

REQUEST FOR PROPOSAL  
FOR  
TERMINAL INFORMATION SYSTEM WITH  
FIDS/BIDS/GIDS & CMS



**ILM**

WILMINGTON INTERNATIONAL AIRPORT

PROPOSAL ELECTRONIC SUBMITTAL DEADLINE  
5 PM (EST)  
APRIL 1, 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

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ISSUED DATE: March 11, 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](mailto: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 31, 2022.

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

QUESTION DEADLINE: Written questions must be submitted prior to March 28, 2022 at 5:00PM (EDT).  
Mr. Jeffrey Bourk, A.A.E.  
Airport Director  
Email: [jbourk@flyilm.com](mailto:jbourk@flyilm.com)

PROPOSAL DEADLINE: No later than April 1, 2022 at 5:00PM (EDT)  
Mr. Jeffrey Bourk, A.A.E.  
Airport Director  
Email: [jbourk@flyilm.com](mailto: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 TERMINAL INFORMATION/ FLIGHT INFORMATION DISPLAY SYSTEM (FIDS) and CONTENT MANAGEMENT SYSTEM (CMS) at the Wilmington International Airport (ILM). The project shall be capable of integrating with the Airports proposed Common/Shared Use Passenger Processing 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](mailto:jbourk@flyilm.com)

B. All proposals must be e-mailed by April 1<sup>st</sup>, 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](mailto: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 Professional Liability, Cyber Liability, General Liability and Workers Compensation coverage by an insurance company authorized to do business in the State of North Carolina with limits of liability as follows:

Professional Liability	\$1,000,000
Cyber Liability	\$1,000,000
Workers Compensation	\$1,000,000 Each Accident \$1,000,000 Each Employee \$1,000,000 Policy Limit
General Liability	\$1,000,000 Per Occurrence \$2,000,000 Aggregate

The selected Vendor shall furnish certificates of insurance satisfactory to NHCAA. Upon execution of a contract, the selected Vendor shall furnish to NHCAA a good and sufficient Certificate of Insurance by said insurance company, naming the New Hanover County Airport Authority, the New Hanover County Airport Commission and the New Hanover County Airport Employees as named insured. 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 FIDS/CMS system for a minimum of three (3) airports in North America that are of similar size and complexity of Wilmington International Airport. FIDS/CMS 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 FIDS/CMS 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 Terminal Information Display/FIDS/CMS 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 furnishing and installing a fully functioning cloud/internet based Terminal Information System using existing Owner supplied display monitors and home-runs (where applicable).
- 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 a new Flight Information, Baggage, Gate and Content Display System (FIDS/BIDS/GIDS) and Visual Paging Systems, with Vender supplied second level support for three (3) years at the Wilmington International Airport (ILM). The furnishing is associated with the recent opening of a newly expanded concourse and ongoing renovations of the existing terminal building. The system shall be capable of interacting with a Common/ Shared Use Passenger Processing System being awarded under a separate RFP.

Note: 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.

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



The Vendor shall perform the detailed configuration, engineering, installing, and testing for the total FIDS/BIDS/CMS) System 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 Terminal Information Display/ FIDS/ CMS system for the Airport through a turnkey project to meet the following Airport Specifications.

The Bidder shall be responsible for providing the cloud/internet-based host servers, server hosting services, as well as all ancillary hosting services and feeds as described herein.

Existing infrastructure is to be utilize to the greatest extent possible. All new hardware, software, controllers, LCD monitors, input devices, etc. that are needed to implement the new system should be included in your proposal. Existing cabling and LCD Monitors are installed throughout the terminal (reference Drawings attached) and shall be used for the FIDS/BIDS/GIDS scope to the greatest extent possible. The airport wishes to replace video extenders with a small controller PC's at each visual display. Your proposal should include all necessary hardware and software to accomplish this. All equipment, components, and software proposed shall be new, current, and fully supported by the manufacturer. The following requirements must be included in your proposal:

- A. Provide design development, programming, business rules, development, and integration services necessary to deliver a fully functional FIDS/BIDS/GIDS and Visual Paging solution.
  
- B. System/Provider shall provide equipment, material, configuration, and all other items and services required to provide a fully functional FIDS/BIDS/GIDS and Visual Paging solution to support passenger and airline information services, including, but not limited to, check-in, boarding and baggage areas. FIDS/BIDS/GIDS shall include the following subsystems:
  1. Maintain a Master Flight Schedule consisting of the following Flight fields:
    - a. The main functionality of FIDS is displaying flight and resource

information. FIDS receive flight information from OAG. FIDS can then display this information on LCD screens located in the airport. FIDS can display information about the following sources:

- i. Scheduled Start Date
- ii. Scheduled End Date
- iii. Flight Type: Arrival / Departure
- iv. Carrier
- v. Flight Number
- vi. Codeshare Flights
- vii. Schedule Time of Arrival / Departure
- viii. Estimate Time of Arrival / Departure
- ix. Origin / Destination Airport Codes
- x. Arrival / Departure Terminal
- xi. Arrival / Departure Gate
- xii. Arrival Planned Bag Claim

2. Maintain an Active Flight Schedule:

- a. Airport wishes to utilize a cloud based FIDS solution incorporating real-time automated flight update subscription, including a vendor portal accessible from any Internet connected PC to manage and update flights locally, given the need (gate assignment, claim assignment and local delays not known by airline headquarters, local airport construction or other that would impact a gate or claim, etc.). Flights shall be populated into the FIDS database automatically.
- b. Access rights to FIDS must be assignable by user, i.e. Airport staff access to all content and tools, airport staff access to only flights, view only, airline staff accessibility only to flights associated to that airline, ground handlers having access to more than one airlines flights (as appropriate), etc. ILM will provide accessibility requirements after award.
- c. Contains flights operating yesterday, today, or tomorrow local time
- d. Consists of the following Flight fields
  - i. Flight Type: Arrival / Departure
  - ii. Carrier
  - iii. Flight Number
  - iv. Codeshare Flights
  - v. Schedule Time of Arrival / Departure
  - vi. Estimate Time of Arrival / Departure
  - vii. Origin / Destination Airport Codes
  - viii. Arrival / Departure Terminal
  - ix. Arrival / Departure Gate
  - x. Arrival Bag Claim

3. CONTENT: Capable of producing and distributing content

according to and including the below:

- a. Ability to show split screens where flights are on one side and content on the other.
  - b. Ability to provide sequencing, where flights display for predetermined time before switching to other content.
  - c. Ability to switch between content (i.e. rotating advertisements).
  - d. Bidder/ Vendor shall offer service to upload content at the request of the airport within 1 business day of receipt.
  - e. Arrivals
  - f. Departures
  - g. Gate Backdrop
  - h. Ticket / Check-In Counter Backdrop
  - i. Ticket / Check-In Counter Directory
  - j. Bag Claim
  - k. Bag Claim Directory
  - l. Static images (.jpg, .png, .tif, .bmp etc.), full motion video
  - m. Advertising, public service announcements, local attractions, transportation options, etc.
  - n. Back of house operational displays
4. User control of the following system / airport resources:
- a. Carriers
  - b. Airports
  - c. Terminals
  - d. Gates
  - e. Bag Claim Carousels
  - f. Visual Paging
5. FID/BID/GID/Visual Paging User Interface
- a. Accessible by authorized users via Web Browser and/or Mobile device.
    - i. No requirement for any applications to be installed on these devices
  - b. Multiple access levels – coordinated with Airport, base levels follow:
    - i. Administrator
      1. Full access to all system functionality
    - ii. Airport Supervisor
      1. Full access to all Master and Active Flight schedules
      2. Full access to all System / Airport resources
      3. Access to public and back of house display pages
    - iii. Airport User
      1. Full access to Active Flight Schedules
    - iv. Airline Supervisor
      1. Full access to Master and Active Flight Schedules for designated Airline and Partners
    - v. Airline User

1. Full access to Active Flight Schedules for designated Airline and Partners
    - vi. View Only
      1. Access to publicly displayed pages
  6. Baggage Input Consoles
    - a. The Bidder shall include the cost to remove and furnish new input PoE consoles to be used by ground crews to input flight information system to the baggage information displays.
  7. Visual Paging
    - a. In addition to displaying flight information, the new system shall have the capability to provide visual paging via input device (data shall be pass-thru existing VOIP phones, power shall be via adjacent receptacles) and/or through a web portal. This information is delivered via an internet connection. These monitors and data feeds shall be supported by the new FIDS/BIDS/GIDS solution.
- C. Software & Hardware: Bidder shall utilize existing Airport Display monitors and data cabling wherever possible. Bidder will be responsible for providing all required switching infrastructure, network adds and changes as well as all required operating systems and software licenses. Bidder shall remove and replace current terminal information system hardware with small Windows based controllers that can deliver content to at least two displays each. Controllers shall be mounted out of sight behind all displays that are hung on new mounts. See drawings for locations of FID/BID/GID, Visual Paging displays as well as Visual Paging and Baggage Input Devices. Bidders are to include the cost of all demo/removal of the existing system and furnishing and installation of all new system hardware, cables, connectors, switches and any needed infrastructure in their Bid.
- D. Provide capability to add future interfaces to and integration with all airline host systems.
- F. Include in Bid conversion of any airline connection to a new feed.
- G. System must meet the following standards:
- i. All prevailing local codes and regulations
  - ii. American National Standards Institute (ANSI)
    1. National Electric Safety Code (NESC)
  - iii. ACRP
    1. Wayfinding and guidance guidelines
  - iv. Building Industry Consulting Services International
    1. Telecommunications Distribution Methods Manual (TDMM)

- v. International Organization for Standardization (ISO)
  - 1. ISO 9001 Quality Assurance for Design\Development, Production, Installation and Servicing
- vi. International Civil Aviation Organization (ICAO)
  - 1. 9249 Dynamic Flight-related Public Information Displays
- vii. International Air Transport Association (IATA)
  - 1. RP 1785 Public Information Systems and Standards
- viii. Internet Engineering Task Force (IETF)
- ix. National Electrical Manufacturers Association (NEMA)
- x. Underwriters Laboratory (UL)

**H. First and Second Level Maintenance Support:**

If awarded, the awarded Bidder will provide a service contract with the Terminal Information System provider for first and second level maintenance support for a period of 1 year a part of the Base Bid.

**I. Service Contract: Terminal Information Systems Contractor agrees to enter into a three (3) year contract agreement with the New Hanover County Airport Authority; beginning one**

**(1) year after Substantial completion is granted on the project, when the project warranty and one (1) year of services included in Base Bid run out, to provide the following services:**

- a. Monthly Service Fees (Incl. 1st & 2nd Level Support, Software Updates and Hardware Support, Provide Hardware Servicing as needed on an hourly basis at an agreed upon, predetermined rate)
- b. Flight Information on ILM Website
- c. Visual Paging Services
- d. Baggage Input Terminal Statistics
- e. OAG Real Time Flight Info Annual Fee

**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.
- Existing LCD Monitors on Gate Walls, Ticket Lobby and throughout terminal and bag claim.

**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 three-year full system warranty, system support and maintenance including any software updates required.

### **Project Completion Schedule**

Owner requests operational status at existing monitors by June 8<sup>th</sup>, 2022 and at other locations as renovations complete (reference drawings for approximate schedule).

**END OF SCOPE OF WORK AND SPECIFICATIONS**

**VIII. PROPOSAL FORMS**

**FORM A: PROPOSERS QUESTIONNAIRE**

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

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

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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.

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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.

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**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  
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**HARTRANFT**

SIGNAGE & WAYFINDING  
**TAKEFORM**



**KEY PLAN**

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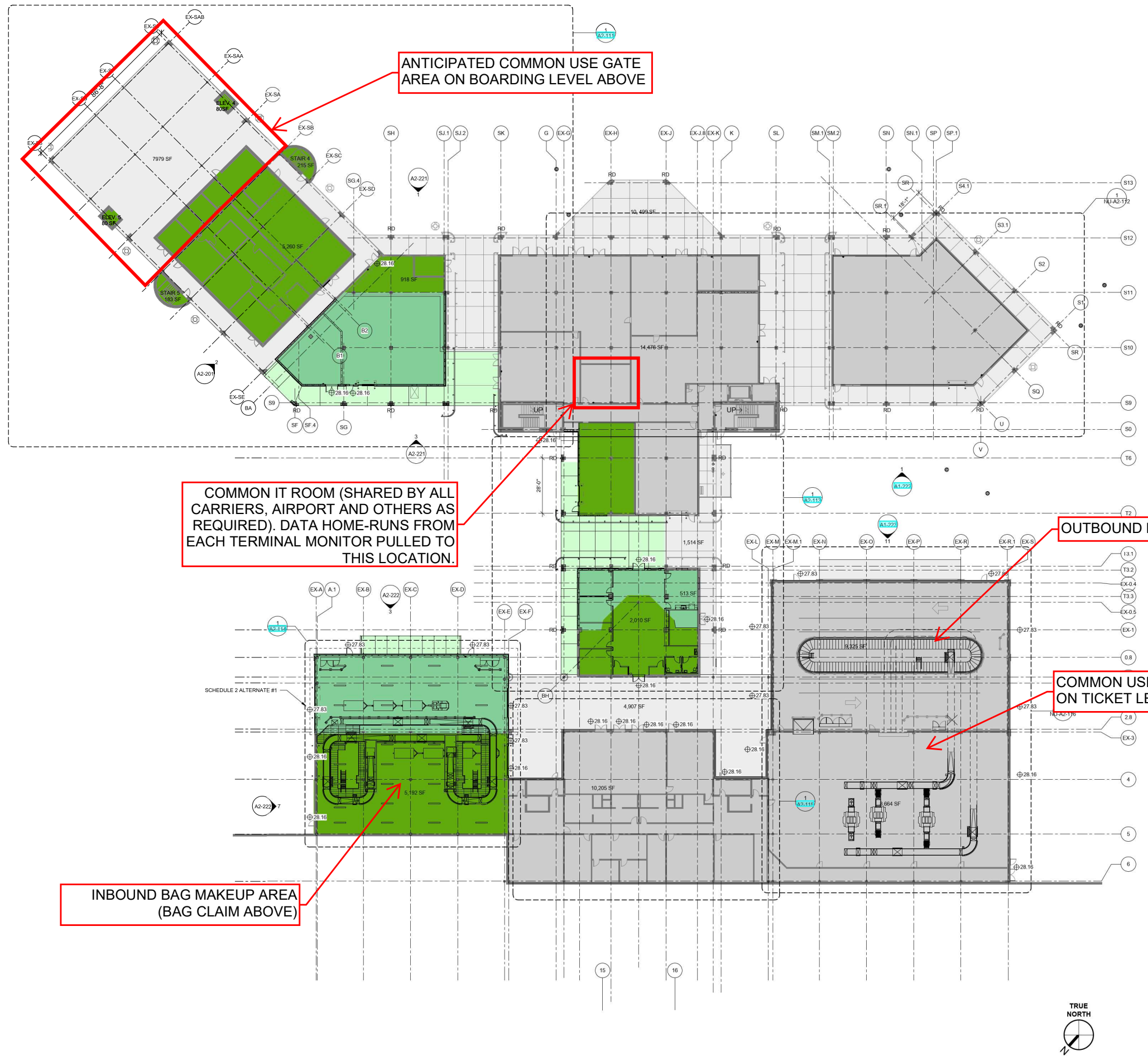
**REVISIONS**

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"





**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**

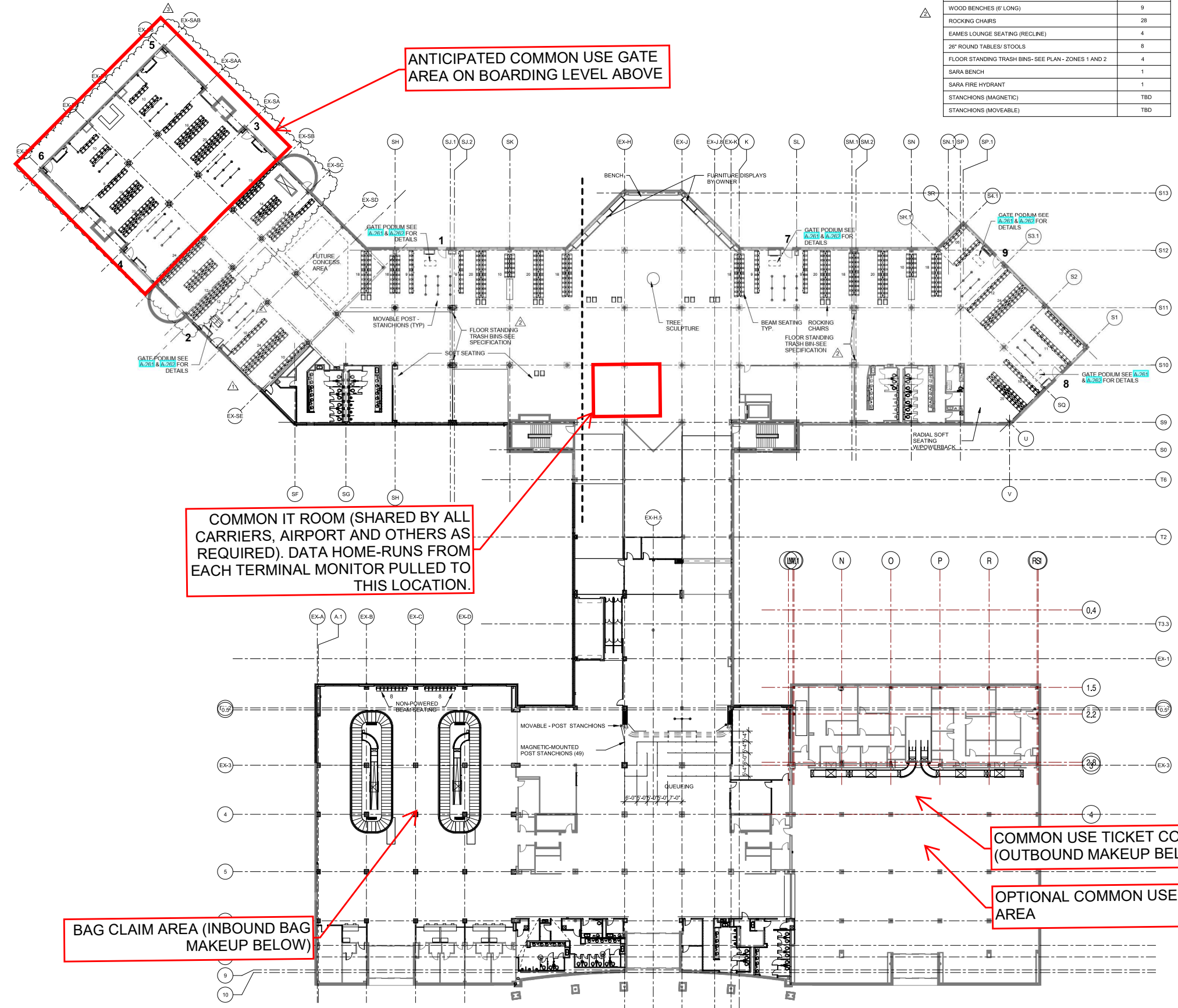
SPECIALTY LIGHTING CONSULTANT  
**HARTRANFT**

SIGNAGE & WAYFINDING  
**TAKEFORM**

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

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



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"

PROJECT NUMBER 9202-000  
SHEET TITLE  
**SCHEDULE 2 - BOARDING LEVEL FURNITURE PLAN**

SHEET NUMBER  
**A2-731**

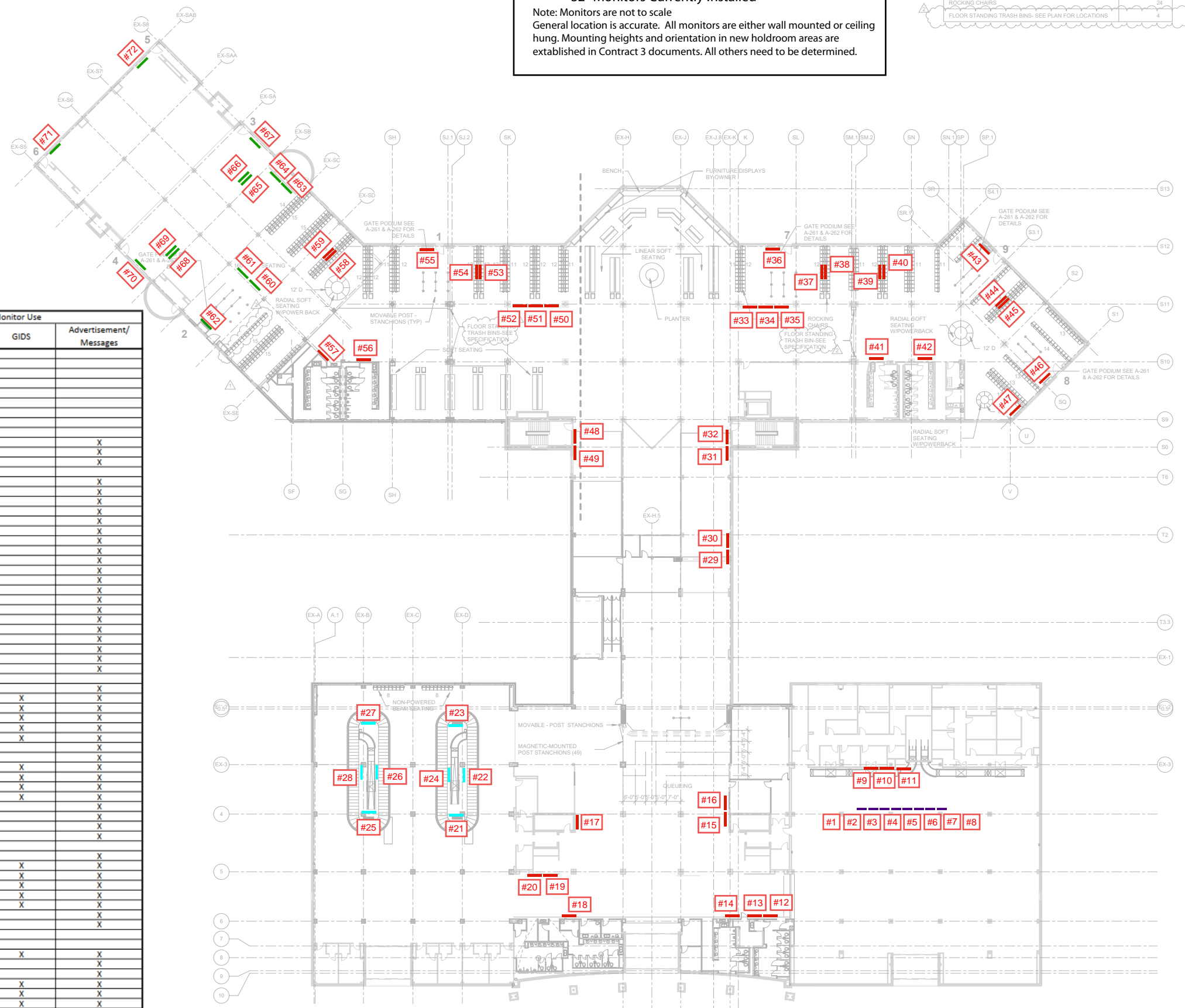


SEAT TYPE	QNTY
BEAM SEATING - POWERED (TYP)	539
BEAM SEATING - NOT POWERED - SEE PLAN FOR LOCATIONS	15
LINEAR SOFT SEATING	277 +/-
RADIAL SOFT SEATING	40 +/-
ROCKING CHAIRS	24
FLOOR STANDING TRASH BINS - SEE PLAN FOR LOCATIONS	4

■ 49" Monitors Currently Installed  
■ 49" Monitors Installed By October 2022  
■ 49" Monitors Installed By May 2023  
■ 32" Monitors Currently Installed

Note: Monitors are not to scale  
General location is accurate. All monitors are either wall mounted or ceiling hung. Mounting heights and orientation in new holdroom areas are established in Contract 3 documents. All others need to be determined.

Display	LG SE3KE Monitor Size (Inches)	Anticipated Monitor Use			
		Airline Identification	FIDS	GIDS	Advertisement/ Messages
1	32	X			
2	32	X			
3	32	X			
4	32	X			
5	32	X			
6	32	X			
7	32	X			
8	32	X			
9	49	X			
10	49	X	X		X
11	49	X	X		X
12	49		X		X
13	49		X		X
14	49				X
15	49				X
16	49				X
17	49				X
18	49				X
19	49				X
20	49		X		X
21	49				X
22	49				X
23	49				X
24	49				X
25	49				X
26	49				X
27	49				X
28	49				X
29	49				X
30	49		X		X
31	49				X
32	49				X
33	49				X
34	49		X		X
35	49				X
36	49			X	X
37	49			X	X
38	49			X	X
39	49			X	X
40	49			X	X
41	49				X
42	49				X
43	49			X	X
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45	49			X	X
46	49			X	X
47	49				X
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60	49		X		X
61	49		X		X
62	49			X	X
63	49				X
64	49			X	X
65	49			X	X
66	49			X	X
67	49			X	X
68	49			X	X
69	49			X	X
70	49			X	X
71	49			X	X
72	49			X	X



LEVEL OVERALL FURNITURE FLOOR PLAN

# Standard Commercial Displays - SE3KE Series

## Easily Managed Digital Signage



Simplify and easily manage your promotional content with the SE3KE Series, designed for a wide range of business purposes. The SE3KE Series has a practical design, with a slim bezel and low depth that helps with easy installations and efficient space utilization. The wide variety of screen sizes offers a model that will fit in virtually any business environment.



Built-in Speaker Model (10 W x 10 W)

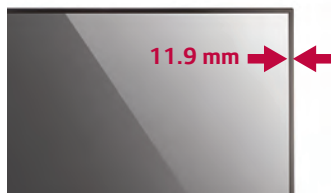
### Key Features

#### Sleek Design



#### Slimmer Bezel

The slim bezel allows a perfect fit for a sleek look.



Bezel

#### Detachable Logo

Portrait mode allows the logo to be positioned in the desired setting.



#### Cable Management

The well-organized cable terminals in the back optimize available space.



#### USB Content Management



#### USB Content Scheduling

Play and schedule your content via a USB connection, with no Internet or server connection required\*.



\* Supported Content Type : Video (MPEG1/2/4, H.264), Audio (MP3, AC3, MPEG, AAC, HEAAC, LPCM), Image (JPEG, PNG, BMP)

#### Dust & Humidity Protection



#### Conformal Coating

Circuit board reliability is enhanced with conformal coating that protects against dust, iron powder, humidity and other harsh conditions.



# Standard Commercial Displays - SE3KE Series

## Easily Managed Digital Signage



### Screen Sizes

65", 55", 49", 43", 32"



Back Side



### SE3KD Series

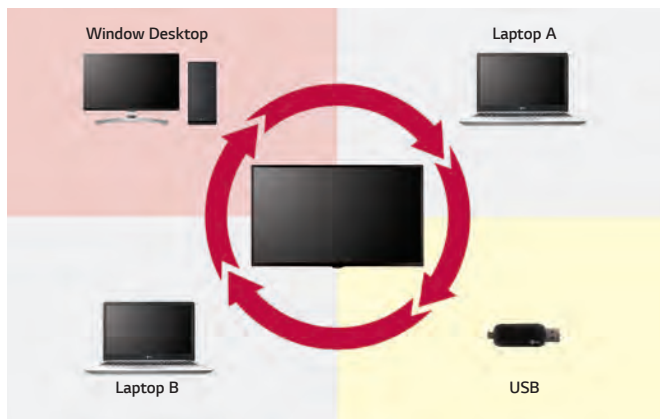
- Edge-lit LED
- Brightness: 350 cd/m<sup>2</sup> (65": 400 cd/m<sup>2</sup>)
- Bezel: T/L/R-11.9 mm (32": 13.0 mm), B-18.0 mm
- Depth: 38.6 mm (65": 41.1 mm, 32": 55.5 mm)
- HDMI (2), DVI, RJ45, IR Receiver, RS232C in/out, USB
- Built-in Speaker: 10 W x 10 W

## Other Features

### Convenient Management

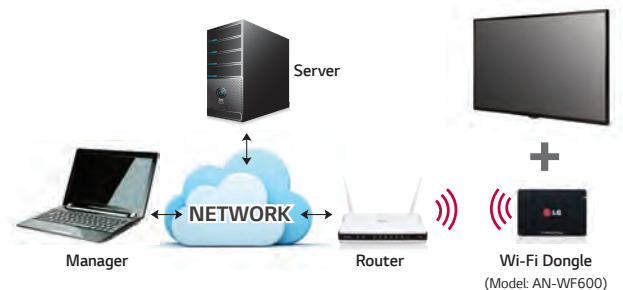
#### Enhanced Connectivity

Through its diverse interface, the signage lets you connect more than one device for optimal use.



#### Wi-Fi Support

SE3KD Series supports Wi-Fi USB dongle connection for convenient content distribution. And SNMP support ensures convenient network management.



\* SNMP: Simple Network Management Protocol

### Convenient Screen Mode

#### Aspect Ratio Sustainability\*

Sustain the same resolution and picture quality while powering on/off by receiving EDID<sup>1)</sup> through switch IC.



1) Extended Display Identification Data.

\* Installation Menu > LG Digital Signage > PM Mode

#### Stand-by Screen\*

Even without signal from the media player, the network does not turn off completely, so remote control is possible, which prevents unnecessary power usage and enables efficient management.



#### Scheduled Screen Wash\*\*

Prevent residual images with the screen transition feature.



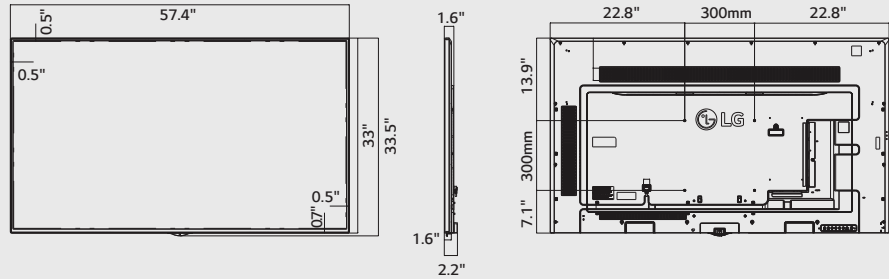
\*\* Installation Menu > ISM Method



## Dimension

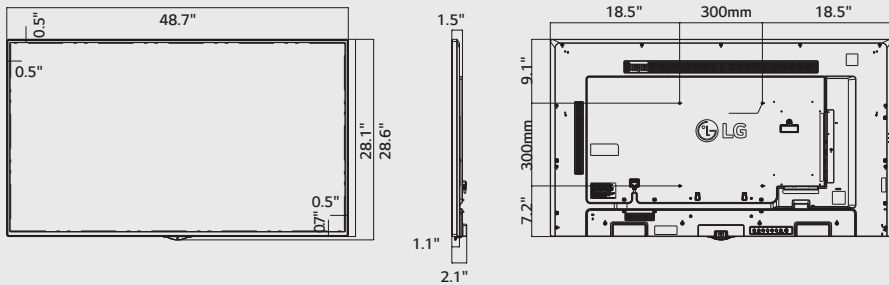
65"

57.4" x 33" x 2.2" /  
61.5 lbs



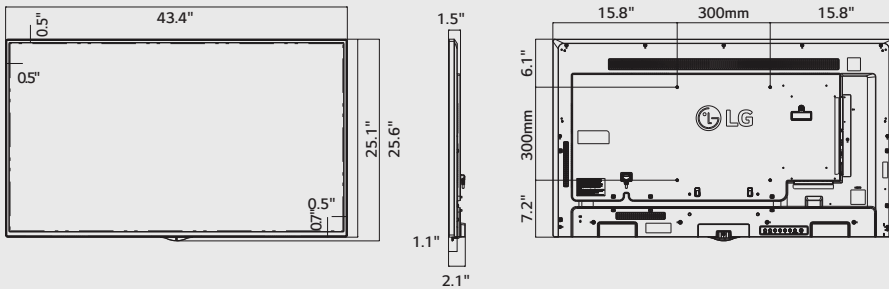
55"

48.7" x 28.1" x 2.1" /  
38.6 lbs



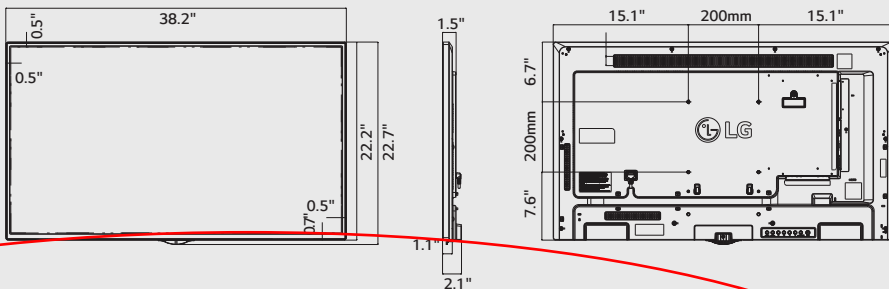
49"

43.4" x 25.1" x 2.1" /  
31.5 lbs



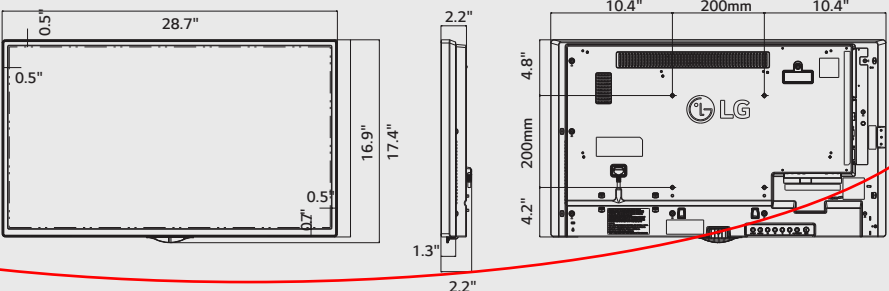
43"

38.2" x 22.2" x 2.1" /  
22 lbs



32"

28.7" x 16.9" x 2.2" /  
11.9 lbs



# Specifications

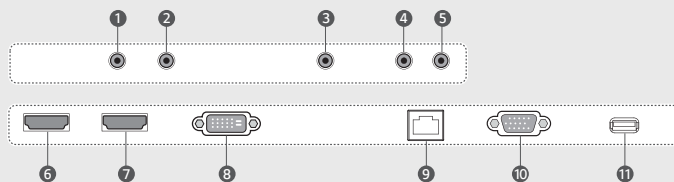
SE3KE Series		65SE3KE	55SE3KE	49SE3KE	43SE3KE	32SE3KE
PANEL	Screen Size	65"	55"	49"	43"	32"
	Panel Technology	IPS (PD)				
	Aspect Ratio	16:9				
	Native Resolution	1,920 x 1,080 (FHD)				
	Brightness	400 cd/m <sup>2</sup>	350 cd/m <sup>2</sup>			
	Contrast Ratio	1,300:1	1,100:1			
	Dynamic CR	500,000:1				
	Viewing Angle (H x V)	178 x 178				
	Response Time	10 ms (G to G BW), 7.6 ms (WOT)	12 ms (G to G BW), 9 ms (WOT)	12 ms (G to G BW), 10.1 ms (WOT)	12 ms (G to G BW), 9.4 ms (WOT)	10 ms (G to G BW), 7.1 ms (WOT)
	Surface Treatment	Hard coating (3H), Anti-glare treatment of the front polarizer (Haze 1% (Typ.))				
Lifetime (typical)	50,000 hrs (typical)					
Guaranteed Operating Hour	18 Hours					
Orientation	Landscape & Portrait					
CONNECTIVITY	Input	HDMI (2), DVI, RGB, Audio, USB				
	Output	Audio				
	External Control	RS232C (In/Out), RJ45, IR Receiver				
PHYSICAL SPECIFICATION	Bezel Color	Black				
	Bezel Width	11.9 mm (T/R/L), 18 mm (B)				13 mm (T/R/L), 18 mm (B)
	Monitor Dimensions (W x H x D)	57.4" x 33" x 2.2"	48.7" x 28.1" x 2.1"	43.4" x 25.1" x 2.1"	38.2" x 22.2" x 2.1"	28.7" x 16.9" x 2.2"
	Weight (Head)	61.5 lbs	38.6 lbs	31.5 lbs	22 lbs	11.9 lbs
	Weight (Head + Stand)	73 lbs	45.9 lbs	38.8 lbs	27.6 lbs	13.7 lbs
	Monitor with Optional Stand Dimensions (W x H x D)	57.4" x 35.4" x 11.6"	48.7" x 30.4" x 8.6"	43.4" x 27.4" x 8.6"	38.2" x 24.5" x 7.6"	28.7" x 18.9" x 6.1"
	Carton Dimensions (W x H x D)	61.5" x 38.5" x 7.5"	52.4" x 31.8" x 6.7"	47.1" x 29.9" x 6.5"	41.4" x 25.6" x 4.8"	31.9" x 20.1" x 5.2"
	Packed Weight	74.5 lbs	47.8 lbs	38.4 lbs	26.9 lbs	14.8 lbs
VESA™ Standard Mount Interface	300 mm x 300 mm				200 mm x 200 mm	
SPECIAL FEATURES	USB Content Scheduling, Conformal Coating, SNMP Support, Wi-Fi Ready (Dongle), Power Management Modes (Sustain Aspect Ratio / Stand-by Screen, etc.), No Signal Image setting, Enhanced ISM (Image Sticking Minimization) Mode, Holiday Schedule / Local Time Auto Setting, Fail-over (USB, RGB, DVI, HDMI), Wake on LAN					
ENVIRONMENTAL CONDITIONS	Operating Temperature Range	32° F to 104° F				
	Operating Humidity Range	10 % to 80 %				
POWER	Power Supply	100-240V~, 50/60Hz				
	Power Type	Built-In Power				
POWER CONSUMPTION	Typ.	95 W	70 W	65 W	60 W	50 W
	Smart Energy Saving	70 W	55 W	50 W	45 W	35 W
AUDIO POWER	20 W (10 W x 2) for Internal Speaker (6 ohm)					
STANDARD (CERTIFICATION)	Safety	UL / cUL / CB / TUV / KC				
	EMC	FCC Class "A" / CE / KCC				
	ErP / Energy Star	NA / Yes (Energy Star 7.0)				
MEDIA PLAYER COMPATIBILITY	External Media Player Attachable	Yes (MP500 / MP700)				No
SOFTWARE COMPATIBILITY	Content Management Software	SuperSign W				
	Control and Monitoring Software	SuperSign C				
	Basic	Remote Controller (2 batteries included), Power Cord, QSG, RGB Cable, Regulation Book, Phone to RS232C Gender				
ACCESSORIES	Optional	Stand (ST-652T), Media Player	Stand (ST-492T), Media Player	Stand (ST-492T), Media Player	Stand (ST-432T), Media Player	Stand (ST-322T)

49" monitor to have 700 NITS

# Connectivity

- 1 RS-232C IN
- 2 RS-232C OUT
- 3 AUDIO IN
- 4 AUDIO OUT
- 5 EXT IR IN
- 6 HDMI in 1
- 7 HDMI in 2
- 8 DVI-D IN
- 9 LAN
- 10 RGB IN
- 11 USB

## 65SE3KE



## 55SE3KE / 49SE3KE / 43SE3KE / 32SE3KE

