



**CITY OF HOUSTON
HOUSTON AIRPORT SYSTEM
REQUEST FOR INFORMATION (RFI)
SOLICITATION NO.: HWC-IAHDID-2021-005
DIGITAL AND INTERACTIVE DIRECTORIES
FOR THE HOUSTON AIRPORTS**

Date Issued: September 25, 2020

Information Conference: October 8, 2020 @ 10:00 A.M., CST
Tele-Conference through Microsoft Teams @ web link:
<https://bit.ly/35UXrsE>

Questions Deadline: October 15, 2020 @ 2:00 P.M., CST

RFI Due Date: December 3, 2020 @ 2:00 P.M., CST

Solicitation Contact Person: Warren Ching
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Project Summary: The Houston Airport System (HAS) is seeking to procure a comprehensive directory system that enhances our customer experience, provided timely content management in multiple languages, and are ADA compliant.

TABLE OF CONTENTS

1.0 BACKGROUND 3

2.0 STATEMENT OF NEED3

3.0 OBJECTIVE 4

4.0 INTENDED SCOPE OF WORK4

5.0 RFI SCHEDULE7

6.0 EXPENSES OF PREPARATION7

7.0 SPECIAL INSTRUCTIONS TO RESPONDENTS7

8.0 GENERAL TERMS8

9.0 ADMINISTRATIVE INFORMATION8

1.0 BACKGROUND

1.1 HAS currently utilizes monument static directories and Interactive Visitor Kiosks. This includes outdoors illuminated static directories. At IAH, there are currently 16 Interactive Kiosks and 28 static directories. At HOU, there are currently 6 Interactive Kiosks and 13 static directories. The touch screen Interactive Visitor Kiosks are manufactured by JCDecaux and provide a multitude of airport information, walking directions through LocusLabs, and boarding pass scanning. While the Interactive Visitor Kiosks and directories run well, HAS is looking to ensure that the newest technology innovations are available. Additionally, HAS would like to procure a comprehensive directory system that enhances our customer experience, provided timely content management in multiple languages, and are ADA compliant.

2.0 STATEMENT OF NEED

2.1 The City of Houston, Houston Airport System (HAS) Department is considering soliciting proposals from Consultant(s)/Contractor(s) specializing in Airport directory systems. The objective of the Request for Information (RFI) is to gather information from Consultant(s)/Contractor(s) who are capable of designing, manufacturing, installing and maintaining operating directory systems to meet HAS needs. The Department would like to take into consideration all Consultant(s)/Contractor(s) who would be interested in participating in a future procurement.

2.2 If you believe that your company/organization can provide recommendations to enhance the overall objective stated below and would be interested in conducting a presentation, please provide your contact information to include:

2.2.1. Company/Organization Name, Contact Person, Address, Telephone No., Fax No. and E-mail Address of the Respondent,

2.2.2. Executive Summary,

2.2.3. Technical Details of Respondent's proposed systems, including a plan for interoperability with existing data services, such as Amazon Web Services (AWS), and other applications/data sources.

2.2.4. Data collection, usage, reporting, migration needs,

2.2.5. Security needs if necessary,

2.2.6. Delivery Schedule,

2.2.7. Cost of directory systems,

2.2.8. Operation and Maintenance procedures, including content management

2.2.9. Operability within airport environment,

2.2.10. Respondents should inform HAS about the required infrastructure.

2.2.11. Boarding pass scanner with capability to scan and send gate and directions to mobile phones.

2.2.12. Selection Criteria, including experience, years in service, and key projects, and airport specific projects.

2.2.13. Warranty and service agreement procedures and cost.

3.0 OBJECTIVE

3.1 The City of Houston, Houston Airport System (HAS) Department is seeking information from directory systems consultants/contractors who can assist HAS in replacing the current directory system while increasing the overall customer experience. Prior to completing and releasing a consultant(s)/contractor(s) RFQ/RFP, the City is extending an invitation to all interested parties, who may be available to provide information to assist in the development of the RFQ/RFP.

3.2 Please review the basic overview of the intended Scope of Services below.

4.0 INTENDED SCOPE OF WORK

4.1 It is requested that consultants/contractor(s) should provide details related to both digital and interactive directory systems. Information should include the latest innovation and technology in passenger information, wayfinding, and content design.

4.2 Contractor must provide turnkey solution, to include kiosk housing and hardware along with software platform. Content management system (CMS) and dashboard is required. Solution must also offer customization to meet HAS brand standards and reflect the look and feel of the brand.

4.3 Systems must include indoor mapping with step-by-step directions and walking times. Capability to provide directions via text messaging and links to interactive mapping on HAS website are required.

5.0 RFI SCHEDULE

| Event | Date and Time |
|--|---------------------------------------|
| RFI Release Date | September 25, 2020 |
| Information Conference | October 8, 2020 @ 10:00 AM CST |
| Deadline to Submit Questions | October 15, 2020 @ 2:00 PM CST |
| Questions Answered on Website (multiple LOCs) | November 12, 2020 |
| RFI Due Date | December 3, 2020 @ 2:00 PM CST |

6.0 EXPENSES OF PREPARATION

6.1 The presentation and all other related expenses must be at “NO COST” to the City.

7.0 SPECIAL INSTRUCTIONS TO RESPONDENTS

7.1 Questions and comments regarding this RFI must be emailed to warren.ching@houstontx.gov.

7.2 The deadline for requests for additional information and questions is October 15, 2020 @ 2:00 P.M., CST. Please include the phrase “Questions: HWC-IAHDID-2021-005 – Digital and Interactive Directories” in the subject line and provide all applicable contact information. HAS shall provide written responses to all questions received in writing before the deadline for additional information and questions. Questions received from all Respondent(s) shall be answered and posted on HAS website <http://www.fly2houston.com/> in the form of a Letter of Clarification (LOC). It is the Respondent(s) responsibility to ensure that they secure all correspondence.

7.3 Please indicate your interest to this RFI requirement by adhering to the following submittal procedure. Provide four (4) printed copies of the Response to this Request for Information, as well as four (4) complete copies on a memory stick (USB drive) in a sealed envelope to:

Houston Airport System
Supply Chain Management Building
Attn: Warren Ching
18600 Lee Road
Humble, Texas 77338

8.0 GENERAL TERMS

8.1 Interested vendors are encouraged to submit information requested in this RFI. The City may use this information as source material for an RFQ/RFP.

8.2 All information provided, and expenses incurred must be at “NO COST” to the City. All responses will be subject to the Texas Public Information Act (TPIA). Any proprietary materials and/or trade secrets that must be submitted should be clearly and individually marked.

8.3 The City will not be liable for any costs of work performed in the preparation and production of any RFI response. By submitting a response to the RFI, respondent agrees not to make any claims for, or have any right to, damages because of any misunderstanding or misrepresentation of the information, or because of any misinformation or lack of information in the RFI. The responses to the RFI shall become the property of the City of Houston. The City has the right to adopt, modify, or reject any or all ideas presented in any material submitted in response to the RFI. Information provided may be used in a future RFQ/RFP.

8.4 Since this RFI is designed as a tool to collect information and will not result in a contract for the Project, it does not fall under the requirements of Chapter 252 of the Texas Local Government Code.

9.0 ADMINISTRATIVE INFORMATION

9.1 Texas Public Information Act (TPIA) and Responses:

- 9.1.1. TPIA could be referenced in the Texas Government Code, Chapter 552 as linked below:
<https://statutes.capitol.texas.gov/Docs/GV/htm/GV.552.htm>
- 9.1.2. The purpose of the TPIA requirements is to promote the public's right to know the process of governmental decision-making and to grant maximum public access to governmental records.
- 9.1.3. Thus, a member of the public may submit a TPIA request for disclosure of the contents of the responses submitted to the City in response to this RFI. The responses of respondents are subject to disclosure under the TPIA. However, pursuant to Section 552.110, a governmental agency may except from disclosure information that qualifies as a trade secret or commercial and "financial information privileged or confidential by statute or judicial decision." Mark clearly in your RFI response, any information you claim as proprietary, copyrighted or rights reserved which may be protected from disclosure under the TPIA.
- 9.1.4. If there is information in your response, which you claim meets the requirements set forth by Section 552.110 of the TPIA; you must inform the City in a letter or by email, accompanying your response.
- 9.2 The City reserves the right to:
 - 9.2.1. Postpone or cancel this RFI upon notification to all RFI respondents.
 - 9.2.2. Amend the specifications after release with appropriate notice to all RFI respondents.
 - 9.2.3. Request RFI respondents to present supplemental information clarifying their responses either in writing or in a formal presentation.

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