



CONVERGENT STRATEGIES CONSULTING, INC.
INFORMATION TECHNOLOGY AND COMMUNICATIONS

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September 24, 2009

Ms. Julie Howlett
Information Systems Director, Aviation Department
Broward County Aviation Department
Fort Lauderdale-Hollywood International Airport
100 Aviation Boulevard
Fort Lauderdale, FL 33315

Dear Ms. Howlett:

Convergent Strategies Consulting, Inc. (CSC) is in receipt of the letter dated September 1, 2009, from Shutts & Bowen, LLP to Ms. Brenda Billingsley regarding RFP No. 2007-0514-0-AV-01 Airport Information Management System. We have reviewed the letter and believe it provides no basis for altering or delaying the procurement process. CSC addresses each issue point-by-point below:

1. *"During the intervening three years, the International Air Transportation Association (IATA) has finalized its new "CUPPS" standard for airport ticketing and passenger processing equipment. AirIT is not participating in CUPPS. Thus, AirIT's system is not CUPPS compliant, and will not be compatible with the official international standards for AIMS projects."*

CSC Response: This is misleading as the CUPPS "standard", which is actually a Recommended Practice, has not been finalized. As of September 21, 2009, the draft version of the IATA Recommended Practice (RP) has been ratified, however, the final version will not be complete until all CUPPS pilot testing has taken place and modifications as a result of pilot testing are incorporated into the RP. The committee now believes this guideline will be released in November 2009, at the earliest. CSC is a participating member of the IATA CUPPS working group and was present at the annual Check-In conference last week during the IATA working session in Las Vegas, NV. CSC is highly aware of all CUPPS initiative issues as we are actively involved in the development of the new RP. As such, CSC offers this point of clarification to their letter: the Recommended Practice 1797 for CUPPS is not a *standard* per say but rather provides recommendations for the implementation of Common Use Passenger Processing Systems (CUPPS). Since this is a recommendation and not a requirement, it is feasible that some airlines will not implement CUPPS compliant passenger processing applications. In addition, those airlines that do implement CUPPS compliant applications will do so as their planning and budgets allow, which could take years. Currently, there are only five (5) airlines participating in the pilot (American Airlines, Continental Airlines, Luftsansa Airlines, Iberia Airlines, and WestJet). This is due to the fact that the airlines are typically budget constrained. As a result, the DAPP specifications included in the AIMS RFP were designed to address airlines that have CUPPS compliant applications as well as those that do not. The selected vendor is currently a part of the IATA pilot testing and therefore, is actively involved in developing the new Recommended Practice, whatever the final version turns out to be. From BCAD's perspective, the selected vendor has agreed to meet the new RP, and when the RP is finalized the selected vendor is positioned as well as any other vendor to meet the recommendations provided.

2. *"The qualifications of AirIT have changed in that they have dropped out of the CUPPS testing program and will not deliver an IATA compliant solution."*

401 EAST LAS OLAS BLVD	SUITE 1400
FORT LAUDERDALE,	FL 33301
P. (954)	332-2403
F. (954)	332-2301



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CSC Response: While AirIT did remove themselves from pilot testing earlier in 2009, their EASE platform is currently being pilot tested at the Sacramento International Airport, as a part of the IATA initiative. This was confirmed at last week's Check-In conference. Regardless of AirIT's reasons for temporarily suspending their involvement, their current participation now appears solidified. This action is not unique, as a similar suspension of participation also occurred earlier this year when Luftsansa Airlines backed out of the piloting process then rejoined again.

3. *"Technology standards have evolved so significantly that the "DAPP" solution proposed is out-of-date, inefficient, and prohibitively expensive. For example, the "CUPPS" solution proposed by Infax would cost approximately \$1 million less."*

CSC Response: These statements are general and without fact. The DAPP specification was developed to meet technology standards that have evolved, and will continue to do so at a very fast pace, this was expected and addressed in the RFP specifications.

The AIMS RFP specified the DAPP component to provide a flexible solution for the Fort Lauderdale-Hollywood International Airport supporting all airlines' current and future technology requirements; regardless of whether or not an airline has a CUPPS compliant application. The AIMS RFP also describes the requirements for all supplied AIMS equipment to be the "contemporary technical and operational equivalent" of the equipment specified in the RFP. As an example, if a dual-core processor was specified in 2007, a quad-core processor would be the technical equivalent in 2009. Based on the technical evaluations performed as part of the RFP process, AirIT has met these technical requirements. AirIT has announced that the latest version of the EASE platform being proposed to BCAD will support: 1) older legacy common use (the initial version of RP 1797, aka CUTE), 2) individual airline proprietary applications, and 3) will be compliant with the new CUPPS Recommended Practice.

Their letter infers that the DAPP component has a \$1 million dollar difference between the AirIT and Infax proposals; however, the DAPP or common use passenger processing aspect of the AIMS RFP is only one component that comprises approximately 15-20 percent of the overall project costs. The other 80-85 percent of the AIMS components may be attributed to this difference. While cost savings may now be realized with other proposed solutions, these savings cannot be attributed solely to the common use or DAPP component.

4. *"Additional cost savings could be achieved by revising the specifications because FLL has already installed many of the components required under the RFP."*

CSC Response: The RFP and subsequent statement of work developed for the AIMS project has accounted for work to be performed outside of the AIMS project. The majority of the work being referred to is associated with display devices throughout the campus. The RFP anticipated this by requiring the re-use of all existing display devices, with the exception of new devices required in Terminal 4. Therefore, the replacement of display devices throughout the campus was accommodated and will have minimal impact on the costs associated with the AIMS implementation.

In conclusion, CSC believes the issues brought up by the September 1, 2009, letter provide no basis for altering the procurement process. The selected vendor has agreed to all technical and functional

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requirements, and appears to have one of the most advanced systems available in operation. The selected vendor's active involvement in IATA ensures the best possible option for compatibility with the new RP, when it is finalized. As a working member of the IATA CUPPS committee, CSC believes the guideline eventually developed by IATA will continue to evolve even after finalization, and any system deployed will need the ability to adapt to these changes. This is what your AIMS solution, containing DAPP, will provide for the citizens of Broward County.

If you have any questions regarding these issues, or would like any further information please feel free to contact me at 610.563.9521.

Sincerely,

James A. Willis
Project Manager

401 EAST LAS OLAS BLVD | SUITE 1400
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