

REQUEST FOR PROPOSAL
FOR
COMMON/ SHARED USE PASSENGER
PROCESSING SYSTEM



ILM

WILMINGTON INTERNATIONAL AIRPORT

PROPOSAL ELECTRONIC SUBMITTAL DEADLINE
5 PM (EST)
MARCH 25, 2022

WILMINGTON INTERNATIONAL AIRPORT
1740 AIRPORT BLVD. SUITE 12
WILMINGTON, NC 28405

Wilmington International Airport (ILM)

REQUEST FOR PROPOSALS
for
COMMON/SHARED USE PASSENGER PROCESSING SYSTEM

ISSUED DATE: March 4, 2022

ISSUED BY: New Hanover County Airport Authority (NHCAA)
For Wilmington International Airport (ILM)
1740 Airport Blvd., Suite 12
Wilmington, NC 28405

POINT OF CONTACT: Mr. Jeffrey Bourk, A.A.E.
Airport Director
Email: jbourk@flyilm.com

OPTIONAL ONSITE MEETING
MEETING:

Site visits are highly encouraged but not required. All visits shall be scheduled with no less than a 48 hour notice. Final site visits shall be completed by March 24, 2022.

Wilmington International Airport (ILM)
1740 Airport Blvd., Suite 12
Wilmington, NC 28405

QUESTION DEADLINE: Written questions must be submitted prior to March 21, 2022 at 5:00PM (EDT).
Mr. Jeffrey Bourk, A.A.E.
Airport Director
Email: jbourk@flyilm.com

PROPOSAL DEADLINE: No later than March 25, 2022 at 5:00PM (EDT)
Mr. Jeffrey Bourk, A.A.E.
Airport Director
Email: jbourk@flyilm.com
Electronic submissions only.

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I. PURPOSE OF REQUEST

The New Hanover County Airport Authority (NHCAA) through this Request for Proposal (“RFP”) invites written proposals from qualified Vendors (“Vendors”) to provide a COMMON/SHARED USE PASSENGER PROCESSING SYSTEM at the Wilmington International Airport (ILM). The project shall be capable of integrating with the Airports proposed Terminal Information/ Flight Information Display system to be selected under a separate RFP Process.

The NHCAA reserves the right to select the same Vendor or separate Vendors to perform the scope of work of both projects based on the content of RFP Responses.

II. INSTRUCTIONS TO PROPOSERS

A. Vendors shall electronically submit their proposal. Proposals must include Vendor’s name, address, phone, and primary contact name. Proposals must be e-mailed to the following email address:

jbourk@flyilm.com

B. All proposals must be e-mailed by March 25th, 2022 at 5:00PM (EDT). Requests for extension of time to submit will not be granted. Late proposals will be rejected. Proposals sent via fax will not be accepted.

C. The opening and reading of a proposal does not constitute NHCAA’s acceptance of the Vendor as a responsive and responsible Proposer.

D. It is the sole responsibility of the Vendor to ensure that the proposal arrives on time and bears the handwritten signature of an official duly authorized to submit. The name, address, and telephone number of the person to contact must be clearly identified.

E. Any questions about the RFP should be emailed to jbourk@flyilm.com with a “Request a Read Receipt” option on all emails. Subject line of the email must be “Common Use Platform RFP Question” It is the sender’s responsibility to ensure all emails were received and acknowledged by the Airport. If any emails are not acknowledged by the Airport by the next business day, the sender will be advised the email/questions were not received. Questions received after the deadline date will not be answered.

F. Other than with written consent from the Point of Contact, all Proposers, including any persons affiliated with or in any way related to a Proposer, are strictly prohibited from contacting any Commissioners or any NHCAA personnel on any matter having to do in any aspect with this RFP after RFP issued date. Any other contact with such persons associated with NHCAA shall be made only through and in coordination with the Point of Contact and must be made in writing. Prohibitive or inappropriate contacts made by Proposer may result in the disqualification of the Proposer. This requirement will be strictly enforced.

G. NHCAA may elect to issue addenda to this RFP. All addenda will be posted on the ILM Documents Webpage at the following URL:

<https://flyilm.com/airport-documents/>

It is the responsibility of the Proposer to view, obtain or download all addenda issued by NHCAA for this RFP. The Proposer shall acknowledge all issued addenda on the Acknowledgement of Addendum Form. Submission of a proposal establishes a conclusive presumption that the Vendor is thoroughly familiar with the Request for Proposal (RFP) and that the Vendor understands and agrees to abide by all stipulations and requirements contained therein.

H. All notations must be typed or printed in ink. No erasures are permitted. Mistakes may be crossed out and the person signing the Proposal Form must initial corrections in ink.

I. All costs incurred in the preparation and presentation of the proposal is the Vendor's sole responsibility; no costs will be reimbursed to any Proposer.

J. All documentation submitted with the proposal will become the property of the NHCAA.

K. Proposals are to be submitted as outlined below:

1. Proposer Questionnaire
2. References
3. Proof of Insurance Coverage
4. Certification
5. Project Cost Detail

L. NHCAA reserves the right to cancel any or all solicitations, in whole or in part, as well as reject any or all proposals, or to accept or reject any proposal in part, and to waive any minor informality or irregularity in proposals received if it is determined by the Airport Director or his designee that the best interest of NHCAA will be served by so doing. If the solicitation is cancelled or all proposals are rejected by NHCAA, a notice will be posted on the ILM website as identified for the posting of addenda. A proposal will not be considered from any person, firm or corporation that is in arrears or in default to NHCAA on any contract, debt, or other obligation, or if the Proposer is debarred by NHCAA from consideration for a contract award.

M. Proposals are subject to public disclosure after the final ranking in accordance with state law. All information contained in any submitted bid, request for proposal, or request for qualifications document to NHCAA will be available for public review upon Freedom of Information Act (FOIA) request. All Vendors are hereby advised that any information that they may consider to be confidential or proprietary and would give a competitive advantage if disclosed, should be identified, along with a statement as to whether or not a claim of confidential or proprietary privilege is being asserted. If such information is later sought by a FOIA request, the Vendor will be allowed to justify its claim of privilege and NHCAA will assess the validity of said claim in advance of any release.

N. In the event a contract is entered into pursuant to this RFP, the Vendor shall not discriminate against any qualified employee or qualified applicant for employment because of race, sex, color, creed, national origin or ancestry. The Vendor must include in any and all subcontracts a provision similar to the above.

O. Any ambiguity in any proposal as a result of omission, error, lack of clarity or non-clarity by the Vendor with this RFP, instructions, and all conditions of the submission shall be interpreted in the light most favorable to NHCAA.

III. TERMS AND CONDITIONS

A. NHCAA reserves the right to reject any or all proposals, or to award the contract to the next most qualified Vendor if the selected Vendor does not execute a contract within fourteen (14) days after the award of the proposal.

B. NHCAA reserves the right to request any supplementary information it deems necessary to evaluate the Vendor's experience, qualifications, or to clarify or substantiate any information contained in the Vendor's submittal.

C. Any proposal submitted will constitute an irrevocable offer, for a period of ninety (90) days, to sell to NHCAA the services set forth in the enclosed Scope of Work and Specifications.

D. If, through any cause, the Vendor shall fail to fulfill in a timely and proper manner the obligations agreed to, NHCAA shall have the right to terminate its contract by specifying the date of termination in a written notice to the Vendor at least thirty (30) days before the termination date. In this event, the Vendor shall be entitled to just and equitable compensation for any satisfactory work completed.

E. Any agreement or contract resulting from the acceptance of a proposal shall be on forms either supplied by or approved by NHCAA and shall contain, at a minimum, applicable provisions of the RFP. NHCAA reserves the right to reject any agreement that does not conform to the RFP and to any NHCAA requirements for agreements and contracts.

F. The Vendor shall not assign any interest in the contract and shall not transfer any interest in the same without prior written consent of NHCAA.

G. No reports, information, or data given to or prepared by the Vendor under the contract shall be made available to any individual or organization without the prior written approval from NHCAA.

H. The Vendor is responsible for any damage caused by their employees and/or equipment to any NHCAA property (structures, equipment, fixtures, etc.) and shall replace any damaged piece of property at no cost to NHCAA.

I. Insurance Requirements: The selected Vendor shall carry and keep in force a comprehensive general liability and employer liability insurance by an insurance company authorized to do business in the State of North Carolina with limits of liability as follows:

Employer Liability	\$1,000,000
Comprehensive General Liability Bodily Injury	\$1,000,000 each occurrence, and \$2,000,000 aggregate
Property Damage	\$1,000,000 each occurrence, and \$2,000,000 aggregate

The selected Vendor shall furnish certificates of professional liability insurance satisfactory to NHCAA as to contents and carriers. Upon execution of a contract, the selected Vendor shall furnish to NHCAA a good and sufficient Certificate of Insurance by said insurance company, and an Owner's Protective Liability Policy naming the New Hanover County Airport Authority, the New Hanover County Airport Commission and the New Hanover County Airport Employees as named insured. Both policies shall contain the stipulation and agreement that the insurance provided by said policies is continually in full force and effect and is not subject to cancellation or modification in full or in part without thirty (30) days advance written notice to NHCAA.

J. Workers' Compensation and Employer's Liability Insurance: The Vendor shall maintain workers' compensation and employer's liability insurance in the amounts and form required by the laws of the State of North Carolina. The Vendor shall furnish a certification of said insurance to NHCAA certifying that NHCAA will be given thirty (30) days written notice of non-renewal, cancellation, or other material change.

IV. QUALIFICATIONS/CERTIFICATIONS

Proposals will be considered only from responsible individuals, co-partnerships, corporations, or other private organizations demonstrating that they have the ability to maintain a staff of regular employees adequate to ensure continuous performance of the work. Labor relations measured by standards of compensation, promptness in meeting obligations, and frequency of personnel changes, among other things, will be considered in determining whether a proposer has an established operating organization.

The Vendor shall have previously designed, installed, tested, and deployed a SUPPS/CUPPS system for a minimum of three (3) airports in North America that are of similar size and complexity of Wilmington International Airport. SUPPS/CUPPS shall have been fully operational at each of these airports a period of no less than one (1) year from the issued date of this RFP. The Vendor shall provide references for each airport.

The Vendor shall have an on-going maintenance and support center located in North America. Subsequent to commissioning, the Vendor shall provide ongoing SUPPS/CUPPS technical support from a facility located in North America. The Vendor's Project Manager assigned to this Contract shall have over five (5) years of experience performing all project management aspects of a shared use/common use system deployment. The Project Manager cannot be replaced on this project without written approval from the Owner.

The Vendor will supply only new equipment, parts and material currently manufactured at the time of submittal and operated only for testing as part of installation procedure. The Vendor shall provide the most current version of software and hardware platform available at the time of award of this Contract.

The proposer must also have the applicable licenses and certifications to perform all services in this RFP.

V. SELECTION PROCESS AND CRITERIA

Proposal Format:

- a. Proposals shall be evaluated based on the Criteria shown in the RFP Evaluation – Form E.
- b. Proposals shall include pricing for a complete system including six (6) ticket counter positions, three (3) gate boarding positions and three (3) gate customer service positions. Separate pricing for additional positions should be provided for each position type. Separate pricing for ticket kiosks should be provided per each. All necessary peripherals required by the airlines must be provided. Bag tag printers will support RFID tags.
- c. Proposed pricing should be valid and available for one year.
- d. Proposals shall include maintenance options available and pricing for each year for a total of five years. All licensing should be included if applicable.
- e. Proposals shall include details on warranty provided with purchase.
- f. Proposals shall include any exclusions on work to be completed as part of the installation.
- g. Proposal shall include a detailed pricing structure on all components needed.

Proposal Evaluation:

- h. The Airport will evaluate responses made in accordance with Form – E.
- i. The Airport will evaluate the total system price, available service, maintenance and warranty options, overall system design and past work experience/references.
- j. Ability to timely perform.
- k. The Airport will create a Ranking Score from a review of the Proposals based on the RFP Evaluation Criteria.
- l. The Airport shall select the Vendor System that provides the highest value to the Airport.

VI. PROJECT DESCRIPTION AND REQUIREMENTS

Description:

The Owner is pursuing the installation of Shared Use/Common Use Passenger Processing System (SUPPS/CUPPS) for passenger processing at the ticket counters and gate service areas. Included in the project is branding & airline counter status (open/closed/priority) utilizing existing monitors at ticket and gate counter locations and integration with a Terminal Information System to be determined by a separate RFP process running concurrently with this one. The system should support at least fifteen (15) airlines and one company used for testing purposes. The selected Proposer shall be responsible to ensure that all of its systems interface successfully with airlines systems.

Note: Responding firms should be aware that the Owner is pursuing a Terminal Information System with Flight Information Display and Content Management System (TIS/FIDS/CMS) through a separate RFP process running concurrently with the SUPPS/CUPPS RFP. The Owner will consider firms that respond to either or both RFPs. If the Owner awards both projects to separate Vendors, then it will expect both Vendors to coordinate their projects and will require the SUPPS/CUPPS and TIS/FIDS/CMS systems to be compatible and integrated.

The Vendor shall furnish all materials and equipment necessary to complete the job and provide detailed submittals of all materials and equipment to be used on the project. A visual inspection of the Vendor's equipment may be required. The Vendor shall furnish sufficient personnel and equipment to complete the project in a continuous manner once work has begun.

The Vendor's employees shall be required to wear clean and neat uniforms provided by the Vendor and approved by the Airport. Vendor shall also furnish their employees with all the necessary PPE (Personal Protective Equipment) as specified by the Equipment Manufacturer. Vendor will be responsible for ensuring that their employee's wear all PPE required for safe operation of equipment.

The system must provide the capability for airlines to connect directly with and access their native, non-emulated host systems and applications; OR must be a fully compliant CUPPS IATA RP1797 solution (latest version). The system shall ensure that the Airport will be able to take advantage of the latest technologies and upgrade features offered at the time of this award. The qualified manufacturer/VAR submitting a proposal shall be referred to as the Vendor. SUPPS/CUPPS shall assist in terminal optimization by providing flexibility in the assignment and sharing of key terminal resources.

Special effort shall be made to minimize the interruption of airline operations and any disruption of passenger service.

The Vendor shall provide any counter inserts needed based on the specifications of their system and Airport provided ticket and gate counters.

The system must interface with FIDS provided by the TIS/FIDS/CMS vendor selected through a separate NHCAA RFP. The system should be able to display flight/airline information at gate and ticket counter locations.

The Vendor shall perform the detailed configuration, engineering, installing, and testing for the total SUPPS/CUPPS including the interconnectivity of system components and modules.

Vendor must be able to provide 24/7 phone support to the end user.

The Contractor shall perform the detailed configuration, engineering, installing, testing and training for the total SUPPS/CUPPS including the interconnectivity of system components and modules.

Airport Configuration Information:

Airlines to be supported should include: American, Delta, United and additional domestic airlines to be determined. An additional test company should be setup for trouble shooting equipment.

Airport environment:

- VMware vSphere version 6.7
- Fortinet firewall
- 50 MBps High Cap Flex Bandwidth Internet

VII. SPECIFICATIONS

It is intended that the Vendor shall provide a Common/Shared Use Passenger Processing System for the Airport through a turnkey project to meet the following Airport Specifications.

BASE BID

System and Project Management

The Contractor shall provide a base system and all design, configuration, installation, and project management. The system should be capable of supporting six (6) ticket counter positions, three (3) boarding gate counter and three (3) service counter locations including recommended peripherals. The system should be capable of being expanded to accommodate multiple ticketing/gate workstation locations. The system should also be capable of expanding to accommodate airline ticket kiosk stations (up to six each). The system should integrate and interface with a TIS/FIDS/CMS system selected by the Owner through a separate RFP process running concurrently with this RFP. The system should provide airline branding at each existing gate monitor and display necessary flight/gate information. The system should support airline branding, airline counter status and FIDS/GIDS/CMS information at ticket and gate counter positions.

The Vender shall provide all network switches, ports, network cabinets and devices as is required for a turn-key package.

Existing Airport Infrastructure

The Airport is currently in the process of completing within the next 12 months a terminal expansion project adding ticket counters, gates, and approximately 75% additional terminal space. The following physical infrastructure is in place for this project or will be completed within the next 12 months (as noted):

- Vacant ticket counter positions (six).
- Common IT room
- Three new Gate positions complete with counters (one available immediately, two available within 12 months).
- Data Home Runs from each gate and ticket counter to the Common IT room.

Other Items Excluded From Bid / Provided By Airport

The Airport will provide the following items:

- Ticket and Gate Counters.
- Internet connectivity.
- Electrical power outlets.
- Telephone communications.
- Microsoft Windows Server and SQL software.

Warranty

Vendor should provide details of a one-year full system warranty, system support and maintenance including any software updates required.

ADDITIONAL OPTIONS

Shared/Common Use Self Service Kiosk

Vendor should provide pricing for passenger self-service kiosk supporting all Wilmington International Airport's serving airlines.

Project Completion Schedule

Owner requests operational status of at least three ticket counter positions, one gate boarding position and one gate service position by June 1, 2022. Subsequent positions are requested to be completed by July 31.

END OF SCOPE OF WORK AND SPECIFICATIONS

VIII. PROPOSAL FORMS

FORM A: PROPOSERS QUESTIONNAIRE

1. Furnish the Company name, principal address, and phone number:

2. How many years of experience has your organization had with related work to this RFP?

3. How many employees does your organization have?

4. What are the project payment requirements?

5. Does the Vendor have or can they obtain the insurance coverage for this project as described in the "Terms and Conditions" section of the RFP?

Yes No

6. In the last five years has any insurance carrier, for any form of insurance, refused to renew the insurance policy for the Vendor?

Yes No

If "yes," give name, the insurance carrier, the form of insurance and the year of the refusal.

7. At the time of submitting this Questionnaire, is the Vendor ineligible to bid on or be awarded a public contract in the state of North Carolina?

Yes No

8. Has the federal OSHA cited and assessed penalties against the Vendor Firm in the past five years?

Yes No

NOTE: If you have filed an appeal of a citation, and the Occupational Safety and Health Appeals Board has not yet ruled on your appeal, you need not include information about it.

If "yes," provide a brief explanation of the citation. Use additional sheets if necessary.

FORM B: REFERENCES

References: Please provide three (3) current airport customers references that have currently working systems installed.

1. Airport: _____

Contact Name: _____ Title: _____

Address: _____

Email: _____ Phone: _____

2. Airport: _____

Contact Name: _____ Title: _____

Address: _____

Email: _____ Phone: _____

3. Airport: _____

Contact Name: _____ Title: _____

Address: _____

Email: _____ Phone: _____

FORM C: PROOF OF INSURANCE COVERAGE

Proposer shall provide NHCAA with satisfactory evidence of the Proposer's Professional Liability Insurance from a company satisfactory to NHCAA and licensed to transact business in the State of North Carolina. Proposer shall submit this form with its proposal.

INSURER:

COMPANY NAME: _____

COMPANY ADDRESS: _____

CONTACT NAME AND PHONE: _____

Proposer is required to submit a letter or certificate from the Company providing insurance certifying that the Vendor has professional liability insurance in accordance with the terms set forth in this RFP.

Date: _____

Corporate Proposer:

Business Name: _____

Proposer Name: _____

Proposer Title: _____

Corporate Secretary/Assistant: _____

Secretary (Seal)

Non-Corporate Proposer:

Business Name: _____

Proposer Name: _____

Proposer Title: _____

Notary Public: _____

My Commission Expires: _____

Notary Public (Seal)

FORM D: CERTIFICATION

I, undersigned, on behalf of the Vendor, certify and declare that I have read all the foregoing answers to this Proposer's Questionnaire and know their contents. The matters stated in the answers are true of my own knowledge and belief, except as to those matters stated on information and belief, and as to those matters I believe them to be true. I declare under penalty of perjury under the laws of the State of North Carolina that the foregoing is correct.

(Signature)

(Printed name)

(Title)

(Date)

FORM E: RFP EVALUATION CRITERIA

The following categories will be used to grade responses:

Overall System Design, Functionality and Integration Capabilities.	55%
Service, Maintenance and Warranty	5%
Ability to Timely Perform	10%
References	10%
System Cost	15%
RFP Responsiveness	5%



TERMINAL IMPROVEMENTS CONTRACT 3

Wilmington International Airport
1740 Airport Boulevard, Suite 12
Wilmington, NC 28405



THE WILSON GROUP ARCHITECTS

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PROJECT MANAGER & CIVIL ENGINEER
TALBERT & BRIGHT
CONSULTING ARCHITECT

STRUCTURAL ENGINEER
STEWART

FP/PM/E ENGINEER
CHEATHAM & ASSOC.

BAGGAGE HANDLING CONSULTANTS
BNP

AIRCRAFT SUPPORT SYSTEMS
DK CONSULTANTS

SPECIALTY LIGHTING CONSULTANT
HARTRANFT

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REVISIONS

- 1 7/12/2019 AD-01
- 2 7/30/2019 AD-03
- 3 01/11/2022 BD-38

6/28/2019

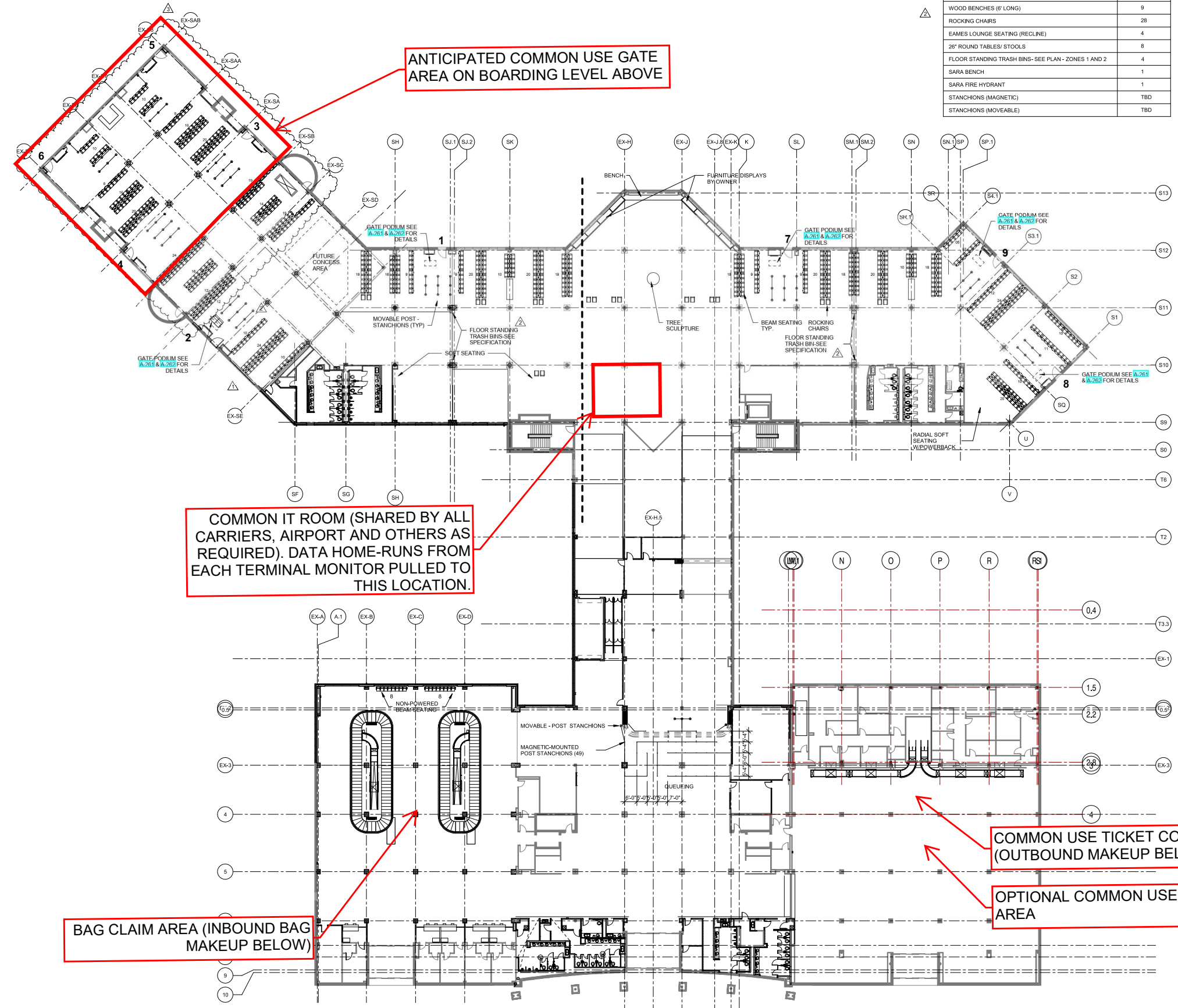
PROJECT NUMBER 9202-000
SHEET TITLE

SCHEDULE 2 - BOARDING LEVEL FURNITURE PLAN

SHEET NUMBER

A2-731

SEAT TYPE	QNTY.
BEAM SEATING - POWERED (TYP) - ZONES 1 AND 2	397
BEAM SEATING - NOT POWERED	n/a
POWER BARS - ZONES 1 AND 2	2
SOFT SEATING (CHAIRS) - ZONES 1 AND 2	24
WOOD BENCHES (6' LONG)	9
ROCKING CHAIRS	28
EAMES LOUNGE SEATING (RECLINE)	4
26" ROUND TABLES/ STOOLS	8
FLOOR STANDING TRASH BINS- SEE PLAN - ZONES 1 AND 2	4
SARA BENCH	1
SARA FIRE HYDRANT	1
STANCHIONS (MAGNETIC)	TBD
STANCHIONS (MOVEABLE)	TBD



ANTICIPATED COMMON USE GATE AREA ON BOARDING LEVEL ABOVE

COMMON IT ROOM (SHARED BY ALL CARRIERS, AIRPORT AND OTHERS AS REQUIRED). DATA HOME-RUNS FROM EACH TERMINAL MONITOR PULLED TO THIS LOCATION.

BAG CLAIM AREA (INBOUND BAG MAKEUP BELOW)

COMMON USE TICKET COUNTERS (OUTBOUND MAKEUP BELOW)

OPTIONAL COMMON USE KIOSK AREA

1 SCHEDULE 2 - TICKET LEVEL OVERALL FURNITURE FLOOR PLAN
1" = 20'-0"



TERMINAL IMPROVEMENTS CONTRACT 3

Wilmington International Airport
1740 Airport Boulevard, Suite 12
Wilmington, NC 28405



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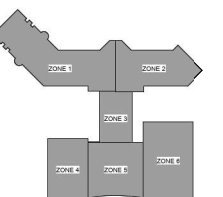
FP/PM ENGINEER
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BAGGAGE HANDLING CONSULTANTS
BNP

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KEY PLAN

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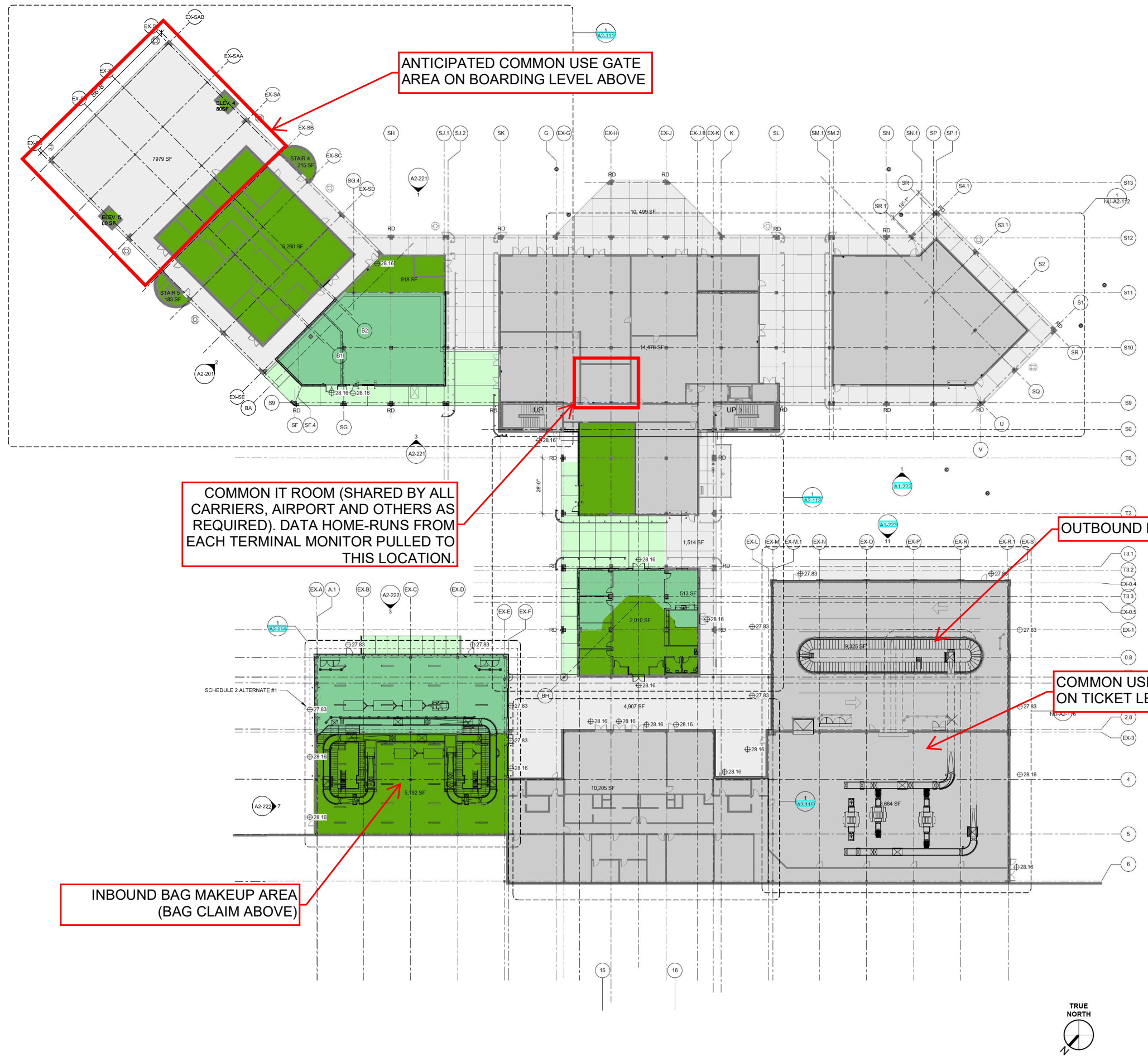
REVISIONS

DATE 6/28/2019
PROJECT NUMBER 9202-000
SHEET TITLE

SCHEDULE 2 - RAMP LEVEL OVERALL FLOOR PLAN

SHEET NUMBER
A2-110

AREA LEGEND	
[Light Gray Box]	EXISTING COVERED AREA
[Medium Gray Box]	EXISTING ENCLOSED AREA
[Dark Gray Box]	EXISTING ROOF AREA
[Black Box]	EXISTING WALLS/COLUMNS
[Light Blue Box]	SCHEDULE 1 NEW COVERED AREA
[Medium Blue Box]	SCHEDULE 1 NEW ENCLOSED AREA
[Dark Blue Box]	SCHEDULE 1 EXISTING RENOVATED AREA
[Light Green Box]	SCHEDULE 2 NEW COVERED AREA
[Medium Green Box]	SCHEDULE 2 NEW ENCLOSED AREA
[Dark Green Box]	SCHEDULE 2 EXISTING RENOVATED AREA



1 SCHEDULE 2 - RAMP LEVEL OVERALL FLOOR PLAN
1" = 20'-0"

