

**RAPID CITY REGIONAL AIRPORT
REQUEST FOR PROPOSALS (RFP)
INTEGRATED TERMINAL TECHNOLOGY PACKAGE**

COMPRISING
**COMMON USE PASSENGER PROCESSING SYSTEM (CUPPS)
COMMON USE SELF-SERVICE (CUSS)
MULTI-USER FLIGHT INFORMATION DISPLAY SYSTEM (MUFIDS)
INCLUDING GATE INFORMATION DISPLAY SYSTEM (GIDS) AND
BAGGAGE INFORMATION DISPLAY SYSTEM (BIDS)
AND DIGITAL BACKWALL VIDEO SIGNAGE**

Proposal Due Date & Time:

Friday, September 4, 2026

2:00 PM MT

EXECUTIVE DIRECTOR

Patrick Dame

AIRPORT BOARD MEMBERS

Robert Hall • Bob Conway • Ally Formanek • Caleb Arceneaux • John Pierce

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1.0 NOTICE OF REQUEST FOR PROPOSALS – INTEGRATED TERMINAL TECHNOLOGY PACKAGE

COMMON USE PASSENGER PROCESSING SYSTEM (CUPPS), COMMON USE SELF-SERVICE (CUSS), MULTI-USER FLIGHT INFORMATION DISPLAY SYSTEM (MUFIDS) INCLUDING GATE INFORMATION DISPLAY SYSTEM (GIDS) AND BAGGAGE INFORMATION DISPLAY SYSTEM (BIDS), AND DIGITAL BACKWALL VIDEO SIGNAGE

Notice is hereby given that sealed Proposals to provide a Common Use Passenger Processing System (CUPPS), Common Use Self-Service (CUSS) kiosks, a Multi-User Flight Information Display System (MUFIDS), including Gate Information Display System (GIDS) and Baggage Information Display System (BIDS) functionality, and a Digital Backwall Video Signage system in the passenger terminal building at 4550 Terminal Road, Rapid City, SD 57703, will be received in the offices of Rapid City Regional Airport until 2:00 PM MT, Friday, September 4, 2026.

This procurement is funded with Airport or other non-Airport Improvement Program funds. The Airport will include the civil-rights and nondiscrimination provisions applicable to contracts of an obligated airport sponsor. No Proposer should assume that Airport Improvement Program funding, Buy American requirements, a project-specific Disadvantaged Business Enterprise goal, or other grant-funded procurement requirements apply unless expressly added by written Addendum before the Proposal deadline. Proposers may bid on any one Award Package, any combination of Award Packages, or the entire technology package.

RFP documents may be obtained from: Megan Johnson, Marketing, Communications and Air Service Development Manager. Email: megan.johnson@rcgov.org. Website: <https://rapairport.com/request-for-proposals-bids-or-qualifications/>

A voluntary site visit and technical briefing will be held August 10, 2026, at 1:30 PM MT in the Airport Board Room, Terminal Building.

The Airport Board reserves the right to reject any and all Proposals, waive minor irregularities, negotiate with Proposers, award one or more contracts by Award Package or combination of Award Packages, and accept the Proposal or combination of Proposals considered in the Airport's best interest. The Airport Board may select multiple Proposers, one Proposer for the entire technology package, or no Proposer.

The Rapid City Regional Airport Board, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4), 28 CFR § 50.3, and 49 CFR Part 21, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, all contractors will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of the owner's race, color, national origin, sex, creed, age, or disability in consideration for an award.

Publication Dates: July 28, 2026 and August 1, 2026

2.0 GENERAL INFORMATION

It is the intention of the Airport Board to issue a nonexclusive right through one or more Agreements to provide CUPPS, CUSS, MUFIDS (including GIDS and BIDS functionality), and Digital Backwall Video Signage services. This RFP does not obligate the Airport to enter into an Agreement or pay any costs incurred in the preparation of a Proposal or in subsequent negotiations.

The Airport Board reserves the right to accept or reject any or all Proposals; award any Award Package or combination of Award Packages; award multiple contracts to multiple Proposers; award no contract; waive informalities; extend deadlines; request additional information; supplement or

amend this RFP; cancel the procurement; negotiate with any Proposer; or accept a Proposal deemed in the Airport's best interest.

By submitting a Proposal, the Proposer certifies that no fee, commission, or thing of value has been paid to any Airport employee or representative to secure this contract, and that all financial information has been prepared independently.

Proposers shall assume full responsibility to review and evaluate the entirety of this RFP, including all attachments and addenda. Failure to examine any portion of the RFP shall not relieve the Proposer of its obligations.

2.1 Equal Employment Opportunity

Rapid City Regional Airport is an Equal Employment Opportunity (EEO) organization, which does not discriminate on the basis of race, color, national origin, creed, sex, age, or the presence of any sensory, mental, or physical disability in consideration of a contract award. The successful Proposer will be required to comply with all federal, state, and local laws and regulations.

2.2 Prohibition Against Lobbying

The Proposer shall not lobby, either on an individual or collective basis, the Airport, its associated City employees, or outside advisors, or any federal, state, or local elected or public officials or staff regarding this RFP or its written Proposal. Violation of this provision, intentionally or unintentionally, will result in disqualification of the Proposer and/or rejection of a written Proposal.

2.3 Questions, Inquiries, and Contact with Airport Staff

The Airport is committed to providing all interested parties with accurate and consistent information in order to ensure that no Proposer obtains an undue competitive advantage. From the date of this RFP through award of contract, the Airport contact is Megan Johnson, Marketing, Communications and Air Service Development Manager (megan.johnson@rcgov.org).

All questions from Proposers must be submitted in writing, electronically, to megan.johnson@rcgov.org by 5:00 PM MT, August 18, 2026. Each Proposer is limited to a maximum of fifteen (15) consolidated written questions. The Airport may decline to answer questions submitted after the deadline or questions that are duplicative, vague, or seek a competitive advantage rather than clarification. Answers, clarifications, and Addenda will be posted on the Airport's website by 5:00 PM MT, August 25, 2026.

It shall be the Proposer's responsibility to monitor the Addenda that may be issued under and as a part of this RFP. Copies of this RFP, and any Addendum issued, are available for viewing at: <https://rapairport.com/request-for-proposals-bids-or-qualifications/>. Receipt of all Addenda must be acknowledged on Attachment B.

2.4 Required Provisions and Non-discrimination

The final executed Agreement(s) will contain the civil-rights and nondiscrimination provisions applicable to the Airport as an obligated airport sponsor, together with applicable federal, state, and local legal requirements. The Agreement will not incorporate grant-funded procurement clauses that do not apply to this Airport-funded project.

In compliance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Americans with Disabilities Act of 1990, and other non-discrimination authorities, it is the policy of the City of Rapid City to provide benefits, services, and employment to all persons without regard to race, color, national origin, sex, disabilities/handicaps, age, or income status. Contractor concerns regarding provision of services or

employment on the basis of disability/handicap may be directed to the City's ADA/Section 504 coordinator at (605) 394-4136.

2.5 Prohibited Entity Certification

The Proposer must submit a Certification of Prohibited Entity Status (Attachment C) with its Proposal that certifies that the Proposer is not a Prohibited Entity as defined in SDCL 5-18A-1(19A). A Proposer shall provide any information requested by the Board to verify the certification, upon request; however, the Board may rely on the certification without conducting any further investigative research or inquiry.

2.6 Airport Environment

It is important for Proposers to note that the Airport environment presents a set of unique challenges which are not typical of an off-airport setting. Facilities must be open three hundred and sixty-five (365) days a year with operating hours and staffing levels reflecting the fluctuation in seasonal and daily passenger traffic. In 2025, 905,211 passengers came through the facility.

The Airport is subject to specific federal security requirements and Proposer employees will be required to abide by all current and future security requirements at all times. Any employee of the selected Proposer who is on-site must pass a TSA-mandated security background check and shall be properly badged. The cost of badging Proposer employees is the responsibility of the Proposer.

2.7 Background

Rapid City Regional Airport (RAP) is a commercial service airport currently served by United Airlines (UA), Delta Air Lines (DL), American Airlines (AA), Allegiant Air (G4), and Sun Country Airlines (SY). The Airport anticipates adding service from additional carriers over the term of the resulting Agreement(s), and all awarded systems must accommodate carrier growth without requiring a platform change. RAP currently operates:

1. 46 total display screens, including 24 flight-related screens (gates, ticket counters, baggage claim, arrivals/departures) and 22 advertising screens
1. 40 existing display device controllers
1. 2 NEMA-rated baggage input touchscreen devices
1. An Airport Operational Database (AODB) with automated flight data integration
1. Website flight information integration
1. Terminal expansion requiring 15 additional controllers by 2028, for a total of approximately 61 devices

The Airport will continue using its existing 1080p monitors unless a Proposer offers an optional alternative (e.g., the Digital Backwall Video Signage). The selected Contractor(s) must support all existing infrastructure and provide scalable solutions for future expansion.

This RFP also introduces passenger-processing and ticketing-display functions not included in the incumbent MUFIDS contract: CUPPS, CUSS kiosks, and Digital Backwall Video Signage along the ticket counter wall. These functions are described in Section 5.0.

2.8 Implementation and Component-Specific Commencement

Implementation will begin following the Airport's written Notice to Proceed. Each Award Package will have its own implementation, acceptance, and Full Service Commencement dates. The Airport's target for MUFIDS, including GIDS and BIDS, is Final Acceptance by December 15, 2026 and production cutover by January 1, 2027. The target for CUPPS, CUSS, and Digital Backwall Video

Signage is Final Acceptance no later than March 31, 2027, unless the selected Proposer commits to an earlier supported date. Contractors shall coordinate any parallel operation, training, and cross-system testing required for their Award Package.

2.9 Funding and Applicable Contract Provisions

This is a non-AIP procurement. Applicable civil-rights provisions are included in Attachment E. Ordinary Airport contract requirements, including records retention, conflicts of interest, cybersecurity, termination, and compliance with law, apply as stated in this RFP and the Draft Agreement. Cabling, electrical rough-in, conduit, and millwork are furnished by others except for final equipment connections and equipment installation expressly included in an awarded scope.

2.10 Standards of Conduct and Conflicts of Interest

No Airport Board member, officer, employee, or proposal evaluation committee member may participate in the selection, award, or administration of a contract resulting from this RFP if a real or apparent conflict of interest exists. A conflict includes a financial or other interest held by that individual, an immediate family member, partner, or an organization that employs or is about to employ any of the foregoing in a firm considered for award.

No Airport Board member, officer, or employee shall solicit or accept gratuities, favors, or anything of monetary value from Proposers or parties to subcontracts, except for items of nominal value as may be permitted under Airport or City policy. Any Board member, officer, employee, or evaluation committee member with a known or potential conflict of interest relating to any Proposer shall disclose that conflict in writing to the Executive Director prior to participating in any part of the evaluation or selection process, and shall recuse themselves from evaluation, scoring, discussion, and award decisions concerning that Proposer.

Violation of this section by a Proposer, including an attempt to influence a Board member, officer, employee, or evaluation committee member outside the process described in Section 2.3, may result in disqualification. This section operates in addition to, and does not supersede, applicable Airport Board or City of Rapid City ethics and conflict-of-interest policies.

2.11 Protest Procedures

Any protest concerning the terms of this RFP or a resulting contract award must be submitted in writing to the Executive Director, stating the specific grounds and requested relief, no later than five (5) business days before the Proposal due date for solicitation protests or five (5) business days after notice of intended award for award protests. The Executive Director will issue a written decision, which may be appealed in writing to the Airport Board within five (5) business days. The Board's decision is the Airport's final administrative action. Filing a protest does not automatically stay the procurement schedule in Section 9.0.

3.0 DEFINITIONS

For purposes of this RFP and any Agreement resulting from it, the following terms shall have the meanings set forth below. Terms may appear in singular or plural form and shall carry the same meaning unless otherwise specified.

Airport: The Rapid City Regional Airport (RAP), including its Board, staff, agents, and authorized representatives.

Board: The Rapid City Regional Airport Board, the governing body responsible for procurement approval and contract award.

Contractor: A Proposer selected and awarded an Agreement under this RFP for one or more Award Packages.

Proposer: Any individual, firm, or entity submitting a response to this RFP.

CUPPS: Common Use Passenger Processing System, including check-in, gate, and operational interfaces used by multiple airlines, compliant with the most current IATA CUPPS Technical Specifications.

CUSS: Common Use Self-Service kiosks used for passenger check-in and boarding pass issuance, fully compatible with the CUPPS platform.

MUFIDS: Multi-User Flight Information Display System, including arrivals, departures, gate information, baggage claim status, and related digital signage.

FIDS: Flight Information Display System showing arrivals, departures, and gate information.

GIDS: Gate Information Display System, the subset of MUFIDS displays located at gates showing gate-specific flight and boarding information.

BIDS: Baggage Information Display System, the subset of MUFIDS displays and input controllers located at baggage claim showing baggage carousel and flight assignment information.

CMS: Content Management System used to schedule, manage, and distribute digital content, flight information, advertising, and emergency messaging across Airport displays, including support for proof-of-play reporting, role-based access, and audit logging.

AODB: Airport Operational Database used to manage flight data and operational information.

Device Controller: Hardware device that drives content to a display screen, including configuration, connectivity, playback functions, remote monitoring, automated restart after power loss, and support for software updates and SNMP or equivalent status reporting.

LED Module: A field-replaceable component of the Digital Backwall Video Signage system containing LED pixels, power connections, and control circuitry, designed for front-service access and modular replacement.

Pixel Pitch: The distance, measured in millimeters, between the centers of adjacent LED pixels on a display module, used as a performance baseline for image clarity at a given viewing distance.

Refresh Rate: The frequency, measured in Hertz, at which an LED display updates its image, with higher refresh rates reducing visible flicker and improving performance when photographed or recorded.

Front-Serviceable: A design characteristic of LED display modules and power components allowing maintenance, removal, and replacement from the front of the display surface without requiring access behind the installation.

Implementation Period: The period beginning with Notice to Proceed during which an Award Package is designed, installed, configured, integrated, tested, trained, and placed into service, including parallel operation where applicable.

Substantial Completion: The point at which an awarded system is fully functional and ready for Airport acceptance testing.

Final Acceptance: Written confirmation by the Airport that all contractual requirements for an awarded system have been met following successful completion of acceptance testing.

Critical Issue: Any system failure that impacts flight information accuracy, display functionality, CUPPS/CUSS passenger processing, Digital Backwall Video Signage operation, or any condition that prevents the Airport from conducting normal passenger processing or providing accurate public information.

WCAG 2.2 AA: Web Content Accessibility Guidelines, Level AA, required for public-facing and web-delivered components.

RTO/RPO: Recovery Time Objective and Recovery Point Objective, measures of system resilience defining the maximum acceptable time to restore service after an outage and the maximum acceptable age of restored data.

Award Package: One of the four independently priced and potentially awardable scopes described in Section 4.3: (1) MUFIDS, including GIDS and BIDS; (2) CUPPS; (3) CUSS; or (4) Digital Backwall Video Signage.

Acceptance Test Plan: The written, component-specific test scripts, performance thresholds, roles, evidence requirements, and pass/fail criteria approved by the Airport before formal acceptance testing begins.

Component Commencement Date: The date on which an Award Package has achieved Final Acceptance and recurring service obligations and fees begin.

Managed Service: A service arrangement under which the Contractor retains ownership or control of identified hardware, software, or hosting infrastructure and remains responsible for maintenance, replacement, and support.

Contractor-Owned Equipment: Hardware expressly identified as Contractor-owned, leased, hosted, or furnished as part of a managed service and maintained by the Contractor.

Airport-Owned Equipment: Hardware expressly sold to, accepted by, and paid for by the Airport, with title passing as stated in the Agreement and pricing schedule.

Airport-Furnished Infrastructure: Conduit, backboxes, cable pathways, structured cabling, designated network ports, electrical rough-in, and structural substrate furnished by the Airport or others, as specifically identified in the RFP or an Addendum.

4.0 INFORMATION AND INSTRUCTIONS TO PROPOSERS

4.1 Project Overview

The Rapid City Regional Airport is currently in the middle of a multi-year, multi-phase terminal renovation and expansion project. The project includes concourse expansion, reconfiguration of gates, and modifications to passenger circulation and terminal systems. The Airport seeks to implement modern CUPPS, CUSS, MUFIDS (including GIDS and BIDS), and Digital Backwall Video Signage systems that will support current operations and future expansion.

The Contractor(s) will be expected to provide a complete, integrated solution that includes software, hardware, hosting, implementation, training, and ongoing support for each Award Package awarded. All systems must be scalable to support additional gates, counters, display locations, and operational areas identified in the Airport's terminal expansion documents.

The Airport intends to establish one or more contracts with qualified Proposers. Each awarded package will have a five-year service term beginning on its Component Commencement Date following successful Final Acceptance. Recurring fees will not begin before Final Acceptance of the applicable Award Package.

4.2 Proposal Submission

Proposals should include three (3) originals and one (1) electronic copy of the Proposal on a flash drive.

Sealed Proposals shall be submitted by Friday, September 4, 2026, 2:00 PM MT, and delivered to:

Attn: Megan Johnson, Marketing, Communications and Air Service Development Manager
Rapid City Regional Airport, Administration Office
4550 Terminal Road, Suite 102
Rapid City, SD 57703

No Proposals will be received after the deadline. Faxed or emailed copies will not be accepted. All Proposals will be time-stamped upon receipt; Proposals received after the time specified above will be returned unopened. Mark the sealed envelope, in bold lettering: “Integrated Terminal Technology Package Proposal (CUPPS, CUSS, MUFIDS, GIDS, BIDS, and Digital Backwall Video Signage).”

All responsive Proposals become the property of the Airport and must be provided without cost to the Airport. Proposals which are incomplete or which are not in conformance with the law may be rejected as nonresponsive.

This is a competitive negotiated procurement evaluated under the criteria in Section 7.0. The Airport is not bound to award to the lowest-priced responsive Proposal, and the sealed-submission and time-stamping procedures described above are used solely to protect the integrity of the process; they do not establish a low-bid award method.

4.3 Proposal Structure and Itemized Pricing by Award Package

This RFP covers four (4) independently priced Award Packages:

1. Multi-User Flight Information Display System (MUFIDS), including GIDS and BIDS
1. Common Use Passenger Processing System (CUPPS)
1. Common Use Self-Service (CUSS)
1. Digital Backwall Video Signage

Each Proposer shall submit one Proposal package and may bid any one Award Package, any combination of Award Packages, or the entire technology package. Pricing for each Award Package must be itemized separately on Attachment D and capable of standalone evaluation and award. GIDS and BIDS are functional subsets of the MUFIDS Award Package and must be included in the MUFIDS base proposal, with separate line-item pricing for transparency.

The Airport reserves the right, in its sole discretion, to:

1. Award all four Award Packages to a single Proposer;
1. Award Packages individually or in any combination to one or more Proposers;
1. Decline to award any Award Package, or the procurement in its entirety;
1. Select multiple Proposers for different Award Packages based on the evaluation criteria in Section 7.0; and
1. Negotiate the scope, schedule, or pricing of any Award Package prior to award.

A Proposer is not required to bid on all four Award Packages to be considered responsive, provided its submission is complete and responsive for each Award Package bid.

4.3.1 Cross-System Integration Responsibility

Following selection, the Airport will designate an Integration Lead based on the Award Packages made, the source and ownership of operational data, and the selected systems' interface responsibilities. The Integration Lead may be the CUPPS Contractor, the MUFIDS Contractor,

another awarded Contractor, or an Airport-retained integration resource. The designation will be stated in the applicable Agreement or Notice to Proceed. The Integration Lead shall:

1. Publish and maintain an Interface Control Document (ICD) defining data sources, ownership, formats, refresh rates, authentication, responsibilities, dependencies, and failure-handling behavior for interfaces among awarded systems and Airport data sources;
1. Coordinate and lead joint integration testing under the implementation schedule in Section 9.0, with all affected awarded Contractors participating;
1. Identify, document, and report integration defects, specifying which system's interface is nonconforming with the ICD.

All awarded Contractors shall cooperate with the designated Integration Lead, conform their interfaces to the approved Interface Control Document, and participate in coordinated testing. Final Acceptance is contingent on demonstrated interface conformance, not solely on standalone performance. Each Contractor remains responsible for defects in its own interface, equipment, configuration, and services. The Airport retains final authority to resolve responsibility for integration defects.

4.4 Addenda

Addenda will be posted on the Airport's website. It is the Proposer's responsibility to monitor for Addenda and acknowledge all Addenda on Attachment B.

4.5 Proposal Validity

Proposals shall remain valid for one hundred twenty (120) days after the Proposal due date. Accepted implementation and recurring pricing for an awarded package shall remain firm as stated in the resulting Agreement. The Airport may request a written extension of the validity period; a Proposer may decline without penalty.

4.6 Examination of Documents

Submission of a Proposal constitutes acknowledgment that the Proposer has thoroughly examined and is familiar with this RFP and any Addenda. Failure to examine any portion of the RFP shall not relieve the Proposer of its obligations.

4.7 Confidentiality and Public Records

All materials submitted in response to this RFP become records of the Airport and may be subject to disclosure under South Dakota law. A Proposer shall identify each specific portion it believes is protected from disclosure and state the legal basis. Marking an entire Proposal confidential is not effective. The Airport will determine disclosure obligations and may notify the Proposer before release when practicable.

4.8 Proposal Withdrawal or Modification

Proposals may be modified or withdrawn before the submission deadline. After the deadline, Proposals may not be withdrawn during the one hundred twenty (120)-day validity period stated in Section 4.5.

4.9 Acceptance or Rejection of Proposals

The Airport reserves the right to reject any or all Proposals; waive informalities; request additional information; negotiate with any Proposer; award by individual Award Package, by combination of

Award Packages, or for the entire package; award to multiple Proposers; decline to award any contract; and cancel or reissue the RFP.

4.10 Site Visit

A voluntary site visit and technical briefing will be held August 10, 2026, at 1:30 PM MT in the Airport Board Room, Terminal Building. Attendance is strongly encouraged, particularly for Proposers bidding CUPPS, CUSS, or Digital Backwall Video Signage.

4.11 Subcontractors

Proposers may use subcontractors, provided the Proposer remains fully responsible for performance and compliance with the RFP and Agreement. Applicable civil-rights provisions in Attachment E and other contract obligations must be included in lower-tier agreements where required by their terms.

5.0 SCOPE OF WORK

5.1 System Architecture and Hosting

All systems shall operate on a secure, reliable, and redundant platform. The hosting environment shall provide at least 99.9% uptime, daily backups, defined Recovery Time Objective (RTO) and Recovery Point Objective (RPO), and a documented disaster recovery site with failover procedures. The Contractor shall provide system architecture diagrams, network diagrams, configuration documentation, and complete as-built drawings.

Individual devices, services, and functional modules within an Award Package shall be serviceable without unnecessarily affecting the remainder of the system or other Award Packages. Hardware furnished by the Proposer shall carry the manufacturer warranty stated in the Proposal and shall be maintained for the full Agreement term as required by the accepted ownership and service model.

5.1.1 Cybersecurity Minimum Requirements

At minimum, all awarded systems shall implement the following, regardless of Award Package:

1. Encryption in transit and at rest for all data, including flight, passenger, and operational data
1. Multi-factor authentication (MFA), with configurable MFA policies, and passwordless authentication (e.g., FIDO2/WebAuthn or equivalent) supported where applicable
1. Role-based access controls (RBAC), with Granular Access Control (GAC) preferred
1. Session Controls: configurable inactivity timeouts and automatic session lock or logout on all workstations, kiosks, and management interfaces
1. Secure Remote Access: VPN or equivalent secure channel required for any remote management connection to Contractor or Airport systems
1. Endpoint Protection: antivirus and malware detection software on all connected devices, with continuous system monitoring
1. Network Security: encrypted data transmission in transit and at rest, VLAN segmentation, and firewall management sufficient to isolate Airport operational technology systems from general IT and public-facing networks
1. PCI-DSS Compliance: for any Award Package or workflow (including CUSS/CUPPS kiosk or counter transactions) that processes, stores, or transmits payment card data, the Proposer shall describe its measures to minimize exposure of payment data and maintain applicable PCI-DSS compliance

1. Vulnerability patching, annual penetration testing, and quarterly vulnerability scans, with results available to the Airport upon request
1. Automated Software Updates: a documented, secure process for deploying patches, firmware, and application updates, with rollback support in the event an update causes a regression
1. User Data Ownership and Storage Location: all Airport- and passenger-related data entered or generated under this Agreement remains the Airport's exclusive property; all such data, in transit or at rest, must reside within the continental United States; and the Contractor may not use Airport data for AI model training, algorithm refinement, or other purposes without the Airport's explicit written consent

Security Incident Notification: notify the Airport within two (2) hours after discovery of an actual or reasonably suspected cybersecurity incident affecting Airport systems, credentials, data, or operations; provide continuing updates at least every twenty-four (24) hours until containment; and deliver a written root-cause and corrective-action report within ten (10) business days after containment.

Logging and Auditability: retain security, administrative, access, configuration-change, and system-event logs for at least twelve (12) months and make relevant logs available to the Airport upon request.

Vulnerability Remediation: remediate Critical vulnerabilities within fifteen (15) calendar days and High vulnerabilities within thirty (30) calendar days, or submit a documented compensating-control plan acceptable to the Airport.

Subprocessors and Cloud Providers: disclose all material hosting providers, subprocessors, and third parties that may access Airport data or production systems, and provide advance notice of material changes.

Data Return and Deletion: at expiration or termination, return Airport data in an agreed usable format and certify deletion from Contractor-controlled systems after the agreed transition and handoff period, except where retention is required by law.

5.1.2 Software and Operating System Baseline

Unless otherwise approved by the Airport in writing, all Contractor-provided systems shall conform to the following baseline:

1. Windows 11 or newer for desktop/workstation operating systems
1. Web-based, browser-compatible administration tools for system configuration and monitoring
1. A centralized management console providing a unified interface for configuration, monitoring, and maintenance across all devices within the applicable Award Package

5.1.3 Monitoring and Reporting Minimum Requirements

At minimum, the Contractor shall provide:

1. Monthly reports delivered within five (5) business days after month-end, or a real-time dashboard accessible to Airport staff, detailing uptime, scheduled and unscheduled maintenance, incidents, ticket status, and changes made during the prior month, consistent with Section 5.1.4
1. Antivirus and endpoint security reports detailing items discovered and remediation steps taken across all protected devices
1. System performance, device status, and usage analytics reporting tools accessible to Airport staff
1. Automated alerts to both Airport and Contractor support teams for third-party integration failures, device failures, or security events

5.1.4 Minimum Service Level Requirements (SLA Floor)

Section 6.3 requires Proposers to propose a Service Level Agreement (SLA). The requirements below establish the Airport's minimum acceptable SLA terms for each Award Package; Proposers may exceed these minimums and will be scored accordingly under Section 7.0, but a Proposal offering terms below this floor may be deemed nonresponsive for the affected Award Package. Final SLA terms will be negotiated and incorporated into the Agreement as an SLA exhibit, consistent with the Draft Agreement.

Requirement	Minimum Standard
System Uptime	Minimum 99.9% measured monthly, excluding scheduled maintenance windows approved in advance by the Airport
Critical Issue Response Time	Acknowledge within 30 minutes, 24/7/365; work to resolution begins within 1 hour of acknowledgment
Critical Issue Resolution Target	Restore to full operation within 4 hours of acknowledgment, or provide an interim workaround restoring public-facing functionality within 2 hours
Non-Critical Issue Response Time	Acknowledge within 4 business hours; resolve or provide remediation plan within 2 business days
Device Reboot / Recovery	Less than 1 minute, consistent with Section 5.3
Support Availability	24/7/365 phone and electronic support with documented escalation path
Monthly Reporting	Uptime, maintenance, incident, and ticket summary delivered within 5 business days of month-end
Weekly Security Reporting	Security-event and endpoint-protection reporting available through a dashboard or delivered at least monthly, with immediate notification of material incidents
Remedies for Non-Performance	Monthly service credits: 5% of the affected package monthly fee for uptime below 99.9%; 10% below 99.5%; 20% below 99.0%. Credits do not limit other contractual remedies.
Uptime Measurement	Measured separately for each Award Package at the production service boundary. A single isolated display failure is tracked as a device outage unless it reflects a platform or distribution failure affecting multiple devices.
Scheduled Maintenance	Excluded only when approved in advance, performed within the approved window, and not exceeding four hours per month unless separately authorized.

These minimums apply to the MUFIDS, CUPPS, and CUSS Award Packages. Digital Backwall Video Signage may use adjusted hardware service metrics approved by the Airport, but must still meet incident-response, reporting, and parts-availability requirements.

5.2 CUPPS and CUSS

The Contractor shall provide a complete Common Use Passenger Processing System (CUPPS) compliant with the most current IATA CUPPS Technical Specifications, supporting check-in, ticketing, boarding, and baggage processing for multiple carriers sharing common workstations, network, and infrastructure while maintaining secure and independent access to each airline's operational applications.

5.2.1 Hybrid Preferential and Common Use Model

The Airport currently accommodates United Airlines (UA), Delta Air Lines (DL), American Airlines (AA), Allegiant Air (G4), and Sun Country Airlines (SY), and anticipates adding carriers during the contract term. The Airport intends to operate a hybrid model in which positions may use airline-proprietary equipment or the Airport's common-use platform. A position-by-position designation will be issued by final Addendum. Until issued, Proposers shall identify all assumptions and provide unit pricing for adding or deleting common-use counter, gate, and kiosk positions. For CUPPS price evaluation, Proposers shall price a platform capable of supporting eighteen (18) ticket counter positions (9 ticket counters, 2 agent stations each) and twelve (12) gate positions, with actual common-use quantities subject to award.

The CUPPS/CUSS Proposer's solution must, at minimum:

1. Operate Common Use positions on the Proposer's platform per the requirements below;
1. Interoperate with airline-owned, Preferential Use DCS equipment at minimum to synchronize flight, gate, and boarding status data with the AODB, so that MUFIDS, GIDS, BIDS, and the Digital Backwall Video Signage display accurate information regardless of which DCS a given flight is using;
1. Support the same dual-mode election for CUSS kiosks as for counter/gate DCS, allowing a carrier to deploy its own proprietary kiosk software/hardware or use Airport common-use kiosks, by location;
1. Provide a defined process and target timeline for a carrier to switch a given position between Preferential Use and Common Use; and
1. Define the network and cybersecurity boundary applicable where airline-owned equipment connects to Airport-owned network infrastructure, including which party is responsible for the cybersecurity posture of that segment, consistent with the encryption, MFA, and RBAC requirements in Section 5.1.

The Proposer is not responsible for the performance, security, or maintenance of airline-owned proprietary DCS or kiosk equipment it does not control, provided the Proposer's system meets the interoperability requirements of this section. The Contractor's indemnification obligations under Section 8.2 do not extend to failures originating solely on airline-owned proprietary systems.

5.2.2 Common Use Capabilities

Required capabilities for positions operating in Common Use mode include, at minimum:

1. Common Use Workstations (CUWS): recommended configuration for check-in counters and gates
1. Boarding pass and bag tag thermal printers compatible with standard airline DCS applications
1. Boarding pass readers (BPR) capable of reading 1D/2D barcodes from paper and mobile devices, with glare-resistant displays suitable for the terminal lighting environment
1. CUSS kiosks for self-service check-in, bag tagging, and boarding pass issuance, fully compliant with the applicable CUSS interface and capable of supporting carrier-specific ancillary-fee and baggage workflows
1. ADA-Compliant Kiosk Design: CUSS kiosks shall meet the accessibility requirements of the ADA 2010 Standards for Accessible Design and the Air Carrier Access Act (14 CFR Part 382) applicable to self-service kiosks, including compliant reach ranges, clear floor space, and an accessible mode with audio output (e.g., headphone jack) and tactile input for passengers who are blind or have low vision

1. Centralized management console for configuration, monitoring, and maintenance across both Common Use and interoperating Preferential Use positions
1. Secure API-based integration for airline onboarding, preferably hosted by the System/Software-as-a-Service provider rather than the Airport, with a defined onboarding timeline (target: provisioning of a new carrier's DCS profile, API credentials, and kiosk workflow within a stated number of business days of Airport authorization)
1. Passwordless authentication (e.g., FIDO2/WebAuthn or equivalent) and configurable multi-factor authentication (MFA) policies
1. Role-based access controls (RBAC), with Granular Access Control (GAC) preferred
1. Real-time data synchronization with MUFIDS/GIDS/BIDS from a single common data source
1. Capability for future integration with an Airport Operational Database (AODB) and other airport systems
1. Networking and Power: any Contractor-supplied equipment racks, switches, or cabinets shall be UPS-protected and sized and powered consistent with the equipment specifications provided in the Technical Proposal; this requirement covers Contractor-supplied equipment only and does not include Airport-furnished conduit, cabling, or millwork, which are excluded from this RFP per Section 2.9

The Proposer shall describe its data ownership, data residency (U.S.-based, continental United States), and AI/model-training restrictions, consistent with the requirement that all Airport-generated data remain the Airport's exclusive property and not be used for vendor model training without explicit written consent.

5.3 MUFIDS, Including GIDS and BIDS

The Contractor shall supply all configured display device controllers necessary for a fully functional MUFIDS, including all cabling, connectors, adapters, and termination equipment between the controller and the existing display. The system must scale to support a minimum of 61 total devices by 2028 to accommodate the Airport's ongoing terminal expansion (an addition of at least 15 devices over the current 46).

The Airport will continue using its existing 1080p monitors; the Proposer is not required to supply screens for MUFIDS/GIDS/BIDS unless proposing the optional Digital Backwall Video Signage alternative described in Section 5.7.

5.3.1 GIDS (Gate Displays)

Gate-facing displays shall present gate-specific flight, boarding status, and gate-change information, synchronized in real time with the AODB and CUPPS/CUSS check-in and boarding data.

5.3.2 BIDS (Baggage Displays and Input Controllers)

The Contractor shall include baggage claim input controller devices (minimum 2 NEMA-rated industrial touchscreen units) and baggage carousel-facing displays showing flight-to-carousel assignment.

Device reboot and return to full operation shall take less than one (1) minute for all MUFIDS, GIDS, and BIDS device controllers. The Proposer shall specify per-device bandwidth consumption and total system bandwidth requirements, and shall include a scalability plan addressing hardware lead times, network configuration, and installation coordination for the 2028 expansion with minimal disruption to active displays.

5.4 Flight Data and Website Integration

The Contractor shall provide the interfaces, subscriptions, and data feeds required to display accurate real-time flight information across MUFIDS, GIDS, and BIDS. The system shall provide a live flight-information data feed to the Airport's public website (www.rapairport.com) without manual entry by Airport staff and shall integrate with the Airport Operational Database or other Airport-approved source. Airport and Contractor support shall receive automated alerts for third-party integration failures. Public-facing web components must conform to WCAG 2.2, Level AA.

5.5 Content Management System (CMS) and Advertising Management

The Contractor shall provide a digital content management platform for creating, scheduling, and distributing content to all displays, supporting at minimum video files (.mp4), static images (.jpg), HTML-based content, and live data feeds, with zone-based scheduling and a content approval workflow.

The system shall support advertising content on all 46 existing screens (and any added through expansion). The 22 dedicated advertising screens shall display advertising as their primary function, while flight-related screens shall automatically default to advertising content when no active flight data is present. The system shall generate proof-of-play reports (date, time, duration, screen location, content identifier), exportable in CSV, PDF, and JSON.

5.6 Emergency and Alert Override

The system shall support a manual emergency notification capability allowing authorized Airport staff to override all screen content and display emergency messaging across any or all displays, accessible from the CMS and operable within sixty (60) seconds. Optional integration with the Airport's public address system is encouraged.

5.7 Digital Backwall Video Signage

The Airport intends to install a continuous LED digital signage system along the airline ticket counters, approximately 4.3 feet in height and 113 feet in length, divided into two sections. The specifications below establish a performance baseline; they are not a sole-source or single-manufacturer specification, and the Airport will consider any qualified manufacturer's product that meets or exceeds these baseline requirements.

Performance baseline:

1. Pixel pitch no greater than 2.5 mm, suitable for close-viewing interior environments
1. Minimum brightness of 700 nits with automatic ambient-light brightness adjustment
1. Minimum refresh rate of 3,840 Hz to minimize visible flicker in photo and video capture
1. Factory and on-site calibration capability meeting a defined color uniformity standard
1. Front-serviceable LED modules and power supplies designed for modular replacement
1. Minimum 10-year spare parts availability and parts-only service support

The Contractor shall provide mounting details, structural load calculations, power and heat-output requirements, shop drawings, panels, mounting frames, controllers, video-to-display signal conversion, final equipment installation, calibration, commissioning, and CMS integration. The Airport or its construction contractors will furnish the structural substrate, cabling pathways, conduit, electrical rough-in, and millwork. The Contractor is responsible for verifying the furnished interface before installation and for final termination and signal connection from its equipment to Airport-furnished infrastructure.

5.8 Acceptance Testing and Performance Criteria

The Airport will conduct acceptance testing after Substantial Completion of each Award Package under an approved Acceptance Test Plan. The applicable system must operate in a production or production-equivalent environment for at least thirty (30) consecutive days without an unresolved Critical Issue. Final Acceptance will be granted only after the component-specific pass/fail criteria are met, Critical Issues are resolved, remaining non-critical items are documented with an approved correction schedule, and all required training and documentation are delivered.

Award Package	Minimum Acceptance Evidence
MUFIDS, including GIDS/BIDS	Accurate flight, gate, boarding-status, carousel, website-feed, advertising fallback, proof-of-play, emergency override, controller recovery, monitoring, and failover tests.
CUPPS	Successful airline application launch and transactions at each accepted counter/gate configuration; printing and scanning peripherals; authentication; interface synchronization; failover; and airline or Airport sign-off.
CUSS	Successful check-in, boarding-pass, bag-tag, accessibility-mode, peripheral, remote-management, and carrier-workflow tests for each accepted kiosk configuration.
Digital Backwall Video Signage	Physical inspection, calibration and uniformity, brightness control, content playback, controller redundancy, thermal performance, module replacement, CMS integration, and emergency-content tests.

5.9 Documentation, Standards Compliance, and Deliverables

All awarded systems and Contractor-supplied hardware shall comply with applicable accessibility requirements, TSA operational and security requirements, and applicable state and local building, electrical, and fire codes. As a final deliverable for each Award Package, and as configurations change, the Contractor shall supply:

1. Complete interface documentation, including the Interface Control Document (ICD) described in Section 4.3.1, where applicable
1. Configuration files and system architecture documentation sufficient for the Airport or a successor contractor to understand and operate the system
1. Version control logs for material software, firmware, template, and configuration changes made during implementation and ongoing operation
1. As-built network and system diagrams reflecting the final installed configuration

These deliverables are in addition to, and do not replace, the end-of-contract data and configuration handover obligations that will be set forth in the resulting Agreement.

6.0 PROPOSAL REQUIREMENTS

Each Proposal shall be organized and presented in the order outlined below. Proposals that fail to follow this structure may be deemed nonresponsive. All required forms and certifications must be completed in full.

6.1 Required Proposal Components

1. Completed Attachments A, B, C, and D; Attachment E is incorporated by reference and is not returned
1. Executive Summary describing key features of the Proposal, the Award Package(s) bid, and the Proposer's qualifications
1. Management and Operations Plan describing company structure, leadership, staffing, and relevant experience
1. Technical Proposal addressing each Award Package bid, per Section 6.3
1. Minimum Qualifications Documentation as described in Section 6.4
1. Three Business References for similar work performed within the past five years, relevant to each Award Package bid
1. Digital Backwall Video Signage shop drawings or conceptual layouts, if proposing that Award Package

6.2 Executive Summary

The Executive Summary shall provide a concise overview of the Proposer's understanding of the Airport's needs and the proposed solution for each Award Package bid, highlighting qualifications, relevant experience, and key benefits.

6.3 Technical Proposal

The Technical Proposal shall address, at minimum, the elements below applicable to each Award Package the Proposer bids:

1. System architecture, including hosting environment, redundancy, and failover
1. Cybersecurity approach addressing each minimum requirement in Section 5.1.1, including MFA/passwordless authentication, session controls, secure remote access (VPN), endpoint protection, network segmentation, and PCI-DSS compliance where applicable
1. Conformance with the software and operating system baseline in Section 5.1.2, and any requested exceptions
1. Monitoring and reporting approach addressing each minimum requirement in Section 5.1.3, including weekly antivirus/security reporting and monthly uptime/maintenance reporting format
1. CUPPS/CUSS system capabilities, workstation/kiosk specifications, peripherals, ADA-compliant kiosk design, and airline integration approach, including the Proposer's approach to the hybrid preferential/common-use model described in Section 5.2.1 for both DCS positions and CUSS kiosks (if bidding CUPPS and/or CUSS)
1. MUFIDS/GIDS/BIDS architecture, including device controllers, bandwidth requirements, reboot performance, and scalability to 61 devices (if bidding any of these components)
1. Flight data integration, including AODB integration, airline data sources, and website feed methodology
1. CMS capabilities, including supported content types, zone-based scheduling, approval workflow, and advertising management
1. Advertising default/fallback logic and proof-of-play reporting
1. Emergency override functionality, including activation method and optional PA integration
1. Digital Backwall Video Signage technical approach, including pixel pitch, brightness, calibration, mounting, and serviceability (if bidding this component)

1. Critical-path implementation and migration plan, including hardware lead times, Airport and airline dependencies, construction handoffs, interface development, certification, testing, training, downtime windows, and the earliest supported Final Acceptance date for each Award Package
1. Project schedule from Notice to Proceed through System Acceptance, by Award Package
1. Documentation and deliverables plan addressing each requirement in Section 5.9, including ICD, configuration files, and version control practices

6.4 Minimum Qualifications

To be considered responsive for a given Award Package, a Proposer must meet or exceed the following minimum qualifications for that component:

1. Five years of experience providing the Award Package(s) bid, or a comparable airport technology system
1. Three airport deployments of similar size, scope, and complexity within the past seven years for the Award Package(s) bid
1. For CUPPS or CUSS bids: at least one referenced deployment supporting multiple carrier business models and airline-specific check-in or ancillary-service workflows
1. For CUPPS or CUSS bids: demonstrated experience operating a hybrid environment in which airline-proprietary equipment interoperates with a common-use platform
1. For MUFIDS/GIDS/BIDS or Digital Backwall Video Signage bids: at least one referenced deployment including comparable digital signage
1. Demonstrated ability to support a minimum of 61 device controllers by 2028, for MUFIDS/GIDS/BIDS bids
1. Financial stability demonstrated through audited financial statements or equivalent documentation

The Airport reserves the right to request additional documentation to verify any qualification.

6.5 References

Proposers shall provide at least three references from airports where similar systems have been installed within the past five years, relevant to each Award Package bid, using the reference form included in Attachment A. Each reference shall include airport name, contact person, email and phone number, scope of work, and contract period.

6.6 Submittal Requirements

1. Typed and legible
1. Bound or securely fastened
1. Organized in the required order, with each Award Package's technical and pricing content clearly labeled
1. Signed by an authorized representative

Electronic submissions must be in PDF format and uploaded via secure link if requested.

6.7 Exceptions to RFP or Draft Agreement

Any exceptions to the RFP or Draft Agreement must be clearly identified in the Proposal. Exceptions not identified at the time of submission may not be considered after award.

6.8 Confidential or Proprietary Information

Any information claimed as confidential must be clearly marked on each page. The Airport will not seek confidentiality protection for materials solely because they are labeled “confidential.”

7.0 PROPOSAL EVALUATION CRITERIA AND SCORING MATRIX

The Airport will first conduct a mandatory responsiveness and minimum-qualifications review for each Award Package. Responsive Proposals will then be scored by a selection committee using the criteria below. Each Award Package will be evaluated separately, while the Airport may also consider integration risk and the advantages or disadvantages of a combined award.

The Airport may request additional information, conduct interviews, or seek best-and-final offers prior to award. Cost is not the sole determining factor; the Airport will award each Award Package to the Proposer whose Proposal for that component is deemed most advantageous to the Airport.

7.1 Evaluation Categories and Scoring

The Airport will use the following scoring matrix for each Award Package. Pricing will be normalized using the evaluation quantities and assumptions stated in Attachment D and any Addendum.

Category	Points	What Is Evaluated
Qualifications and Experience	25	Comparable airport deployments; relevant Award Package experience; proposed team; references; organizational and financial capacity.
Technical Approach and Capabilities	25	Architecture, hosting, redundancy, cybersecurity, interoperability, scalability, and package-specific functionality.
Implementation, Support, and Reliability	30	Supported critical-path schedule and dependencies; carrier and third-party coordination; acceptance approach; training; 24/7/365 support; SLA compliance; maintainability.
Cost and Value	20	Normalized five-year evaluated cost, pricing transparency, ownership model, recurring obligations, expansion pricing, and overall value.
TOTAL	100	

Cost is not the sole determining factor. The Airport will award each Award Package to the Proposer whose Proposal for that component is deemed most advantageous to the Airport based on this matrix.

7.2 Interviews and Best-and-Final Offers

The Airport reserves the right to conduct interviews with any or all Proposers, request best-and-final offers, and seek clarifications on any portion of a Proposal. Interviews, if conducted, may affect final scoring.

7.3 Award

Award of each Award Package will be made to the Proposer whose Proposal is determined to be most advantageous to the Airport. The Airport may negotiate with the highest-ranked Proposer, award all packages to one Proposer, award packages to multiple Proposers, defer an Award Package, or make no award. Integration responsibility and implementation risk may be considered in the best-value determination.

The Rapid City Regional Airport Board holds final authority to approve and award any contract resulting from this RFP.

The Airport will document price and cost reasonableness for each awarded package and retain the evaluation and negotiation record in the procurement file.

8.0 TERMS AND CONDITIONS

The following terms and conditions apply to any Agreement resulting from this RFP. The Contractor shall also comply with the applicable civil-rights provisions in Attachment E and the Draft Agreement.

8.1 Open Records

All materials submitted become records of the Airport and may be disclosed under South Dakota Open Records Laws (SDCL Chapter 1-27). A confidentiality marking does not control disclosure. The Airport will determine whether an exemption applies and may consult the City Attorney and notify the Proposer before release when practicable.

8.2 Indemnification

8.2.1 Indemnification of the Board

To the fullest extent permitted by law, the Contractor shall indemnify and defend the Rapid City Regional Airport Board, the City of Rapid City, and their officers and employees from third-party claims, damages, losses, and reasonable defense costs to the extent caused by the Contractor's negligent acts or omissions, willful misconduct, breach of this Agreement, or infringement of a third party's intellectual-property rights. The obligation does not apply to the extent a claim is caused by the negligence or willful misconduct of an indemnified party and survives expiration or termination.

8.2.2 Indemnification of Contractor

Nothing in this RFP or the resulting Agreement requires the Board or City to indemnify the Contractor or waives governmental immunity, statutory limitations, defenses, or protections available under South Dakota law.

8.3 Insurance

During the term of the Agreement, the Contractor shall maintain, at minimum: Workers' Compensation Insurance as required under South Dakota law; Commercial General Liability Insurance of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate; Technology Errors and Omissions and Cyber/Privacy Liability Insurance of not less than \$2,000,000 per claim; and Commercial Automobile Liability Insurance of not less than \$1,000,000 combined single limit. The Airport and City shall be named as additional insureds on commercial general liability and automobile policies where commercially available and appropriate.

8.3.1 Performance Assurance

No bid bond is required. As a condition of award, the Airport may require a Performance Guarantee or irrevocable Letter of Credit equal to twenty percent (20%) of the one-time implementation cost, or the amount of any advance payment for undelivered equipment, whichever is greater. The assurance will be released after Final Acceptance. The Airport may require a payment bond if an awarded scope includes construction-type installation labor.

8.4 Compliance

The Contractor and all subcontractors shall comply with applicable federal, state, and local laws, TSA security directives, Airport rules and policies, and the civil-rights requirements in Attachment E. A penalty assessed against the Airport due to the Contractor's violation shall be reimbursed to the extent caused by the Contractor.

8.5 Termination

The Airport may terminate an Agreement or Award Package for convenience upon thirty (30) days' written notice. For a curable material breach, the Airport will provide written notice and at least ten (10) business days to cure, unless a longer period is approved in writing. Immediate suspension or termination may be used for fraud, abandonment, material security or safety risk, unlawful conduct, repeated Critical Issues, or a breach that cannot reasonably be cured. The Contractor may terminate for uncured nonpayment after forty-five (45) days' written notice.

8.6 Ownership of Equipment

Ownership of equipment, infrastructure, and licensed software provided under this Agreement shall be as identified in the Contractor's Proposal, the final equipment schedule, or other contract documents approved by the Airport.

Equipment purchased by and designated as Airport-owned shall become the property of the Airport upon acceptance. Equipment provided as part of a managed service, hosting environment, subscription, lease, or other service-based arrangement may remain the property of the Contractor, including hosting infrastructure, proprietary software licenses, and equipment expressly identified as Contractor-owned.

Unless otherwise stated in the contract documents, the Contractor shall repair, maintain, and replace Contractor-owned equipment at no additional cost. Airport-owned equipment shall be repaired or replaced as stated in the warranty and maintenance schedule. The Airport may require replacement at the Contractor's expense only when equipment is defective, unsafe, unsupported, obsolete, materially noncompliant, or not maintained to contract standards. The ownership designation for each major item must be confirmed before installation.

9.0 SELECTION PROCESS AND SCHEDULE

The following schedule represents the Airport's anticipated timeline for this procurement. The Airport reserves the right to modify any or all dates at its sole discretion, including extending or shortening deadlines, canceling or reissuing the RFP, or adjusting the contract start date. Any changes will be communicated by Addendum posted to the Airport's website.

Date / Time	Milestone
July 28, 2026	RFP issued and first legal notice
August 1, 2026	Second legal notice
August 10, 2026, 1:30 PM MT	Optional site visit and technical briefing
August 18, 2026, 5:00 PM MT	Final date for written questions
August 25, 2026, 5:00 PM MT	Airport responses and final Addendum
September 4, 2026, 2:00 PM MT	Proposals due
September 8 - September 18, 2026	Evaluation and reference checks
September 21-23, 2026	Interviews, demonstrations, and best-and-final offers, if used
September 25, 2026	Notice of intended selection

Date / Time	Milestone
October 13, 2026	Anticipated Airport Board approval, subject to the Board calendar
October 19, 2026	Target Agreement execution and Notice to Proceed
October 19 - November 13, 2026	Discovery, final design, carrier coordination, interface planning, and implementation-plan approval
November 16 - December 11, 2026	Target MUFIDS installation, parallel operation, training, and acceptance testing
December 15, 2026	Target MUFIDS Final Acceptance
January 1, 2027	Target MUFIDS production cutover, subject to Final Acceptance
March 31, 2027	Target Final Acceptance for CUPPS, CUSS, and Digital Backwall Video Signage, unless an earlier supported date is accepted

Questions regarding this RFP shall be submitted in writing to Megan Johnson, Marketing Communications and Air Service Development Manager (megan.johnson@rcgov.org), 4550 Terminal Road, Suite 102, Rapid City, SD 57703, no later than the written questions deadline above. Responses will be issued by Addendum and posted to the Airport website. Verbal questions or responses are not binding.

10.0 REQUIRED CERTIFICATIONS AND FORMS

The following Attachments must be completed and returned with the Proposal:

1. Attachment A – Proposer’s Proposal (includes the required reference form)
1. Attachment B – Designated Company Point of Contact and Acknowledgment of Addenda
1. Attachment C – Certification of Prohibited Entity Status
1. Attachment D – Pricing Forms and Equipment/License Classification Schedule
1. Attachment E – Applicable Civil Rights Provisions (reference only; not returned)

Attachments A through D that require information or signature must be completed in full and signed by an authorized representative. Attachment E is incorporated by reference and is not returned. Carrier and position designations and additional technical information may be issued by Addendum and incorporated into the resulting Agreement.

Two companion documents are issued with this RFP and are available from the Airport contact identified in Section 2.3: the Draft Agreement, which reflects the terms intended for a contract covering an Award Package selected for award, and the Existing System Technical Reference Packet, which provides current MUFIDS architecture, AODB integration, construction-interface, and network-reference information equally to all Proposers. Proposers should review both before submission.

ATTACHMENT A

PROPOSER'S PROPOSAL

(To be returned with Proposal)

Name of Proposer: _____

Address: _____

City, State, ZIP: _____

Phone: _____ Email: _____

The undersigned, having carefully examined the Request for Proposals, hereby proposes to furnish all labor, materials, equipment, software, hosting, and services necessary to perform the work for the following Award Package(s) (check all that apply):

- 1. ☐ MUFIDS, including GIDS and BIDS
- 1. ☐ Common Use Passenger Processing System (CUPPS)
- 1. ☐ Common Use Self-Service (CUSS)
- 1. ☐ Digital Backwall Video Signage

Required Submittals (attach the following): Executive Summary; Management and Operations Plan; Technical Proposal; Minimum Qualifications documentation; three business references (below); any additional materials required under Section 6.0.

References (Minimum Three, Consistent with Section 6.5)

Provide at least three (3) references from airports where the Proposer has provided systems comparable to the Award Package(s) bid within the past five (5) years. Identify which Award Package(s) each reference supports. Use additional copies of this page as needed.

Reference 1:

Airport Name	_____	
Award Package(s) Referenced	_____	
Contact Name & Title	_____	Phone
Email	_____	
Scope of Work	_____	
Contract Period	_____	

Reference 2:

Airport Name	_____	
Award Package(s) Referenced	_____	
Contact Name & Title	_____	Phone
Email	_____	

Scope of Work	
Contract Period	

Reference 3:

Airport Name		
Award Package(s) Referenced		
Contact Name & Title		Phone
Email		
Scope of Work		
Contract Period		

Authorized Signature

Name: _____

Title: _____

Signature: _____

Date: _____

ATTACHMENT B

DESIGNATED COMPANY POINT OF CONTACT AND ACKNOWLEDGMENT OF ADDENDA

(To be returned with Proposal)

Proposer Name: _____

Designated Point of Contact — Name:

Title: _____

Phone: _____ Email: _____

All communications regarding this RFP shall be directed to the individual listed above.

Acknowledgment of Addenda — The Proposer acknowledges receipt of the following Addenda (if none, write “None”):

Addendum No. _____ Date Received: _____

Addendum No. _____ Date Received: _____

Addendum No. _____ Date Received: _____

Authorized Signature

Name: _____

Title: _____

Signature: _____

Date: _____

ATTACHMENT C

CERTIFICATION OF PROHIBITED ENTITY STATUS — SDCL 5-18A-51

SDCL 5-18A-1(19A) defines “Prohibited Entity” as an organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, limited liability company, or other entity or business association, including all wholly owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates, regardless of principal place of business, which is ultimately owned or controlled by: (a) a foreign parent entity from the People’s Republic of China, the Republic of Cuba, the Islamic Republic of Iran, the Democratic People’s Republic of Korea, the Russian Federation, or the Bolivarian Republic of Venezuela; or (b) the government of any of those countries. A prohibited entity does not include a citizen or legal permanent resident of the United States, or an individual foreign national.

The undersigned hereby certifies the following:

1. I am an authorized representative and agent of _____ (“Proposer”);
1. Check one: ___ Proposer is not a Prohibited Entity as defined by SDCL 5-18A-1(19A); or ___ Proposer is a Prohibited Entity pursuant to SDCL 5-18A-1(19A) but grounds for waiver exist pursuant to SDCL 5-18A-52 (if marking this option, provide the basis for the requested waiver);
1. I understand that a Proposer who becomes a Prohibited Entity after making this certification must provide written notice to the Board, who may terminate the contract;
1. I understand that the Board has the right to terminate a contract with any contractor who submits a false certification, and that false certification may be subject to suspension or debarment under SDCL 5-18D-12.

Dated this _____ day of _____, 20____.

(Contractor Business Name) _____

By: _____ Printed name:

_____ Title: _____

ATTACHMENT D

PRICING FORMS - ITEMIZED BY AWARD PACKAGE

(To be returned with Proposal)

Proposers shall provide pricing for each Award Package bid. Pricing must be itemized and capable of standalone evaluation. All assumptions, third-party fees, travel, taxes, freight, installation, training, licenses, hosting, support, and recurring charges must be identified. Where quantities may change, provide unit prices for additions and deletions.

D-1 MUFIDS, Including GIDS and BIDS Pricing

Item	Description	One-Time Cost	Annual Cost
1	MUFIDS software platform, including GIDS and BIDS functionality	\$	\$
2	Display device controllers for 46 existing locations	\$	\$
3	Additional controller unit price for expansion to at least 61 devices	\$	\$
4	Gate display configuration and controllers	\$	\$
5	Baggage claim input controllers, minimum 2 NEMA-rated	\$	\$
6	Baggage display configuration and controllers	\$	\$
7	CMS, advertising management, proof-of-play, and emergency override	\$	\$
8	AODB/flight-data and public website integration, including third-party fees	\$	\$
9	Installation, configuration, acceptance testing, and training	\$	\$
10	Hosting, support, maintenance, warranties, and updates	\$	\$
	TOTAL	\$	\$

D-2 CUPPS Pricing

Item	Description	One-Time Cost	Annual Cost
1	CUPPS platform and central services	\$	\$
2	Evaluation quantity: 12 ticket-counter and 4 gate workstations, including required peripherals	\$	\$
3	Unit price per additional or deleted counter workstation and peripheral set	\$	\$
4	Unit price per additional or deleted gate workstation and peripheral set	\$	\$
5	Airline interfaces, onboarding, certifications, and third-party fees	\$	\$
6	Implementation, configuration, acceptance testing, and training	\$	\$
7	Hosting, support, maintenance, warranties, and updates	\$	\$
	TOTAL	\$	\$

D-3 CUSS Pricing

Item	Description	One-Time Cost	Annual Cost
1	CUSS platform and central management	\$	\$
2	Per-kiosk hardware, peripherals, accessible mode, and software unit price	\$	\$
3	Carrier workflows, interfaces, onboarding, and third-party fees	\$	\$
4	Implementation, configuration, acceptance testing, and training	\$	\$
5	Hosting, support, maintenance, warranties, and updates	\$	\$
	TOTAL - base quantity to be confirmed by Addendum	\$	\$

D-4 Digital Backwall Video Signage Pricing

Item	Description	One-Time Cost	Annual Cost
1	LED display panels/modules for the stated backwall dimensions	\$	\$
2	Mounting system/frame and structural engineering	\$	\$
3	Controllers and video-to-display signal conversion	\$	\$
4	Final equipment installation, calibration, and commissioning	\$	\$
5	CMS and emergency-message integration	\$	\$
6	Five-year warranty, support, maintenance, and spares	\$	\$
7	Optional years 6-10 parts and support pricing	\$	\$
8	Unit price per spare module and per square foot/module for scope adjustment	\$	\$
	TOTAL	\$	\$

D-5 Five-Year Total Cost Summary by Award Package

Proposers shall complete this summary for each Award Package bid. Recurring fees begin only after Final Acceptance of the applicable package.

Award Package	Total One-Time Cost	Total Annual Cost (Yr. 1)	5-Yr. Annual Total	5-Yr. Grand Total
MUFIDS, including GIDS and BIDS	\$	\$	\$	\$
CUPPS	\$	\$	\$	\$
CUSS	\$	\$	\$	\$
Digital Backwall Video Signage	\$	\$	\$	\$
TOTAL PACKAGE	\$	\$	\$	\$

D-6 Equipment, License, and Service Classification Schedule

For each major hardware, software, and service line item, state the quantity, classification (Airport-owned purchase, Contractor-owned managed service, lease, or license/subscription), title-transfer or end-of-term treatment, and maintenance and replacement responsibility.

Award Package / Item and Quantity	Classification	Title Transfer / End-of-Term Treatment	Maintenance / Replacement Responsibility

ATTACHMENT E

APPLICABLE CIVIL RIGHTS PROVISIONS

This is an Airport-funded, non-AIP procurement. The clauses below remain applicable to the Airport as an obligated airport sponsor and will be incorporated into the resulting Agreement. No Buy American/BABA certification, project-specific DBE goal, federal lobbying certification, trade-restriction certification, or other AIP-funded procurement certification is required for this RFP.

E-1 General Civil Rights Provisions

In all its activities within the scope of its airport program, the Contractor agrees to comply with pertinent statutes, Executive Orders, and such rules as identified in Title VI List of Pertinent Nondiscrimination Acts and Authorities to ensure that no person shall, on the grounds of race, color, national origin, creed, sex, age, or disability be excluded from participating in any activity conducted with or benefiting from Federal assistance.

This provision is in addition to that required by Title VI of the Civil Rights Act of 1964.

The above provision binds the Contractor and subcontractors from the bid solicitation period through the completion of the contract.

E-2 Title VI Solicitation Notice

The Title VI Solicitation Notice appears in Section 1.0 of this RFP and is incorporated here by reference.

E-3 Compliance with Nondiscrimination Requirements

During the performance of this contract, the Contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "Contractor"), agrees as follows:

1. Compliance with Regulations: The Contractor (hereinafter includes consultants) will comply with the Title VI List of Pertinent Nondiscrimination Acts and Authorities, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.
2. Nondiscrimination: The Contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, national origin, creed, sex, age, or disability in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor will not participate directly or indirectly in the discrimination prohibited by the Nondiscrimination Acts and Authorities, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR part 21 including amendments thereto.
3. Solicitations for Subcontracts, including Procurements of Materials and Equipment: In all solicitations, either by competitive bidding or negotiation made by the Contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each

potential subcontractor or supplier will be notified by the Contractor of the contractor's obligations under this contract and the Nondiscrimination Acts and Authorities on the grounds of race, color, or national origin.

4. Information and Reports: The Contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Sponsor or the Federal Aviation Administration to be pertinent to ascertain compliance with such Nondiscrimination Acts and Authorities and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the Contractor will so certify to the Sponsor or the Federal Aviation Administration, as appropriate, and will set forth what efforts it has made to obtain the information.

5. Sanctions for Noncompliance: In the event of a Contractor's noncompliance with the non-discrimination provisions of this contract, the Sponsor will impose such contract sanctions as it or the Federal Aviation Administration may determine to be appropriate, including, but not limited to: (a) withholding payments to the Contractor under the contract until the Contractor complies; and/or (b) cancelling, terminating, or suspending a contract, in whole or in part.

6. Incorporation of Provisions: The Contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations, and directives issued pursuant thereto. The Contractor will take action with respect to any subcontract or procurement as the Sponsor or the Federal Aviation Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the Contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the Contractor may request the Sponsor to enter into any litigation to protect the interests of the Sponsor. In addition, the Contractor may request the United States to enter into the litigation to protect the interests of the United States.

E-4 Title VI List of Pertinent Nondiscrimination Acts and Authorities

During the performance of this contract, the Contractor, for itself, its assignees, and successors in interest agrees to comply with the following nondiscrimination statutes and authorities, including but not limited to:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252) (prohibits discrimination on the basis of race, color, national origin);
- 49 CFR Part 21 (Non-discrimination in Federally-Assisted programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act of 1964) including amendments thereto;
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601) (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. § 794 et seq.), as amended (prohibits discrimination on the basis of disability); and 49 CFR part 27 (Nondiscrimination on the Basis of Disability in Programs or Activities Receiving Federal Financial Assistance);
- The Age Discrimination Act of 1975, as amended (42 U.S.C. § 6101 et seq.) (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982 (49 U.S.C. § 47123), as amended (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987 (P.L. 100-259) (broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, the Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act of 1990 (42 U.S.C. § 12101, et seq) (prohibit discrimination on the basis of disability in the operation of public entities, public and private

transportation systems, places of public accommodation, and certain testing entities) as implemented by U.S. Department of Transportation regulations at 49 CFR Parts 37 and 38;

- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. § 1681, et seq).
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