

Addendum No. 1
Charlotte Douglas International Airport (CLT)
RFP AVIA 23-57
AIRPORT LEASE MANAGEMENT SYSTEM
Addendum #1 – 06.30.2023

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 initialing next to addendum by initialing next to its number on the "Execution of Bid" page of your Bid.

1. Question:

The RFI issued in 2022 stated the Airport has around 150 leases and agreements. Is this estimate still accurate, or do you have an updated metric?

Answer: This metric is still accurate.

2. Question:

Why is CLT looking for a solution? How has CLT been managing this process? Can you share the reason why a solution hasn't been chosen yet? Is this budgeted for 2023? When? Who owns the budget?

Answer: CLT is looking for a solution to standardize the management and tracking of our various business agreements. To date, these contracts have been managed via a variety of methods depending on the individual contract manager responsible for the oversight. There is not a current system in place to manage leases in their entirety. The system is budgeted for the Airport's fiscal year 2024 which runs from July 1, 2023-June 30, 2024

3. **Clairification:**

RFP Page 39, Item #9 – "Cloud Services" included an icon for the "Cloud Provider Questionnaire" form; however, it will not activate when you click on it. Please find the cloud security questionnaire attached with this addendum. A bullet point has been added to the submitting a Proposal checklist on Page 3 of the RFP for the Cloud Security Questionnaire.

4. Question:

How much has CLT budgeted for this opportunity? Does this amount cover the initial setup and ongoing cost? If so, how many years of ongoing maintenance does it cover?

Answer: This amount budgeted will depend on the successful proposers, proposed fee described in the compensation sheet. This sheet should include any initial setup and ongoing fees.

5. Question:
Can CLT provide the weightage for its evaluation criteria?

Answer:

There are not weights assigned to the evaluation criteria.

6. Question:
Is CLT seeking GASB 87 Compliance?

Answer: No

7. Question:
Is CLT seeking functionality for revenue management associated with leases?

Answer: CLT currently manages the account payable and receivable functionality through separate platforms. The system should have the capability to track revenue associated with a contract, but it will not be required to track revenue received, etc.

8. Question:
Is CLT seeking functionality for prospective and current tenant communication?

Answer: This functionality is not required as part of the RFP. However, if the system includes this functionality, it should be noted in the proposal.

9. Question:
What is CLT's desired implementation timeline from notice to proceed?

Answer: CLT's desired timeline is as soon as possible. However the specific timeline for the implementation will be negotiated with the successful proposer.

10. Question:
Has CLT seen any product demonstrations prior to issuing the RFI? If yes, what solutions/vendors?

Answer: Yes. CLT completed an informal RFI in fall 2022. The following companies responded to the RFI:

- MRI
- Visual Lease
- Civix ABRM
- Veoci

- **IBM Tririga**
- **Amadeus PROPworks**
- **SAP**

11. Question:

Will CLT conduct solution demonstrations as part of the evaluation process? If yes, what is CLT's timeline for notifying qualified vendors for the solution demonstration? When will the demonstration take place?

Answer: Please refer to section B of the RFP. CLT has identified 7/24/2023 as a date for proposer interviews/demonstrations if required. Demonstrations will be dependent upon evaluation of the proposals by the selection committee.

12. Question:

What system is CLT currently using for lease management? What challenges is CLT experiencing with its current system?

Answer: See answer to question 2 of this addenda. CLT does not currently have a lease management system in place.

13. Question:

Is CLT seeking any integrations? Please specify any internal or external system integrations.

Answer: Please review Exhibit A, 2C of the RFP document for information on this requirement.

14. Question:

How much data is CLT seeking to migrate? In what format will the data be provided?

Answer: As mentioned in the RFP document, CLT has +150 agreements. CLT is looking for this system to be a repository of all the relevant information associated with these agreements as further described in the RFP SOW (Exhibit A). CLT will work with the successful proposer on the format the data should be provided in order to setup this system. However, if the system is limited to a specific format then this should be noted in the company's proposal.

15. Question:

Is CLT seeking a test environment for this project? If yes, would CLT like the test environment only for the implementation period or for the duration of the contract?

Answer: The test environment will be required for the duration of the contract.

16. Question:

Does Charlotte Douglas prefer a Hosted solution, SaaS solution, or on Premis Solution.

Answer: CLT is neutral to the solution, however please note the various technical requirements associated with the different solutions noted in the RFP.

17. Question:

What is the current Maintenance solution at CLT? Please describe how it is utilized at the airport.

Answer: See answer to question 2 of this addendum.

18. Question:

Are there CAD Drawings for the Spaces to be mapped? Are they Polylined. And are the drawings updated?

Answer: CAD drawings are available for some of the spaces, however some documents only have legacy pdf documents available.

19. Question:

What format are the current leases in: ie: exel, Database, paper?

Answer: Most of the agreements are available in a pdf format.

20. Question:

Is the Lease data complete and accurate based on the lease requirement?

Answer: See response to question 2 of this addendum.

21. Question:

How many users are required?: Lease Managers: Lease Administrators: System Administrators: Space Planners: Workflow Connected users: Users that need system access. Square footage of CLT?

Answer: Current users are estimated to be as follows:

- Lease Managers: 5-10
- System Administrators: 2-5
- Workflow connected users: 5-10

If there are additional costs for users to be added, then this should be included in the Company's proposal. As to the square footage of CLT, this is not a number we currently have actively available. The contracts/leases that will be managed in this system is vast and will include the Airport campus, both building and land, as well as off Airport property.

22. Question:

The RFI mentions you currently have PROPworks. Is the intent of the RFP to replace this system?

Answer: See answer to question 7 of this addendum. CLT is not looking to replace the current Accounts Receivable functionality of PROPworks.

23. Question:

Will you require the data in your current system to be converted into the new system? a. If yes, what is the name and version of your current lease management system? b. If yes, does the existing system have the capability to export to .xls or.csv?

Answer: See answer to question 2 of this addendum. CLT does not currently have a lease management system in place.

24. Question:

Page 42 mentions the "future capability to interface with the Airport's various systems including, Accounting/accounts receivable, GIS, Records Management, Work Order, etc.":
a. That seems to imply that no interfaces are to be included or priced. Please confirm. b. That also implies that CLT will not be relying on the lease management system for billing or account receivable functionality. Please confirm.

Answer: a. Proposers should include a cost estimate for any integrations in the compensation sheet, however this is not apart of the base product being solicited. If the system already has existing integrations in place with existing systems, this should also be noted in the RFP document. b. See response to question 7 of this addendum.

Checklist for submitting a Proposal:

Proposal Format - Proposals should be formatted as follows:

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

The above items constitute all that must be included in the Proposal. If awarded a contract, an insurance certificate that meets or exceeds the requirements set forth in Exhibit B (Sample Contract) will be required.

Cloud Security Questionnaire

This questionnaire is intended to capture security information regarding cloud services utilized by the City of Charlotte. The form should be filled out by a City employee along with the provider of this cloud solution (vendor). Completed forms may be submitted for review by a City employee via the Cloud Security Review form on the City’s self-service portal.

Note: Question 1 through Question 14 must be answered by a City of Charlotte employee or contractor.

#	Question	Answer
1	Please describe this cloud solution and how it will be used by the City of Charlotte. What problem does this cloud solution solve?	
2	Which City departments plan to use this solution?	
3	Which City users plan to use this solution? How many users? Which users will administer this solution?	
4	Will this cloud solution connect to current systems inside the City’s network? If yes, please provide an architecture diagramming showing this connectivity.	
5	Will any computing devices (servers, workstations, IoT, etc.) be added to the City’s network as a part of implementing this cloud solution?	
6	What types of data will this cloud solution store or process?	
7	Will this cloud solution store or process payment card data (i.e. PCI data)? If so, please provide evidence of Attestation of Compliance (AoC).	
8	Will this cloud solution store or process Protected Health Information (PHI)?	
9	Will this cloud solution store or process Personally Identifiable Information (PII)? If yes, which types of PII?	
10	Will this cloud solution store or process Criminal Justice Information (CJI)?	
11	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)?	
12	Will this cloud solution store or process any other sensitive or confidential data not identified above?	
13	For the data types listed above, what are the sources of the data and what processes and protocols are used upload the data into this cloud solution?	
14	If a bad actor found a way to compromise this cloud solution and was able to tamper with, delete, and/or leak the data it will store or process, what is the possible impact to City operations and reputation?	

15	What methods does this cloud solution use to send/transfer City data out to other systems?	
16	Does the vendor have cyber liability insurance? If yes, does the vendor's insurance cover City of Charlotte assets and data in the event of a breach?	
17	Has this cloud solution (<i>not</i> the hosting provider) been ISO 27001 certified? If "yes", please provide proof of certification.	
18	Is this cloud solution (<i>not</i> the hosting provider) FedRAMP authorized? If "yes", please provide proof of authorization and Impact Level (Low, Moderate, or High).	
19	Has this cloud solution (<i>not</i> the hosting provider) undergone a SOC 2 audit? If "yes", please provide proof of audit.	
20	What encryption algorithms does this cloud solution use to encrypt Data At Rest (DAR encryption)?	
21	What encryption algorithms does this cloud solution use to encrypt Data In Transit (DIT encryption)?	
22	How does the vendor manage encryption keys for this cloud solution?	
23	Who has access to the cloud solution's encryption keys?	
24	For both data stored in this cloud solution and backups, in which countries will the City's data be stored?	
25	Does this cloud solution support federation with Okta for Single Sign-On (SSO) authentication using Security Assertion Markup Language (SAML)? If "no", please describe this cloud solution's user password policy and two-factor capabilities, including any customer-controlled options.	
26	Please describe the vendor's vulnerability management program.	
27	Does the vendor have a third-party perform yearly penetration tests on this cloud solution and when was the most recent penetration test completed?	
28	Who can see or have access to the City's data stored, processed, or transmitted by this cloud solution?	
29	How does the vendor safeguard the City's data from other customers and prevent unauthorized viewing of the City's data?	
30	Is this cloud solution hosted on a dedicated or shared instance/infrastructure?	
31	Please describe the vendor's security Incident Response (IR) process.	
32	What is the timeline for customer notification in the case of a breach?	
33	What activities/actions within this cloud solution are logged?	

34	How does the vendor allow customers to view audit and access logs?	
35	How does the vendor communicate with customers about important changes to the vendor's platform or processes?	
36	Does the vendor offer periodic reports confirming compliance with security requirements?	
37	What happens to the City's data when service is terminated?	
38	Describe the process the vendor uses to destroy data after customers release it?	
39	Please describe the vendor's backup process.	
40	How many backups of the City's data are stored, where are they stored, and are they encrypted?	
41	Please describe the vendor's Disaster Recovery (DR) processes.	
42	What is the vendor's current uptime and Service Level Agreement (SLA) option?	
43	How does the vendor screen employees and contractors?	
44	What cloud/hosting service hosts this cloud solution? If this cloud solution is hosted on Amazon Web Services (AWS), Google Cloud (GCP), or Microsoft Azure, the questions listed below can be skipped.	
45	What is the vendor's process for responding to a legal hold request?	
46	What certifications for the data center have been achieved?	
47	Where is the vendor's data center and what physical security measures are in place?	
48	How does the vendor dispose of End-Of-Life (EOL) hardware?	
49	How does the vendor dispose of failed data storage devices?	

ⁱ The following types of Restricted Data constitute PII: social security numbers, employer taxpayer identification numbers, drivers' license numbers, state identification card numbers, passport numbers, checking account numbers, savings account numbers, credit card numbers, debit card numbers, personal identification code (PIN) numbers, digital signatures, any other numbers or information that can be used to access a person's financial resources, biometric data, fingerprints, and passwords.