



February 11, 2016

**ADDENDUM NO. 001
REQUEST FOR INTEREST NO. 2016-003
DEVELOPMENT OF A MOBILE APPLICATION
BRADLEY INTERNATIONAL AIRPORT**

Prospective proposers and all concerned are hereby notified of the following changes in the Request for Interest (RFI) document for the Development of a Mobile Application for Bradley International Airport. These changes shall be incorporated in and shall become an integral part of the RFI documents.

Addendum Item No. 1

The deadline to submit questions has been extended to no later than **2:00 p.m. February 17, 2016** Eastern Standard Time.

Addendum Item No. 2

The deadline to submit proposals has been extended to no later than **2:00 p.m., March 2, 2016** Eastern Standard Time. **E-mailed or late proposals will not be accepted.**

Addendum Item No. 3

Under the "Background" Section of the RFI document delete reference to (www.bradleyinternational.com) and replace with bradleyairport.com

Addendum Item No. 4

Addendum Item No. 2 provides responses to questions received prior to the established deadline. Please note if you do not see a response to any question(s) your firm submitted, then the Selection Committee determined the question was not deemed a part of the technical RFI process.

Addendum No. 1 consists of one (1) page and a ten (10) page attachment.

All other terms and conditions of the RFI remain the same.

A handwritten signature in blue ink, appearing to read "Laurie A. Sirois", is written over a horizontal line.

Laurie A. Sirois
Manager of Grants, Contracts and
Procurement

END OF ADDENDUM NO. 1

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QUESTIONS & ANSWERS

1. On what basis users will receive push notifications for arrival and departure of flights. It would be uncomfortable for users to receive push for very flight even when they have not booked it. **We are envisioning this as an optional feature for passengers who wish to receive notification regarding their flight.**
2. I would like to know more details regarding surveys and their feedback. I am assuming surveys will be pushed from back end (CMS panel of the current website) and user's feedback will be collected. Let me know If I am on right track. **We'll be providing links back to the website or an email address (i.e. feedback@bradleyairport.com) that passengers can use to reach out to with their feedback.**
3. What will be the format of survey questions. Will they be like MCQ or open text based? **Please see question/answer # 2.**
4. Special offers and tourism info will be coming from back end (CMS panel of the current website). **This is to be determined.**
5. Are there any specific languages, you want app to be built in or it will be in universal languages similar to current website? **Same as current website, which is currently in English with option to translate into different languages with the Google Translate tool. For the app, we welcome suggestions on how to handle the translation/different language feature. We'd prefer some type of automated solution.**
6. Specify what is the purpose of NFC feature and what interests are pushed here. Also, fyi, iOS does not support NFC feature so it will not work in iOS devices. **Exploring the idea of beacon technology, passenger tracking and push notifications.**
7. What will be the algorithm for parking rate calculation. In the current website there is a fixed table of parking rates according to duration of parking, no calculator. **Please disregard - not a required feature.**
8. Lastly, we are assuming that we will be using existing back end of the system as site currently up and running. Or do we have to create new back end as well, please let me know. Web services will be built by us **There is not enough information provided to answer this question appropriately.**

9. Can you share the existing data format and source information to us? There is not enough information provided to answer this question appropriately.
10. Do you have a budget range or cap in mind? **The CAA does not release budget information.**
11. Does the airport have pre-existing app store account(s) info, or will the Vendor be handling the app submission through the various App stores? **We have no app store account. Vendor will need to submit application to app store.**
12. We need to understand current server side technology stack used for website bradleyairport.com so that mobile app will be in sync with website. **This is propriety information that will be disclosed to the selected vendor.**
13. We also need Webservice/REST Apis so that mobile app will work with same database and web sever, so who will be providing the APIs? Or we need to take care of it as well? **This is propriety information that will be disclosed to the selected vendor.**
14. Terminal map mentioned we need to show using google maps or our custom map? **Google maps is preferred.**
15. The information for dining, shopping etc are static or coming from server? Do we need separate CMS for managing this or do we have existing one? **Separate CMS will be needed.**
16. CAA will be providing flight delay and other information, do we have any idea in what format this will be? **Yes, it will be in XML format. More information will be provided to the selected vendor.**
17. You have also mentioned change language feature, so what all languages we need this app? **Please see question/answer # 5.**
18. How exactly NFC will work in this? Do we have any specific use case so that we can get more idea what we want? **Please see question/answer # 6.**
19. Local weather conditions will be retrieved from third part weather companies? **Yes, we will leave it up to the vendor to choose.**
20. As this is RFI, are there any compliance must be met by firm to become qualifying for submitting the response? **Not at this time.**
21. Is Authority open to allow offshore/off-site application development for this RFI? **Any offshore or off-site partners must be disclosed.**
22. Has the CAA considered whether or not there is a preference to target a consistent branded design across all devices, or is a specific UI for each platform that adheres to native design paradigms the preference? **Consistent branding is preferred but open to recommendations.**

23. Does the CAA have a specific technology/product in mind regarding in-terminal location tracking (#4) or should the vendor make this recommendation? **Vendors may submit recommendations for consideration in their proposal.**
24. Does the CAA have a content management system (CMS), or other mechanism, in place for maintaining the content that will be present on the informational screens (#5, #6, #7, #8, #14, #16, #17, and #19)? **Not currently.**
25. If so, does the CMS/other mechanism support multiple languages? (#18) **Our website currently has the Google Translate feature, please see question/answer 5.**
26. What languages need to be supported by the application? (#18) **Please see question/answer # 5.**
27. Will the CAA provide translated versions of all content or is it expected that the vendor will sub-contract translation services to an appropriate vendor? (#18) **Please see question/answer # 5.**
28. Would the CAA be amenable to a phased approach where requirements which carry higher integration complexity [such as location (#4), and NFC (#21)] are implemented and deployed iteratively through updated releases? **Yes, this would be the preferred approach.**
29. Is there existing infrastructure/services for retrieving flight information (#2, #3) that the current website uses and the mobile application can similarly integrate to or is this something that the vendor will need to build? **Yes, there is an existing infrastructure in place. Please see question/answer # 16.**
30. Does the CAA expect ongoing support and maintenance from the vendor or is the expectation for knowledge transfer to/training of internal developers in the organization to take place? **We expect a combination of both.**
31. Will users of the mobile application need to manually subscribe to specific arrivals/departures or does the CAA envision a solution where notifications are automatically subscribed to by extracting flight information from a user's calendar? Or both? (#2, #3) **We would prefer a manual subscription.**
32. Does the CAA have existing terminal maps in electronic form to be used for this application or will the vendor need to create them (#4)? **Maps are available, however, may need to be reformatted to meet the specs of the app.**
33. What is the expectation around a search feature (#13)? In other words, what will the user be able to search for? **We envision for passengers to be able to search for information within the app i.e. dining options.**
34. Does the CAA have a preferred weather provider or existing relationship with a weather provider? (#20) **No existing relationship or preference. Please see question/answer # 19.**

35. Can the CAA elaborate on expectations surrounding NFC functionality? (#21)
Please see question/answer #6.
36. Does the CAA already have funding allocated for this effort? **See Question 10 above.**
37. Does the CAA have an established budget for this effort? **See Question 10 above.**
38. Outside of the special offers tab (#14), the CAA may considered ad placement within the app. **Vendors may submit recommendations for consideration in their proposal.**
39. Related to (#4), by leveraging micro location services already being put in place for terminal navigation within the app, targeted advertisements/coupons for stores/shops in the terminal could be included either in-app or via push notifications. **Vendors may submit recommendations for consideration in their proposal.**
40. Also related to (#4), special points of interest throughout the terminal (Art, Artifacts, etc.) could be tagged and additional information/narrative provided, either as a user approaches or manually as they explore the terminal map. **Vendors may submit recommendations for consideration in their proposal.**
41. In addition to photo tagging a parking space (#15), GPS coordinates should also be included in tagging to assist an app user in returning to their car. **Vendors may submit recommendations for consideration in their proposal.**
42. The CAA may consider adding informational content and links to various Airline mobile applications so that users can be directed to leverage features such as on-phone boarding passes, luggage tracking, and other such features offered within those apps. **Vendors may submit recommendations for consideration in their proposal.**
43. The CAA may consider adding similar content for rental car agency's apps / Uber, etc. **Vendors may submit recommendations for consideration in their proposal.**
44. Does the Connecticut Airport Authority (CAA) expect the awarded firm to spend a significant amount of time on-site? Or can most of the work be done off-site/remotely? **Only when needed/as appropriate.**
45. Does the CAA have a preference regarding specific CMS/platform technologies? **This information will be disclosed to selected vendor.**
46. Does the CAA have a current mobile app for the Bradley Airport or other airports that are similar to what is being requested in the RFI? **No.**
47. If the CAA has a mobile app what has the CAA spent annually for the maintenance and hosting of the current/similar app? **No.**

48. Has a budget already been approved for this project? If a budget has already been approved can the CAA provide a range? **See Question 10 above.**
49. Is there an estimated budget range for this project? **See Question 10 above.** Or do you have any information regarding previous budgets for similar projects?
50. What type of Geo-location functions are required? **We are interested in a basic "you are here" function.**
51. Will credit card payment processing be required for Parking, etc.? **No.**
52. Will an airport alerting and notification capability be required for passengers or by flights only? There is not enough information provided to answer this question appropriately.
53. For the response to this RFI will providing a range on cost be acceptable given the fact that a formal RFP will be issued? **The CAA reserves the right to select a vendor based on this solicitation and may not choose to move to the Request for Proposals Phase (Refer to Evaluation Criteria section of the RFI)**
54. What content will the CAA provide and in what format? Content examples: maps, logos, tenant information, etc. Format examples: GIF, BMP, PDF, Vector **We will provide requested content in a range of formats.**
55. Please describe the functionality of the parking calculator. **Please see question/answer #7.**
56. Does the CAA expect the solution provider to update the content on an ongoing basis or does the CAA want the ability to update information? **We are envisioning a combination of both, depending on complexity of changes that need to be made.**
57. What format will the CAA provided feeds be in? **The feeds will be in XML format.**
58. Under scope it is indicated "Terminal Map with location tracking" is desired. Does the CAA want "Blue Dot" Wayfinding (using beacons) or Static Wayfinding within the airport? **We are interested in exploring beacon technology.**
59. Can the CAA provide the approximate square footage of the airport to be mapped for indoor navigation using location? **This information can be provided to selected vendor.**
60. NFC (Near Field Communication) - Does the CAA currently have a provider that you would like us to integrate with? Can the CAA provide a specific use-case example of how this technology will be used? **Please see question/answer #6.**
61. Are you open to the solution provider using a combination of both onsite and offshore resources to develop the mobile application? **Please see question/answer #21.**
62. Is there a preferred pricing model for this project – Fixed Price or Time & Materials, or combination? **Firms shall provide the pricing model they determine appropriate for review and consideration – refer to Submission Requirements the RFI.**

63. Do you have an application development platform preference for this mobile application - Native or Hybrid, or will you leave it up to the solution provider to make a app dev platform recommendation? **We are leaving this up to the provider.**
64. Once the application is developed and deployed, is there a maintenance phase for this application that we should include in our cost and schedule? If so, how long is the estimated maintenance period? **Vendors should include one year support in their proposals - support for future years to be discussed with selected vendor.**
65. In the SCOPE section on page 3 of the RFI you list the various feeds. Are there any other feeds/APIs we should be aware of at this time and plan for? **No.**
66. Could you provide the number of users (# of hits) who visit the Bradley International Airport website on a monthly basis? Can your existing infrastructure handle the anticipated increased traffic? **This information will be provided to the selected vendor.**
67. Do you anticipate any material changes to the current Bradley International Airport website based on the new BDL mobile application? **Yes.**
68. Will the solution provider have access to CAA key stakeholders to identify, validate and approve business requirements? What percent of their time will they allocate to this project? **Yes, as much as needed/possible.**
69. Do you have any service level agreements (SLAs) the solution provider will need to comply with and meet as it relates to the mobile application? **Not at this time.**
70. Will there be a down- selection of solution providers? If so, when and how many? There is not enough information provided to answer this question appropriately.
71. For the translate feature is there any idea how many or which languages you anticipate translating too? **Please see question/answer #5.**
72. Will you provide translated content or is that something you'll need assistance with? **Please see question/answer #5.**
73. We are assuming the need for a content management system specific to this app for all of the content, would you agree with this? **Yes, that's correct.**
74. Do you have an established budget or range for this project? Is there a maximum cap that you would not want to exceed? **See Question 10 above.**
75. For arrivals & departures, can you provide any additional details and/or documentation on the type of feed the information would be pulled from? **Please see question/answer #16. More information will be provided to selected vendor.**
76. For arrivals & departures, has a third party system been identified for the push notifications? **No, it has not.**
77. How often does the information change or adjust in bullets 5&8 of the scope? Is it important to be able to dynamically update and manage that content? If so, would

you look for us to provide an administrative panel to manage the content, or do you already have a solution built? **Not often. And, yes, we will need a way to update information on a regular/as needed basis.**

78. Can you provide more specifics about the location tracking used for the terminal map? i.e. are you looking for the location of the user within the terminal or the plane in relation to the terminal? Is this for your purposes (to see where flyers travel within the airport) or the user (to see where they are in relation to a restroom, etc)? **We are looking for a feature that will allow tracking of passengers within the terminal. Location for end user.**
79. Bullet 10 - Survey/Feedback - Will these be links that open a web browser or would the user need to stay within the app? **Please see question/answer #2.**
- a. Are you going to want to provide push notifications for new surveys that become available? **Not a requirement, but vendors may submit recommendations for consideration in their proposal.**
- b. Will there be any incentives to take the survey? I.e user receives 5% off a meal? **Possibly in a later phase.**
- c. Do we need to track anything other than just sending the user to the survey? **Not at this time.**
80. For the FAA Flight Delays, can you provide any additional details and/or documentation on the type of feed the information would be pulled from? **Please see question/answer #16.**
81. For the search feature, can you elaborate on what data will be searchable? i.e. arrivals & departures, flight number, airline, services, restaurants, flight delays, etc. **Please see question/answer #33.**
82. For the special offers tab, will this include static offers or will the content need to be dynamic (updated frequently)? **It will need to be dynamic.**
83. For the airport news & events, is that a feed or will it need to be manually updated? **At this time it will need to be updated manually.**
84. For the special offers tab, are we correct in assuming this will feed an image and content from an API? Would there need to be any additional features (redemption?) required? **This information is to be determined.**
85. **For the Tag and view my car - is there a time limit on this feature? Do they take a picture and title the location and we supply this information until they personally remove it? Will you be providing a storage server for the images or should MB3 provide the infrastructure to host and serve these images? Vendors may submit recommendations for consideration in their proposal.**

86. For the change language feature
- a. what languages would need to be supported? **See answer/question #5.**
 - b. where does the language change on the app - certain sections or full app content? **See answer/question #5.**
 - c. is this something you anticipate having a third party manage or would you be providing translations? **See answer/question #5.**
87. For the Tourism info
- a. is this manually provided or is it being pulled from another source? **At this time it is information that will be entered/updated manually.**
 - b. is this local to Hartford only? **The tourism info will be for CT and Western Mass.**
88. Local Weather Conditions - where would this information be sourced from? (Feed or API?) **Please see questions/answers #19 and #34.**
89. In regards to the NFC for pushing information from CAA concessionaires, we would recommend BLE over NFC as it's more widely supported and has a much further reach than NFC. Can you elaborate on whether there is already an NFC system in place and provide details or documentation if there is? **Vendors may submit recommendations for consideration in their proposal. No NFC currently in place. Please also see question/answer #6.**
90. A lot of information seems to be driven by an API (news, about, tourism information, tag and view my car etc). Would we need to build an API to manage and control this information, as well as build out the infrastructure to manage it? Such an infrastructure would contain:
- a. Servers -are we providing or would you provide servers? **To be determined.**
 - i. Will we be managing the deployment process or is there an internal CAA IT Team that will be responsible for this? **To be determined.**
 - b. Required Management of the servers - will we be required to help with overall server management initially and then going forward? **To be determined.**
 - c. API development (which would manage and feed information to the app) **To be determined.**
 - d. Administrative panel to manage, edit and control the information being fed into the API with full user permission levels **To be determined.**
 - e. Domain management for API system (do you already have a domain / ssl certificate registered or would we need to manage that?) **To be determined.**

91. Do you have any estimates of user volume? **This information will be provided to the selected vendor.**
92. Logins & Registration
- a. A lot of the features listed on this app correlate to a single user or a single user's information. There are no details on user registration or login - are you planning to allow users to create an account that would save and manage their specific information? **Not necessary, but vendors may submit recommendations for consideration in their proposal.**
 - b. IF YES, do you want to support any of these login / registration systems?
 - i. Social logins **Not necessary, but vendors may submit recommendations for consideration in their proposal.**
 - ii. Email / Password logins **Not necessary, vendors may submit recommendations for consideration in their proposal.**
93. Statistics: Do you plan to include any detailed tracking or event tracking beyond installation of Google Analytics stats? **Vendors may submit recommendations for consideration in their proposal.**
94. Reporting: Do you require any reporting from the system to determine ROI or use? If so please specify what type of reports you require, as well as format. **Vendors may submit recommendations for consideration in their proposal.**
95. Timeline: There are no specifications on the desired timeline, is there a deadline we should be aware of? **The timeline is to be determined with the selected vendor.**
96. Technology requirements: Do you require specific technologies to be used or is this up to the recommendation of the vendor? **Vendors may submit recommendations for consideration in their proposal.**
97. What specific value will a Bradley International Airport app provide, versus a more generic mobile app for multiple airports or an airline app? **We are interested in having our own app.**
98. Would you consider looking into DeepLinking with airlines apps to better integrate? **Not a priority, but we would consider.**
99. Who is the audience the app is targeting? (i.e. anyone who uses Bradley to fly vs frequent flyers that use Bradley, etc) **Anyone who uses Bradley International Airport.**
100. Do you have analytics set up on your website that we could potentially access to help understand what content is important to current site visitors? **Yes. They can be disclosed to the selected vendor.**
101. Are all of the features or functionalities listed in the scope readily available in the BIA website? If not, which features are currently not available? **No.**

102. For the feeds identified, how will the information be updated from the source (i.e., web service, batch update)? **See question/answer #16.**
103. What is the estimated average number of concurrent users? **This information can be provided to the selected vendor.**
104. Please describe the search feature functionality (#13)? **Please see question/answer #33.**
105. How many languages will the app need to support? What are the targeted languages? **Please see question/answer #5.**
106. What is the database platform utilized by the current website? **This information will be provided to the selected vendor.**
107. Is it correct to assume that data other than what will be provided through feeds will come from the current website's database? **Yes, but there may be content that comes from other sources.**
108. Does the app need to support offline capabilities? **Yes.**
109. What is the expected timeline for the project? **Project is anticipated to begin upon contract execution.** Targeted Budget? **See Question 10 above.**
110. Will the CAA provide brand standards and style guide for development of the mobile application? **Yes.**
111. Is it acceptable to use a proprietary platform for developing the app for various OS with a single set of codebase? **This will be discussed with the selected vendor.**
112. We would appreciate more clarity on "Tag and View My Car Space" functionality. **See question/answer # 86.**
113. How are we looking to utilize the NFC protocol? **See question/answer #6.**
114. Will all of the technology infrastructure for application deployment and hosting during UAT and production be provided by CAA? **This will be discussed with the selected vendor.**