

# Houston Airport System Common/Share Use Passenger Processing System (CUPPS)

TTI Committee

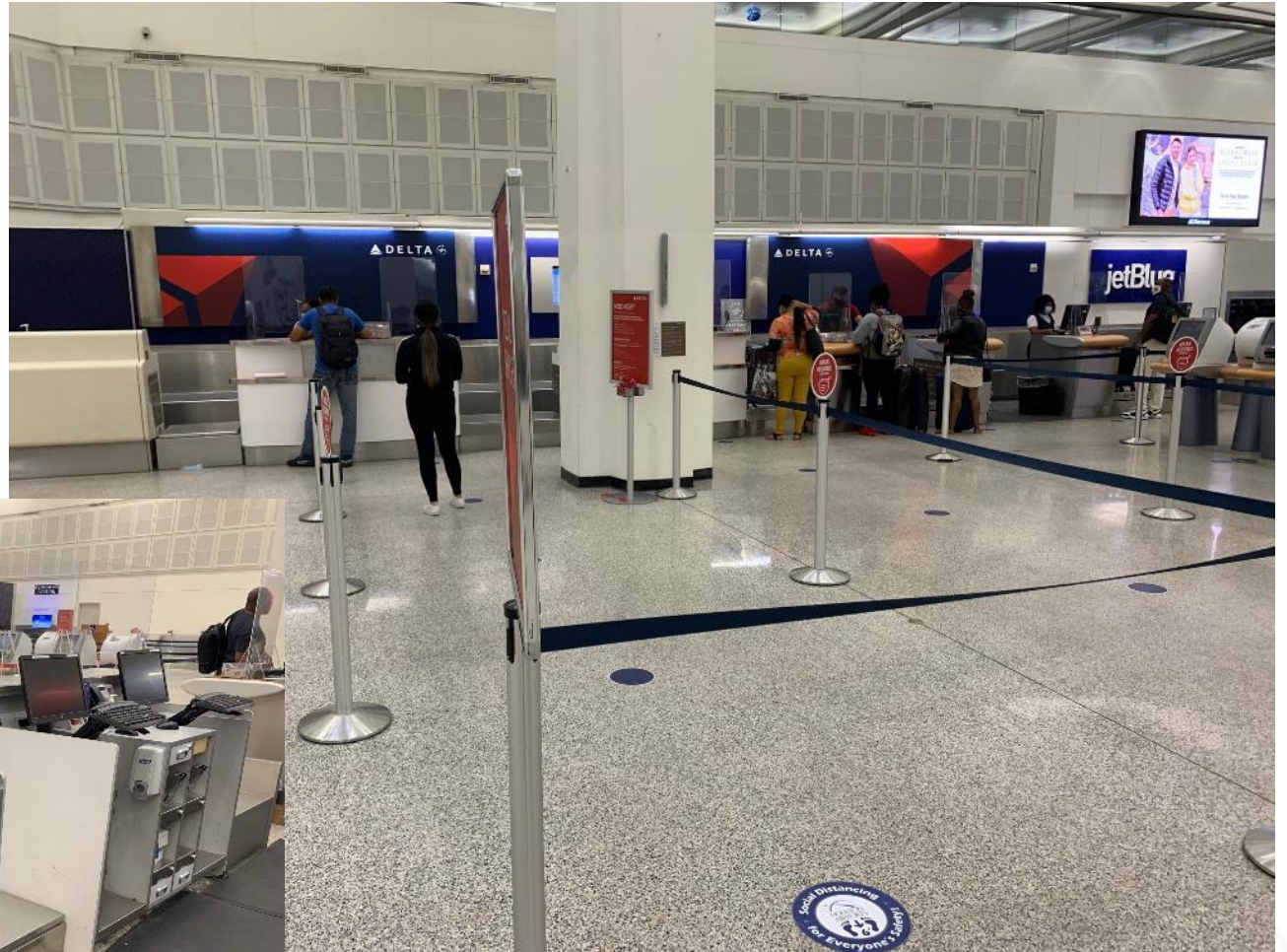
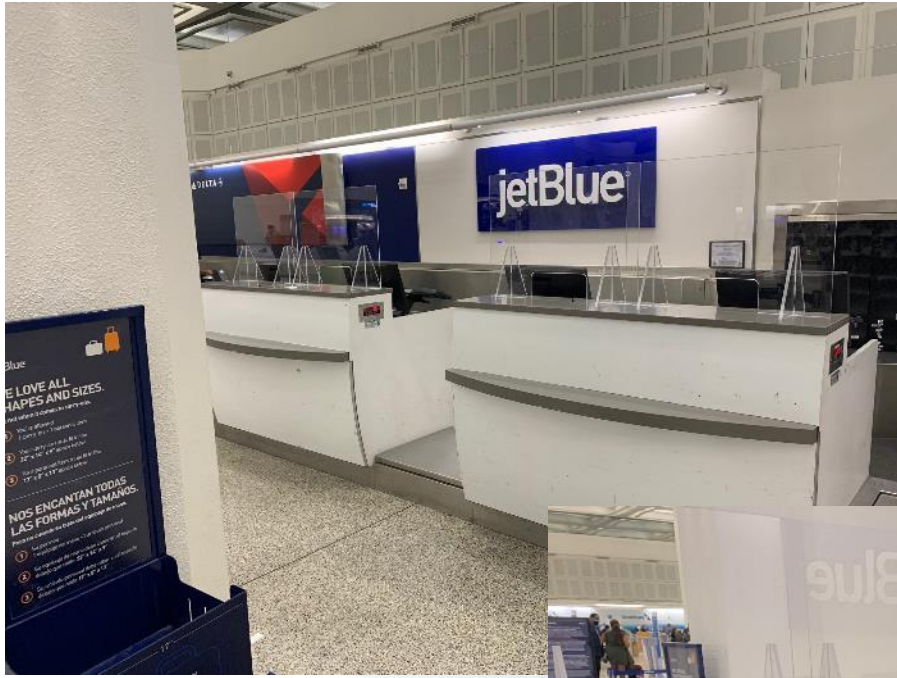
06/24/2021

RFP H2-C/SUPPS-2021-004

Diego A. Parra

HAS IT Assistant Director,  
Program Management Office

# Existing Environment – Terminal A



# Current Environment

## ☐ Terminal A SITA

- 18 Month Contract through June 2021 + 90 Day Extension
- 8 Airlines
- Check-In Counters
- Self-Service Kiosk
- Support Airline proprietary and Common Use Systems

## • Terminal D GATES |

- ARINC Contract ends 2023
- Includes Touchless Boarding
  - AeroMexico
  - Air China
  - Air France
  - Air New Zealand
  - ANA
  - Avianca
  - British Airways
  - Emirates
  - Ethiopian
  - Eva Air
  - KLM
  - Lufthansa
  - Qatar Airways
  - Singapore Airlines
  - Turkish Airlines
  - United Airlines
  - Viva Aerobus
  - Volaris

- ❑ Curb to Gate vision – scope to include interoperability for all HAS (HOU & IAH) Passengers and airlines:

Design, installation/operational services and equipment to provide an integrated approach to Common Use Terminal equipment (CUTE), common use passenger processing systems (CUPPS), common use self-service kiosks and/or a single platform integrating self -service check in, self-service bag drop and an identity management system.



## **Verification:**

- Travel Documents
  - Boarding Pass | Passport | Driver's License
- Airline Mobile App
- Airport Mobile App

**Business  
Traveler**

Categories: News, Air Travel

### American Airlines Tests ID Verification on Mobile Devices

Dallas Fort Worth and Reagan Washington National are the two airports where the trials are being conducted

October 28, 2020

by Seher Asaf



## **Verification:**

- Agent Assisted
- Integration with Common Use Passenger Processing System | Airline Departure Control System



## ❑ **Verification:**

- Integration with Common Use Passenger Processing System and Airline Departure Control System



## ❑ **Verification:**

- Integrate with overall baggage conveyor system





## □ **Verification:**

- Agent Assisted boarding
- Integrated with Customs and Border Protection



# Curb to Gate| **Vendor Scoring**



<b>Evaluation Criteria</b>	<b>Max Score</b>
Firm and Individual Professional Experience and Knowledge	15
Project Plan and Schedule	10
Technical/Design Approach (current ability and proven integration and interface with airlines systems that are listed in RFP document)	20
Live Demo Airport Environment	25
Maintenance and Support	20
Proposal Pricing	10
<b>TOTAL SCORE</b>	<b>100</b>
MWBE Participation Plan	Pass/Fail
Financial Capabilities	Pass/Fail

# Curb to Gate | Live Demo Script



Live Demo Airport Environment "Script" (Table 5)
<b>1.0 Mobile Identity and application</b>
1.1 Describe and show how a passenger is enrolled through your mobile device system and how that user than can use the common use systems for airlines in an airport?
1.2 Explain how it integrates with the airline system.
1.3 List the airlines that your mobile device application has already integrated with.
1.4 List the airport(s) where your mobile application is used.
1.5 Demonstrate all functionality of your mobile application.
<b>2.0 Assisted Check-In</b>
2.1 Demonstrate the process for a passenger who already has been enrolled into the system, walking up to a ticketing counter for assisted check-in functionality at a live airport environment.
2.2 Show the user interface including ADA compliance
2.3 Show all functionality of the user interface of the assisted check-in system from the agent's view
2.3a Facial biometric to pull up the record?
2.3b Bar code to pull up the record?
2.3c Mobile device functionality?
2.5 List the airlines that your assisted check-in has integrated with back-end departure control systems
2.6 List the airports that your assisted check-in has integrated with back-end departure control systems or other related systems.
<b>3.0 Self-Service Check in</b>
3.1 Demonstrate the process for a passenger who already has been enrolled into the system, walking up to a self-service kiosk for a complete self-service processing at a live airport environment. Show what the system will do if they passenger is not enrolled.
3.2 Show any "touchless" functionality
3.2a facial biometric to pull up the record?
3.2b bar code to pull up the record?
3.2c mobile device functionality?
3.2d ADA Compliance
3.3 List the airlines that your self-service check-in is implemented at and how it is integrated with back-end systems
3.4. List the airports that you have the kiosks installed in
3.5 show the bag-tag printing functionality
3.6 Show the booking, changing a reservation, checking in, paying for upgrades or services and border control functionality and any other relevant functionality
3.7 Demonstrate how the system can integrate with a conveyer (baggage systems) or stand-alone

<b>4.0 Self-Service Bag Drop</b>
4.1 Demonstrate the various self-service bag drop solutions at an airport and show how a passenger can use their facial biometric to validate and drop their bag for a one or two step process.
4.2. Demonstrate multi-airline common use environment user interface
4.3 Demonstrate various hardware such as scanners etc.
4.4 Demonstrate how the system weighs and charges passenger for overweight bag
4.5 Demonstrate how the system can be integrated and be compatible with baggage handling system control systems or stand-alone
4.6 Demonstrate how self-service bag drops reduce bottle necks (this can be done separately rather than a live airport environment)
4.7 List the airlines that your self-service bag drop is integrated with an discuss the back-end integration process.
4.8 List the airports that your self-service bag drops are installed at and discuss the agreements with TSA.
4.9 Demonstrate ADA Compliance.
<b>5.0 Security Screening</b>
5.1 Demonstrate biometric one-step screening capabilities in a live airport environment
5.2 List the airports and airlines that your company has implemented with
5.3 List the domestic airports that you have pilots or in discussion with TSA with
5.4 Discuss the process for setting up security screening with TSA airlines and an airport, talk about your company's successes and potential barriers to success
<b>6.0 Self-Service Boarding/eGates</b>
6.1 Demonstrate the self-service boarding functionality
6.2 Demonstrate a person in a wheelchair being assisted going through a self-service boarding gate
6.3 Demonstrate the manual over-ride functionality of the gate
6.4 Show a live flight being boarded using the self-service boarding gates
6.5 List the airlines and airports that your company has integrated with for one-step integration
<b>7.0 Assisted Boarding and Border Protection</b>
7.1 Demonstrate the functionality of assisted exit facial biometric boarding and integration with Customs and Board Protection
7.2 Demonstrate a flight being boarded with the facial biometric one-step solution
7.3 Demonstrate the user interface from an agent's perspective
7.4 Demonstrate the troubleshooting of the unit
7.5 Describe training required for the agents
7.6 List the airlines your company has integrated one-step solution with
7.7 List the airports your company has implemented in

# Curb to Gate | Details



<b>Vendor</b>	<b>Amadeus Airport IT Americas, Inc.</b>
<b>Purpose:</b>	Council Action will: H27-C/SUPPS-2021-004 – Approve an ordinance awarding a contract to Amadeus Airport IT Americas, Inc. for Common/Shared Use Passenger Processing System.
<b>Procurement:</b>	Request for Proposals (RFP) – was advertised in accordance with the requirements of the State of Texas bid laws. Three (3) responses to the RFP were received.
<b>Terms:</b>	Eight-year contract, with two-one-year options
<b>Contract Amount:</b>	\$32,333,600
<b>MWBE:</b>	16% Goal (MBE – 11\$, WBE – 5%)



- Best value price
- Experience in other large hub airports (Copenhagen Airport, Changi Airport, Heathrow Airport)
- Highest score to the requirements in the RFP and Live Demonstration

# Curb to Gate | Final Score



The Evaluation Committee members read and evaluated the Proposals prior to the scoring sessions held on December 22, 2020. The members re-convened to evaluate and score the “Live Demo Airport” held on January 14, 2021. All firms were invited for a virtual oral interview/presentation which was held on March 8, 2021, through MS Teams. Below are their final total scores and ranking:

<b>FIRM</b>	<b>TOTAL SCORE</b>	<b>RANKING</b>
AMADEUS AIRPORT IT	88.80	1
SITA INFORMATION NETWORKING COMPUTING USA, INC.	70.80	2
COLLINS AEROSPACE	69.00	3

**The MWBE Goal for this project is 16% (Pass/Fail):**

All firms submitted an M/WBE Participation Plan of **16%** (MBE – 11%; WBE – 5%) and HAS's Office of Business Opportunity has reviewed and **approved** the plan submitted by the three firms.

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# Questions?