



# AGENDA STAFF REPORT

Control: 26001216

**MEETING DATE:** 05/19/2026

**LEGAL ENTITY TAKING ACTION:** Board of Supervisors

**BOARD OF SUPERVISORS DISTRICT(S):** District 5

**SUBMITTING AGENCY/DEPARTMENT:** John Wayne Airport

**DEPARTMENT CONTACT PERSON(S):** Charlene Reynolds, 949-252-5183  
Steven Carrillo, 949-252-6088

**SUBJECT:** Award Contract for Common Use Passenger Processing System Replacement & Support

CEO CONCUR	COUNTY COUNSEL REVIEW	CLERK OF THE BOARD
Concur	Approve agreement to form	DISCUSSION
		3 Votes Board Majority

Budgeted: Yes	Current Year Cost: \$500,000	Annual Cost:
		FY 2026-27 \$6,000,000
		FY 2027-28 \$2,500,000

<b>Staffing Impact:</b> No	<b>Funding Source:</b> See Financial Impact	<b>Sole Source:</b> No
<b>Current Fiscal Year Revenue:</b> N/A	Section	<b>County Audit in Last 3 years:</b> No

**Levine Act Review**

**Completed?** Yes

**Prior Board Action:** N/A

**RECOMMENDED ACTION(S):**

1. Find that the project is categorically exempt from the California Environmental Quality Act (CEQA), Class 1 (Existing Facilities) pursuant to CEQA Guidelines Section 15301.
2. Select and approve a Respondent and Alternate Respondent from the Solicitation Ranking Results list of respondents in Attachment B, resulting from Request for Proposal No. 280-2928904 for Common Use Passenger Processing and Common Use Self Service Systems Replacement & Support Services.
3. Approve Model Contract for Common Use Passenger Processing and Common Use Self Service Systems Replacement & Support Services and delegate authority to the County Procurement Office, or their Deputized designee, to negotiate and execute the approved Contract without substantive changes with the Respondent selected by the Board of Supervisors, in an amount up to \$9,000,000 or otherwise approved by the Board of Supervisors, for the term beginning upon execution of Contract for three years, with the option to renew for one additional two-year term. Should negotiations with the Selected Respondent fail, authorize the County Procurement Officer, or their Deputized designee, to terminate negotiations with the Selected Respondent and proceed to negotiate with the Alternate Respondent selected by the Board of Supervisors.

4. Authorize the Airport Director or designee to exercise a contingency contract cost increase, not to exceed a total of 10 percent of the Contract amount for the first year of the Contract, for the entire term of the Contract, including renewals, and within the scope of work set forth in the Contract. The use of this contingency contract cost increase is subject to approval requirements established by the County Procurement Officer.

**SUMMARY:**

Approval of the Model Contract for Common Use Passenger Processing System (CUPPS) System Replacement & Support Services and authorization of the County Procurement Officer or their Deputized designee to negotiate and execute the Contract(s) with the Selected Respondent will enable John Wayne Airport to replace its aging solution with a modern and scalable cloud-based platform, new kiosks and information displays, and supporting peripherals while ensuring continuity of operations with minimal downtime.

**BACKGROUND INFORMATION:**

The Common Use Passenger Processing System (CUPPS) at John Wayne Airport (JWA) was implemented in 2011 as part of the Terminal C project, replacing the airline-specific equipment with a centralized airport-operated platform used by all carriers. The system enables multiple airlines to share check-in counters, gates, and other facilities, improving operational flexibility and maximizing the efficient use of airport space. CUPPS provides an efficient passenger experience by allowing ticket counters and gate assignments to be adjusted as needed in coordination with the Airport Innovation & Technology Division and the CUPPS service contractor. In addition to improving operational efficiency, the system enhances passenger processing and experience while reducing the overall space required.

After nearly 15 years of continuous operation, the existing system has reached the end of its lifecycle and is no longer supported by the current contractor. As a result, JWA is seeking a full system replacement, which will require comprehensive upgrades to hardware, software, and associated support services across all terminals.

The proposed project includes replacing computers, printers, passenger check-in peripherals (such as ticket scanners and kiosks), and the information display systems throughout the airport. This includes Flight Information Displays, Baggage Information Displays, the Content Management System, and the Resource Management System, among other components.

JWA is pursuing a long-term, modern solution that reduces reliance on on-site network infrastructure by leveraging a secure, scalable cloud-based platform. This approach will enable more direct integration with airline systems while ensuring off-site data processing and improved system resilience.

On November 21, 2025, JWA issued a Request for Proposals (RFP). A total of four proposals were received by the solicitation deadline of January 28, 2026. Three proposals were deemed responsive, and one proposal was deemed non-responsive. AeroCloud Systems, Inc. and SITA Information Networking Computing USA, Inc. moved to the Presentation/Interview phase, while the third respondent did not score high enough to move on to Phase Two of the RFP.

Responsive proposals were evaluated utilizing the evaluation criteria listed in Attachment B. A five-member panel with expertise in centralized airport operating systems evaluated the proposals. The panel was comprised of one external panelist, one from OC Information Technology, and three panelist from JWA.

A Notice of Solicitation Ranking Results was issued on April 7, 2026; see Attachment B. No protests were received.

<b>Respondent</b>	<b>Score</b>
AeroCloud Systems, Inc.	2,683
SITA Information Networking Computing USA, Inc.	2,270

JWA is requesting that the Board of Supervisors (Board) select and approve a Selected Respondent and Alternate Respondent from the Solicitation Ranking Results List in Attachment B, approve the Model Contract, and delegate authority to the County Procurement Officer, or their authorized designee, to negotiate and execute the approved Model Contract with the Selected Respondent as referenced in the Recommended Actions above. Approval of the recommended actions will support the County’s effort to provide the most comprehensive solution based on the Airport’s needs as well as innovative solutions that align with JWA’s vision of future travel.

The appropriate due diligence has been conducted and JWA has verified there are no concerns that must be addressed with respect to all Respondents’ ownership/name, litigation status or conflicts with County interest. An analysis was completed to verify the Contract provides the County with persons specially trained, experienced, expert and competent to perform the special services in accordance with the law.

Reference checks were satisfactory and completed with the following entities regarding similar Services:

Contractor	Reference	Reference	Reference
<b>AeroCloud Systems, Inc.</b>	Oakland International Airport	American Airlines	Tulsa International Airport
<b>SITA Information Networking Computing USA, Inc.</b>	Miami International Airport	Reno-Tahoe International Airport	Raleigh-Durham Airport Authority

This contract includes proposed subcontractors for both respondents. In the event that the addition or substitution of any subcontractor impacts the scope of work and/or the contract amount, JWA will bring the matter back to the Board for approval.

JWA is procuring these Services in accordance with the 2024 Contract Policy Manual (CPM), Section 3.3-101. The Orange County Preference Policy (OCPP) was applicable and incorporated into this solicitation. Zero OCPP qualified proposals were submitted.

**Compliance with CEQA:** The proposed project is categorically exempt (Class 1) from the provisions of CEQA pursuant to CEQA Guidelines Section 15301, because it involves maintenance, repair, replacement, and installation of existing public facilities and mechanical equipment associated with the common use passenger processing system within existing terminal facilities, involving negligible or no expansion of the existing use.

**FINANCIAL IMPACT:**

Appropriations for this Contract are included in JWA Construction Fund 281 FY 2025-26 Budget and will be included in the budgeting process for future years. Negotiations will determine the final amount of the contract which will be distributed throughout the three years as determined by the contract. PFCs have been approved to fund up to \$10 million of eligible project costs. If additional funding is needed, JWA Operating Fund 280 will absorb the remainder. PFC revenue is collected in JWA Debt Service Fund 283 and transferred to Fund 281 for project costs.

The proposed Contract includes provisions stating the Contract is subject to, and contingent upon, applicable budgetary appropriations being approved by the Board for each fiscal year during the term of the Contract. If such appropriations are not approved, or are reduced, the Contract may be immediately modified or terminated without penalty to the County. The proposed Contract includes a provision stating the Contract may be terminated for convenience after 30 days written notice to the Contractor and immediately for cause without penalty to the County.

**STAFFING IMPACT:**

N/A

**REVIEWING AGENCIES/DEPARTMENTS:**

N/A

**ATTACHMENTS:**

Attachment A – Model Contract

Attachment B - Solicitation Ranking Results List

Attachment C - RFP Individual Scores Per Evaluation Criteria and Summarized Score Sheet