

Department of Port Control

Ordinance No.: 1045-2022

CHIA – Information Technology & Services

EXECUTIVE SUMMARY

The Department of Port Control is requesting authority to enter into a professional services contract with a firm, to provide a Common Use Passenger Processing System ("CUPPS"); including hardware, software, networking, project management, maintenance and support, and professional services to the Department of Port Control.

Background/Purpose:

The Department manages Airports and Harbors, which are the transportation gateways, to the City; creating the first and last impression of our world-class city and region. The Department is committed to leveraging the City's vision, to become a national model for the city through creating optimal passenger experiences, to become the competitive airport of choice. The Department will support the communities it serves by elevating its Airports to new heights. The Department works closely, with its airline partners and stakeholders, to ensure the most safe and efficient travel experience.

The Department also works to provide cost-efficient facilities, equipment and systems for its airline partners to leverage across their operations. The Department desires to replace its current antiquated, unreliable Common Use Passenger Processing System (CUPPS) at the Cleveland Hopkins International Airport (CLE), with the goal of leveraging current CUPPS technologies and best practices that yield enhanced, more efficient flight operations and travel experiences for the CLE traveling public.

Scope of Work:

Utilizing its resources, the successful Firm shall provide all personnel, technology and services necessary to install, set up and configure a CUPPS at CLE. The successful Firm's personnel shall perform their duties in a manner satisfactory to the Director but shall be under the direction and control of the successful Firm. The successful Firm shall be responsible for completing assigned tasks within the time agreed upon with the Department.

Justification/Urgency:

The Department will award a contract to the selected firm to replace the current Common Use Passenger Processing System (CUPPS) at Cleveland Hopkins International Airport, with the goal of leveraging current CUPPS technologies, and best practices, that yield enhanced, more efficient flight operations and travel experiences, for the CLE traveling public.

Schedule or Term of Contract:

One year with three (3) one-year options to renew.

Current Vendors/Contracts

Vendor Name	Vendor Address
ARINC Inc.	2551 Riva Road Annapolis, MD 21401