

STATE OF HAWAII
DEPARTMENT OF TRANSPORTATION
AIRPORTS

ADDENDUM NO. 5

TO

REQUEST FOR PROPOSALS

FOR

AIRPORTS INTERACTIVE TERMINAL MAPS SYSTEM
PROJECT NO. ES1987-23

April 27, 2023

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

A. 3.2.4.2.2

Delete page 17 and replace with attached page 17 dated r4/27/2023.

B. 3.2.13.3.s

Delete page 24 and replace with attached page 24 dated r4/27/2023

Please acknowledge receipt of this Addendum No. 5 by clearly noting the date of its receipt in the Proposal's Transmittal Letter.



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Deputy Director – Airports

- At least three (3) years of experience in supporting application interfaces to share data between different systems;
- Professional experience designing and developing websites using the software tools used to develop the SYSTEM.

3.2.4.2.2 The responsibilities of the Contractor Project Manager are as listed below:

- Create, deliver, and manage a project plan to support the successful delivery of the project goals and objectives;
- Coordinate working sessions with the project team and provide status updates;
- Take primary responsibility for delivering a fully functional and acceptable SYSTEM, preferably before the DOTA's current interactive terminal maps application is de-supported;
- Anticipate, propose, procure, and install any specialized software and hardware needed for an acceptable solution, as deemed necessary by the Contractor;
- Take primary responsibility for the performance of the SYSTEM;
- Work closely with the DOTA Project Manager to manage the progress of the Project;
- Perform as a mentor to the DOTA Project team to ensure successful completion of the Project scope;
- Provides overall direction to the Project team and work to resolve issues during the various phases of the Project by managing a project and SYSTEM issues logs;
- Plan, coordinate, and ensure delivery, setup, and installation of the SYSTEM to the State's GPC;
- Ensure that all application requirements have been tested and implemented in the SYSTEM;
- Ensure delivery with minimal downtime during the implementation to "go live";
- Ensure that end-user and technical documentation is acceptable to the DOTA project manager;
- Monitor Project status, update Project work plan, conduct and submit weekly meeting minutes with follow-up and administer change control;
- Ensure that the DOTA staff has been properly trained to independently use, operate, and maintain the SYSTEM;
- Ensure all SYSTEM interfaces are working properly;
- Ensure all communication within the project team and with the end-users of the SYSTEM are articulate to set proper expectations throughout the project;
- Ensure all contractor support personnel agree to the State's Information Technology Acceptable Use policy by signing the acknowledgement form before they are allowed to use the DOTA's IT resources.
- **Ensure the Contractor project team will perform on-site surveying (for accurate indoor positioning/wayfinding not based on a Global Positioning System, "GPS"), as needed.**

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;

3.2.13.3.s **The ability to support digital wayfinding for at least the Daniel K. Inouye International Airport and Kahului Airport.** Digital wayfinding is defined as an electronic method to communication a route from a point of origin to a terminal map destination. This feature shall also be supported on a mobile device. On the mobile device, it's preferred that the SYSTEM be able to identify where the person is located to determine where they need to navigate to. The wayfinding feature shall include a warning when the person's destination passes through a security checkpoint.

3.2.13.4 SYSTEM Acceptance Testing

The test criteria will be jointly established by the DOTA and Contractor and approved by the DOTA Project Manager. The DOTA Project Manager will provide the final approval for each deliverable. During the acceptance testing phase, the Contractor shall resolve any SYSTEM problems within three (3) working days so acceptance testing can resume. DOTA shall re-test and report any further problems within three (3) working days after the Contractor notifies the DOTA that required changes were completed.

Acceptance testing will reiterate and continue until the DOTA is fully satisfied with the SYSTEM performance.

3.2.13.5 Go "Live"

Upon completion of the successful acceptance testing phase, the Contractor and DOTA will determine when the SYSTEM will start in production or "Go Live". The Contractor shall oversee and ensure that the SYSTEM is operational.

3.2.13.6 SYSTEM Support

Upon successful delivery, acceptance, and implementation of the SYSTEM, the Contractor shall provide post implementation maintenance support for at least three (3) months thereafter, under this contract. The maintenance support shall be used to assist the DOTA IT staff with any graphical, application, or SYSTEM environment changes needed to support the SYSTEM accuracy and performance.

The SYSTEM support shall include, but not be limited to:

- Database tuning
- Diagnosis and correction of reported performance degradations and anomalies
- Bug fixes/Error Correction – The Contractor must correct all errors reported by the State in the SYSTEM that can be reproduced. If error cannot be reproduced, Contractor shall provide alternatives to assist the State in determining problem resolution. For those fixes designated as not HIPER (High Impact and