

STATE OF HAWAII
DEPARTMENT OF TRANSPORTATION
AIRPORTS

ADDENDUM NO. 3

TO

REQUEST FOR PROPOSALS

FOR

AIRPORTS INTERACTIVE TERMINAL MAPS SYSTEM
PROJECT NO. ES1987-23

April 20, 2023

This addendum shall make the following amendment to the request for proposals document:

A. 3.2.13.1 Interactive Terminal Map Domain Name

Delete page 21 and replace with attached page 21 dated r4/20/2023

B. 3.2.13.3.m

Delete page 23 and replace with attached page 23 dated 4/4/20/2023

The following is provided for information.

C. RESPONSE TO REQUEST FOR INFORMATION (RFI/QUESTIONS)

The attached Response for Information (RFI's/Questions) is provided for information.

Please acknowledge receipt of this Addendum No. 3 by clearly noting the date of its receipt in the Proposal's Transmittal Letter.



JAMES KUNANE TOKIOKA
Deputy Director – Airports

The SYSTEM is deemed important to support the traveling public and should be available 24 hours per day, 7 days per week.

3.2.11 Backup and Recovery Plan

The Contractor shall propose and provide a SYSTEM backup and recovery plan. The backup and recovery plan shall include, but is not limited to, procedures and/or contingency plans to recover and/or restore the SYSTEM should the SYSTEM be unavailable for a period. Upon DOTA acceptance of the plan, the Contractor shall assist to configure, test, and document the plan to ensure it works.

3.2.12 Deliverable sign-off

The Contractor shall provide DOTA with the opportunity to evaluate and accept or reject each deliverable. Formal DOTA acceptance will be required to complete each activity.

3.2.13 SYSTEM Requirements

At minimum, the SYSTEM shall support the following functionality requirements:

3.2.13.1 Interactive Terminal Map Domain Name

The current interactive terminal maps are linked from the respective State airport word press website. The SYSTEM shall use the same web domain name, terminalmaps.hawaii.gov, which is supported with Secure Sockets Layer (“SSL”), an encryption-based internet security protocol.”

3.2.13.2 Website Development and Acceptance Testing

The SYSTEM development shall preferably be performed on the State’s web server. Should the Contractor perform development on their web server, the Contractor shall grant the State access to perform testing before moving to the State’s web server.

The SYSTEM development and delivery shall be broken down into milestones, whereby each milestone needs to be completed by the Contractor and accepted by the DOTA IT before the Contractor is able to proceed to the next milestone. If the Contractor is unable to deliver an acceptable milestone within the project timeline, the State will deem that milestone and subsequent milestone deliverables as unacceptable and will cancel the remaining contract.

The following is a list of the milestones, including but not limited to, activities performed within each milestone:

3.2.13.2.a Work Plan – a project work plan to demonstrate the reasonable time period for each milestone;

3.2.13.2.b Pre-Development Standards – Adobe Illustrator and other electronic file naming, standards, directory structure, layering standards, and other standards

International Airport terminal is broken into levels and then 5 areas, e.g., Terminals 1-3 and three concourses, reference <http://terminalmaps.hawaii.gov:8080/hmaps/hnl>;

3.2.13.3.b Coverage of the current terminal map attributes, that includes, and not limited to, public parking lots, onsite rental car facility, and perimeter driving routes, etc.;

3.2.13.3.c Be accessible and compatible across operating systems, browsers, and mobile devices;

3.2.13.3.d Support of a responsive web design; a responsive web design provides an optimal viewing experience from different types of devices (e.g., desktops, smart phones, tablets, etc.);

3.2.13.3.e With the responsive design criteria, a menu to be shown from a desktop and to be able to be hidden on a mobile device;

3.2.13.3.f A menu to be used to show the hierarchy of categories and detailed items under each category;

3.2.13.3.g The ability for the end-user to be able to turn the display of the categories and detailed items on/off via the menu (categories include, but not limited to, Ticketing, Baggage Claim, Gates, Lounges, Dining, Shopping, Restrooms, Elevators, Escalators, Pre/Post Security, and Ground Transportation and the items listed in the legend of the current Daniel K Inouye International Airport terminal map, ground level);

3.2.13.3.h Support for mouse over or clicking on a point of interest, where it should show a popup with detailed information;

3.2.13.3.i When applicable, a floor/level selector;

3.2.13.3.j The ability to pan and zoom;

3.2.13.3.k The use of international airport icon standards;

3.2.13.3.l A two or three dimensional map to show the differentiation of floors;

3.2.13.3.m Shall be hosted in the State's GPC webserver or on a secured and proven cloud solution;

3.2.13.3.n Relevant graphic files which shall be delivered in the latest release of Adobe Creative Cloud Illustrator software file format;

3.2.13.3.o Developed using HTML version 5 or other agreed upon software;

3.2.13.3.p Standard naming convention for the Adobe Illustrator files and directory folders;

3.2.13.3.q Shall comply with the State's Accessibility Policy, reference American with Disabilities (ADA)/Section 508. <https://portal.ehawaii.gov/page/accessibility/>;

RESPONSE TO REQUEST FOR INFORMATION (RFI/QUESTIONS)
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Question 1: 3.2.13.1 The current “terminalmaps.hawaii.gov” is not a secure environment. Is the State open to implementing an SSL for improved public trust and to avoid browser security alerts?

Response: SSL is a requirement.

Question 2: 3.2.13.2 Website Development and Acceptance Testing Please provide the specifications and any restrictions or requirements for the “State’s web server”.

Response: The basic starting web server specifications are: Windows Server 2022, 2 Cores, 4GB RAM. If needed, more can be added later.

Question 3: 3.2.13.2 Website Development and Acceptance Testing Does the State’s hosting/server support creation of a dev, testing/staging and production environments?

Response: Yes, the State can support development, testing, and production environments.

Question 4: 3.2.13.3.c Is the data from the current Shop and Dine directories on each Airport site managed separately from the maps?

Response: Yes, they are currently managed separately.

Question 5: 3.2.13.3.m Shall be hosted in the State’s GPC webserver; Please provide details of the server environment.

Response: The basic starting web server specifications are: Windows Server 2022, 2 Cores, 4GB RAM. If needed, more can be added later.

Question 6: 3.2.13.3.r The ability for an end-user to update the map contents using a graphical interface, without knowing how to program the update; Please specify if this is to include graphical map elements, such as point of interest pins, icons, etc. or just text data (ex: point of interest information details)

Response: This includes graphical map elements and data.

Question 7: 3.2.13.3.s - The ability to support digital wayfinding. As GPS is unreliable in indoor spaces, do the airports have any technology in place for assisting in location/asset tracking - Ex: Apple IPS, Bluetooth beacons, geofencing or proximity capabilities?

Response: No, the airports do not have any technology in place for assisting in location/asset tracking.

Question 8: 3.2.13.3.s Please define the level of way finding that is desired - blue dot positioning, Point A to B way finding, step by step directions, etc, as this greatly impacts the complexity of the project, as well as ancillary technologies that may be required to meet the desired goals. Additionally, this would require something more than flat vector maps to achieve, such as specific XYZ geo coordinates for all POI.

Response: Wayfinding from Point A to B with step by step directions is desired.

Question 9: There are methodologies, approaches and technologies that are more effective in meeting the State's desired goals, while being easier to maintain and offer greater functionality to airport guests. If a solution is provided that meets the specific requests, is the State willing to consider alternative recommendations included in an RFP that may not meet all specified requirements? For example, proven cloud solutions that cannot be hosted on the State's hosting environment?

Response: The Proposal shall include one proposed SYSTEM that shall be hosted on the State's GPC.