

THE PORT AUTHORITY OF NY & NJ

**PROCUREMENT DEPARTMENT
4 WORLD TRADE CENTER
150 GREENWICH STREET, 21ST FLOOR
NEW YORK, NY 10007**

Date: September 6, 2018

ADDENDUM #6

To prospective Proposers to Request for Proposals (RFP) # 54080: Provide, Install, and Maintain a Common Use System for use at Terminal B of Newark Liberty International Airport, and Maintain Automated Passport Control Kiosks at Terminal B

Proposal Due Date: September 12, 2018, no later than 2:00 PM EST

CHANGES

1. **Attachment D (Scope of Work), Section 2 (Background and High-Level Objectives), page 76:** Change “forty (40) existing Automated Passport Control kiosks” to “twenty (20) existing Automated Passport Control kiosks.”
2. **Attachment D, Subsection d (Maintenance of Automated Passport Control (APC) Kiosks), page 98:** Change “The Contractor shall maintain forty (40) existing APC kiosks” to “The Contractor shall maintain twenty (20) existing APC kiosks”
3. **Attachment L (APC Kiosk Maintenance Requirements), pp 142-145:** Replace the original Attachment L with the attached “Revised Attachment L: APC Kiosk Maintenance Requirements.”

CLARIFICATION

The number of Automated Passport Control (APC) kiosks requiring maintenance by the selected proposer (Contractor) has been reduced to twenty, all of which is manufactured by IER. Maintenance of the twenty APC kiosks shall commence on June 1, 2019.

This communication should be initialed by you and annexed to your proposal upon submission. In case any Proposer fails to conform to these instructions, its proposal nevertheless shall be construed as though this communication had been so physically annexed and initialed.

THE PORT AUTHORITY OF NEW YORK & NEW JERSEY
CARMEN REIN
GENERAL MANAGER

PROPOSER’S NAME: _____

INITIALED: _____

DATE: _____

QUESTIONS CONCERNING THIS ADDENDUM MAY BE ADDRESSED TO JAMES SUMMERVILLE:
jsummerville@panynj.gov, 212-435-4642

REVISED ATTACHMENT L: APC KIOSK MAINTENANCE REQUIREMENTS

This attachment sets forth the requirements for the Contractor to maintain existing kiosks at Terminal B of EWR.

A. BACKGROUND

Terminal B currently includes several APC kiosks manufactured by IER. See the end of this Attachment for technical information and specifications of these kiosks.

Travelers use the kiosks to electronically complete and transmit travel documentation, including passport and flight information, to the United States Customs and Border Protection. Currently, a third-party firm maintains the IER-manufactured kiosks. Under this Contract, the Port Authority requires the Contractor to assume maintenance of twenty (20) IER-manufactured kiosks in accordance with the requirements set forth in this Attachment. Maintenance of the kiosks shall commence on June 1, 2019. Maintenance of the kiosks shall be provided throughout the duration of this Contract, including any exercised options.

Within thirty (30) calendar days of Contract execution, the Port Authority requires the Contractor to become certified/qualified by IER to perform maintenance of the respective APC kiosks. Before providing kiosk maintenance, the Contractor shall provide the Port Authority with written proof of such certification/qualification.

B. GENERAL REQUIREMENTS FOR THE PROVISION OF KIOSK MAINTENANCE:

The Contractor shall furnish all labor, travel, materials, supplies, parts, equipment and all other things necessary or proper for, or incidental to, the provision of Preventive and Remedial Maintenance (as described below in Sections C and D) of the kiosks. The Preventive and Remedial maintenance program shall be performed to keep the kiosks operating in proper, safe and efficient condition. ("Maintenance" and "support" are used interchangeably herein.)

Maintenance shall cover all software and hardware included in the kiosks and includes, but is not limited to, continuous monitoring and troubleshooting; diagnosis and resolution of problems (including repairing and replacing failed hardware components); reporting; applying software patches and updates; applying or making content updates, upgrades, revisions, page edits, and code corrections; and installing service packs, patches, and software and hardware upgrades. The Contractor shall advise the Port Authority of all application patches, upgrades, and changes.

Maintenance shall be performed by personnel certified or qualified by IER to perform maintenance of the kiosks. Contractor personnel shall be responsible for keeping the kiosks in proper operating condition. Maintenance of any software included in the kiosks shall be performed by personnel qualified (or certified, if applicable) to maintain such software. Any employee of the Contractor, or its subcontractors, deemed by the Port Authority not qualified or certified to perform maintenance, shall be immediately removed from the location and replaced by the Contractor upon request by the Port Authority for maintenance work to be performed under this Contract.

The Contractor’s personnel shall keep the Port Authority informed of the work performed by the Contractor by furnishing the Port Authority with a completed service maintenance form within twenty-four (24) hours of completion of work.

The Contractor shall establish a protocol and maintain a contact list for the escalation of issues, including hardware, software, data connectivity to Customs and Border Protection (CBP). The protocol and contact list shall be shared with the Port Authority at the throughout the contract term, and when requested.

C. PREVENTIVE MAINTENANCE

Within thirty (30) calendar days of Contract execution, the Contractor shall provide the Port Authority with a Preventive Maintenance Schedule for all APC kiosks covered under this Contract. The schedule shall be based on the commencement dates for maintenance, as conveyed in Section A, above. The Contractor shall provide all preventive maintenance in accordance with this Preventative Maintenance Schedule, as approved by the Authority.

The Preventative Maintenance Schedule shall be based on the kiosk manufacturers’ recommendations. In the event that no recommendations are available for certain kiosks, the Preventative Maintenance Schedule shall be based on the Contractor’s experience in maintaining the same or similar kiosks. The Authority reserves the right, in its sole discretion, to modify the frequency of maintenance set forth in the Preventative Maintenance Schedule.

Section 11.B of the Scope of Work (Attachment D) sets forth the preventive maintenance requirements. In addition to adhering to such requirements, the Contractor shall perform the preventive maintenance-related tasks set forth in the table below:

#	Preventive Maintenance Tasks
C.1	<p>Daily Services (twice daily)</p> <ul style="list-style-type: none"> a. Clean fingerprint readers; b. Clean camera lens; c. Clean all reader surfaces; d. Blow out/vacuuming of air intake vents at the bottom of the kiosks; e. Inspect all consumables and replenish them if remaining levels fall below 10% of capacity.
C.2	<p>Daily Services (once per day)</p> <ul style="list-style-type: none"> a. Ensure that each kiosk is operational (unless the kiosk is designated out-of-service before 0600 hours); b. Inspect kiosk silicon membranes and replace them as necessary.
C.3	<p>Weekly services (once per week)</p> <ul style="list-style-type: none"> a. Clean air intake filter, including dismantling and replacement if necessary; b. Inspect fingerprint readers to ensure they are working properly.
C.4	<p>Monthly preventive maintenance shall include, but not be limited to the following services:</p> <ul style="list-style-type: none"> a. Performing measurements, readings, and inspections to isolate, troubleshoot, diagnose, and repair and correct problems and errors;

	<ul style="list-style-type: none"> b. Running applicable diagnostics programs on the kiosks to locate problems; c. Maintaining all kiosk-related equipment including, but not limited to, fittings, weather stripping, seals, ventilation, realign, cleaning, mounting brackets/adjustments, calibrations, filters, lubrication, cabinets and enclosures, cable pigtails, and connector terminations; d. Realigning and adjusting the kiosks to ensure operational availability and performance; and e. Replacing barcode labels on the kiosks if the original barcode labels are illegible.
C.5	<p>Software Maintenance</p> <ul style="list-style-type: none"> a. Maintaining the kiosks per the manufacturer’s specifications and other recommendations and installing software updates to ensure proper performance of the kiosks.

D. REMEDIAL MAINTENANCE

In performing remedial maintenance, the Contractor shall adhere to the requirements set forth in Section 11.C of the Scope of Work (Attachment D).

E. SOFTWARE MAINTENANCE

In performing software maintenance, the Contractor shall adhere to the requirements set forth in Section 11.D of the Scope of Work (Attachment D)

F. COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM

All kiosk maintenance shall be recorded in the Contractor’s Computerized Maintenance Management System, as further described in Section 11.E of the Scope of Work (Attachment D).

G. REQUIRED SERVICE LEVELS AND LIQUIDATED DAMAGES FOR NON-PERFORMANCE

The requirements set forth in Section 12 of the Scope of Work (Attachment D) shall apply to the provision of kiosk maintenance. As related to kiosk and kiosk maintenance, when referring to the table presented in Section 12, “System” shall mean “Kiosk.”

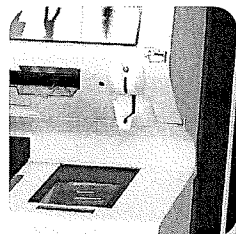
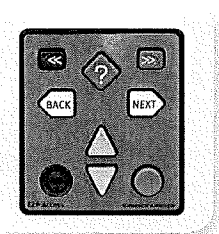


Automated Passport Control



IER 919

TRANSFORM YOUR CUSTOMS PROCESSING
WITH IER'S AUTOMATED PASSPORT CONTROL KIOSK



Expedite the processing of international passenger arrivals and reduce the time that travelers spend in Customs with IER's Automated Passport Control kiosk.

IER's APC kiosk will minimize the agent's workload and expedite the moving of passengers through Customs. The APC kiosk processes passport and flight data, manages declarations, captures passenger photos, scans fingerprints, and provides a printed receipt for Customs processing.

IER is the first APC vendor to introduce a complete product line that includes a tabletop APC kiosk, free-standing APC kiosk, and a mobile solution. Availability of a mobile solution not only increases traveler flexibility, but it also reduces per-passenger and consumable costs of implementing automated passport control.

BENEFITS OF IER'S APC SOLUTION

Make the most of your real estate IER's APC kiosk is available in two models, tabletop and free standing. Deploy your kiosks side-by-side, in clusters, or as single units to create the best configuration for your passenger flow.

MOBILE PASSPORT CONTROL

An IER hybrid APC/MPC solution allows you to make the most of your investment when deploying an automated passport control system with increased passenger convenience.

ADA ACCESSIBILITY

The IER APC kiosk fully complies with all current ADA accessibility requirements.

Features & Specifications

Components

- HD camera with built-in microphone
- 17" LCD touchscreen (landscape) 1280x1024 resolution
- Receipt printer with high volume thermal output
- ePassport scanner and 2D Barcode/RF/NFC reader
- Fingerprint scanner
- 8 key Navigation keypad to meet ADA requirements
- 1/8" Audio jack with adjustable controls for ADA accessibility

Computing

- Industrial PC board with 500 GB hard drive
- Intel® Core™ I3 processor, Intel® Core™ I5 option
- 4GB RAM (extension up to 8GB available)
- Windows 7 Pro Operating System
- Dual Gigabit Ethernet connections

Exterior & Construction

- Operation status light (green, red)
- Customizable front panels

