



# Rhode Island Airport Corporation

November 3, 2023

**ADDENDUM NO. 002  
Request for Proposals No. 34423  
AIRPORT MOBILE APP  
Rhode Island T. F. Green International Airport**

Prospective proposers and all concerned are hereby notified of the following changes in the **Request for Proposals (RFP)** document related to **RFP No. 34423**. These changes shall be incorporated in and shall become an integral part of the contract documents.

**Changes to RFP Timelines:**

1. The deadline for proposals has been hereby extended to: **November 27, 2023, 2PM EDT.**

**Answers to Significant Questions Below:**

1. Flight status.
  - a. Users should be able to enter their flight number and see real-time status of their departing/arriving flight.  
Q: Where would this data come from? Can the data be obtained from a well-documented, secure, web-based API? The website uses an iFrame but it would be ideal if we pull it via an API so that we can display the data in a device friendly, responsive format.  
**A: The current provider of IDS is SITA. For continuity purposes, proposers should use data from them.**
  - b. Users should be able to scan a boarding pass, select a specific flight, or enter flight information and get real-time updates/alerts (“push” notifications) as flight information changes (time, gate or baggage claim) or at timed intervals (30 min before flight, upon landing/arrival, etc.).  
Q: Where would this data come from? Can the data be obtained from a well-documented, secure, web-based API?  
**A: Firms should identify a solution for this as part of their proposal.**
2. Flight destination weather.  
Q: Where would this data come from? Do we need to integrate with a specific 3rd party weather service? Or is this up to the developer?



# Rhode Island Airport Corporation

**A: Firms should identify a solution for this as part of their proposal.**

3. Display airport alerts/announcements on home screen.

Q: Where would this data come from? Is there a news feed or API that we can pull this from? Or would the airport want to manage this through an administrative backend?

**A: RIAC would manage this through administrative backend.**

4. Dynamic splash screen upon opening app that is capable of using high resolution photos and videos - controlled by RIAC.

Q: Is there an existing authentication system that we could tie into to secure this site such as Azure AD? Can it be hosted in Azure?

**A: We do not have an authentication system for the App. Proposers will need to provide information to prove that it is necessary and provide a solution to be owned by RIAC.**

5. Airport terminal map with the following features:

Q: Where would the information for the next 3 items come from? Can the data be obtained from a well-documented, secure, web-based API?

- a. Location of airlines, gates, shops, food options, and amenities.
- b. User location or Where Am I?
- c. Directions or How Do I get to?

**A: Proposers will need to include a map solution that meet RFP requirements but RIAC will supply locations and content for the map.**

6. Parking information including:

Q: Would the following items be static content that is hard-coded into the site? Or would the content need to be managed via the admin site described above?

- a. Parking options.
- b. Rates.
- c. Parking map.
- d. Payment methods.

**A: This content would be static but editable as changes occur.**

7. Display airport information including:

Q: Would the following items be static content that is hard-coded into the site? Or would the content need to be managed via the admin site described above?

- a. Ground transportation including contact, general information and links to vendor sites where available.



# Rhode Island Airport Corporation

- b. Retail information including hours, location, description, contact information and links to vendor sites where available.
- c. Food and Beverage information including hours, location, description, menus, contact information and links to vendor sites where available.
- d. Airlines servicing PVD including contact information and links for Mobile Airline Check-in.
- e. Airport Amenity information including hours, location, description, contact information and links to vendor sites where available.

**A: This content would be static but editable as changes occur.**

- 8. Links to social media including Facebook and Twitter.

Q: Would the following items be static content that is hard-coded into the site? Or would the content need to be managed via the admin site described above?

**A: This content would be static but editable as changes occur.**

- 9. Feedback form for Compliments or Complaints.

Q: Where will these be stored when submitted? We can make them available in the admin site described above, but we can also email them, post them to an API, etc.

**A: RIAC will provide the successful firm a designated email address where these can be sent/forwarded.**

- 11. Airport News.

Q: Where would this data come from? Can the data be obtained from a well-documented, secure, web-based API?

**A: RIAC will provide this information so that it can be copied and used to update the Airport News section.**

- 12. Email address capture.

Q: How would we be capturing the email address? Are we mining it from the user's device? If so, there are privacy implications that would need to be considered.

**A: Firms should identify a solution(s) and implications for this as part of their proposal.**

- 13. Foreign languages (Spanish and Portuguese).

Q: Would this require auto-translation? Or will the alternate languages need to be managed via the admin as alternate, localized versions of content?

**A: Firms should identify a solution for this as part of their proposal.**

- 14. What's New section to highlight/market/promote airport services – controlled by RIAC.

Q: Would this content be managed via the admin site described above? Or will this content come from an API?



# Rhode Island Airport Corporation

**A: RIAC would manage this through administrative access.**

15. Link to or ability to display current weather at PVD.

Q: What weather service would we be tying into?

**A: Firms should identify a solution for this as part of their proposal.**

16. Career or job opportunities page or section.

Q: Would this content be managed via the admin site described above? Or will this content come from an API?

**A: RIAC would manage this through administrative access.**

17. Display or link to Transportation Security Administration (TSA) wait times.

Q: Where would this data come from? Can the data be obtained from a well-documented, secure, web-based API?

**A: Firms should identify a solution for this as part of their proposal.**

18. Text alerts/announcements pushed to install base when app is closed.

Q: Would this be managed via the admin website described above? Or would this content come from a feed/API?

**A: RIAC would manage this through administrative access.**

19. Integration with ground transportation companies for airport pickup/drop-off.

Q: How would this integration work? Can it be handled via a well-documented, secure, web-based API?

**A: Firms should identify a solution for this as part of their proposal.**

20. Ability to create a digital, personally identifiable parking coupon.

Q: Where would the content for this coupon come from? Would it need to be managed via the admin site described above? Or will it be static and hard-coded over the long term?

**A: The current parking revenue control operator is LAZ. For continuity purposes, proposers should coordinate with them.**

21. Ability to create a digital, personally identifiable concession coupon.

Q: Where would the content for this coupon come from? Would it need to be managed via the admin site described above? Or will it be static and hard-coded over the long term?

**A: The current parking revenue control operator is LAZ. For continuity purposes, proposers should coordinate with them.**

22. Ability to push digital coupon based on GPS location.

Q: Where would the content for this coupon come from? Would it need to be managed via the admin site described above? Or will it be static and hard-coded over the long term?

**A: Firms should identify a solution for this as part of their proposal.**



# Rhode Island Airport Corporation

23. We understand a hybrid resource model (mix of US based and offshore resources) to deliver the project where the primary project management and communication will be led by US based resources and offshore team would provide required development support on as-need basis is acceptable by RIAC. Please confirm?

**A: This question is beyond the scope of this RFP. It is the proposing Firm's responsibility to adequately staff resources to ensure proposed SLA levels are satisfied and performance of contractual terms are executed.**

24. We assume there is no onsite requirement for the key staff to be available for this project. Please confirm?

**A: There is no onsite staff requirement for the selected proposer, for this project.**

25. Is there a specific event driving the launch date for the new Mobile app?

**A: RIAC strives to provide the highest level of customer service and therefore aims to have the airport app ready for public use as soon as possible.**

26. As per the RFP Mobile app maintenance expectations are not mentioned clearly. Please share what all activities, you are looking for in the new maintenance:

1. What is the budget for the ongoing maintenance?
2. What are the user activities performed under the current maintenance plan?
3. How many ticket requests are handled monthly?
4. Are you seeking a separate costing proposal for ongoing support?
5. For how long the Post implementation support is required after Go Live. Please confirm.

**A: For Items 1, 2, 3 above: this information is not available, and is beyond the scope of this RFP.**

**A: Item 4 = Please refer to Specifications section; Mandatory Requirements (Point e., bullet ii.), and Attachment B – PRICING SHEET FOR PROPOSERS of the RFP.**

**A: Item 5 = Post Implementation Support will be required until User Acceptance is complete, and RIAC has confirmed in writing RIAC's acceptance of implementation milestones as successfully completed. The solicitation is also requesting a five (5) year support and maintenance agreement with two (2), one (1) year options.**

27. Will RIAC internal team handle the maintenance of RIAC existing app until decommissioning, or does RIAC expect the vendor to handle all the maintenance aspects of the old App until the new App is live?

**A: As stated in the RFP, the previous PVD app has already been decommissioned.**



# Rhode Island Airport Corporation

28. Does RIAC expect vendors to provide L2 & L3 support only? We assume that L1 support would be handled by RIAC itself. Can you please confirm?

**A: L1 support will be handled by the successful firm's support team.**

29. We assume that current ongoing support is taken care by RIAC itself. Please confirm?

**A: There is no current or ongoing support as the previous airport app has been decommissioned. Refer to the RFP for details on ongoing support and maintenance for the app going forward, once launched.**

30. Will RIAC be taking care of the content writing of the Mobile App. Or does RIAC seek vendor's help in writing the new content? If so, how much help are you expecting from your chosen partner?

1. Do you need a content strategy, copywriting, or copy-editing services?
2. If not, will RIAC provide all of the content?
3. The new content will be translated using Google translate or you need dedicated multilingual content in different languages? Please specify.

**A: RIAC will lead the content writing activities but will call upon the successful firm's expertise during the app creation process.**

31. The RFP document does not state any budget for the proposed project. Has RIAC established any budget for the same? If yes, please share the budget or budget range that RIAC would expect the proposal to be in the range.

1. If you are unable to state the budget, can you kindly confirm if the budget is in the range of \$50,000-\$100,000, \$200,000 - \$300,000 etc.?

**A: This information is outside of the scope of the RFP.**

32. We would request 1-week (one week) extension for the proposal submission. As the questions response is expected to be received by October 20<sup>th</sup>, 2023, from RIAC. So that the vendor has the appropriate time to prepare & draft the proposal based upon the clarifications received after QnA responses. Please consider.

**A: The deadline for proposals has been extended. Please refer Addenda posted for updated deadline.**

33. Will RIAC Mobile app be compliant with ADA accessibility standards? If so, could you please provide information about the specific accessibility features that are being implemented?

**A: The Mobile App should meet all required ADA standards.**

34. As specified by RIAC, the mobile app shall support multilingual languages i.e., English, Spanish and Portuguese:



# Rhode Island Airport Corporation

1. So does RIAC expects vendor to provide the translation services using Google API, If not then please provide details on the frequency of translation requirement and what kind of support will be provided by RIAC team for the same.  
**A: Firms should identify a solution for this as part of their proposal.**
  
35. Will RIAC provide the stock Images or videos (if/where applicable) or should this be considered as part of our proposal?  
**A: RIAC will supply images and videos.**
  
36. What is the preference for the Mobile app tech Stack? Do you want it to be Native or Cross platform? Please clarify.  
**A: This should be Cross Platform IOS/Android.**
  
37. PVD's previous app was discontinued in early 2023, can you address the major pain points that RIAC were facing?  
**A: This information is outside of the scope of the RFP.**
  
38. Is there any incumbent agency bidding on this RFP? Can you please confirm? If yes, can RIAC share the name of the incumbent agency?  
**A: As stated in the RFP, the previous PVD app has been decommissioned so there is no incumbent agency.**
  
39. We request RIAC to share details about all the stakeholders and the target audience for the Mobile App.  
**A: The PVD Airport App is targeted to passengers, patrons, and customer of the airport.**
  
40. As per the RFP we understand that there are no expectations for in person training, such as video tutorials or remote training sessions please confirm?
  1. For how many users should we consider the training to be provided?
  2. Do you prefer onsite training or virtual training? Should vendors include anticipated travel costs in our budgets?**A: Firms should identify a solution for this as part of their proposal but in-person is not required. Training for RIAC staff will be for less than 10 people.**
  
41. While redefining the branding strategy & redesigning the new Mobile app for RIAC. Does RIAC want vendors to examine any specific list of competitors as a benchmark?
  1. Can RIAC provide some references of the App for better understanding of RIAC new app expectations?**A: Firms should determine themselves whether to include this research in their proposal.**





# Rhode Island

## Airport Corporation

42. Does the vendor need to include any licenses cost in the proposal? Please confirm?

**A: RIAC expects that proposed solutions include all associated costs to design, create, maintain, update, and otherwise support the app for the term of the agreement. Hidden or add-on fees not clearly disclosed in the proposal will not be accepted by RIAC.**

43. Referring to the RFP pg. #03, "RIAC requires respondents to keep proposal to a maximum of ten (10) double sided 8 ½ x 11 pages" We would request to RIAC to increase the page limit from 10 pages to 30 pages (at least). Please consider.

**A: Please refer to Section: REQUEST FOR PROPOSALS REQUIREMENTS on page 3 of RFP for exclusions.**

44. Does RIAC have any established branding guidelines for the designs already? Or does RIAC expect vendor to establish the same. Please clarify.

**A: RIAC will provide these to the successful proposer.**

45. Will the proposed mobile application be deployed on play store or app store, if yes who will be responsible to upload the app? Please clarify.

**A: The successful firm will be responsible for updating the APP and uploading it to the applicable stores.**

46. Are there specific devices that the application **must** be tested on? If yes, please provide details on make/model of devices.

**A: All major popular IOS/Android Based phones, iPads and Tablets. Also include Chrome based devices such as Chrome Pixel and related tablets. If we are missing something, the proposer should note such in their proposer.**

47. Will the mobile app support portrait/landscape orientations?

**A: Yes.**

48. Do you have preferred tools for managing the software development process?

**A: Industry standard tools. Firms should identify a solution for this as part of their proposal.**

49. Jira? Microsoft TFS? Git?

**A: Which ever has the better adoption rate. Firms should identify a solution for this as part of their proposal.**

50. Do you have specific reporting requirements to meet during the project?





# Rhode Island Airport Corporation

**A: Project milestones should be identified in the firm's proposal and reported on during the project.**

51. Are there documentation requirements that must be met for the application, processes, and/or technical requirements?

a. E.g., Statutory forms to-be completed by the vendor.

**A: Please refer to the RFP document and attached Professional Services Agreement.**

52. Regarding Testing:

1. Are you open to using automated tools for application development?

**A: No AI.**

53. Please specify the preferred mobile framework, if any for hybrid development (Ionic, React Native, Flutter)? Do you prefer app to be develop in Flutter or in Native?

**A: Whichever has the higher adoption rate. Firms should identify a solution for this as part of their proposal.**

54. Similarly, are there any Android wear or Apple watch requirements?

**A: Firms should design the app so that these can be considered for future development.**

55. Is there any preference in push notification service? For ex- One-Signal, Firebase, etc.

**A: Whichever has the higher adoption rate. Firms should identify a solution for this as part of their proposal.**

56. Does RIAC desires to upgrade this existing app that was discontinued? Or does the vendor need to create from mobile app scratch?

**A: As stated in the TFP, the previous app has been decommissioned, therefore a new app will need to be created.**

57. Is UI of the mobile app is developed or vendor need to create?

**A: The successful vendor will create the User Interface and get approval from RIAC during development.**

58. Can RIAC explain in detail who provide the API for the below given pointers:

- b. Flight status.
- c. Real time weather (Used for Flight destination and current weather at PVD)
- d. Airport alerts/announcements
- e. splash screen image/video
- f. Airport terminal map



# Rhode Island Airport Corporation

- g. Real time parking information with mentioned features (parking option, rate, map, and payment)
- h. Airport information
  - i. Ground transportation
  - ii. Retail information
  - iii. Food and beverages
  - iv. Airlines service
  - v. Airport Amenity
- i. Feedback and complaint
- j. Signup for newsletter
- k. App signup/login
- l. What's New section
- m. Career/Jon page URL

**A: Please refer to previous questions above where answers were provided.**

59. Will RIAC provide the Google map key (used for)?

**A: No.**

60. Does RIAC have any preference for the analytics platform?

**A: Incumbent will recommend this to RIAC.**

61. Regarding the Optional Features desired by RIAC:

1. Please describe what feature does RIAC desires in the "Display or link to Transportation Security Administration (TSA) wait times."? Please clarify.
2. Please describe what feature does RIAC desires in the "Text alerts\announcements pushed to install base when app is closed."? Please Clarify
3. Who will provide the Design/API for following, please clarify:
  1. Dynamic advertising space
  2. Ground transportation for airport pickup/drop-off
4. Please describe what feature does RIAC desires in "Ability to create a digital, personally identifiable parking coupon." Please clarify.
5. Please describe what feature does RIAC desires "Ability to create a digital, personally identifiable concession coupon." Please clarify.
6. Please describe what feature does RIAC desires "Ability to push digital coupon based on GPS location." Please clarify.

**A: Please refer to previous questions above where answers were provided.**

62. Can you provide some historical context as to why PVD's previous app was discontinued in early 2023?

**A: This information is outside of the scope of the RFP.**



# Rhode Island Airport Corporation

63. Are there some mobile apps that the RIAC views as inspirational for the goals and aspirations of this project?

**A: This information is outside of the scope of the RFP.**

64. Are there any existing groups of customers RIAC has established that would be willing to participate in testing of designs and features throughout the engagement? Typically, we like to test features and functionality, incrementally, as they're built out to ensure they're easy to navigate, user friendly, and promote the highest levels of successful adoption with your customers.

1. If the answer is no, would RIAC be open to FIRMS sourcing test users for testing things such as navigation UX conventions, functionality of requested features, etc.?

**A: RIAC staff and designees could potentially serve as test customers.**

65. What is the state of backend systems and APIs required to drive the data necessary to power the intended experience?

1. Is there anticipated backend work associated with the requested features and functionality that will be the responsibility of the contract provider or are there existing backend systems, APIs, and documentation for the requested features?
2. If it is not assumed to be the responsibility of the contract provider, is there any anticipated backend work that still needs to be completed?

**A: Please refer to previous questions above where answers were provided. Firms should identify solutions for these as part of their proposal.**

66. The RFP mentions, "FIRM must update app as needed to stay compatible with current/past OS versions." We typically plan to support the current major OS version (i.e. iOS 17; Android 14) as well as the previous two major OS versions (i.e. iOS 16, iOS 15, Android 13, and Android 12), unless our clients have a more stringent requirement. Is there a specific number of OS iterations you're looking to support?

**A: Compatibility should be for two previous OS versions.**

67. Does the RIAC have any strong preference for native (i.e. iOS native; Android native) vs. cross-platform (e.g. kotlin, flutter, etc.) solutions for accomplishing the desired experience of its new mobile apps? If not, we like to provide options for consideration that could help save money upfront and/or in the long term when considering on-going maintenance.

**A: RIAC will be open for recommendations with demonstrations from proposers.**

68. Are you able to provide us with the RIAC branding guidelines for additional context considerations when scoping out UI/UX work?

**A: RIAC will provide these to the successful proposer.**



# Rhode Island Airport Corporation

69. Under “Request For Proposals Requirements”, one of the requirements is “screenshots and examples of previous work,” but the following requirement states “RIAC will not accept videos, simulations, or other electronic presentations” and “firm shall submit one electronic (Thumb/Flash Drive only accepted) and five printed copies...” With respect to showing previous digital work (i.e. apps) could you please clarify how RIAC expects this to be included in the physical proposals? We assume screenshots will need to be printed.

**A: Yes/correct.**

70. Under “Request For Proposals Requirements”, has RIAC considered the cybersecurity risks of accepting third-party flash drives and inserting them into airport systems? This practice raises some concerns about the cybersecurity policies of any RIAC systems that the selected Firm may integrate with.

**A: State of Rhode Island Procurement Rules require physical media. - No problems or liabilities if an email did not arrive on time.**

71. Could you kindly provide the technical or regulatory rationale, if any, behind RIAC’s requirement for apps to be downloadable through app stores (Play Store, App Store, etc)? Also, we’d like to inquire if RIAC would be open to considering newer technologies such as progressive web apps (PWA) that deliver the same user experience without the need for downloads or installations. We strongly recommend this consideration if maximizing adoption rates is a primary concern.

**A: Customers should have a greater confidence in what they are downloading as official and not compromised if it came from an official “Store”.**

72. Does RIAC currently have the necessary cloud infrastructure to support the app features outlined in the “Base Scope of Work,” specifically, application programming interfaces (APIs)? If not all APIs are available, does RIAC expect the selected Firm to develop them and then integrate directly into RIAC’s IT systems? For example, an existing API for fetching parking data (f.i-iv).

**A: There is no RIAC cloud infrastructure as the App is to be designed, created, hosted, maintained, and supported by the successful proposer. Please see previous questions where answers were provided. Firms should identify solutions for these as part of their proposal.**

73. Does RIAC currently have the necessary digital infrastructure to support the following features:

1. Indoor navigation for Airport terminals (e.ii, e.iii)
2. Geodata for all indoor locations, facilities, services, etc (e.i)
3. Existing service for collecting customer feedback (i)



# Rhode Island Airport Corporation

**A: There is no RIAC digital infrastructure as the App is to be designed, created, hosted, maintained, and supported by the successful proposer. Please see previous questions where answers were provided. Firms should identify solutions for these as part of their proposal.**

74. Under “Mandatory Requirements”, item q, does the optional/potential handover also encompass cloud assets developed by the Firm? This includes, but is not limited to, backend source code, CI/CD and DevOps infrastructure, cloud architecture designs, AI models, datastore data transfers, encryption/hashing keys and algorithms, as well as the replication of cloud infrastructure to RIAC.

**A: This will allow continuity of the product APP should the developer stop doing business or become unresponsive.**

75. Under “Mandatory Requirements”, item f, in the event that the firm’s proposed solution integrates into RIACs cloud infrastructure (i.e. as a dependency), could you please provide details on the SLA provided by RIAC to support the Firm’s system SLA?

**A: The intention is that the successful firm will be hosting or arranging a third party to do the hosting.**

76. Under “Mandatory Requirements”, item b, is RIAC open to establishing a minimum OS requirement? Additionally, is RIAC aware of the limitations that may arise by supporting older OS’s on more advanced feature development, including those already specified under the ‘Mandatory Requirements’?

**A: Please see Question 67.**

77. Regarding the ‘Optional Feature: TSA Wait times,’ could you please clarify whether there is existing infrastructure in place to provide wait times, or if the selected Firm will be responsible for providing this service in addition to displaying the information within the airport app?

**A: Firms should identify a solution for this as part of their proposal.**

78. Under “Optional Features”, items h and i, could you please provide RIACs definition of ‘personally identifiable’? This has implications for the handling of personally identifiable information (PII) and sensitive data, along with adherence to their respective regulations.

**A: These items should remain specific to the person that obtained them through the app to prevent mass distribution.**

79. Could you please provide more details on the expected responsibilities and deliverables related to marketing strategy as outlined in the RFP? Specifically, we'd like to understand if you anticipate the selected respondent to develop a comprehensive marketing strategy from scratch or if customer acquisition will fall under RIAC’s management.



# Rhode Island Airport Corporation

**A: This will be discussed with the winning firm, during scoping discussions.**

80. In our development process, we'd like to ensure that we accurately align with your vision for the airport app. Could you kindly clarify whether the RIAC envisions including the capability for passengers to make purchases or reservations directly through the app at a later stage? We want to confirm whether this functionality is a part of the product roadmap or if it has been intentionally excluded.

**A: RIAC does not currently anticipate taking direct payments or reservations via the airport app but it should have the ability to link customers to service providers that do.**

81. Will the firm get flight status through an existing API?

**A: Please see previous questions where answers were provided.**

82. What all third-party API integration agencies have to do on the mobile app?

**A: Please see previous questions where answers were provided.**

83. Is there an existing APIs for features like scan a boarding pass, selecting a specific flight, or enter flight information and get real-time updates/alerts ("push" notifications) as flight information changes (time, gate or baggage claim) or at timed intervals (30 min before flight, upon landing/arrival, etc.

**A: Please see previous questions where answers were provided.**

84. What all airport alerts/announcements need to show on the home screen.

**A: Please see previous questions where answers were provided.**

85. Does the Airport Terminal map include live tracking and is there any existing API?

**A: Please see previous questions where answers were provided.**

86. Is there any preference for the payment service provider? Or need to use an existing provider?

**A: Please see previous questions where answers were provided.**

87. Does the firm need to redirect users to third-party websites (where applicable) as same as the Rhode Island website <https://parkpvdairport.com/> and <https://flyri.com/> ? Ex: Park smart login, Park smart rewards, Amenities? Or need to do API integration with in mobile app?

**A: Redirecting, where applicable, is acceptable similar to the flyri.com website.**

88. Please explain more about below features under Optional Requirements:

1. Remember my parking spot by either photo or QR code scanning.
2. Ability to create a digital, personally identifiable parking coupon.



# Rhode Island Airport Corporation

3. Ability to create a digital, personally identifiable concession coupon.
4. Ability to push digital coupons based on GPS location.

**A: Please see previous questions where answers were provided.**

89. Does RIAC requires all option available under Passenger and Guests on the existing website <https://flyri.com/> to be developed in the mobile app including Book a Trip? Or just need to redirect users within the mobile app?

**A: Please see previous questions where answers were provided.**

90. Why did PVD discontinued the previous app? What were the learnings from that and can you provide more information on the challenges, pros and cons for that platform?

**A: This information is outside of the scope of the RFP.**

91. Are you open to work with foreign vendors, in our case a Dutch based company?

**A: This is beyond the scope of the RFP, and will be considered on a case-by-case basis.**

92. Does the parking booking only provide info or should the user also be able to finish their parking booking within the app? If so, is the preference to native implement the booking platform within the app?

**A: Please see previous questions where answers were provided.**

93. Can we propose our own CMS or do you have a preference?

**A: RIAC prefers a standard, well known CMS to be used for this APP so that there won't be any compatibility issues with future work should the firm become unresponsive.**

94. Can you provide us with a budget estimation for this project including a 4 year SLA?

**A: This information is outside of the scope of the RFP.**

95. How does the invoicing process look like for a foreign vendor, is wire payment a possibility?

**A: This is beyond the scope of the RFP, and will be considered on a case-by-case basis.**

96. Instead of five hard copy's can we digitally submit the proposal?

**A: No.**

97. Do you expect the vendor to provide a mapping solution or do you already have an airport terminal map in place?

**A: Please see previous questions where answers were provided.**





# Rhode Island

## Airport Corporation

98. To whom or what do we send the feedback form that has to be implemented within the app? Is this a specific email address or a connection with the CRM?

**A: Please see previous questions where answers were provided.**

99. What are the expectations for the career and job page within the app?

**A: Please see previous questions where answers were provided.**

100. Will there be a RFP briefing scheduled for the potential vendors?

**A: No.**

101. Do you have a preference for native development over hybrid development?

**A: Cross-Platform**

102. Is hosting of the app solution part of the scope?

**A: Yes.**

**####END OF ADDENDUM###**