and related items are housed? Or will there be two core rooms and the servers and related items "split" across the two different rooms?	For an on-premises solution, we anticipate deploying into a redundant environment. This will likely result in placement in two locations (e.g., ORD and MDW airport data centers). For a virtualized solution, we would expect at least two distinct geographic regions for deployment.
19	Not specified	Is/are the core room(s) secure climate-controlled area(s)?	Yes. The Schedule Manager will arrange for a secure, climate-controlled environment. This is an existing data center location.
20	Not specified	Does/do the core room(s) have adequate electrical power? UPS?	Yes. The Schedule Manager will provide adequate primary and secondary power. Please include in your proposal any unique requirements. The location will be in an existing data center.
21	Not specified	Does/do the core rooms provide a termination point for WAN telco circuits?	Yes. This location will be in an existing data center.
22	Not specified	Does/do the core room have available rack space for servers	For on-premises solutions, the Schedule Manager will provide space for the physical infrastructure (existing data center). For virtual

## APPENDIX 5

Provided by Respondent			Provided by IGC
No.	Reference	Question	Response
		and related items such as backup devices? If not, does/do the core room(s) have space for a new rack? Does ORD have an available virtualization environment that can host the product servers? If not, can Bidder provide the virtualization infrastructure?	environments, please include these costs in your proposal. Please consider I/T security policies (referenced in the RFP), which may result in a "government cloud" being the most appropriate virtualized environment. We also require multiple regions under a virtualized solution to increase availability and reduce risk.
23	Not specified	Does ORD have an available Ethernet LAN infrastructure that can connect the Bidder product server VM's and clients? Each product server VM and client needs a 1G Ethernet connection	Yes.
24	Not specified	Does ORD have an available ISP circuit to the Internet on which Bidder can get at least 5M of bandwidth? If not, then can Bidder provide an ISP circuit?	Yes and yes.
25	Not specified	Besides Warranty, Preventive Maintenance and Helpdesk	This is not a requirement. We would, however, like to see your proposed 24/7 support plan, which may include on-site and/or

APPENDIX 5

Provided by Respondent			Provided by IGC
No.	Reference	Question	Response
		Support is there a need for Onsite Support?	virtual support agents. We would like to see an escalation plan (Levels 1, 2, 3) under an established SLA.
26	Requirement 75	Can you please provide 1 or 2 scenarios that you can share that explain this requirement?	We would prefer to start with a standard dataset, based on industry standards and provided by the Respondent. Ultimately, the data will be updated based on airlines and aircraft operating at O'Hare. For example, we would prefer to start with a standard dataset including aircraft type, airlines, etc. We can customize this on a go-forward basis, but this allows us to get started with industry standard information.
27	Requirement 78	Can you please provide a detailed explanation on airport maps?	As mentioned in the RFP, O'Hare is expanding its use of GIS technology, including a roll-out of a new asset management platform. At this time, we do not have specifics related to data fields or data formats. If possible, you should respond to this question with any prior experience or best practices incorporating asset data (e.g., airport gates, boarding bridges, ground equipment, etc.) into the RMS.
28	Requirement 9	Can you please provide examples on what ESRI-GIS technology will be used for and what type of data format this will require? Can you share some examples?	As mentioned in the RFP, O'Hare is expanding its use of GIS technology, including a roll-out of a new asset management platform. At this time, we do not have specifics related to data fields or data formats. If possible, you should respond to this question with any prior experience or best practices incorporating asset data (e.g., airport gates, boarding bridges, ground equipment, etc.) into the RMS.



## APPENDIX 5

Provided by Respondent			Provided by IGC
No.	Reference	Question	Response
29	Requirement 17	What billing system do you currently have? Are the airline feeds proprietary or via AIDX, or from somewhere else? Also, what ERP systems do you have and are thinking about?	Aeronautical billing is handled either under a manual process or via Amadeus PROPworks software. Airline data may come from multiple sources, including pre-configured data exchange by the AODB vendor. Please use this field to describe any pre-existing connections your solution has developed. Note that O'Hare is on an Oracle platform; however, we are not looking for a full ERP integration at this time (only pre-existing connections, if available). In the interim, we will need exportable data (e.g., CSV format) to create manual invoices.
30	Requirement 2	Can you please provide details on Chicago policies and if additional documents can be provided on this requirement?	Yes. Please refer to the City of Chicago's Information Security Policies available at <a href="https://www.chicago.gov/city/en/depts/dti/supp_info/information-security-policy.html">https://www.chicago.gov/city/en/depts/dti/supp_info/information-security-policy.html</a>
31	Requirement 15	Can you please supply 2 or 3 examples within the request of this requirement.	This is a general user interface requirement. Consider the ability to display flights with source data from AODB-provided connection to an airline's system, commercial databases (e.g., FlightAware or similar), and on-airport sources. We're looking to integrate the highest source of information at any given time (i.e., single source of truth).
32	RFP 1.2.11	Is there a desired level of SLA? Is onsite support required?	This is not a requirement. We would, however, like to see your proposed 24/7 support plan, which may include on-site and/or virtual support agents. We would like to see an escalation plan (Levels 1, 2, 3) under an established SLA. The exact SLA

## APPENDIX 5

Provided by Respondent			Provided by IGC
No.	Reference	Question	Response
			requirements will be covered during our commercial negotiations, but please include your suggestions and recommended practices in the proposal. We would also like to hear about your commitment to uptime in an SLA.
33	RFP 1.1.1	What is the difference between Test and Preproduction?	We're looking for a preproduction sandbox environment for an Airport Operational Database (AODB). Due to the critical nature of the AODB at one of the world's busiest airports, a preproduction system is essential for testing and validating system configurations, integrations, and new features before they are deployed into the live operational environment. This term can be used interchangeably with "Test System," provided we are provided similar functionality. We want to test all upgrades or updates in advance of a Production environment.
34	Requirements 6, 7, 8	System Integration: How will the AODB integrate with existing airport systems and third-party applications?	For these requirements, we are looking to see how your product interfaces and/or integrates with the external systems mentioned in the requirements. You should assume, at a minimum, that O'Hare utilizes each of the systems listed in the requirements (e.g., FIDS, RMS, BHS, CUPPS, etc.) at the launch of the AODB solution.
35	Requirement 38, 39, 40	Data Management: What are the data storage, backup, and recovery requirements?	We are looking to the Respondents to describe its own data storage, backup, and recovery solutions. Consider the need (Requirement 30) of a minimum 7-year retention period in your analysis and eventual proposal.

## APPENDIX 5

Provided by Respondent			Provided by IGC
No.	Reference	Question	Response
36	RFP 1.2	Scalability: Can the system handle future growth in passenger and flight data?	We would encourage each Respondent to describe the scalability of its solution, including any hard limits in the number of resources, users, gates, etc. and any costs required to exceed these limits. Consider that during the term of the AODB agreement, O'Hare will both add gates and convert existing gates to a Common Use model. Expect for the development of a new passenger concourse and likely preloading of future passenger terminal into the AODB for analytical purposes prior to its opening.
37	RFP 1.2	Security: What security measures are required to protect sensitive data?	<p>Please refer to the City of Chicago's Information Security Policies available at <a href="https://www.chicago.gov/city/en/depts/dti/supp_info/information-security-policy.html">https://www.chicago.gov/city/en/depts/dti/supp_info/information-security-policy.html</a></p> <p>In particular, please focus on encryption and data in-transit/at-rest requirements.</p>
38	RFP 1.1; 1.2.2	Features: Are there any specific specialty functionalities are expected from the AODB?	We would recommend reviewing the minimum functionalities described in Section 1.2 and throughout the Requirements Matrix (Appendix 2). We also welcome descriptions of additional "specialty" functions that your product may offer. Feel free to share with us descriptions of your product's success or features delivered at other major airports ( <i>subject to the limitations in Section 2.9 of ten pages of additional material</i> ).
39	RFP 1.2.5	User Access: How will user roles and permissions be managed?	We would invite Respondents to describe their user roles and permissions features and methodology, including for both internal

## APPENDIX 5

Provided by Respondent			Provided by IGC
No.	Reference	Question	Response
			and external (airline and other partners). Also, refer to Requirement 35 (Data Security). We would also like to hear about your product's ability to utilize single-sign-on (SSO) using Active Directory, while also permitting external or guest access for airlines and partners.
40	RFP 1.2.7	Reporting: What types of reports and analytics are required?	Please refer to Requirement 58 (Reporting and data export). We included examples of reports as a set of core requirements. This is not an exhaustive list, but an example of the types of reports we will require.
41	RFP 1.2.10	Timeline: What is the expected timeline for the project from start to completion?	Our goal is to have an AODB (including its components) ready for testing and training over Summer 2025, with a go-live in early August 2025. It's our goal to evaluate, acquire, implement, and support a system that meets our needs. We would, however, prefer to conclude procurement during 2024, with a project launch occurring shortly after the New Year (Sec. 2.5). In your proposal, kindly provide us a realistic start date and recommended implementation schedule. Please be careful in any projections to consider actual resource/staff availability and avoid the over commitment of resources. We value accuracy in the proposed timeline, and we would rather be flexible than to encounter resource availability issues at the project launch.

APPENDIX 5

Provided by Respondent			Provided by IGC
No.	Reference	Question	Response
42	RFP 1.1; 1.1.4	Training: Will training be needed for airport staff? If so, what will it include?	In your proposal, please describe your recommended training model, based on experience at similarly sized and complex airport clients. We will likely employ a hybrid train-the-trainer style model; though, we have not determined the final delivery methodology. We do, however, expect to work closely with your staff to create system documentation and custom training materials for the end user and system administrator.
43	RFP 2.2.11	Support: What level of ongoing support and maintenance will be needed? 1.2.11 Page 8	Please refer to the "MS" (Maintenance & Support) requirements in Appendix 2 Requirements Matrix (Requirements 79 through 85).
44	Requirement 2	Regulations: Are there any specific regulatory requirements the AODB must comply with?	For the purposes of your proposal, please refer to the City of Chicago's Information Security Policies available at <a href="https://www.chicago.gov/city/en/depts/dti/supp_info/information-security-policy.html">https://www.chicago.gov/city/en/depts/dti/supp_info/information-security-policy.html</a>
45	Requirement 2	Standards: What industry standards should the system adhere to?	We would recommend reviewing the various requirements in Appendix 2 Requirements Matrix. Please pay special attention to any IATA standards described in the document. These establish minimum standards. Should your product support any additional standards, we invite you to share this in your proposal.
46	RFP 1.2.12	Budget: What is the budget for the project, and how will costs be managed?	Our focus at this time is on finding the best fit for the purposes described in the RFP. Following the submission deadline (Oct. 7) and oral presentations, we will commence commercial discussions.

## APPENDIX 5

Provided by Respondent			Provided by IGC
No.	Reference	Question	Response
			In your financial offer, please include any suggestions regarding cost drivers and any recommendations for reducing costs.
47	RFP 3.1	Payment Terms: What are the payment terms and conditions?	Net 45 is routine, but this subject will be discussed during commercial negotiations.
48	RFP 3.1	Award Date vs. Actual Project Start Date: Although "tender" is indicated for December 2024, when would the actual project begin? Is there a specific date? Is there's an implementation timeline expected?	Our goal is to have an AODB (including its components) ready for testing and training over Summer 2025, with a go-live in early August 2025. It's our goal to evaluate, acquire, implement, and support a system that meets our needs. We would, however, prefer to conclude procurement during 2024, with a project launch occurring shortly after the New Year (Sec. 2.5). In your proposal, kindly provide us a realistic start date and recommended implementation schedule. Please be careful in any projections to consider actual resource/staff availability and avoid the over commitment of resources. We value accuracy in the proposed timeline, and we would rather be flexible than to encounter resource availability issues at the project launch.
49	Not specified	Customization: To what extent can the AODB be customized to meet specific needs?	This is a general question. Please feel free to include any customization options not described in Appendix 2 (or anywhere else in the RFP) as additional material (described in Sec. 2.9 Requirement of Form).

APPENDIX 5

Provided by Respondent			Provided by IGC
No.	Reference	Question	Response
50	Not specified	Contract Term: Is there is a contract term requested in the RFP?	Yes. Please refer to Sec. 2.11 (Term of Services) for a complete description. We anticipate awarding an agreement for an initial five-year term beginning upon contract commencement with one option for a renewal term beginning five years after contract commencement through to December 31, 2033.
51	Not specified	Future Upgrades: How will future upgrades and enhancements be handled?	Please refer to the "MS" (Maintenance & Support) requirements in Appendix 2 Requirements Matrix (Requirements 79 through 85). In your proposal, please describe how you address routine upgrades. Also, in your response using Appendix 2 (Requirements Matrix), please list any enhancements that are outside of your core feature set (i.e., let us know if there is additional costs required to meet a requirement). Please mark this directly in the spreadsheet (Appendix 2).
52	Not specified	Request for Proposals (RFP) for Management and Operation of Public Parking and Ground Transportation Facilities at Midway International Airport Specification No. 1199043, what is this in reference to? (Page E1)	This is an illustrative MBE & WBE requirement for doing business at O'Hare. The entire contents of Attachment A are from the City of Chicago's Office of Contracting Equity: <a href="https://www.chicago.gov/city/en/depts/dps/office-of-contracting-equity.html">https://www.chicago.gov/city/en/depts/dps/office-of-contracting-equity.html</a>
53	Not specified	Midway reference to RFP 1199043 Management and Operation of Public Parking and Ground	<i>(same as above)</i> This is an illustrative MBE & WBE requirement for doing business at O'Hare. The entire contents of Attachment A are from the City of Chicago's Office of Contracting Equity:

APPENDIX 5

Provided by Respondent			Provided by IGC
No.	Reference	Question	Response
		Transportation Facilities at Midway International Airport, is this included in the RFP for City of Chicago O'Hare Airport AODB proposal? (Page E1)	<a href="https://www.chicago.gov/city/en/depts/dps/office-of-contracting-equity.html">https://www.chicago.gov/city/en/depts/dps/office-of-contracting-equity.html</a>