HAS Technology Division

Industry Day

April 18, 2017

HOUSTON AIRPORTS

Agenda

Introductory Comments

- *Mr. Jason McLemore, Deputy Assistant Director, HAS Office of Business Opportunity*

Technology Overview

- *Mr. Frederick McDowell, Interim Chief Technology Officer*

Technology Infrastructure

- *Mr. Jeff Bream, Assistant Director*

Communications Technology

- *Mr. Reginald Brumfield, Division Manager*

Project Management Office

- *Mr. Carl Holmes, Sr. Project Manager*

Applications Team

- *Mr. Edwin Justice, Manager*

HAS Technology

Mr. Fred McDowell, Interim CTO

Question & Answer Opportunity

HAS Team

Event Concludes

Introductory Remarks
Mr. Jason McLemore,
Deputy Assistant Director, HAS Office of Business
Opportunity

Introductory Comments

- ## Industry Day – Housekeeping Matters

  - Registration

  - Facility Accommodations, Emergency Exits

  - Cell Phone Etiquette

  - Question & Answer Opportunity Will Follow Presentations

    - One Question Per Person

    - Introduce Yourself And Your Company

    - Follow-up Verbal Questions With Written Questions Via E-Mail

  - Please Network And Exchange Business Cards

Mr. Fred McDowell – Overview
Interim Chief Technology Officer (CTO) , HAS Information Technology Division

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HAS Office of Business Opportunity

- Public Wi-Fi
- UPS Contract
- Digital Television Services
- FIDS - Application and Maintenance
- IT Professional Services
- Computer Aided Dispatch (CAD)
- Employee Scheduling
- Managed Telecom
- Common Use
- Smart Restrooms
- Q&A

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Mr. Jeff Bream
Assistant Director, HAS Information Technology Division

Public WiFi Maintenance Services and Support Contract

Scope: Houston Airport System (HAS) implemented a new Public WIFI system at George Bush Intercontinental Airport (IAH) and William P. Hobby Airport (HOU). The Public WIFI initiative has greatly enhanced customer service and satisfaction to the traveling public. HAS –IT is looking for a 5 year maintenance service contract to support the system in its entirety in order to maintain a high level of customer service and satisfaction.

Requirements:

- 24X7 Network Operating Center providing Tier 1, 2, 3 level support for IAH and HOU Public WIFI including:
    - 24X7 hardware maintenance and monitoring for Public WIFI components
    - 24X7 monitoring of supporting wired network devices
- Licensing maintenance for all Aruba components and Palo Alto firewalls
- Data analytic services for KPIs including passenger flow and dwell times
- Establishment of Other Service Requests (OSR) for add-services for enhancements to Public WIFI system at IAH and HOU

UPS Maintenance and Support Contract

Scope: Houston Airport System (HAS) is looking for a 5 year contract to service and maintain 34 UPS units at IAH and 7 UPS units at HOU. The UPS units backup the IT infrastructure to include: servers, internal/external communications devices, ACC, paging, radios, public wifi, phones and computer networks etc. for HAS.

Requirements:
- Provide a Pro Active Service Plan for Corrective & Preventive Maintenance schedule for all room UPS units and batteries at IAH & HOU.

- Provide price and installation cost for at least one battery set replacement for all UPS unit during the 5 year contract as needed.

- Provide the cost for replacement and installation for 1 UPS for each type of unit listed.

Office of Business Opportunity Update
Mr. Reginald Brumfield
Division Manager, HAS Information Technology Division

Digital Television Services

Scope: Houston Airport System (HAS) currently supplies Cable TV services to corporate office's, tenants and airlines carriers. The existing services include George Bush Intercontinental Airport (IAH), William P. Hobby Airport (HOU), and Ellington Field (EFD). This service is provided on a per drop basis and consists of 330 drops throughout the organization. The current infrastructure offers a customized channel line-up with a total of 74 channels.

RFP Requirements:
- Upgrade current Analog TV infrastructure to a Digital TV infrastructure

- Provide a robust High-Definition channel lineup (Local & Cable)

- Be able to provide service and support for a large and wide spread organization

- Deliver 24x7 after-hour support where needed

- Finally, agree to allow HAS to resale services to tenants and airline carriers

Flight Information Display System (FIDS)

Scope: Houston Airport System (HAS) currently supplies visual flight schedules and information to assist their passengers and various HAS Operation departments. The existing service includes George Bush Intercontinental Airport (IAH) and William P. Hobby Airport (HOU). There are currently 681 displays, which include Baggage Information Display Systems (BIDS) and Gate Information Display Systems (GIDS) that provide flight information and status updates throughout both Airports.

RFP Requirements:
- Provide a scalable solution that incorporates single monitors, monitor banks, and video walls

- Functionality that provides Multilingual Displays, Ticket Counter Displays, Visual Paging, and Weather information

- Offer web-based interface that can be used to manage FIDS

- Must be able to integrate with other airline interfaces (i.e. Corporate Website and Operation systems)

- Deliver 24x7 after-hour support where needed

- Finally, the option to integrate into current public address system and provide digital signage over the displays

Mr. Carl Holmes
Senior Project Manager, HAS Information Technology Division

Information Technology Professional Services

Scope: The Houston Airport System seeks the services of an Information Technology (IT) professional services firm to assist HAS in accomplishing current and future technology initiatives, specifically in the following areas:

- Technology Planning & Studies

- Application Development & Hosting

- Design Services

- Program/Project Management

- Information Technology Security Services

- The firm shall possess professional qualifications and experience of at least five years. The firm shall have a demonstrated ability to provide the services specified for airports which are of similar size and complexity to that of the Houston Airport System.

Mr. Edwin Justice
Manager, HAS Information Technology Division

Request for Proposal (RFP) – Computer Aided Dispatch

Scope: The CAD system is a mission-critical system that supports the security dispatch function. ACC Operators use this system to track landside field unit resource availability and details of dispatched incidents through resolution. The system also provides a history of incident details, which is required by regulation.

RFP Requirements:

- A centralized dispatch tool to support response to events occurring at the three airports

- Mobile capabilities, including ability to share images and videos, for purposes of communicating with field responders

- Geographic interface for purposes of identifying locations and sharing incident or responder locations

- Reporting capabilities and an incident dashboard to track incidents at all three airports.

- A scalable solution that will lend itself to building efficiencies into dispatch and incident management processes through future system integration.

Request for Proposal (RFP) – Employee Scheduling

Scope: The Employee Scheduling system is an automated employee scheduling system that will replace the current manual processes, practices and out-dated policies and tracking mechanisms.

RFP Requirements:

- Must be able to evaluate the current process and offer best practices and recommendations for efficiencies, safety enhancements, and process improvements.

- Must be user-friendly, have mobile device functionality (such as smart phones and tablets)

- Must be able to interface with Kronos, our time-keeping application, and objectively determine Vacation days (blocks) and Shifts through bids.

- Must be able to design a configurable workflow mechanism to align the software system with rules and employment practices implemented by HAS.

- Must be able to design a configurable workflow mechanism with rolling call for overtime, which would represent a change from HAS' current employee scheduling process.

- Must have reporting capabilities including but not limited to trend analysis.

Mr. Fred McDowell
Interim Chief Technology Officer (CTO) , HAS Information Technology Division

Common Use Equipment / Services

Scope: Ability for multiple airlines to utilize a set of common or shared resources, providing additional flexibility for design services, implementation of software, hardware, integration and interfaces, technical services and on-going maintenance and support services for George Bush Intercontinental Airport (IAH) and William P. Hobby Airport (HOU). Services that include a C/SUPPS and CUSS implementation that provides all required functionality to support airline operations while providing a base installation that can be expanded and/or augmented in the future to support the dynamic HAS environment.

- Increased efficiency of gate utilization for underutilized gates

- Increased efficiency of ticket counter utilization for underutilized ticket counters

- Flexibility for re-assignment of gate resources due to irregular operations or delayed flights

- Ease of adjustment for resource scheduled maintenance or operational breakdown

Managed Telecommunication Services

Scope: The purpose of the agreement is to provide maintenance and administration of HAS Avaya and Cisco telephone systems, including related applications such as voice mail, call accounting, and call center routing. There are also specialty applications such as the FAA Tower crash phone (ATCT to ARFF) and TSA checkpoint breach phones. To provide continued maintenance and administration of HAS Avaya and Cisco telephone systems, including related applications such as voice mail, call accounting, call center routing, FAA Tower Crash system and TSA Checkpoint phones. In addition, vendor is responsible for planning, design and implementation of phased Cisco Systems upgrade and deployment.

- Almost 6,000 telephone ports throughout IAH, HOU and EFD campuses

- 288 courtesy phones, 203 emergency call boxes in parking areas

- Onsite Personnel – PBX Technicians, Helper Technicians, Customer Service Representatives, Project Manager

- (3) CS 1000 Private Branch Exchange Telephone Switches 1 Avaya (VoIP) Communications Manager

- 2 Cisco BE6000 (VoIP) Call Manager

Request for Proposal (RFP) – Smart Restrooms

Scope: Passenger feedback solution / devices within the airports to gather feedback on restroom cleanliness and respond if any equipment is not working properly. Further, passenger counting and Custodial Services' attendants on-site tracking would help in the gathering of restroom usage and timing of an optimal cleaning cycle. Passenger device information collected and analyzed, will allow HAS to improve on customer satisfaction, by capturing and responding to passenger feedback. The passenger usage and attendant on-site data will help Custodial Services improve efficiencies in daily work and allow the team to address changes to passenger traffic during arrival and departure changes.

- Track the number of male and female passenger that use the restrooms
- Capture passenger feedback using a Happy Face type of interface
- Track all positive and negative responses from the feedback device
- For all negative comments, track each issue reported by the passenger as well as any comments they provided
- Notify Supervisors immediately for issues that need to be addressed
- Track the number of times Custodial Services attendants and HAS Supervisors have worked in the restroom
- Track the length of time each Custodial team member spends cleaning the restrooms
- Allow quick access to passenger feedback data by reporting on passenger responses for counts and trending analysis,