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Date: October 31, 2024

To: Prospective Firms

From: City of Cleveland, Department of Port Control

Subject: Addendum No. 1 to Request for Proposal – Customer Satisfaction System

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Please be advised that the City of Cleveland, through its Director of the Department of Port Control (“Department”), hereby publishes Addendum No. 1 to the Request for Proposal – Customer Satisfaction Survey, dated October 31, 2024.

The purpose of this addendum is to advise bidders of the following information:

- **This addendum serves as the response to all inquiries received from prospective bidders.**
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#### **INQUIRIES:**

- 1. Question:** What is the projected feedback response volume?  
**Answer:** Cleveland Hopkins International Airport serves more than 10 million passengers annually.
- 2. Question:** Is there a specific budget attached to this project? Please let us know the ceiling price  
**Answer:** Because cost is a deciding factor in the RFP evaluation process, the Airport will not divulge ceiling price.
- 3. Question:** How many tablets are required for this project? How many restrooms are there in the airport? This will enable the bidder to estimate the right pricing.  
**Answer:** The RFP states that bidders should assume twenty (20) tablets initially.
- 4. Question:** Please specify the contract period and expected award date.  
**Answer:** Contract period will be a minimum three (3) year agreement with an option for the Airport to renew each year within the contract period. Award date estimated to be between 2Q25 – 3Q25.
- 5. Question:** For the "Hardware • Tablet Installation: Provide durable, high-traffic environment-suitable tablets for installation in restrooms to capture customer feedback." Please confirm if the installation of tablet in restrooms will be done by Cleveland Airport and the bidder has to provide only the tablets.  
**Answer:** The RFP states that the Airport wants a “turnkey solution”. Bidder should include hardware installation in their proposal.



6. **Question:** For "Mobile App • Functionality: Develop a mobile app for custodial staff to access feedback data and alerts. The app should be user-friendly and compatible with major mobile operating systems" The bidder already has a ready-to-use mobile app. Please confirm if the Cleveland Hopkins International Airport would like to use mobile app provided as a subscription.

**Answer:** The bidder's ready-to-use mobile app can be accepted if it is user-friendly and compatible with major operating systems.

7. **Question:** We would like to understand how many users would need admin access and read/write access from your organization. Can you please provide the details?

**Answer:** The number of users needing admin access and read/write access may vary. The bidder's solution must allow for a varied number of internal Airport users needing admin access and read/write access.

8. **Question:** Key Metrics: What are the primary metrics Cleveland Airport will use to define the success of this implementation (e.g., survey response rates, user adoption, customer satisfaction)? Please specify the success criteria of the project during and post implementation.

**Answer:** Primary success metrics include quality, time, and cost of project delivery. Post implementation success criteria will include ease of use, solution adoption rate, solution reliability, increased favorable passenger experience.

9. **Question:** ROI Expectations: Do you have specific expectations regarding the return on investment (ROI) for the feedback platform, such as cost savings, customer retention, or revenue growth?

**Answer:** Steady increase in customer satisfaction survey score.

10. Intentionally blank

11. **Question:** Are there any connectivity limitations we should be aware of? For instance, are there specific requirements for LTE or Wi-Fi connectivity? Additionally, are there any restrictions related to power outlets or the power supply?

**Answer:** No limitations / restrictions regarding Cellular nor Wi-Fi connectivity. The Airport's current WiFi network supports 5G. The bidders proposals should include provisions for scaling WiFi frequencies as they become available.

12. **Question:** Adoption Goals: What level of internal feedback platform adoption (engagement) would you expect among your teams, and by when would you like to achieve this?

**Answer:** As we are not sure of the intent of the question, we cannot provide an answer at this time.