




FRESNO YOSEMITE International Airport

City of Fresno Airports Department
4995 E Clinton Way, Fresno, California 93727-1525
(559) 621-4500 • flyfresno.com

MEMORANDUM

DATE: March 13, 2023

TO: GEORGEANNE A. WHITE, City Manager
GREGORY A. BARFIELD, Assistant City Manager

FROM: HENRY THOMPSON, Director of Aviation 

SUBJECT: AWARD A UNIQUELY QUALIFIED SERVICE AGREEMENT FOR AIRPORT COMMON USE PLATFORM AND EQUIPMENT WITH AMADEUS AIRPORT IT AMERICAS, INC., AT FRESNO YOSEMITE INTERNATIONAL AIRPORT

The purpose of this memorandum is to request the City Manager make a uniquely qualified finding for Amadeus Airport IT Americas, Inc. (fmr: AirIT) (Amadeus), as set forth in the Administrative Order (AO) 6-28, so the Airports Department (Airports) may seek the City Council's award of an airline common use operating platform and equipment services agreement to Amadeus to provide maintenance and support to the Common Use Airline Operation System at Fresno Yosemite International Airport (FAT).

Amadeus is a Delaware corporation company that provides Common Use Airline Operating System (Common Use System) and platforms for airport and airline operating functions that include: i) Airport Operational Database (AODB) - the central point for managing flight related information for airports in real time (i.e., change gates and time if the feed didn't come through, flights that didn't show on the feed, including all these flight data reflect the FIDS boards); ii) Resource Management System (RMS) – this tracks all flight data for the airlines that operate in their airport with their ground movement until they are departed from the airport (this includes: all resources such as spots; type of aircrafts; hangers; RON spots; many others are created so Operations can put them where they need to be; and every day, operations manage the spot charts which is part of the RMS); iii) Enterprise Service Bus (ESB) - the software architecture model used for designing and implementing communication between mutually interacting software applications (such as between AODB, datahub/OAG and FIDS applications, without it, there will be no data showing on the FIDS boards and the AODB application <please be advised Southwest also has their own ESB server solely used for their flight feed>); iv) DATAHUB / OAG – the flight data feed, need both to make sure it covers all airline feeds, (with only one, there will be flights that would not show and those “missing” flights would have to be manually added) , with the feeds, all flight data are automatically added to the ADOB application and then routed by ESB to the respective applications; v) Flight Information Display System (FIDS) –the computerized system that displays flight information throughout the terminal and provides passengers with information, such as

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flight departure and arrival times, and the gate numbers where the flights are located; vi) WebFIDS – is similar to the FIDS, but for displaying all flight information system on the Airports' webpage and mobile application; and vii) EASE/EASE-FX - EASE™ (Extended Airline System Environment) Extended Airline System Environment (EASE™) platform allows airlines to extend their applications onto the airport's Common Use Systems environment (allowing for seamless entrance into the Airport without the Airline having to bring in proprietary network and computer equipment to operate, and allows for airlines to switch amount ticket counters, gate hold areas, and baggage areas), which is the most cost-effective way for an airline to operate at an airport.

In 2008, Airports purchased the system from Amadeus system as a significant investment. Since that time, Amadeus has continued to maintain, operate, and service the system and platform. This is a proprietary system and can only be maintained by Amadeus. Therefore, Amadeus is the only provider regarding this operating system (including its proprietary equipment and related services).

Since the purchase of the original equipment, Airports has had a maintenance and support agreement with Amadeus. The agreement has continued annually based on the quality and level services/support provided by Amadeus and their assistance in managing the Common Use System.

FAT processes thousands of traveling passengers each day. The Common Use System is used to process passengers at the ticket counters through the boarding bridges, provides flight information on the FIDS screens and on, the Airports website, and supports the management of gate operations to park aircraft. The Common Use System provides travelers and guests (including meeters and greeters) with a smooth experience at FAT, and it allows FAT to manage its main line of business. Airports, as a self-sustaining enterprise for the City of Fresno and Central Valley, wishes to continue sound management of FAT's terminal building with the latest technology.

If approved by the City Manager's Office, the Airports and Amadeus will develop a five-year maintenance and support warranty renewal services agreement that allows for maintenance of the Common Use System and on-site staff, which includes 24/7/365 customer service in the following areas:

- Two full-time On-Site staff Manager and Engineer – these two positions allow for On-Site customer service of the Common Use System and support for the Airline and Airport users.
- AODB/RMS/FIDS/ESB/DATAHUB/OAG/WEBFIDS Software Warranty and Maintenance - these are the programs that are ran on the Common Use System for gate assignments; Flight Information Display Systems (FIDS); ESB/DATAHUB/OAG/WEBFIDS
- EASE/EASE-FX Software Warranty and Maintenance –
- Hardware Warranty
- 24/7 Help Desk

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Amadeus is uniquely qualified to perform these services because they are the owner of the software and only service provider in the United States regarding the Common Use System that is operating at FAT. The requested services agreement is a price per care level-based Contract, and the annual compensation is one installment of five total installments. The annual rates for the next five (5) years are: Year 1: June 1, 2023 - May 31, 2024 - \$611,129; Year 2: June 1, 2024 – May 31, 2025 - \$611,129; Year 3: June 1, 2025 – May 31, 2026 - \$611,129; Year 4: June 1, 2026 – May 31, 2027 - \$611,129; and Year 5: June 1, 2027 – May 31, 2028 - \$611,129 for an agreement total of \$3,055,645.00.

If you have any additional questions, or require additional information and data, please do not hesitate to contact me at 559-621-4600.

City Manager's Uniquely Qualified Determination:	
<input checked="" type="checkbox"/> Approved	<input type="checkbox"/> Denied
	4/6/23
Georgeanne A. White, City Manager	Date

Attachment: Proposed Quote

CC: Gregory Barfield, Assistant City Manager



Amadeus Airport IT Americas, Inc.
501 W. Church Street
Orlando, FL 32805
Phone: 407-370-4664
Fax: 407-370-4657

Sent Via Electronic Mail

Tuesday, February 28, 2023

Melissa Garza-Perry
Airports Properties Manager
Direct (559) 621-4543
E-mail melissa.garza-perry@fresno.gov
4995 E. Clinton Way
Fresno, CA 93727-1525

Ref: Jun 2023 – May 2028 Quote FAT 5YR Support Renewal

Dear Melissa Garza-Perry,

Please find the attached quotation for a five-year maintenance and support warranty renewal period at Fresno Yosemite International Airport (FAT) from June 1, 2023, through May 31, 2028.

Price Assumptions

1. Two (2) full-time On-Site staff, Manager and Engineer
 2. AODB/RMS/FIDS/ESB/Datahub/OAG/WebFIDS Software Warranty and Maintenance
 3. EASE™/EASE-FX Software Warranty and Maintenance
 4. Hardware Warranty
 5. 24x7 Help Desk
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Support and Maintenance Quotation

ITEM	SERVICE DESCRIPTION	QTY	TOTAL EXTENDED SELL PRICE
1	On-Site Manager / Engineer	2	
2	AODB/RMS/FIDS/ESB/Datahub/OAG/WebFIDS Software Warranty Support and Maintenance	1	
3	EASE™/EASE-FX Software Warranty Support and Maintenance	1	
4	Hardware Warranty	1	
5	24x7 Help Desk	1	
	Year 1 – June 1, 2023, through May, 31,2024		\$611,129.00
	Year 2 – June 1, 2024, through May, 31,2025		\$611,129.00
	Year 3 – June 1, 2025, through May, 31,2026		\$611,129.00
	Year 4 – June 1, 2026, through May, 31,2027		\$611,129.00
	Year 5 – June 1, 2027, through May, 31,2028		\$611,129.00
	Five (5) Year Contract Total		\$3,055,645.00

Terms and Conditions:

- **Standard Payment Terms:** Amadeus will invoice FAT quarterly upon receipt of a purchase order.
- This proposal will remain valid for ninety (90) days from the date of issuance.
- Projects new or in progress are not included in this pricing.

I hope this quotation meets with your satisfaction, but please contact me with any questions.

Best regards,

Amadeus Airport IT Americas, Inc.

Sharon Abate

Sharon Abate
 Director, Support Controlling