

**Addendum No. 3**  
**Charlotte Douglas International Airport**  
**RFP AVIA 24-44**  
**CLT PUBLIC WI-FI SUPPORT SERVICES**  
**Addendum #3 - August 5, 2025**

This Addendum is hereby made a part of the contract documents and specifications of the above referenced project. All other requirements of the original plans and specification shall remain in effect in their respective order. Acknowledge receipt of this addendum by indicating such on the "Cover Letter" page in your proposal.

**This Addendum Includes:**

- **RFP Revisions**
  - **RFP Preproposal Meeting Attendees**
  - **RFP Questions and Answers**
  - **RFP Preproposal Slide Deck**
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**RFP REVISIONS:**

The following text is hereby revised. **Highlighted text** in the SCHEDULE B. denotes an addition, while ~~strikethrough text~~ indicates a deletion. Subsection A. is be replaced to include the updated dates, required ID details and MS Team's meeting LINK to the preproposal meeting.

All other requirements shall remain in effect in their respective order.

**B. SCHEDULE**

DATE	ACTIVITY (All times are EST)
5/12/2025	Issue RFP
<del>5/19/2025</del> <b>6/17/2025</b>	Submission of written questions prior to pre-proposal conference and confirmation of plan to attend site visit by 1:00 PM ET.
<del>6/12/2025</del> <b>6/26/2025</b>	Non-mandatory pre-proposal conference and site tour 9:00am - 1:00pm ET
<del>6/19/2025</del> <b>7/3/2025</b>	Submission of written questions after pre-proposal conference by 1:00 PM ET.

<del>7/14/2025 7/28/2025</del> <b>8/20/2025</b>	Proposals are due by 1:00 PM ET.
<del>8/6/2025 — 8/8/2025 8/20 —</del> <del>8/22/2025 9/10 —</del> <b>9/12/2025</b>	Proposer interviews (if applicable)
<del>11/1/2025</del> <b>12/8/2025</b>	Estimated start date of services

CLT reserves the right to modify the deadlines set forth in the above table in its sole discretion. Any such modifications will be stated in an addendum as described below.

**SECTION 3: SPECIFICATIONS AND CONTRACT, EXHIBIT A – SPECIFICATIONS**

**ADDING: ATTACHMENT 3 – CLT CONCOURSE MAP'S - COMM ROOMS:**

1. CLT CENTER AND EXPRESS DECK
2. COMM ROOMS LEVEL 1
3. COMM ROOMS LEVEL 2
4. COMM ROOMS LEVEL 3
5. COMM ROOMS LEVEL 0, 4, 5, AND 6

**SECTION 3: SPECIFICATIONS AND CONTRACT, EXHIBIT A – SPECIFICATIONS**

**ADDING: ATTACHMENT 4 - Charlotte-Douglas International Airport Communications Infrastructure Standard Version 5.0.**

**\*\*\* NOTE: THE ATTACHMENTS 3 AND 4 HAVE BEEN LOADED INTO THE "BID DOCUMENTS FOLDER" in the e-Builder Bidding TAB .**

## RFP Preproposal Meeting Attendees:

Company Representative Name	Company
Karen Lynn Dykes-Langley	Blackbox
Vernon Depee	Blackbox
Justin Phillips	Boingo
Kevin Stafford	Boingo
Melissa Ashurst	Boldyn
George Aguilera	Boldyn
Phillip Ledbetter	GCESG
Vince Evon	GCESG
John T. McSwain	MTG
Daniel R. Lee	MTG
Jasson Hutchison	Wireless Service
Thomas Ashurst	Wireless Service
Daniel Campbell	Extreme Networks
Sharon Markee	Extreme Networks
John Hutzler	Slice Wirelass
Chad Nusbaum	STEP
Pat Young	Fortinet
Greg Tate	CLT
Marcus Choi	CLT
Jason Varner	CLT
Tierra Williams	CLT
Rob Bailey	CLT
Elizabeth Smithers	CLT

### RFP Questions and Answers:

#	Subject	Question	Response
1	Question 7	<p>7 Form 4 CBI Program</p> <p>Q: Form 4 indicates that a "CBI Participation Goal" will be negotiated, and a "violation of the CBI Program shall constitute a material breach of this Contract," leading to remedies including "liquidated damages". Could CLT provide examples of typical CBI participation goals for projects of similar scope and value, and offer more specific details regarding the structure or calculation of liquidated damages that would be applied for non-compliance with the CBI participation goals, beyond the general statement that costs are "difficult to ascertain due to their indefiniteness and uncertainty"? This would help Proposers better assess the risks associated with achieving the CBI goal.</p>	<p>Response:</p> <p>CBI goals for a project of this value typical range from 10-25% of the contract value.</p> <p>If a Contractor will not or did not meet a Contract Goal and such failure is not excused pursuant to Section 5.1.2, then the City may assess the lesser of</p> <p>a. \$200,000 or (b) the dollar difference between the Contract Goal and the Contractor's actual MWSBE utilization.</p> <p>b. This may be assessed only once per Contract.</p>
2	Question 6	<p>6 Scope of Work</p> <p>Q: Could CLT outline the anticipated technical proficiency level it expects its trained personnel to achieve for day-to-day operations and basic troubleshooting without requiring immediate Company intervention?</p>	<p>Ultimately vendor is responsible for hardware, software, glitches w/ software.</p>
3	Question 5	<p>5 30 Form 6 Pricing Worksheet</p> <p>Q: Could CLT elaborate on the types of activities or scenarios that would fall under "System expansion" that are outside the initial scope, and clarify the process for defining, approving, and initiating work under these hourly rates? Furthermore, what are the expectations for the Company to propose solutions or scope for such expansions?</p>	<p>System expansion refers to future construction projects. Any renovation projects that add square footage.</p>

4	Question 4	<p>4 11 Section 3 RACI Chart</p> <p>Q: While the Company is expected to provide a "turn-key solution", the RFP also specifies that CLT will provide certain crucial elements. To avoid potential ambiguities during implementation, could CLT provide a more granular breakdown or a RACI chart specifically detailing the ongoing roles and responsibilities of both the Company and CLT's various teams particularly at the interfaces between the Company's components and CLT's provided infrastructure?</p>	<p>The public wifi traffic will have to be separate from internal Aviation traffic and sent to corresponding security firewalls.</p>
5	Question 3	<p>3 Section 3 Scope of Work</p> <p>Q: The RFP clearly states that CLT utilizes a "Shared Tenant model" where airline and other tenant networks also depend on the same backbone. Given this, can CLT explicitly confirm that the successful Proposer for this Public Wi-Fi Support Services contract is strictly limited to supporting the free public Wi-Fi for travelers and is not permitted or expected to provide any direct ISP services or network support to concessions, airlines, or other commercial tenants within the airport premises?</p>	<p>This RFP is strictly to enhance and replace our existing public Wi-Fi infrastructure. Several internal systems will utilize this infrastructure, but they will need to be tunneled and separated from the public Wi-Fi traffic.</p>
7	Question 1	<p>1 37 Section 3 Scope of Work</p> <p>Q: Can you provide somewhat detailed floorplans (preferably in CAD format) of the airport for planning/pricing. We are willing to sign an NDA and treat the information as SSL.</p>	<p>Yes, there will be a step to get floorplans after NDA's are signed.</p>

9		<p>7 Form 4 CBI Program</p> <p>Q: Form 4 indicates that a "CBI Participation Goal" will be negotiated, and a "violation of the CBI Program shall constitute a material breach of this Contract," leading to remedies including "liquidated damages". Could CLT provide examples of typical CBI participation goals for projects of similar scope and value, and offer more specific details regarding the structure or calculation of liquidated damages that would be applied for non-compliance with the CBI participation goals, beyond the general statement that costs are "difficult to ascertain due to their indefiniteness and uncertainty"? This would help Proposers better assess the risks associated with achieving the CBI goal.</p>	<p>Response:</p> <p>CBI goals for a project of this value typical range from 10-25% of the contract value.</p> <p>If a Contractor will not or did not meet a Contract Goal and such failure is not excused pursuant to Section 5.1.2, then the City may assess the lesser of</p> <p>a. \$200,000 or (b) the dollar difference between the Contract Goal and the Contractor's actual MWSBE utilization.</p> <p>b. This may be assessed only once per Contract.</p>
10		<p>2 66 25 Exhibit D Agreement</p> <p>Q: Could CLT clarify if this particular project, or any sub-components of it, is subject to prevailing wage requirements, such as those under the Davis-Bacon Act or similar state/local public works legislation, especially considering it is a non-federally funded service but involves significant infrastructure installation?</p>	<p>This is not a Federally funded project. No</p>
11		<p>1 37 Section 3 Scope of Work</p> <p>Q: Can you provide somewhat detailed floorplans (preferably in CAD format) of the airport for planning/pricing. We are willing to sign an NDA and treat the information as SSI.</p>	<p>It is being provided in this Addendum 3</p>
12	Submission Requirements	<p>Please clarify additional Submission Requirements discussed at the June 26 Pre-Proposal Conference, as those requirements are not specified in the RFP (Sec 1.A Instructions to Proposers).</p>	<p>Submission requirements are as specified in the preproposal meeting.</p>

13	General	How many IDF and cable trays are available? Where are they located?	We do not have this information readily available.
14	Pricing	Are you open to a CAPEX pricing model?	
15	Term of Contract	Is CLT open to a term of more than 5 years (3+2)?	That will be determined after contracting has been completed.
16	Coverage Area	Is wireless coverage required within the jet bridges?	No
17	Outdoor Areas	Can you please specify which outdoor areas require wireless coverage?	Canopy area, will provide a high-level map to show designated area.
18	Maps	Can you provide maps of the facility to assist in developing a preliminary estimate of the number of access points and related infrastructure needed?	After signed NDA.
19	Forms	Would it be possible for you to provide the required forms in an editable format (e.g., Word or fillable PDF) to facilitate completion?	No
20	Sample Contract-EXHIBIT F- MAINTENANCE SERVICES Section 35	Service Level Credits - Please clarify whether the service level credits described are intended to be over and above other associated response penalties. Please define the annual period to be used for the calculation and any financial application holdback schedule or earn-back options or caps associated with the model.	These are directly related to the response times.
21	Sample Contract-EXHIBIT F- MAINTENANCE SERVICES Section 17 and Section 35	Please indicate in the event of any conflict between terms or statements made in Section 17 versus Section 35, which shall take precedence.	Both 17 and 35 are both involved with an SLA issue. 17 defines levels and times. 35 defines remedies for failure to meet.
22	Access Policies	Who will be managing the access policies on the web filtering?	No web filtering.

23	Hardware	Is the vendor expected to supply hardware (server/storage/ Etc.) for installation of tools or advertisement content?	Yes, for the system. No for advertisement content.
24	Method of Authentication	What method of authentication is expected at splash page for Wi-Fi? (OTP Via SMS / PNR number / Messaging apps / etc.)	We don't require users of Public Wi-Fi to enter in any information. All they have to do is accept the EULA.
25	Hardware Pricing	Should the hardware cost be listed under the additional hardware section of the pricing sheet, or should the hardware cost be included under the managed services contract similar to an infrastructure as a service?	A total should be entered in the eBidding portal. A list of parts and costs should be provided on a separate excel document.
26	Floor Plans	Will detailed floor plans be provided in the next addendum?	Will be provided.
27	Network port capacity	Do you have a count of non-wireless ports per data closet that will need to move to the new wireless/data infrastructure?	Not readily available.
28	FEDRAMP	Is FEDRAMP a requirement for any of the networking architectures solutions?	Not for this project.
29	CapEx	Are you considering any CapEx portion for the term, or just CapEx?	No.
30	Term Length	Are you open to a longer term with the option for renewal? Possibly 5+ years.	Not at this time.
31	Request for Schedule Extension	Finally, given the delay in receiving these critical details, we kindly request a four-week extension to the proposal due date. This additional time will help us conduct a thorough review of the drawings and standards and develop a well-coordinated, cost-effective solution that meets the Airport's expectations.	Technology is requiring NDA's be signed to ensure vendors get all of the information that they need.
32	CLT Communications Infrastructure Standards V5.0	Could you also share the latest version of the "CLT Communications Infrastructure Standards V5.0" so we can ensure our proposed solution aligns with the Airport's design and installation	We can provide this.



		requirements? Again, we are happy to sign an NDA if needed to receive this document.	
33	Drawings	Could you please provide any available as-built or design drawings that will help us develop a reliable basis of design for our pricing and implementation approach? Having this detail is critical to ensuring we understand site conditions, cabling routes, and equipment locations accurately. We are more than willing to execute a Non-Disclosure Agreement (NDA) to protect any sensitive information related to these documents.	Vendor will need to provide.
34	Post Walk Through Questions	How many APs are currently in place? What are the distances between APs? What are the runs from the core? How many IDF closets are in the Airport? Can we sign an NDA to get floor plan visibility?	Floorplans can be given after signed NDA. We have known coverage gap areas. The scope of this project is to provide a design that provides consistent coverage throughout the terminal building and would be completely independent from existing access points.
35	Terminal Equipment, connecting to Wi-Fi	Which mobile terminal equipment will you use with the upgraded Wi-Fi network? OEM and model if possible.	Wireless desktops and printers.
36	Design Submission Requirements	Do you require Wi-Fi (RSSI) coverage predictive heat maps, or a sample thereof, to be included in the proposal?	Yes.
37	Business Analytics	Describe the use cases for business analytics you have in mind.	Can you clarify what is meant by business analytics?
38	Existing Contract	When does the current contract covering Wi-Fi operations end?	

39	Back of House Coverage	If you have a back-of-house requirement (even for bleed-over signal), how many square feet of office space should we account for that?	TBD on wording for this one.
40	Vendor Preferences	Do you prefer a firewall OEM? Is Palo Alto your preferred firewall vendor?	
41	OEM Preferences	If the City is to own the Wi-Fi access points, switches, and core equipment, do you require to have the same switch vendor as the Wi-Fi vendor?	In order to optimize performance we would like the same brand. Its preferred but not required.
42	Mounting Locations	Are you open to mounting APs in closer in height-proximity to passenger spaces? That is mounting on walls rather than mounting 20' high.	We are open to mount AP's in different places
43	IDFs & CRIBS	How many IDFs per building, terminal and concourse? o How many IDFs per level? o How many CRIBS per terminal and concourses, and levels (though may be common to multiple levels)?	Will not be able to use existing CRIBS. IDF will be provided.
44	Form 7 - Cloud Security Questionnaire	"Will this cloud solution store or process any other type of restricted data as defined in the City's Protection of Restricted Data policy (ADM 13)?"  Please provide a copy or accessible link to the referenced City's Protection of Restricted Data policy (ADM 13).	The restricted data policy is a CLT internal document only. This cannot be shared.
45	Form 7 - Cloud Security Questionnaire	Will this cloud solution connect to current systems inside the City's network? If yes, please provide an architecture diagramming showing this connectivity.  "If there are additional network connect beyond those that are described in Attachment 1 - CLT Public Wi-fi Overview, please advise and describe the required connectivity."	We have already laid out connections in RFP.

46	Form 7 - Cloud Security Questionnaire	Which City users plan to use this solution? How many users? Which users will administer this solution?  "Please advise which City departments will need access to CLT Public Wi-Fi and any bandwidth intensive applications that they may need to use."	This solution will be for Public Passengers. City users will accept the same EULA as public.
47	Form 7 - Cloud Security Questionnaire	Which City departments plan to use this solution?  "Please advise which City departments will need access to CLT Public Wi-Fi and any bandwidth intensive applications that they may need to use."	This solution will be for Public Passengers. City users will accept the same EULA as public.
48	Exhibit E	Please provide a copy of Exhibit E.	Exhibit E Is not available as this time.
49	WiFi coverage in the jet bridges	Could you clarify if Wi-Fi coverage is expected within the jet bridges?	Jet Bridges are out of scope for this project.
50	Outdoor areas requiring coverage	Kindly identify which outdoor areas require wireless coverage as part of this project.	Will provide a high-level map. Under the canopy area and departures area. Does not include hourly parking decks.
51	Floorplans of all coverage areas	Please confirm whether floorplans suitable for conducting a predictive Wi-Fi survey can be provided.	Will provide with question responses.
52	Section 35: REMEDIES FOR FAILURE TO MEET RESOLUTION AND WORKAROUND TIMES	Please provide historical outage information.	We are at 98% up time.

53	Section 35: REMEDIES FOR FAILURE TO MEET RESOLUTION AND WORKAROUND TIMES	Please define the Final Resolution Timeframes.	Question not understood. SLA's ? See the sample contract.
54	Conduit	Could the venue please confirm whether conduit is required exclusively in open-air areas, or if there are additional locations where conduit installation is mandated under current specifications?	Conduit is required in open air areas. You can use existing cable tray, if there is none you will be required to provide.
55	AP Visibility	Could you please confirm whether any of the access points (APs) need to be concealed or excluded from public documentation or visibility as part of the current setup or planning?	TBD on per case basis. Will need to be reviewed and approved by CLT architecture committee.
56	Renovation Schedule	Can the airport's renovation schedule be shared?	
57	IDF Closests	Will CLT allow the use of the existing SMF at any of the existing IDF closets?	All new cabling.
58	Captive Portal Parameters	<p>Item # 3</p> <p>Page # 32</p> <p>Section # Form 7</p> <p>Section Title: Cloud Security Questionnaire</p> <p>Question, Clarification or Modification:</p> <p>Is CLT interested in implementing a captive portal that collects and stores identifiable PII to be shared with CLT?</p>	Currently we only want to maintain the EULA.

59	Exhibit A Specifications - CI Standards	<p>Item # 2</p> <p>Page #36</p> <p>Section #3</p> <p>Section Title: Exhibit A Specifications</p> <p>Question, Clarification or Modification:</p> <p>Inquiring location of and/or requesting a copy of CLT Communications Infrastructure Standards v 5.0 ("CI Standards") to align with System design requirements.</p>	Will provide.
60	Exhibit A Specifications	<p>Item # 1</p> <p>Page # 76</p> <p>Section # 3</p> <p>Section Title: Exhibit A Specifications</p> <p>Question, Clarification or Modification:</p> <p>It is our interpretation that the provided Exhibit A (page 76) was intentionally left blank and direct response or formal acknowledgment is not required relating to the Specifications outlined in Section 3: Exhibit A Specifications, starting on page 36. Seeking clarification that items are to be adhered to after the contract is awarded.</p>	Sample contract Exhibit A will be updated during the contracting process.
61	Other System Coverage	Please indicate the locations and requirements (including firewall) for coverage by other systems that will access the Public Wi-Fi on any other	The systems need to have access anywhere within the scope of this project.

		zone, such as mobile carts, AVPM systems and/or other operated devices and to the extent these are operated outdoors.	
62	Outdoor Coverage	Please indicate the expected location of outdoor areas intended for coverage, including bridges, walkways, and the extent of coverage boundary from indoor building walls	Canopy area, will provide a high-level map to show designated area.
63	EXHIBIT F - WARRANTY, LICENSE AND MAINTENANCE SERVICES   Maintenance Services   26. a.	Please indicate whether supplier shall provide a dedicated circuit for the new installation or otherwise indicate information about existing an existing circuit and its intended use in connection with the system to be installed.	Primary and Secondary ISP circuits for the system are provided by CLT.
64	Captive User Portal	Please indicate whether you will be providing any requirements for captive user portal interface.	EULA will be required.
65	Existing Infrastructure	Please indicate to what extent the installer will be required to remove any existing equipment and cabling.	All existing AP's removed and given back to CLT IT. For cabling if its CAT5 or CAT5e can be decommissioned.
66	Contractor Escorts	Please indicate the extent of which authorized technicians will require accompaniment with a CLT employee escort.	All vendors will need to be badged. Will also need to be badged for the FIS area.
67	Access to Work Areas	Please indicate whether there are any constraints or protocols for authorized technicians to gain access to Telecom Rooms or other protected work areas and indicate whether any work areas are subject to predetermined time entries.	All vendors will need to be badged. Will also need to be badged for the FIS area.
68	Safety Meetings	Please indicate the amount of time and routine/intervals expected for technicians to attend required safety or security meetings.	CLT does not require attendance for these meetings.

69	Meeting Requirements	Please indicate the extent of credentialing, security and meeting time will be required of site technicians.	Estimated to take 8 hours total per badged employee.
70	Storage Areas	Please indicate the amount of on-site material and lift (with charging) storage areas that will be made available to the bidders during installation, along with indications of proximity between the storage areas and where the work will be performed.	TBD
71	Conduit installation	Please indicate the amount of Conduit installation is required by the bidder, and whether there are any requirements by The City or CLT that would prohibit a licensed low voltage contractor from installing conduit intended for low voltage wiring at the site.	The expectation is for conduit to be any open-air area.
72	CLT Communications Infrastructure Standards v 5.0 ("CI Standards") Section 4.8	Please indicate the category of cable (6 or 6A) on which to we should base our offer and indicate how many cables should be installed to each Wi-Fi unit.	6 and two per unit.
73	Telecom Rooms Space	Please confirm if offers should assume Telecom Rooms have adequate rack space and power capacity to accommodate all new patch panels and hardware.	We are currently in the process of auditing this.
74	Patch Panels	Please clarify whether offer should include new patch panels to accommodate the new cables.	Yes
75	FORM 5 CONFIDENTIAL INFORMATION, 1. a.	Can the City indicate if and when it will release site Plans and Drawings relevant to coverage areas, Telecom Rooms (TR), firewalls, and any other site areas within scope?	Floorplans will be released with responses.

76	SECTION 3: SPECIFICATIONS AND CONTRACT   EXHIBIT A SPECIFICATIONS	Can the City indicate if and when it will release to bidders the CLT Communications Infrastructure Standards v 5.0 ("CI Standards"), Section 4.8 requirements?	Added via Addendum 3 as Attachment 4.
77	RTLS technology	Will there be requirements for RTLS technology use through the Public Wi-Fi System?	Not at go live but possibly in the future.
78	General	Will drawings be provided as a part of the solicitation process in order to quote the project?	Yes
79	Systems Requirements	Please clarify what "high-density" means in CLT's specific environment (e.g., number of users/devices per AP, concurrent sessions)?	150+ users and devices per AP.
80	Additional Information to Establish Experience	Please confirm the time frame for when the reference projects must have been completed (e.g., within the past 5 years?)	Last 5 years is fine.
81	References	Can references include projects that are ongoing/ substantially complete but not yet closed out?	Preference is for completed projects.
82	References	Can references include projects performed under subcontract, or must they be prime contracts?	Prime.
83	References	Section D asks that we provide 3 client references for whom we have done similar work, while Section E requires "Five (minimum) completed projects similar to scope and cost. Provide a list of projects, including references." Please clarify how many references are required.	Three references.



84	Access Point Locations & Wall Materials	Hello - I tried to attend the 6/12 Virtual Meeting but no one let me into the meeting. Could you please confirm the location of the access points, quantity needed, and the wall materials where they will need to be placed? Is there a floorplan available?	Floorplan will be provided.
85	General Submission Question	What information is required in Step 3 - Additional Information - Qualifications of the Response Form?	ADDITIONAL INFORMATION TO ESTABLISH EXPERIENCE (Proposer's must be able to provide copies of the certifications if requested)

**END OF ADDENDUM 2**



# RFP Preproposal Slide Deck

## REQUEST FOR PROPOSAL FOR CLT PUBLIC WI-FI SUPPORT SERVICES RFP AVIA 24-44

Pre-Proposal Meeting  
June 26, 2025 at 9:00 AM

# AGENDA

- Housekeeping Items
- Team Introduction
- Submission Requirements
- Bid Format (Required Forms)
- Selection Criteria
- Addenda and Proposer Questions
- e-Builder Bid Portal
- CBI Program Requirements
- Scope Summary
- Site Visits
- Closing

# HOUSEKEEPING ITEMS

- The purpose of this conference is to review the Request for Proposals (RFP).
- Any questions and answers discussed in this meeting are unofficial and will need to be submitted via e-Builder. Official answers will be provided only via addendum.
- You may email [brian.winegard@cltairport.com](mailto:brian.winegard@cltairport.com) with questions regarding the operation of e-Builder.
- This presentation is not being recorded but will be provided via addendum, along with an attendance list.
- Vendor registration and related information:  
<https://www.charlottenc.gov/Growth-and-Development/Doing-Business/Vendor-Registration>

# TEAM INTRODUCTION

- Presenters:
  - Brian Winegard – RFP Project Manager
  - Marcus Choi– Business Inclusion
  - Tierra Williams- Project Manager
  - Jason Varner – SME
  - Rob Bailey – SME
  - Legal – Elizabeth Smithers
- Meeting Attendance:
  - Please be sure your attendance is captured by submitting your name, company, and email address using the Chat feature or Sign-in sheet.

# SUBMISSION REQUIREMENTS

## Submission Requirements:

- Companies should submit proposal in searchable Adobe Acrobat .pdf format digitally signed.
- Proposals should have standard text no smaller than twelve (12) points.
- Please combine all documents into one submission packet.
- Please limit the bid response to **25 pages of less**.
- Please name your file using twenty (20) characters or less.
- Please share e-Builder username and password among co-workers.
- Proposals must be submitted through the eBuilder Bid Portal, using the link provided within the RFP document. CLT will not accept submissions through any other means (i.e. – mailed, faxed, emailed, hand delivered, etc.)

## Proposal Submission Deadline:

- **July 28, 2025**, at 1:00 PM (per CLT's clock)
- The bid portal will close promptly at 1:00 PM. **Late submissions will not be accepted.**
- Please notify Brian Winegard via email [brian.winegard@cltairport.com](mailto:brian.winegard@cltairport.com) if you experience issues using the bid portal. All other questions must be submitted through the Q&A link in the bid portal.
- DO NOT wait until the last minute!

## Target Dates:

- **Estimated start date is January 20, 2026.**



# PROPOSAL FORMAT (REQUIRED FORMS)

Proposals shall consist of the following forms:

- Form 1, Proposal Form
- Form 2, Proposal Qualifications and Requirements
- Form 3, Nondiscrimination Certification
- Form 4, CBI Program Requirements
- Form 5, Confidential Information
- Form 6, Pricing Work Sheet
- Form 7, Cloud Security Questionnaire

**\*All required forms must be completed, signed, and uploaded\***

# SELECTION CRITERIA

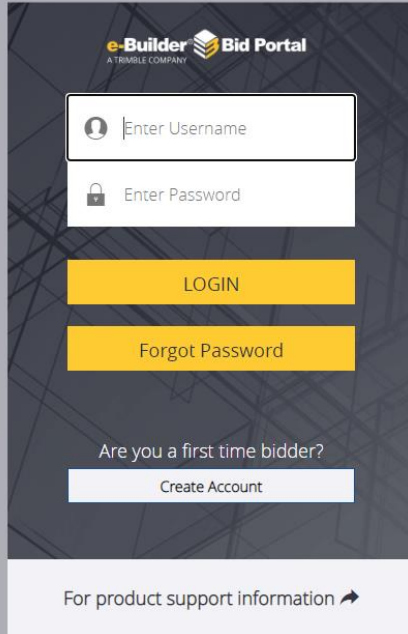
<b>Experience</b>	CLT will evaluate the Proposer based on its ability to meet the Experience requirements, as set forth in the RFP.
<b>Implementation Plan</b>	CLT will evaluate the Proposer based on its ability to meet the requirements as set forth in the Specifications.
<b>Proposed System</b>	CLT will evaluate the Proposer based on the proposed technology and system.
<b>Operations Plan</b>	CLT will evaluate the Proposers ability to meet the requirements set forth in the Specifications.
<b>Staffing Plan</b>	CLT will consider the Proposers plan to provide necessary staffing, and the experience of the individual team members proposed to provide the Work.
<b>Compensation</b>	CLT will evaluate the Proposer on the overall compensation proposed for the Work.



# ADDENDA AND PROPOSER QUESTIONS

- All addenda will be posted to the e-Builder bid portal.
- Questions and answers of this RFP will be included in addenda for the benefit of all proposers.
- Questions must be submitted in written form through the eBuilder Bid Portal Q&A board.
- Deadline for submitting written questions is July 3, 2025, at 1:00 PM.

# EBUILDER BID PORTAL



The screenshot shows the eBuilder Bid Portal login interface. At the top, the logo reads "e-Builder Bid Portal" with "A TRIMBLE COMPANY" underneath. Below the logo are two input fields: "Enter Username" with a person icon and "Enter Password" with a lock icon. There are two yellow buttons: "LOGIN" and "Forgot Password". Below these is a link "Are you a first time bidder?" with a "Create Account" button. At the bottom, there is a link "For product support information" with an external link icon.

- Please use the link provided in the RFP to access the eBuilder Bid Portal.
- **PLEASE NOTE:** The eBuilder link is the "e-bidding portal".
- If this will be your first-time logging into the eBuilder bid portal, you will need to create login credentials.
- Use Chrome or Firefox as your browser when accessing the bid portal (do not use Microsoft Edge).

# EBUILDER BID PORTAL

Locate  
proposal  
documents  
here\*

Package Invitation

Response Form

Q&A Board

Accept

Decline


Bid Info




Invitation Documents (1)

Addenda

Hide All

Show All

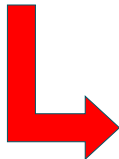
Click this icon  to download files. Clicking the icon next to a folder will download all files and subfolders within it.

File / Folder Name	Uploaded on	File Size
  Solicitation Documents (1)	08.16.2023 7:29 PM	
 RFP AVIA 24-06 Terrazzo Maintenance FINAL.pdf Version 1	08.24.2023 4:00 PM	2.50 MB

\*Screenshot may not depict this RFP.

# EBUILDER BID PORTAL

Submit  
Questions  
here



Package Invitation

Response Form

Q&A Board

Submit Question

Export

View List

View All

Note: The date and time are shown in the bid time zone.

View	Subject	Questionee	Date & Time
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# EBUILDER BID PORTAL

Submit  
pricing  
once  
completed

Package Invitation

Response Form

Q&A Board

Submit

STEP 1: Bid Form

STEP 2: Response Documents

STEP 3: Additional Info

Estimated Contract Price - Zone 1							
#	Description	Spec Reference	Part Number	Quantity	UoM	Unit Cost	Total Cost
1	Year 1			1.0000	LS	<input type="text"/>	
2	Year 2			1.0000	LS	<input type="text"/>	
3	Year 3			1.0000	LS	<input type="text"/>	
4	Optional Year 1			1.0000	LS	<input type="text"/>	
5	Optional Year 2			1.0000	LS	<input type="text"/>	
Estimated Contract Price - Zone 1 Subtotal 0.00							

Estimated Contract Price - Zone 2							
#	Description	Spec Reference	Part Number	Quantity	UoM	Unit Cost	Total Cost

Enter  
pricing  
here\*

\*Screenshot may not depict this RFP.

# EBUILDER BID PORTAL

Submit  
Proposal once  
completed


The screenshot shows the EBuilder Bid Portal interface. At the top, there are three tabs: "Package Invitation", "Response Form" (circled in red), and "Q&A Board". Below the tabs, there is a "Submit" button (circled in red) and three icons: a document, a download, and an upload. Below the buttons, there is a progress bar with three steps: "STEP 1: Bid Form", "STEP 2: Response Documents" (circled in red), and "STEP 3: Additional Info".

⚠ There are no supporting documents attached to this bid.

Upload  
submission  
packet here

Please provide response documents

Upload Additional Files

Drag and drop files here to upload, or browse. 

## Reminder:

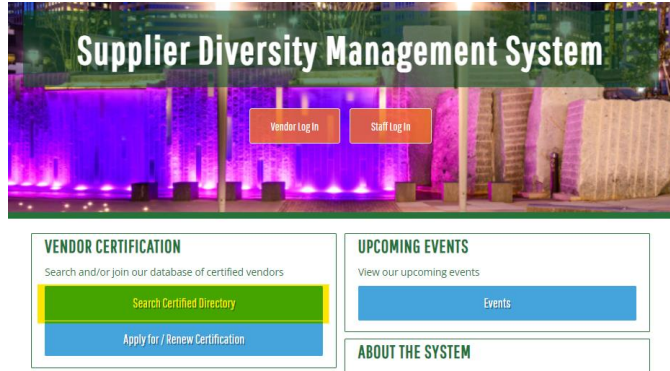
- Upload as one (1) file
- File name 20 characters or less
- Don't wait until the last minute!

# Charlotte Business Inclusion (CBI)

- The City will negotiate an MWSBE participation goal.
- Minority, Women and/or Small Business Enterprises (MBE) (WBE) &/or (SBE)
- Required: CBI Form 3 (Services) Subconsultant Utilization Form
  - Located at [www.cltairport.com](http://www.cltairport.com) under “Business – Business Diversity Programs.”
- This Contract may be subject to the terms and conditions of the City’s CBI Program regarding subcontracting opportunities that may arise during the term of the Contract.
- The CBI Program can be found at: [www.charlottebusinessinclusion.com](http://www.charlottebusinessinclusion.com)

# Charlotte Business Inclusion (CBI)

- Search for MWSBE firms: <http://charlotte.diversitycompliance.com>



- Contact for CBI questions:

Marcus Choi

[Marcus.Choi@cltairport.com](mailto:Marcus.Choi@cltairport.com)

980.310.0494

**Certified Directory**

Search City of Charlotte Certified Directory by entering search terms and clicking Search. You must select at least one certification type.

**Search by Certification Type**

CERTIFICATIONS

- ☒ Minority Business Enterprise (MBE)
- ☒ Small Business Enterprise (SBE)
- ☒ Women Business Enterprise (WBE)
- ☐ Airport Concessionaire Disadvantaged Business Enterprise (ACDBE)
- ☐ Disadvantaged Business Enterprise (DBE)
- ☐ Historically Underutilized Business (HUB)



# SCOPE SUMMARY

## Summary:

- CLT Airport provides Wi-Fi internet access to travelers in the main terminal building at no cost to end users. Free internet access via the CLT Public Wi-Fi is one of many services offered to enhance the travel experience. The CLT Technology Team works to provide consistent Wi-Fi internet access with adequate bandwidth to support users during peak demands. This request is seeking proposals from qualified vendors to provide a turn-key solution for the CLT Public Wi-Fi service. .
- Contract Term: **Three** years with two additional one-year options to renew.

## Services scope of work:

- CLT Airport is requesting proposals for vendors to conduct site surveys, design network infrastructure, install cabling and network hardware, and provide on-going support for a system to provide internet access via the CLT Public Wi-Fi to the Charlotte Douglas International Airport terminal in the City of Charlotte, NC.
- Price services based on rates described in the pricing worksheet.
- City to select Vendor based on Experience, Implementation Plan, Proposed System, Operations Plan, Staffing Plan, and Compensation.

# Pre-proposal site visit locations:

**Thursday, June 26, 2025, at 10:00 a.m. ET and conclude at 12 p.m.**

Deadline to submit names of attendees is June 17, 2025, at 1:00 PM ET to [brian.winegard@cltairport.com](mailto:brian.winegard@cltairport.com).

Meet at:

CLT Center

5601 Wilkinson Blvd.

Charlotte, NC 28208

Parking Available at Facility, Parking Map provided in RFP

# THANK YOU!



**CLT** 