REQUEST FOR PROPOSALS
FOR:

AIRPORT BADGING
IDENTITY MANAGEMENT SYSTEM

Solicitation Number: FY24-805-66

MANCHESTER-BOSTON REGIONAL AIRPORT
MANCHESTER, NEW HAMPSHIRE

May 6, 2024

REQUEST FOR PROPOSALS
FOR
AIRPORT BADGING
IDENTITY MANAGEMENT SYSTEM

MANCHESTER-BOSTON REGIONAL AIRPORT
MANCHESTER, NH

Solicitation Number FY24-805-66

The City of Manchester, New Hampshire acting by and through its Department of Aviation (hereinafter referred to as the "City"), being a duly and lawfully constituted municipal corporation owning and operating the Manchester-Boston Regional Airport, (the "Airport") located in the city of Manchester and town of Londonderry, New Hampshire hereby solicits proposals for airport badging identity management software (each a "Proposal").

It is the intent of the City to select a qualified vendor who submits a Proposal (each a "Respondent") to provide a comprehensive and automated identity management system ("IDMS"). The City intends to award the successful Respondent(s) with a purchase and support agreement (the "Agreement") for a fixed term of five (5) years with two (2), two (2) year options. The City reserves the right to reject any or all Proposals and to waive any informality in the competitive process. Respondents bear all costs associated with development of their Proposal.
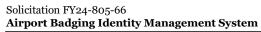
Title VI Solicitation Notice:

The Manchester-Boston Regional Airport in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 USC §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders or offerors that it will affirmatively ensure that for any contract entered into pursuant to this advertisement, businesses will be afforded full and fair opportunity to submit responses to this invitation and no businesses will be discriminated against on the grounds of race, color, national origin (including limited English proficiency), creed, sex (including sexual orientation and gender identity), age, or disability in consideration for an award.

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SECTION I – INTRODUCTION

1.1   Definitions

For all purposes of this Request for Proposals, capitalized terms shall have the definitions provided in this Section I, except as otherwise expressly stated or as otherwise clearly required by context. Such definitions shall be equally applicable to the singular and plural forms of such defined terms. The words "herein," "hereunder," and other words of similar nature refer to this Request for Proposals as a whole. The word "shall" be mandatory, and the word "may" is permissive.

"Agreement" means, the final, executed agreement, entered into by and between the City and the Contractor, in substantially the same form attached hereto as **Appendix G**.

"Airport" means that certain airport commonly known and described as the Manchester-Boston Regional Airport located in the city of Manchester, New Hampshire and the town of Londonderry, New Hampshire.

"Authorized Signatory" or "Authorized Signatories" means an individual or individuals duly authorized by the entity by which they are employed to request, approve, and sign for security access badges for employees of said entity.

"AS" means Authorized Signatory or Authorized Signatories.

"City" means the City of Manchester, New Hampshire, acting by and through its Department of Aviation.

"Contractor" means, jointly and severally, the successful Respondent or Respondents selected by the City for the purposes described in this RFP.

"Director" means the Director of the Manchester-Boston Regional Airport or their designee, as appointed in writing.

"Evaluation Committee" means the committee constituted by the City to review and score all qualified Proposals.

"IDMS" means Identity Management System.

"Proposal(s)" means, jointly and severally, the Respondents' responses to the RFP, including all exhibits, schedules, addenda, appendices, and attachments thereto, and any material representations made by the Respondent submitting said response.

"Respondent" means, jointly and severally, those entities that respond to this RFP.

"RFP" means this Request for Proposals for Airport Badging Identity Management System dated May 6, 2024, Solicitation Number FY24-805-66, and all appendices, attachments, and addenda hereto.

"Submission Deadline" means the time and date as specified in Section 4.3 of this RFP, by which hard copies of the Proposal must be received by the City.

"TSA" means the Transportation Security Administration.

1.2 Purposes of this RFP

 The purpose of this Request for Proposals (the "RFP") is to solicit proposals from qualified vendors for the installation and maintenance of a comprehensive and automated identity management system ("IDMS"). The City is seeking an IDMS that will aid in achieving a paperless process, reduce manual, time consuming, error prone, and duplicate data entry in multiple standalone systems and excel sheets, and comply with the Transportation Security Administration ("TSA") regulations and Security Directives.

Respondents to this RFP should demonstrate a high level of competence and excellence, while showcasing their capabilities and experience through detailed responses and evidence of their ability to: improve customer service, enforce business rules for badge issuance, and provide data integrity and security for the Airport employees' information.

The contents of this RFP are provided as background and general information for Respondents and will become part of the RFP submittal and subsequent Agreement with the Contractor.

1.3 Minimum Qualifications

To be considered for evaluation and selection, a Respondent must meet the minimum qualifications set forth below. **Inability to meet the minimum qualifications set forth in this RFP will result in the rejection of the Proposal and such Respondent will be deemed non-responsive.**

A Respondent will be deemed to meet the minimum qualifications upon submission of a fully executed and notarized *Certification of Minimum Qualifications* form, **without additions, deletions, or other alterations,** as found in **Appendix A** to this RFP, certifying that the Respondent, or its principal owner or predecessor in interest, or, in the case of a joint venture, at least one joint venture partner with at least **40% interest** in the joint venture:

1) Has qualified and experienced IDMS personnel on staff that will be assigned to this project;

2) Has deployed the IDMS product version being proposed in the Proposal in three (3) or more airports in the United States of similar or greater badged population as the Airport, and said IDMS was successfully installed and properly operational;

3) Is proposing an IDMS that has established and operational software interfaces with Physical Access Control System (Software House C•CURE 9000), Designated Aviation Channeling (DAC) service provider AAAE Transportation Security Clearinghouse (TSC), and AAAE Interactive Employee Training platform in three (3) or more airports in the United States of similar size or greater badge population as the Airport.

1.4 Airport Overview

The Manchester-Boston Regional Airport is located in southern New Hampshire about four (4) air miles south of downtown Manchester, New Hampshire, which is the largest city in northern New England. The Manchester-Boston Regional Airport is classified in the National Plan of Integrated Airport Systems as a small-hub airport.

There are approximately 2,500 active badged individuals and approximately 180 Authorized Signatories, including employees of the Airport and employees and agents of the airlines, tenants, contractors, vendors, concessionaires, and local, state, and federal government agencies that

operate at the Airport. The Airport Badging Office handles approximately 30-50 transactions per day. These transactions include processing new and renewal applicants, fingerprinting, and issuing replacement badges.

The current process entails paper application forms filed by the badge applicant, which are reviewed and signed by the Authorized Signatory. The staff at the Airport's badging office must then manually enter the application paperwork into multiple systems that provide various, specific functions for background checks, training, billing, and access control. For further details regarding existing business processes, and sample badge audit letter, refer to **Appendices B, C, and F** to this RFP.

SECTION II – DESCRIPTION OF WORK

The scope of this project includes the configuration, installation, and support and maintenance of a new IDMS for the Airport.

The Contractor will be required to collaborate closely with the Airport's IT Department, security contractors, and other Airport departments to further define current software versions, configuration limitations, project phasing, and training. This solution will be configured in the test environment and then rolled into the production environment as follows:

Environment Name	Description
Testing and Training (Pre-production)	1) This environment will host a working, "out-of-the-box" IDMS with a sample database from the current Airport software. 2) Airport's security contractor will provide a database where source data repositories will be made available. The Contractor will use this setup for data analysis, reconciliation reports generation, and data migration activities. The Contractor will run as many iterations as possible of data analysis, reconciliation, and data migration to provide the City with confidence in the migrated data. 3) This environment will also be used for system acceptance testing, system performance evaluation, and training. 4) This environment will be a complete replica of the production environment described below. 5) All hot fixes, patches, and upgrades will be applied to this environment to keep it in sync with the production environment.
Production	1) This environment will be the production setup. 2) Before any changes are implemented in this environment, the Contractor will implement the changes in the testing and training environment described above. 3) The Contract will not install any changes to this environment without prior, written approval from the City.

SECTION III – BUSINESS TERMS

3.1   Binding Offer

Proposals shall remain valid for a period of ninety (90) calendar days following the RFP Submission Deadline and shall be considered a binding offer to perform the required services, assuming all terms are satisfactorily negotiated. The submission of a Proposal shall be taken as presumed evidence that the Respondent has familiarized itself with the contents of this RFP.

3.2   Compliance

Respondent shall comply with all local, state, and federal directives, security directives, orders, codes, rules, regulations, ordinances, laws, and other similar regulatory measures, as applicable to this RFP, the Proposal, and subsequent Agreement.

3.3   Non-Exclusivity

By submitting a Proposal, each Respondent acknowledges that said Respondent understands and agrees that any resulting contractual relationship is non-exclusive, and that the City reserves the right at any time, and at the City's sole discretion, to solicit for, and obtain, other similar or identical services elsewhere, as the City may deem to be in the best interest of the City, regardless of the results of this RFP.

3.4   Collusion

Any and all Proposals may be rejected if there is reason for the City, in the City's sole discretion, to believe that collusion exists among Respondents. No Respondent party to such collusion will be considered in any future proposals for an operation at the Manchester-Boston Regional Airport which may be issued within twelve (12) consecutive calendar months following the Submission Deadline.

3.5   Hold Harmless

BY SUBMITTING A PROPOSAL, EACH RESPONDENT AGREES TO AND SHALL DEFEND, INDEMNIFY, AND HOLD THE CITY AND THE CITY'S AGENTS, EMPLOYEES, OFFICERS, AND LEGAL REPRESENTATIVES (COLLECTIVELY THE "CITY") HARMLESS FOR ALL CLAIMS, CAUSES OF ACTION, LIABILITIES, FINES, AND EXPENSES (INCLUDING, WITHOUT LIMITATION, ATTORNEYS FEES, COURT COSTS, AND ALL OTHER DEFENSE COSTS AND INTEREST) FOR INJURY, DEATH, DAMAGE, OR LOSS TO PERSONS OR PROPERTY SUSTAINED IN CONNECTION WITH OR INCIDENTAL TO PERFORMANCE UNDER THIS RFP, THE PROPOSAL, AND/OR THE AGREEMENT, INCLUDING, WITHOUT LIMITATION, THOSE CAUSED BY (I) THE RESPONDENT'S, AND/OR ITS AGENTS', EMPLOYEES', OFFICERS', DIRECTORS', CONTRACTORS', OR SUBCONTRACTORS' ACTUAL OR ALLEGED NEGLIGENCE OR INTENTIONAL ACTS OR OMISSIONS; AND (II) CITY'S AND THE RESPONDENT'S ACTUAL OR ALLEGED CONCURRENT NEGLIGENCE, WHETHER THE RESPONDENT IS IMMUNE FROM LIABILITY OR NOT; AND CITY'S AND THE RESPONDENT'S ACTUAL OR ALLEGED STRICT PRODUCTS LIABILITY OR STRICT STATUTORY LIABILITY, WHETHER RESPONDENT IS IMMUNE FROM LIABILITY OR NOT.

THE RESPONDENT SHALL REQUIRE ALL OF ITS SUBCONTRACTORS AND THIRD-TIER SUBCONTRACTORS TO RELEASE AND INDEMNIFY CITY TO THE SAME EXTENT AND IN

SUBSTANTIALLY THE SAME FORM AS THE RESPONDENT'S RELEASE AND INDEMNITY TO CITY.

3.6   Governance

If any of the language or information in this RFP, or any Proposal submitted as part of this RFP, conflicts with language in the Agreement as prepared by the City, the language of the final Agreement, as executed, will govern.

3.7   Public Disclosure

All Proposals and other materials or documents submitted by Respondents in response to this RFP shall become the property of the City upon submission thereto and will not be returned. Furthermore, said Proposals and related items, as well as any other actions associated with this RFP, shall be considered public documents subject to public information laws under New Hampshire RSA 91-A and, after completion of this procurement action, shall be available for review and copy by the public.

SECTION IV – INSTRUCTIONS FOR PREPARATION OF PROPOSAL

Respondents are advised to carefully follow the instructions listed below in order to be considered fully responsive to this RFP. Respondents shall carefully review and address all the evaluation factors outlined in this RFP, as well as any additional documents as may be issued by the City in relation to this RFP. To be considered, the Respondent must be able to demonstrate that it meets the minimum qualifications established in this RFP and that the Respondent has the staff and financial resources to perform the tasks specified in this RFP.

4.1   Proposal Content

Respondents interested in providing the services as described in this RFP must include in their Proposals the following information:

(a)   *Letter of Submittal*

The Letter of Submittal shall be signed and dated by a person authorized to legally bind the Respondent to a contractual relationship, e.g., the president or executive director if a corporation, the managing partner if a partnership that meets the requirement outlined in Section 1.3, or the proprietor if a sole proprietorship. Along with introductory remarks, the Letter of Submittal shall include the following information about the Respondent and any subcontractor(s):

(i)   Name, address, principal place of business, telephone number, and email address of the legal entity or individual who will enter into the Agreement; and,

(ii)   Legal status of the Respondent (e.g. sole proprietorship, joint venture, partnership, corporation, etc.) and its state of incorporation; and,

(iii)   Identification of any current or former City employees employed by the Respondent or on the Respondent's governing board as of the date of the Proposal or during the twelve (12) calendar month period immediately prior to the date of the Proposal; and,

(iv)   Listing of any and all clients with whom the Respondent had a contract or lease cancelled prior to the end of any fixed or optional term and the reason as to why such contract(s) was cancelled (i.e. default, for convenience, for cause, etc.); and,

(v)   Acknowledgement that the Respondent will comply with all terms and conditions set forth in this RFP and in the Agreement.

FAILURE TO PROVIDE A SIGNED LETTER FROM A DULY AUTHORIZED REPRESENTATIVE WILL RESULT IN A NON-RESPONSIVE PROPOSAL.

(b)   *Proposal Criteria*

(i)   *Criterion 1: General Corporate Overview and Capabilities*

In this section, the Respondent shall describe those capabilities for each firm included in the Proposal that will facilitate accomplishment of the types of work contemplated under this RFP. This section should include company qualifications, as well as individual qualifications of all team members that will be involved with the Agreement.

(ii)   *Criterion 2: Past Performance and Industry Experience*

This section shall demonstrate the Respondent's past performance and industry experience supported by, at a minimum, the following information:

a.   *Examples:* At least three (3) examples of projects wherein Respondent deployed the IDMS product version being proposed in the Proposal at airports in the United States that are of similar size or greater badge population as the Airport. At least three (3) of which details Respondent's experience in IDMS design, system interface design and development with software interfaces to Physical Access Control System (Software House C•CURE 9000), Designated Aviation Channeling (DAC) service provider AAAE Transportation Security Clearinghouse (TSC), and AAAE Interactive Employee Training platform. Each of these examples shall demonstrate the Respondent's experience in managing IDMS implementation projects in and around active airport facilities, interfaces with standard systems, and the lessons learned which will be utilized in implementing this project.

b.   *References:* Three (3) professional references from United States airports of similar size or greater badge population as the Airport for whom the Respondent has implemented an IDMS. Each reference shall have direct knowledge of the Respondent's work at said airport and can act as a source of information relating to the Respondent's past performance. For each reference Respondent shall provide, the airport name, period of performance, scope of services, the point of contact's name, title, phone number, and e-mail address. If possible, the airport's Badge ID count, quantity of badging workstations, and standard interfaces would be preferred.

NOTE: By including this information in the Proposal, Respondent is providing City permission to contact the persons listed for reference checks.

c. *Organizational Chart:* A project organizational chart, including a responsibility matrix indicating the reporting structure related to the scope of this project and identifying, at a minimum, the proposed project manager and technical lead staff that will be assigned to this project, and any additional key personnel needed to perform and manage the scope of work described in this RFP. For each position contained in the organizational chart, the Respondent shall include the individual's name, title, and task responsibilities.

Respondents are cautioned to include <u>only</u> those individuals that would make a significant contribution to the project if the Respondent is selected.

Respondents are further cautioned that the City expects that the individuals included in the Proposal will be those individuals assigned to perform the work required by this RFP and the Agreement. Failure of the Respondent to provide the individuals contained in the Proposal, without the City's prior written approval, will be considered a default under the Agreement, unless the failure to provide the proposed individuals is due to circumstances outside the control of the Respondent.

(iii) *Criterion 3: Project Approach*

Respondents shall outline their approach and provide details about how they will meet the objectives of this RFP, including, but not limited to, describing the services that the Respondent will provide, the methodology the Respondent will follow, how the proposed solution will impact the Airport's current processes, how the Respondent will prevent operational impacts during the implementation, training for users, and ensure a safe and secure environment throughout implementation, and how the Respondent will identify and address problems as they arise.

(iv) *Criterion 4: Functional and Technical Capabilities*

In this section, the Respondent shall respond to all functional and technical capabilities identified in **Appendices D & E** to this RFP.

PROPOSALS SUBMITTED WITH INCOMPLETE FORMS (i.e. CERTAIN CAPABILITIES LEFT BLANK OR WITHOUT A RESPONSE) WILL RESULT IN A NON-RESPONSIVE PROPOSAL AND NO FURTHER CONSIDERATION WILL BE GIVEN.

(v) *Criterion 5: Execution Plan and Project Schedule*

In this section, Respondents shall provide an execution plan and schedule that includes consideration of coordination with the Airport's badging office staff, the Airport's IT staff, and any other required representatives. Responses to this section shall also include a work breakdown structure to the most detailed task level. The work breakdown structure should specifically highlight the responsible party for each task, including any deliverables required of the Airport.

(vi)   *Criterion 6: Cost*

Respondents shall provide a clear, complete, and competitive cost breakdown for the services described in this RFP. Responses to this section shall include, at a minimum, the costs for all proposed and anticipated hardware and software, licensing fees, startup costs, and recuring costs, and all other anticipated costs and estimated expenses related to the services to be provided under this RFP. Respondents shall be transparent in their pricing and address all reasonably anticipated costs for out-of-scope items and associated expenses, potential future costs, and scalability implications.

(c)   *Required Certifications*

This section of the Proposal requires the Respondent to incorporate signed and duly notarized copies of all certifications found in **Appendix A** to this RFP.

PROPOSALS THAT DO NOT CONTAIN ALL SIGNED AND NOTARIZED CERTIFICATIONS WILL BE DEEMED NON-RESPONSIVE BY THE CITY AND NO FURTHER CONSIDERATION WILL BE GIVEN.

PROPOSALS THAT CONTAIN ALTERED OR MODIFIED CERTIFICATIONS, OTHER THAN THOSE REQUIRED TO COMPLETE THE CERTIFICATIONS, WILL BE REJECTED BY THE CITY AND NO FURTHER CONSIDERATION WILL BE GIVEN.

4.2   Proposal Organization

The Proposal shall be organized in sections consistent with Section 4.1(b) above. Proposals are limited to **thirty-five (35) single-sided** pages, with Twelve (12) pt. type, with margins at a minimum of one inch, which should include the Respondent's complete and final answers to the specific sections herein.

Items **counting towards** the page limit include:

- Answers to Section 4.1(b)

Items **not counting towards** the page limit include:

- Letter of Submittal;
- Responses to the Functional Capabilities chart in **Appendix D** to this RFP, including comment pages;
- Responses to the Technical Capabilities chart in **Appendix E** to this RFP, including comment pages; and
- Required certifications.

Respondents shall provide all items not counting towards the page limit as appendices to their Proposal. Respondents shall include sequential pagination in their Proposals identifying the pages being submitted as part of the page limit.

Respondents are free to use either 8.5"x11" or 11"x17" paper for their submission, understanding that the entire Proposal shall use the same size paper (e.g. no z-folds or mixing of page sizes). Under no circumstances shall the paper size exceed 11"x17".

ANY PAGES BEYOND THE THIRTY-FIVE (35) PAGE LIMIT THAT ARE NOT EXCLUDED ABOVE, OR ANY INFORMATION SUBMITTED ON PAPER SIZE MORE THAN 11"X17," WILL NOT BE CONSIDERED BY THE CITY.

4.3   Submission Date and Procedures

Each Respondent must submit **one (1) hardcopy original** of the Proposal, clearly marked as "original", and **five (5) additional hard copies** of their Proposal. In addition to the required hardcopies, Respondents shall send an electronic .pdf version of their Proposal to procurement@flymanchester.com, provided that the electronic file is the **EXACT SAME VERSION** as the hardcopy. The City will use our email system time stamp as proof of meeting the Submission Deadline. Further, the City will NOT ACCEPT any changes to Proposals after the Submission Deadline is passed. The City will NOT ACCEPT any Proposals submitted electronically if the City has not received hard copies of the same on or before the Submission Deadline.

The envelope/package containing the original copy and additional hardcopies of the Proposals shall be marked as follows:

**"RFP FY24-805-66
Airport Badging Identification Management System"**

The Respondent's business name and return address shall be clearly stated on the envelope/package in which the Proposal is contained.

Proposals shall be delivered by **2:00 pm** on M**ay 30, 2024** (the "Submission Deadline"), to the offices of the Manchester-Boston Regional Airport and addressed to:

Manchester-Boston Regional Airport
Attn: Procurement
1 Airport Road Suite 300
Manchester, NH 03103
Telephone: (603) 624-6539
Email: procurement@flymanchester.com

PROPOSALS RECEIVED AFTER 2:00 P.M. ON THE SUBMISSION DEADLINE LISTED ABOVE WILL BE CONSIDERED NON-RESPONSIVE BY THE CITY AND NO FURTHER CONSIDERATION WILL BE GIVEN.

4.4   Details Provided in this RFP

It is the responsibility of each Respondent to carefully examine this RFP and to judge for itself all the circumstances and conditions which may affect their Proposal and subsequent ability to perform pursuant to the Agreement.

Any data furnished by the City is for informational purposes only. Respondent's use of any such information shall be at Respondent's own risk.

Failure on the part of any Respondent to examine, inspect, and to be completely knowledgeable of the terms and conditions of the Agreement, operational conditions, or any other relevant

documents or information shall not relieve the Respondent from fully complying with the Agreement, this RFP, or their Proposal.

4.5 Withdrawal or Modification of Proposal

Respondents that submit Proposals prior to the Submission Deadline may withdraw or modify their Proposal prior to the Submission Deadline. Such requests to modify or withdraw Proposals must be **made in writing** to the contact identified in <u>Section 6.2</u>. Any modifications to, or requests to withdraw, a Proposal received after the Submission Deadline will not be considered.

4.6 Proposal Warranty

By submission of their Proposal, the Respondent warrants that (i) the Proposal submitted is not made in the interest of, or on behalf of, any undisclosed party; (ii) no employee, officer, or agent of the Airport, the City of Manchester, or the State of New Hampshire, nor any member of their immediate family, has any interest in the award of the Agreement to the Respondent or the profits expected to arise therefrom; (iii) the Respondent has not, directly or indirectly, induced any other Respondent to submit a false Proposal; (iv) Respondent has not paid, or agreed to pay, any party, either directly or indirectly, any money or other valuable consideration for assistance or aid rendered, or to be rendered, in attempting to procure the Agreement for the privileges granted herein; and (v) the Respondent's Proposal is made in good faith without fraud, collusion, or connection with any other Respondent submitting a Proposal.

4.7 Proposal Opening

There will not be a public opening of the Proposals received under this procurement effort. Proposals will be opened and evaluated after the Submission Deadline. **NO PROPOSALS WILL BE ACCEPTED AFTER THE SUBMISSION DEADLINE.**

4.8 Right to Request Supplemental Information

The City reserves the right to request any supplementary information it deems necessary to evaluate the Respondent.

SECTION V – SELECTION PROCESS

5.1 Selection Process

The Evaluation Committee will review and score all qualified Proposals. The City may, in the City's sole discretion, decide to either (i) select the Contractor based on the Evaluation Committee's review and scoring, or (ii) create a shortlist of Respondents to interview before making a final decision. Should an insufficient number of Proposals be received by the City for the process to be deemed competitive by the City, in the City's sole discretion, then the City reserves the right to reject all Proposals received and reissue the RFP or to negotiate directly with the Respondent(s) who submitted a Proposal. The City has no obligation to execute a contract with any of the Respondents on the basis of this RFP.

5.2   Tentative Solicitation Schedule

The following *tentative* schedule is provided as a general guide on timing for this solicitation. **This schedule is subject to change.** Notice of changes will be handled per the addendum process contained in Section 6.4.

Solicitation Step	Date
Deadline for Questions	May 15, 2024 at 2:00 P.M.
Date Responses to Questions will be posted	May 22, 2024 at 5:00 P.M.
Proposal Submission Deadline	**May 30, 2024 at 2:00 P.M.**
Evaluation Committee Meeting	June 7, 2024
Interviews Completed (if necessary)	June 12, 2024
Notification of Intent to Award	**June 18, 2024**
Operating Agreement Executed by	June 24, 2024

5.3   Preliminary Review

Upon receipt of Proposals, the City will conduct a preliminary review to ensure that each Proposal is generally responsive to the published criteria. Respondents whose Proposals are deemed non-responsive will be notified in writing with a brief explanation of the reason for the rejection.

5.4   Initial Evaluation and Scoring

(a)   *Scoring Overview*

Following the preliminary review, the Evaluation Committee will convene to independently review and score each Proposal based on the criteria listed in Section 4(b). A detailed and objective evaluation will be conducted, the sole intent of which will be to identify the most responsive and responsible Respondent(s) to perform the work contemplated under this procurement action.

The following criteria and scoring will be employed by the City:

Criteria	Max Score
General Corporate Overview and Capabilities	10 points
Past Performance and Industry Experience	10 points
Project Approach	10 points
Functional and Technical Capabilities	30 points
Execution Plan and Project Schedule	15 points
Cost	25 points
TOTAL MAXIMUM SCORE	100 points

The maximum score per evaluator is **100 points**. Respondents should note that the City has placed significant weight on two criteria: a) Functional and Technical Capabilities and b) Cost. Note that 55% of the Respondent's score will be determined by these two criteria and Respondents should place special efforts in addressing these criteria as part of their Proposal.

(b)   *Tiebreaker*

In the event of a tie between two (2) or more Respondents, the Respondent with the higher Functional and Technical Capabilities score will be awarded the tiebreaker.

(c)   *Shortlist Development*

Notwithstanding the provisions of Section 5.1 above, the City may, in the City's sole discretion, decide to shortlist the top scoring Respondents for the interview phase of the selection process. The selected group of shortlisted Respondents may be asked to provide a demonstration of their product. Those submissions not selected will be eliminated from further consideration.

5.5   Interviews

Notwithstanding the provisions of Section 5.1 above, the City may elect to interview the top scoring Respondents based on their initial score. This is an opportunity for shortlisted Respondents to clarify their Proposals and present any additional information that the shortlisted Respondents wish the Evaluation Committee to consider.

5.6   Final Selection

Upon completion of the interviews, if conducted, or the initial evaluation, if no interviews are conducted, written or verbal negotiations may be conducted with one or more Respondents to ensure the most advantageous results for the City over the full contract term.

SECTION VI – GENERAL PROVISIONS

6.1   City Right to Reject and Waive Minor Irregularities

The City, in the City's sole discretion, reserves the right to, (i) reject any and all Proposals, wholly or in part, (ii) re-advertise for additional Proposals, (iii) waive any informality or minor irregularities pursuant to Section 6.6, and (iv) make awards in any manner deemed in the best interest of the City.

The selection of a Respondent shall be at the sole discretion of the City. No Respondent shall have any cause of action against the City arising out of a failure by the City to consider the qualifications of a Proposal, a Respondent, or the methods by which the City evaluated the Proposals received.

6.2   Inquiries

Inquiries on all matters pertaining to this RFP or the process the City is following should be made in writing and directed to:

<div align="center">

Manchester-Boston Regional Airport
Attn: Procurement
1 Airport Road, Suite 300
Manchester, NH 03103
Email: procurement@flymanchester.com

</div>

6.3   Contact With Airport Staff

From the time of receipt or publication of this RFP, all parties who intend to submit a response directly or indirectly to this RFP shall direct all contact with the City **only** to the procurement team for the Airport, whose point of contact is listed in Section 6.2. Other than as permitted herein, Respondents to this RFP may not contact City employees beyond the procurement contact identified in Section 6.2 herein, nor may they contact any members of the Evaluation Committee, nor those representing any City interests in this RFP for the purpose of discussing the same.

All parties who intend to submit a response directly or indirectly to this RFP shall not lobby, either on an individual or collective basis, the City, the Airport, or any federal, state, or local elected or public officials or staff regarding this RFP or said parties' written Proposals. Respondents, their acquaintances, friends, family, outside advisors, agents, or other representatives shall not contact the City, the Airport, or any federal, state, or local elected or public officials or staff to arrange meetings, visits, or presentations to influence the outcome of the selection process.

VIOLATIONS OF THIS PROVISION, BY OR ON BEHALF OF A RESPONDENT, INTENTIONALLY OR UNINTENTIONALLY, WILL RESULT IN DISQUALIFICATION OF SAID RESPONDENT, REJECTION OF SAID RESPONDENT'S PROPOSAL, AND/OR RESPONDENT DEBARMENT FROM FUTURE SOLICITATIONS.

6.4   Addenda and Clarifications

No interpretation of the meaning of any part of this RFP, or corrections of any apparent ambiguity, inconsistency, or error therein, will be made to any Respondent orally. All requests for written interpretations or corrections shall be submitted in writing only and addressed to the City using the contact information in Section 6.2 and submitted by the date listed as the "Deadline for Questions" in Section 5.2.

All such interpretations and supplemental instructions will be in the form of a written Addendum to the RFP documents, which, if issued, will be posted on the Airport website: www.flymanchester.com/doing-business-with-mht/procurement-opportunities/

Only the interpretations or corrections so given by the City in writing will be binding, and prospective Respondents are advised that no other source is authorized to give information concerning, or to explain or interpret, the RFP.

It is the responsibility of the Respondent to incorporate any addenda into their Proposal and to acknowledge receipt of any addenda by signing the *Addenda Acknowledgement Form* which, if issued, will be posted on the City's website, and including the same in their Proposal. If a Respondent fails to acknowledge receipt of any such addendum through signing the *Addenda Acknowledgement Form*, their Proposal will be construed as though all addenda have been received by said Respondent and acknowledged thereby.

6.5   Additional Provisions

The City reserves the right to add, delete, or revise any section of this RFP. The City reserves the right 1) to accept the Respondent(s) it deems most suitable and beneficial and 2) to reject any or all Proposals received as part of this RFP. The City also reserves the right to retain all copies of Proposals submitted by Respondents.

6.6   Rejection of Irregular Proposals

The City reserves the right to reject Proposals that are considered irregular in the sole discretion of the City. Proposals will be considered irregular if they show omissions, alterations of form, additions not called for, conditions, limitations, or other irregularities of any kind. The City reserves the right to waive minor irregularities that will not result in an unfair economic or competitive advantage or disadvantage to any Respondent.

6.7   Cost

Respondents are responsible for all costs associated with their Proposals including, but not limited to, the creation of the Proposal and, should the Respondent be shortlisted, any associated costs for subsequent steps in the procurement process. The City will not accept any promotional items as part of the RFP process and any such items included will either be discarded or, if so requested, returned to the Respondent at no cost to the City.

6.8   Contract Agreement

The City intends to award the successful Respondent(s) with a purchase and support agreement (the "Agreement") for a fixed term of five (5) years with two (2), two (2) year options. A sample agreement is provided in **Appendix G** to this RFP. The City is open to reasonable changes to the Agreement, provided that such changes do not substantially alter the terms of the sample provided herein.

NOTE: BY SUBMITTING A PROPOSAL, THE RESPONDENT ACKNOWLEDGES AGREEMENT WITH ITEMS THAT ARE CAPITALIZED AND/OR IN BOLD FONT IN THE SAMPLE AGREEMENT. RESPONDENTS ARE HEREBY NOTIFIED THAT THESE ITEMS ARE NON-NEGOTIABLE AND FAILURE OF THE RESPONDENT TO ACCEPT THESE TERMS WILL RESULT IN NO FURTHER CONSIDERATION OF THE RESPONDENT'S PROPOSAL.

6.9   Non-Discrimination Provisions

The Respondent agrees to comply with all applicable federal, state and local laws, including, but not limited to, the Civil Rights Act of 1964, as amended. The Equal Employment Opportunity Clause in Section 202, paragraphs 1 through 7 of Executive Order 11246, as amended, relative to Equal Employment and the implementing Rules and Regulations of the Office of Federal Contract Compliance Programs are incorporated herein by specific reference. The Affirmative Action Clause in Section 503 of the Rehabilitation Act of 1973, as amended, relative to Equal Opportunity for the disabled is incorporated herein by specific reference. The Affirmative Action Clause in 38 USC Section 2-12 of the Vietnam Veterans' Readjustment Assistance Act of 1974, relative to Equal Employment Opportunity for the special disabled Veteran and Veterans of the Vietnam Era, is incorporated herein by a specific reference. The Respondent specifically agrees to comply with: (i) Title VI of the Civil Rights Act of 1964, which prohibits discriminations on the grounds of race, color or national origin; and (ii) Title 49 of the U.S. Code Section 47123, which further prohibits discrimination on the grounds of sex, based on gender, and creed, based on religion.

APPENDIX A: CERTIFICATION FORMS

PLEASE COMPLETE, SIGN, NOTARIZE AND INSERT THE FOLLOWING CERTIFICATIONS INTO YOUR SUBMITTAL.

THE CITY WILL CONSIDER PROPOSALS THAT FAIL TO INCLUDE COMPLETED CERTIFICATIONS AS NON-RESPONSIVE AND SUCH SUBMITTALS WILL NOT BE CONSIDERED.

CERTIFICATION OF MINIMUM QUALIFICATIONS

By submission of this Proposal, the Respondent certifies that to the best of their knowledge and belief, they meet the following Minimum Qualification Requirements:

a) Has qualified and experienced IDMS personnel on staff that will be assigned to this project;

b) Has deployed the IDMS product version being proposed in the Proposal in three (3) or more airports in the United States of similar size or greater badge population as the Airport, and said IDMS was successfully installed and properly operational;

c) Is proposing an IDMS that has established and operational software interfaces with Physical Access Control System (Software House C•CURE 9000), Designated Aviation Channeling (DAC) service provider AAAE Transportation Security Clearinghouse (TSC), and AAAE Interactive Employee Training platform in three (3) or more airports in the United States of similar size or greater badge population as the Airport.

I hereby affirm that the foregoing statements and representations are true. I also acknowledge that any materially false statement or representation shall be grounds for termination for cause by the City without prejudicing any remedies available to the City in equity or law.

Notary Seal:

_____
Name of Respondent

_____
Name of Respondent's
Authorized Representative

_____ _____
Signature of Respondent's   Date
Authorized Representative

_____
Title of Respondent's
Authorized Representative

CERTIFICATION OF NON-COLLUSIVE PROPOSAL

By submission of this Proposal, each Respondent and each person signing on behalf of any Respondent certifies, and in the case of a joint proposal each party thereto certifies as to its own organization that to the best of knowledge and belief:

a) The prices in this Proposal have been arrived at independently without collusion, consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other Respondent, or with any competitor; and,

b) Unless otherwise required by law, the prices which have been quoted in this Proposal have not been knowingly disclosed by the Respondent and will not knowingly be disclosed by the Respondent prior to opening, directly or indirectly, to any other Respondent or to any competitor; and,

c) No attempt has been made or will be made by the Respondent to induce any other person, partnership, or corporation to submit or not to submit a Proposal for purpose of restricting competition.

I hereby affirm that the foregoing statements and representations are true. I also acknowledge that any materially false statement or representation shall be grounds for termination for cause by the City without prejudicing any remedies available to the City in equity or law.

Notary Seal:

_____
Name of Respondent

_____
Name of Respondent's
Authorized Representative

_____   _____
Signature of Respondent's   Date
Authorized Representative

_____
Title of Respondent's
Authorized Representative

CERTIFICATION OF OFFERER/BIDDER REGARDING DEBARMENT

By submitting a Proposal under this solicitation, the offeror certifies that neither it nor its principals are presently debarred or suspended by any Federal department or agency from participation in this transaction. Further, the offeror certifies that any lower tier participant contained in this solicitation is not presently debarred or otherwise disqualified from participation in federally assisted projects resulting from this procurement action.

CERTIFICATION: NOTARY/ATTESTATION:

_____
Name

_____
Signature   Date

_____
Title

CERTIFICATION OF OFFERER/BIDDER REGARDING TAX DELINQUENCY AND FELONY CONVICTIONS

The applicant must complete the following two certification Proposals. The applicant must indicate its current status as it relates to tax delinquency and felony conviction by **inserting a checkmark (✓) in the space *following* the applicable response.** The applicant agrees that, if awarded a contract resulting from this solicitation, it will incorporate this provision for certification in all lower tier subcontracts.

Certifications
1)   The applicant represents that ( ) it is, OR ( ) is not a corporation that has any unpaid Federal tax liability that has been assessed, for which all judicial and administrative remedies have been exhausted or have lapsed, and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability.
2)   The applicant represents that ( ) it is, OR ( ) is not a corporation that was convicted of a criminal violation under any Federal law within the preceding 24 months.

Term Definitions
Felony conviction: Felony conviction means a conviction within the preceding twenty-four (24) months of a felony criminal violation under any Federal law and includes conviction of an offense defined in a section of the U.S. code that specifically classifies the offense as a felony and conviction of an offense that is classified as a felony under 18 U.S.C. § 3559.

Tax Delinquency: A tax delinquency is any unpaid Federal tax liability that has been assessed, for which all judicial and administrative remedies have been exhausted, or have lapsed, and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability.

CERTIFICATION: NOTARY/ATTESTATION:

_____
Name

_____
Signature   Date

_____
Title

APPENDIX B:
EXISTING SYSTEMS, TECHNOLOGIES & BUSINESS PROCESSES

Airport Badging Office Systems / Applications

The Airport Badging Office uses various disparate and standalone systems. Below is a representation of the systems in places that are not interconnected or integrated with each other.

Fulcrum Biometrics Fingerprinting Live Scan	*Systems Lack Data Integration*	Access Control System Software House C•CURE 9000 v2.7
DACS TSC	Microsoft Bookings Online Badging Appointment System	Finance System ABRM

Physical Access Control System (PACS) – The Airport Physical Access Control System consists of a Software House C•CURE 9000 v2.9 application operating on physical servers within the Airport IT Data Center. The Airport uses the C•CURE ID badging functionality to design badges, store badge holder information, capture photos and print badges using existing badge printers. The clearance codes are defined in the PACS and then assigned to badge holders. The clearance codes are defined at the time of company approval by the Airport Security Supervisor or Airport Security Specialist working with the company representative or AS and based on the type of business at the Airport.

Card Technologies & Badge# – The Airport issues generic HID iClass Prox cards. The badge number (hot stamp) printed on the back of the badge by the producing company is programmed in C•CURE and used for access control. This number is entered in the C•CURE system, printed on the front of the badge and used by the access control system for opening /closing doors. The badge # changes every time the badge is issued including for renewal, lost, stolen or damaged scenarios.

Fingerprint Live Scan Systems – The Airport uses one (1) Green Bit Dactyscan 84C with Fulcrum Biometric Fingerprint (FBF) software to capture airport employee 10-prints for the Criminal History Records Checks (CHRC). The airport is satisfied with the performance of the Green Bit Dactyscan 84C with Fulcrum Biometric Fingerprint software and plans to extend the contract with Fulcrum Biometrics but would be open to a different integration platform.

Designated Airport Channeling Service (DAC) –AAAE Transportation Security Clearinghouse (TSC) The Airport badging office enters all the new applicant's biographic information into the TSC system (via web portal bulk upload login) for submission to the TSA for Security Threat Assessment and Livescan fingerprints to the FBI for the Criminal History Records Checks (CHRC). The badging office daily monitors (some more than once a day) for changes or updates to the STA or CHRC. The CHRC results are reviewed in the FBI system. The applicants are enrolled in the Rap-Back program.

The Airport currently does not fingerprint all SIDA badge holders (Federal Employees, Law Enforcement Officers, ETC.).

Financial Systems – The Airport currently uses Microsoft Excel spreadsheets to track badging fee's for our accounting department. Moving forward the airport would like to integrate the IDMS into the

system that the airport is using for billing. The current system is ABRM but could be changing in the future.

Training Systems – The Airport currently uses AAAE Interactive Employee Training Platform for all of its required and optional training. Security Identification Display Area (SIDA) security training is required by all badge holders before issuance of an airport badge and every 4 years after that. Airport Operations Area (AOA) Driver Training is required before operating a vehicle inside the airport fence line. Recurrent training is required every year or every two years depending on movement access level.

Appointment Manager –The airport currently uses Microsoft Bookings as the online scheduler for both new and renewal badge appointments as well as renewing electronic keys.

Badging Office & Training Room Layout

The Airport Badging Office, located in the main terminal, is accessible to all Airport employees. The badging station is one (1) workstation (CCURE 9000) for badge production.

The CCURE 9000 workstation is equipped with badging equipment – camera and badge printer.

Within the terminal is the Training room set up with five (5) stations that have computers and monitors for security and driver trainings.

Existing User Roles and Business Process

This section documents user roles and the employee badge issuance workflow.

User Roles

There are multiple users managing the various badging business processes at the Airport. A list of the users and responsibilities is provided below.

#	USER ROLE	RESPONSIBILITIES
1	Authorized Signatory	Fill out paper forms, review and authorize new badge applications, authorization of renewals (badge), respond to badge audits and coordinating trainings for applicants.
2	Applicant	Coordinate with Authorized Signatory to complete badge application process.
3	Airport Security Specialist	Badge applicant data entry in various disparate systems, fingerprinting, document verification and scanning, badge production, tracking RAP back enrollment and removal in DAC system, tracking of all required SIDA and AOA Driver Training, manage badge holder paper records, performs mandatory TSA Badge Audits, holds Authorized Signer Training.
4	Trusted Agents- Airport Dispatchers	Badge issuance and documenting of training.
5	Badging Office -Airport Security Supervisor	Manage all tasks of Badging Office Staff and Trusted Agents, review of CHRC Rap sheets and adjudication (in lieu of Airport Security Manager).
6	Airport Security Manager	Manage the above tasks for Supervisor and be is the decision maker for all rap sheets adjudications.

Business Processes / Workflows

This section describes various workflow processes.

Company Setup – The company contacts the Airport Security Specialist and provides details of the business name, business purpose at the airport, areas of access and the designated Authorized Signatory for the company. The Airport Security Specialist will verify that all agreements have been signed through the airport's Properties and Contracts department.

Employee Badge Issuance – The new badge request is explained below. The applicant submits paper application, then the badging office performs identity & document validation, fingerprinting, programing required training and badge release for issuance.

Paper Application – The Authorized Signatory and the applicant work together to fill the paper badge application. The Authorized Signatory based on the applicant's job requirements requests the AOA driving and unescorted/ escorted privileges.

Badging Office Visit- Paperwork Drop off – The Authorized Signer takes the paper application, i9 documents, fingerprint application and AOA paperwork if necessary to the Badging Office or Communication Center. Once paperwork has been dropped off, an online fingerprint appointment can be made.

> **NOTE:** Currently, the I9 verification documents are not scanned unless they need to be uploaded for TSC purposes, copies are preserved with the paper application.

Back Office Process (DACS and CCURE) – The Airport Security Specialist enters applicants' biographic information in CCure. The person's name is entered into the billing spreadsheet with the appropriate fees. At the end of the day two reports are run to extract data from CCure and uploaded to the TSC and to the IET System.

Badging Office Visit-Fingerprint and Photo Process – The Authorized Signatory and the applicant make an appointment that is convenient for the applicant. The applicant complete the fingerprinting and photo process at their appointment time. The next available badge number is entered into the CCURE system and then entered in the DAC. After that, the Airport Security Specialist initiates the STA, CHRC and subscribes to Rap-back.

> **NOTE:** The applicant leaves the badging office after successfully completing the fingerprinting capture and photograph process.

The Airport Security Specialist will monitor the DACS daily for changes / updates to the applicant's STA, CHRC statuses. If there are any errors/ issues those are corrected by the Airport Security Specialist in DACS and security checks reprocessed.

Background Check Adjudication Process – The Airport Security Specialist confirms the STA has passed, then logs in to the FBI FPRD website to check the CHRC status. The Airport Security Specialist will print and bring to the Airport Security Manager to adjudicate the rap sheets and any other information available in the FBI FPRD system.

If the rap sheet has disqualifying crimes, then the Airport will notify via email (sent manually) to the Authorized Signatory of failure of background checks and the badge will not be issued.

If the applicant has no disqualifying offenses, then the Airport Security Specialist notifies the Authorized Signatory via email (sent manually) that the applicant has cleared the background checks, and the applicant should visit the Communication Center office to complete the mandatory SIDA Trainings and other driver trainings as required.

Training – The Applicant visits the Communication Center to complete the required trainings. Once all training is completed, then the Communication Center will issue the badge and update the appropriate notes and fields within CCure. The training room is open 24 hours a day.

Badge Audit

The Airport performs two (2) 100% badge audits. The airport sends an email /letter to the authorized signatory asking them to fill out a cover sheet and provide list of all active badges. Sample file attached in **Appendix F** to this RFP.

The Airport then reviews the completed audit spreadsheet provided by the AS and reconciles the badge records manually against the CCURE report. If there is a discrepancy the airport informs the authorized signatory asking for an explanation.

The Airport conducts 100% badge audit annually in January and July every year. In addition, the Airport conducts random badge audit checks for select companies (company with over 50 badges).

APPENDIX C: CURRENT WORKFLOWS
CURRENT NEW BADGE WORKFLOW

Authorized Signer Flow

Start Authorized Signer → Application Fingerprint App AOA Driving Form Copy 2 Forms ID → Submit to badging office → Make Fingerprint Appointment → Once Badge Clears send in for Training → End Person gets badge

Badging Office Badge Application Flow

Start New Badge Badging Office Process

Recieve Application from Authorized Signer

Is App Complete with require Docs.

No → Kick back to Authorized Signer

Yes → Process Badge Application

Has this person held a badge here previously (search database)

No → Start Blank Personnel Record

Yes → Reuse Old Personnel Record

Set Personnel Type

Does the person need to hold a gate or jetway open longer than normal?

CURRENT NEW BADGE WORKFLOW

Badging Office
Badge Application Flow
Continued

CURRENT NEW BADGE WORKFLOW

End of day data upload

START STA DATA UPLOAD → Export STA information from C-Cure to Excel Spreadsheet → Add TSC Spreadsheet Header and save → Zip file and password protect → Upload file to TSC

Take Applications with people born outside the US to Copier for document scanning → Scan each ID from the applications → Change ID file names to match correct format → Upload documents to TSC Website → END STA DATA UPLOAD

START IET DATA UPLOAD → Export IET information from C-Cure to Excel Spreadsheet → Add IET Spreadsheet Header and save → Upload file to IET → END IET DATA UPLOAD

Badging Office Appointment Flow

Start Badging Appointment Process → Find person in database and open → Enter badge number → Add Portrait and take Photo → Assign PIN Number → Print badge

Change badge status to Active → Add notes about fingerprinting and photo taken → Take fingerprints → Update TSC with Badge Number, Transaction Date and Expiration Date → End Badging Appointment Process

Badge Clearing Flow

Start Badge clearing and releasing process → Is the person's CHRC clear → **Yes** → Move badge to CHRC Cleared pile and make note in C-Cure → Is the person's STA Clear → **Yes** → Make notes in C-cure that the STA has clear and ok to release after SIDA Training has been completed

Is the person's CHRC clear → **No** → Keep checking until it clears

Is the person's STA Clear → **No** → Keep checking until it clears

Make notes in C-cure... → Email Authorized Signers that badge has cleared.

Placed cleared badge in Communication Center → SIDA training completed and record printed → Updated TSC of when badge issued → File SIDA training record and relocate application to final file cabinet → End Badge Clearing Process

CURRENT RENEWAL BADGE WORKFLOW

CURRENT RENEWAL BADGE WORKFLOW

Badging Office Renewal Appointment Flow

```
Start Badging        Find person in       Enter badge number    Take Photo          Print badge
Appointment      →   database and open →                    →               →
Process

Add notes about  →   Update TSC with   →  Check off badge on →  Bill company for →  End Badging
badge being          Badge Number,        monthly sheet         badge renewal       Appointment
renewed              Transaction Date                                               Process
                     and Expiration Date
```

CURRENT TERMINATED BADGE WORKFLOW

Terminated Badge Flow

```
Start            Find appropriate    Was badge      Yes    Mark Card Status as    Mark Profile Status
Terminated   →   personnel record →  returned?    →        Terminated         →   as
Badge                                                      and Disabled           Terminated
Process
                                                  No       Mark Card Status as    Mark Profile Status    Add the word
                                                  →        Terminated         →   as                 →   Termed- before
                                                           Disabled               Terminated BNR         Company Name
                                                           BNR

Change Badge  →  Update Notes    →   Remove person →  Pull out Application, →  End
Status to        Section with        from TSC         date it, place it in     Terminated Badge
Terminated       proper                               180 Day folder in        Process
                 information                          cabinet
```

APPENDIX D:
FUNCTIONAL CAPABILITIES

For the Functional Capabilities please mark if the proposed software meets the Capabilities (C) or does not meet the Capabilities (NC). For any comments regarding the Functional Capabilities please reference the ID reference number in your response and if necessary, use additional pages to complete comments.

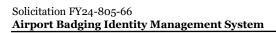|	Functional Capabilities		Contractor Response	
ID	**Functional Area**	**Capabilities Description**	**Meets Capabilities (C) Doesn't Meet Capabilities (NC)**	**Comments**
FC-001	Application Process	Provide capability for the applicant to electronically submit information related to Disqualifying crimes badge holder responsibilities, other airport specific legal language currently available in the badge application.		
FC-002	Application Process	The applicant portal shall be mobile friendly such that the web portal aligns to various mobile screen sizes without limiting functionality.		
FC-003	Application Process	The IDMS shall have capability for a website link or APP where the applicant can enter name, DOB, SSN and I9 document, with image upload capability for identity verification.		
FC-004	Application Process	The IDMS shall have the capability to list all complete applications submitted by the AS. If the applicant portion of the application is not complete the badge application cannot be processed by the badging office.		
FC-005	Application Process	The IDMS shall have capability to clearly identify the type to application such as new badge application, renewal badge application, badge change (for adding or removing privilege - escort, driving privilege), replacement badge application (name change or lost, stolen or mutilated).		
FC-006	Application Process	The IDMS shall allow the Trusted Agent to review and modify as necessary all the information submitted by the AS and the applicant. The Trusted agent can Accept or Reject or Cancel the badge application review step. IDMS shall send notification to AS if application is rejected or accepted.		
FC-007	Application Process	Once the applications are rejected, they will no longer appear in the application list for processing.		
FC-008	Application Process	The IDMS shall alert the Trusted agent if the new badge applicant already exists and allow the Trusted Agent to review the duplicate record and merge or process individually.		
FC-009	Audit	Audit should allow selection of records for Audit based on company, specific individuals, and badge type.		
FC-010	Authorized Signatory	The IDMS shall always check and enforce the AS to maintain an active badge, valid security checks, valid AS trainings, in order to keep the AS active and maintain access to the AS portal.		

FUNCTIONAL CAPABILITIES

	Functional Capabilities		Contractor Response	
ID	**Functional Area**	**Capabilities Description**	**Meets Capabilities (C) Doesn't Meet Capabilities (NC)**	**Comments**
FC-011	Authorized Signatory	IDMS must assign each Authorized Signer a unique user account and password upon completion of the approval process and required training. This user account will be used for submission of employee badge applications and all other business activities performed using the web interface.		
FC-012	Authorized Signatory	IDMS shall provide and describe mechanisms to incorporate multi-factor authentication for the Authorizing Signatory Portal. The IDMS shall have the capability to implement OTP / authentication codes via text or email.		
FC-013	Authorized Signatory	The IDMS shall provide capability for the AS to perform at a minimum via the AS web portal, the following functions: enroll new applicants, authorize renewal of badges, submit badge replacement applications for lost, stolen, mutilated, name changes or privilege modification changes, respond to audits, upload supporting documentation for I-9, CBP forms, driving permits, key request form, and other documentation as necessary for the airport operations.		
FC-014	Authorized Signatory	The IDMS shall have capability to capture all the STA required fields during the badge application process.		
FC-015	Authorized Signatory	Provide the ability to send via email to a new badge applicant (mandatory field for all applicants), an expiring link to enter applicant regulatory information and acknowledgements application information and attest to a disqualifying felony statement.		
FC-016	Authorized Signatory	The IDMS shall allow the badge application entered by the AS to be saved prior to submission. The application will be saved for 30 days or user defined timeframe prior to permanently deleting the application from IDMS.		
FC-017	Authorized Signatory	The IDMS shall permit the Authorized Signer to select the badge type (escort or no escort), AOA privileges, access level / clearance and need for Videx key requests for a new badge application or for existing badges.		
FC-018	Authorized Signatory	The IDMS shall allow AS to authorize renewal if the employee badge is due to expire within the 30 days of badge expiration.		
FC-019	Authorized Signatory	At a minimum, the following should be displayed on the dashboard: The AS will see only those companies and badge holders, he / she is responsible for. The AS should see the list of applications submitted, pending, applicant acknowledgements submitted or pending, upcoming badge expirations and badge renewals, unaccounted badges.		

FUNCTIONAL CAPABILITIES

	Functional Capabilities		Contractor Response	
ID	**Functional Area**	**Capabilities Description**	**Meets Capabilities (C) Doesn't Meet Capabilities (NC)**	**Comments**
FC-020	Authorized Signatory	The IDMS shall allow at a minimum the following badge statuses with capability for the system administrators to add / modify statuses and reason for de-activation: Active, Inactive, Suspended, Terminated, Revoked, Returned, Lost, Stolen, Damaged, The IDMS shall also provide drop down list for "Reason for De-activation"		
FC-021	Badge Production	Automatically calculate and default the maximum expiration date for each new or reissued badge based on current airport policy.		
FC-022	Badge Production	The IDMS shall clearly indicate on the UI if the badge was returned, badge returned date, badge printed date, badge pick-up date.		
FC-023	Badge Production	When the current date passes an assigned expiration date on a badge, automatically update the badge status to revoked with reason of expired and deactivate the badge in the DAC.		
FC-024	Badge Production	Allow creation of new badges as replacements for unaccounted (e.g. lost, stolen) badges by copying previous badge details, badge expiration date and establishing a new badge number.		
FC-025	Badge Production	Print a receipt and send notification to the badge holder and / or Authorized Signatory as proof the badge was issued or surrendered.		
FC-026	Badge holder Record Management	IDMS shall permit the Badging Office staff or Trusted Agents to indicate the status of a badge as returned, badge not returned, or lost or stolen.		
FC-027	Badge holder Record Management	When an AS or badge holder reports their badge as terminated, lost or stolen, the badge must immediately be deactivated in IDMS and the PACS.		
FC-028	Badge holder Record Management	Provide ability to issue single active badges to one individual working for multiple separate companies. (Up to 3 companies on the badge)		
FC-029	Violations	Allow users with appropriate permissions to add new types (security and safety) of violations.		
FC-030	Violations	Allow an unlimited number of violation types to be added.		
FC-031	Violations	Manage a central record of employee's violations at the Airport.		
FC-032	Violations	Record and track airport policy infractions in each identity profile (e.g. safety and security violations, no insurance).		
FC-033	Violations	Record and track repeated infractions, which may warrant re-training of the employee.		
FC-034	Violations	Track the number of violations in each identity profile.		
FC-035	Violations	Track penalties relating to a suspension.		

FUNCTIONAL CAPABILITIES

	Functional Capabilities		Contractor Response	
ID	**Functional Area**	**Capabilities Description**	**Meets Capabilities (C) Doesn't Meet Capabilities (NC))**	**Comments**
FC-036	Violations	Track fulfillment of any necessary corrective actions (e.g. penalties, suspension, training).		
FC-037	Violations	Send violation notices out via email automatically to the Authorized Signatory.		
FC-038	Company	IDMS shall provide capability for the Badging Office staff to enroll a new company and provide at a minimum the following information including but not limited to company name, company start and end dates, company type (For Example: Airline, Local or Federal Government, Contract, Tenants, Vendors, Concessionaires, others) company status, clearance codes/access level assignment configurations, contract information, contract start and end dates, sponsor contractor information.		
FC-039	Company	IDMS shall provide ability to capture company names as - Business Legal name, doing business as, abbreviated name to be printed on the badge.		
FC-040	Company	IDMS shall provide the ability to store multiple company addresses, phone numbers and multiple company contacts information including name, email, job title.		
FC-041	Company	IDMS shall provide capability to configure at company and division level the ID requirements (certain government employees can provide one I9 document), access levels/clearance codes, financials (monthly billing, fee waived), payments (badge fees, other fees), security check exemptions (CHRC, STA, others).		
FC-042	Company	IDMS shall provide capability for the Badging Office to scan and / or upload documents related to company enrollment. For example, company authorization letter, contract documents, insurance certificate, nominate first Authorized Signatory for the company, and others as required by the Airport. The documents will be saved in the IDMS and be available and the archived/ deleted as per the airport data retention policy.		
FC-043	Company	The IDMS shall allow tracking of the Company statuses. At a minimum the following should be available Active, Inactive, Suspended, Terminated, and others as per the Airport business requirements.		
FC-044	Company	The IDMS shall have capability to add Reason for de-activation or add notes to company profile when the company status has changed from active to another status.		

FUNCTIONAL CAPABILITIES

	Functional Capabilities		Contractor Response	
ID	**Functional Area**	**Capabilities Description**	**Meets Capabilities (C) Doesn't Meet Capabilities (NC)**	**Comments**
FC-045	Company	The IDMS shall allow suspension of a company such that existing active badges will not be automatically de-activated when the status has changed, however will enforce any future processing of the company employees for badge printing or badge renewals. (Example case: company has financial payments due/ defaulted)		
FC-046	Company	The IDMS shall enforce that a Company in Active status should have at least one (1) active Authorized Signatory. There is no limit on the number of Authorized signatories that a company can designate. Use of global AS or badging office manager for 1st AS enrollment is acceptable. A notification within the IDMS needs to be made to the Badging Office staff.		
FC-047	Company	The IDMS shall have capability to allow the badging office to set an authorized signatory as Active or Inactive.		
FC-048	Company	Provide capability for Badging Office to configure default access levels / clearance codes for an approved company. The default access levels / clearance codes will be visible in the company profile.		
FC-049	Company	Provide capability for the Badging Office or system administrator to modify the default access levels / clearance codes per company business requirements.		
FC-050	Company	The IDMS should provide capability for badging office manager to perform bulk / volume tasks such as de-activation of badges, badge printing, change access levels/clearance codes by badge type or company or divisions.		
FC-051	Company	The IDMS shall provide functionality to change company names (e.g. legal name changes and badge printed names) including providing report of all badge holders impacted. Allow corporate name changes while retaining relation to the former corporate name.		
FC-052	Company	The IDMS shall provide functionality to allow merger of companies (e.g. legal name changes and badge printed names) including providing report of all badge holders impacted.		
FC-053	Dashboard	The IDMS shall provide immediate notification on dashboard and email notification to the system administrators, badging office and ASC if the connection to any DACS is lost.		

FUNCTIONAL CAPABILITIES

	Functional Capabilities		Contractor Response	
ID	**Functional Area**	**Capabilities Description**	**Meets Capabilities (C) Doesn't Meet Capabilities (NC)**	**Comments**
FC-054	Dashboard	The IDMS can provide a dashboard for Badging Office staff and the AS. The dashboard should be configurable for each user group and user.		
FC-055	Dashboard	Provide on dashboard those STA and CHRC results that have not been returned in 10 business days.		
FC-056	Document Management	IDMS will enable association of scanned documents with badge applications. IDMS must accommodate for all identification types shown on the Acceptable Documents List (List A, B & C).		
FC-057	Document Management	Provide ability to restrict viewing of scan and stored documents (e.g. Rap sheets) and mark private based on user roles by permission levels.		
FC-058	Document Management	Provide Badging Office staff an input form for capturing identification document data with appropriate fields displayed based on the type of identification provided.		
FC-059	Document Management	Be able to rotate and zoom in to review scanned documents. The upload document formats will be pdf or image files. Use of Adobe acrobat to rotate or zoom is acceptable for pdf files		
FC-060	Document Management	Provide ability to compare the data retrieved from the documents against the data entered by the AS or Applicant including ability to select data fields to merge or ignore.		
FC-061	Document Management	Provide the ability to archive electronic documents and badge records automatically on preset schedule following airport data retention policies.		
FC-062	Email Notifications	IDMS shall support the use of templates for emails to the Security Badging Office staff, companies, and Authorized Signers.		
FC-063	Email Notifications	Provide notification to the Authorized Signatory when a badge status changes within the Authorized Signatory's company.		
FC-064	Email Notifications	IDMS shall allow system administrators to add / modify wording within and database references for field values in the email templates.		
FC-065	Email Notifications	Provide ability to notify Badging Office, AS, and applicant when a specified document in a record expires (e.g. driver's license, passport, authorization to work).		
FC-066	Email Notifications	Provide capability to send various notifications with reminders and escalations to the Authorized Signatory, Airport Badging, ASC.		

FUNCTIONAL CAPABILITIES

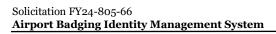|	Functional Capabilities		Contractor Response	
ID	**Functional Area**	**Capabilities Description**	**Meets Capabilities (C) Doesn't Meet Capabilities (NC)**	**Comments**
FC-067	Email Notifications	Notifications to AS, applicant and Badging Office for various statuses during badge application process (e.g. pre-enrollment, fingerprinting, security checks complete, training complete (pass/fail), badge issued, violations issued); scheduling appointments (e.g. fingerprinting, document submissions, badge pickup, renewals, key and training, badge applicant -No show to appointments, applicant failed to pick up badge within 30 days from the security checks completed).		
FC-068	Email Notifications	Notifications to AS, Applicant and Badging Office - Expirations: badge, training, documents, and audit responses.		
FC-069	Email Notifications	Provide notification if the connection to PACS is lost.		
FC-070	Financial	Allow payment methods to be defined at individual company levels. (e.g. while one company might be authorized to receive a single invoice at the end of the month for all services rendered by the Security Badging Office, another company may be required to pay for each badge or credential or service with a check or credit card at the time the service is rendered or at the time the appointment is booked.)		
FC-071	Financial	Provide the capability to manage and track the fees / charges associated with badges, background investigations, and other items issued in the Security Badging Office (e.g. keys, permits, card holders).		
FC-072	Financial	IDMS shall be capable to generate and export reports that show (itemized or grouped) all the financial transactions by badge holder (name, badge #, date, amount, payment method, payment type, etc.) grouped by company over any period of time (a day, a week, a month, year-to-date, or since system inception).		
FC-073	Financial	Support user-defined badge billing rate classes by company and badge type, considering CHRC exemptions, external adjudication, and federal employee allowances.		
FC-074	General	The IDMS shall follow the badging procedures and regulatory requirements as outlined in the Code of Federal Regulations (CFR) Title 49 Chapter XII Part 1542, active aviation security policy enforcement, ASP amendments, National amendments issued and Security Directives (SD) 1542-04-08 or subsequent updates.		
FC-075	General	IDMS shall assign a Unique ID number for each person employed at the airport regardless of the number of companies they work for and cannot be related to the person's name, SSN, or any other PII data. This ID will be used across all systems and will remain constant for that person.		
FC-076	General	Allow capability to search the database using multiple fields and combinations of those fields as search criteria.		

FUNCTIONAL CAPABILITIES

	Functional Capabilities		Contractor Response	
ID	**Functional Area**	**Capabilities Description**	**Meets Capabilities (C) Doesn't Meet Capabilities (NC)**	**Comments**
FC-077	General	IDMS shall be intuitive and easy to follow requiring minimum training. The UI shall drive the user to completing relevant tasks and clearly display next step and missing mandatory information.		
FC-078	General	The IDMS shall clearly display on the badge holder record the stage / status the person is in at any given time. E.g. Pending security checks, incomplete training, etc.		
FC-079	General	Ensure standard drop-down lists/master data values are sorted alphabetically (e.g. US states, Country names, Ethnicity,). Ensure commonly used drop down/ master data values are on the top (e.g. United states country when entering Passport or DL)		
FC-080	General	The IDMS shall have field formatting and validations. For example: age minimum limit configurable, height cannot be in inches only and cannot be 10' or cannot accept alpha characters for age, height, weight. Ensure the UI enforces data type, field length, and formatting limitations as per all the dependent subsystems (i.e. PACS, fingerprinting etc.).		
FC-081	General	Provide the capability to mask all or specific Personal Identifiable Information (PII) (e.g. SSN) and non-PII (e.g. PIN) data fields for display after initial input. The masking will be based on business rules and allow the airport to modify PII fields. The UI will clearly indicate if the data is entered or not entered or missing.		
FC-082	General	Provide the capability that the masked data fields are viewable to certain user groups like Airport Security Manager, ASC or designees as determined by the Airport.		
FC-083	General	Provide ability in the UI to override business rules (supervisor override) on a case-by- case basis to certain user groups (ASC, Security Manager). E.g.: applicant from Law enforcement agencies may not be always exempt from CHRC and STA, allows ASC or designee to override the global rule form the UI for the applicant)		
FC-084	General	Allow field validations for name fields, date fields, zip codes, phone #s, SSN, DL#, Passports and ARN# etc. Allow selection of country, state where applicable.		
FC-085	General	Provide invalid or non-conforming entries (E.g. red color) on the screen and prevent invalid or incomplete submissions.		
FC-086	General	Support entering unlimited notes / comments associated with persons, company, security checks, training, badges, access levels, keys, each of which is automatically user/date/time stamped.		

FUNCTIONAL CAPABILITIES

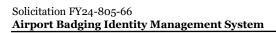|	Functional Capabilities		Contractor Response	
ID	**Functional Area**	**Capabilities Description**	**Meets Capabilities (C) Doesn't Meet Capabilities (NC)**	**Comments**
FC-087	General	Restrict Trusted Agent ability to change/delete comments they entered. Allow Security Manager or ASC or other designated Trusted agents to make modification to the comments entered by the Trusted agents.		
FC-088	General	Provide ability to make comments private/ secured based on user roles		
FC-089	General	Allow operators to flag a note/comment so that the note/comment will be immediately displayed when any user subsequently accesses the record until the user that made the comment, or a supervisor change or deletes the note/comment. For example: SOC users, LEO or CBP marks a record for suspension or revocation the Trusted Agent should get notification immediately.		
FC-090	Integration DACS	The IDMS shall have capability to provide automated method to enroll badge holder in Rap back program upon submission of fingerprint to DACS and not wait for badge issuance. Standard Rap Back subscription, cancel and uncanceled rules applicable.		
FC-091	Integration DACS	The IDMS shall have capability to integrate with DAC and submit the data for STA, CHRC and Rap-back.		
FC-092	Integration DACS	The IDMS shall have the capability to send notifications to the AS (via email to the AS) if the applicant has failed one or both (STA and CHRC) security checks. The IDMS shall track date when the security checks status was changed. The IDMS shall allow the Badging Office to set the background checks status to Appeals if the Applicant has appealed the CHRC results within 30 days. The IDMS shall limit further processing of training, or badge issuance for the applicant if the background check is in appeals process.		
FC-093	Integration DACS	The IDMS shall obtain change in status information from the DAC for CHRC and notify the Badging Office when the results are available on the FBI FPRD.		
FC-094	Integration DACS	Automatically retrieve results from the DAC and update / populate matched STA results to the existing badge holder database.		
FC-095	Integration DACS	The IDMS shall send notifications to AS and Applicant when security checks are complete, with instructions for next steps.		
FC-096	Integration DACS	The IDMS shall provide capability to electronically submit the supporting documents to the DAC.		
FC-097	Integration DACS	Provide the functionality to limit the review of background check results to authorized personnel.		
FC-098	Integration Fingerprint	Livescan Fingerprint system (existing system – Fulcrum Biometrics software, Green-bit Scanner, or compatible vendor software.)		

FUNCTIONAL CAPABILITIES

	Functional Capabilities		Contractor Response	
ID	**Functional Area**	**Capabilities Description**	**Meets Capabilities (C) Doesn't Meet Capabilities (NC)**	**Comments**
FC-099	Integration PACS	Update PACS with badge holder, badge, and clearance codes data immediately (within operational acceptable timeframe). Update requests shall be queued for processing without delay.		
FC-100	Integration PACS	When an employee reports their badge as lost or stolen, the badge must immediately be deactivated in IDMS and the PACS.		
FC-101	Integration PACS	Provide ability to manage higher level of grouping / mapping of clearance codes based on job titles, privileges (e.g. movement area driving would allow assignment of vehicle gate clearance and emergency privilege mapping to all access).		
FC-102	Integration PACS	IDMS will provide a means to define and create templates or other methods of setting default clearance code / groups for employees of a company based on variables such as company name, company type, badge type, privileges, job title, department/division.		
FC-103	Integration PACS	Provide capability to auto assign clearance codes at a minimum based on job title, company name, company type, badge type. Allow manual override of the clearance codes (adding or deleting) by the Trusted Agent.		
FC-104	Integration PACS	Support an unlimited number of access levels per badge or credential type.		
FC-105	Integration PACS	Bulk access levels assignments and removals from badge holders		
FC-106	Reports	All reports be capable of being exported into multiple formats (at a minimum .csv, .pdf and .xlsx formats).		
FC-107	Reports	The IDMS can provide reports for reconciling badge holder records between DAC and IDMS.		
FC-108	Reports	The IDMS can provide reports for financial reconciliation of fingerprinting, STA, CHRC and Rap-back fees against the DAC financial reports.		
FC-109	Reports	Provide ability to list all open, closed, pending violations.		
FC-110	Reports	Generate reports based on the status of matches (e.g. cleared, under investigation, actual match).		
FC-111	Reports	Provide pre-defined reports, in a variety of formats that allow the user to select or specify the grouping and / or sorting criteria.		
FC-112	Reports	Easily generate ad-hoc reports or queries without specialized skills (most easily via filtering, sorting, grouping).		

FUNCTIONAL CAPABILITIES

ID	Functional Area	Capabilities Description	Meets Capabilities (C) Doesn't Meet Capabilities (NC))	Comments
		Functional Capabilities	**Contractor Response**	
FC-113	Reports	Provide ability for a system user to create new reports as well as modify existing reports.		
FC-114	Reports	Daily and monthly reports will be created, stored, and managed within IDMS. Standard reporting tools, such as SQL Server Reporting Services or Crystal Reports must be supported.		
FC-115	Reports	Reports sent using email will follow Sensitive Security Information (SSI) and Personally Identifiable Information (PII) policies.		
FC-116	Reports	IDMS shall allow formatting of the report (e.g. header, footer, page #s, Airport logo, report titles, column headers).		
FC-117	Reports	IDMS should provide following reports at a minimum: · Company names and company types · Company Count Total Badges (e.g. Active, Terminated, Expired, Unaccounted - lost/stolen, returned) · List of Authorized Signatories with details (e.g. Active/inactive, email, phone) · 30 -45- 60 Day Pending Badge Expirations · Active Badge Report with Badge type, privileges by Company · Security Checks reports by type and status (e.g. pending, submitted, results) including Rap Back · Security Checks (STA and CHRC) pending for more than 14 days · Badge Expiration By Company & Date · Badges Issued per day, month, quarter · No Badge pick-up after 30 days from security checks completion		
FC-118	Reports	· Stop list, watch list, DNI list · Badge holder Record with photo, all companies, privileges, biographic data · Training reports - practical training - administrator name, results, date taken, expiration date · 30 day pending Training expiration date · Audit Report by Company · Audit Report for all the badge holders badge status when the Audit is initiated · Audit Comparison Report of inaccuracy in the AS Audit AS closed report and the Audit Active status reports · IDMS User Activity Report · IDMS Audit report (all fields in IDMS old value, new value, date changed, user name who changed, workstation Id)		
FC-119	Training	IDMS shall allow the manual entry security and operations training against the badge holder profile. The IDMS shall have capability to track the name of the course, training coordinator, date completed and expiration dates.		

FUNCTIONAL CAPABILITIES

	Functional Capabilities		Contractor Response	
ID	**Functional Area**	**Capabilities Description**	**Meets Capabilities (C) Doesn't Meet Capabilities (NC)**	**Comments**
FC-120	Training	IDMS shall have capability to integrate with the computer-based training system to provision applicant records, training required based on the badge types and privileges requested and retrieve results (pass / fail) training date and expiration dates automatically from the IET.		
FC-121	Training	IDMS shall allow the manual entering of additional non-CBT courses (e.g. practical driving training and other part 139 trainings) by Airport Operations staff and track the name of the training coordinator, date completed and expiration dates.		
FC-122	Training	Provide ability to add / modify training and set expiration date of training.		
FC-123	Training	Current computer-based training (CBT) platform is AAAE IET.		
FC-124	User Roles	The IDMS shall allow at a minimum the following user role: Comm Center Trusted Agents, Airport Security Specialist, Airport Security Manager, Airport Security Supervisor other staff as per the airport requirements.		
FC-125	User Roles	Allow System Administrator the ability to assign a Trusted Agent, Airport Operations Control Center, etc. to a pre-defined user group. When a new person is assigned to that workgroup, the IDMS shall automatically receive all permissions associated with that user group definition.		

APPENDIX E:
TECHNICAL CAPABILITIES

For the Technical Capabilities please mark if the proposed software meets the Capabilities (C) or does not meet the Capabilities (NC). For any comments regarding the Technical Capabilities please reference the ID reference number in your response and if necessary use additional pages to complete comments.

	Technical Capabilities	Contractor Response	
ID	**Capabilities Description**	**Meets Capabilities (C) Doesn't Meet Capabilities (NC)**	**Comments**
1	**Hardware/Software Integrations**		
TC-1.1	Physical Access Control System – C•CURE 9000 v2.9 - (existing system)		
TC-1.2	Livescan Fingerprint system - (Green-bit Scanner with Fulcrum Biometrics Software)		
TC-1.3	TSC DAC - for execution of STAs, CHRCs, Rap-Back and bi-directional, real time with demographic data - (existing system)		
TC-1.4	Integration with Airport Financial program ABRM (existing system)		
TC-1.5	AAAE IET platform – (existing system)		
TC-1.6	Badge Printing using existing badge printers' system (Fargo DTC5500LMX)		
TC-1.7	Airport Email system (Outlook, Office 365, etc.)		
TC-1.8	Airport's Active Directory for single sign-on for Airport's internal users (non-AS and non-Applicants)		
TC-1.9	Multi-Factor Authentication OKTA SAML (existing system)		

TECHNICAL CAPABILITIES

Technical Capabilities		Contractor Response	
ID	**Capabilities Description**	**Meets Capabilities (C) Doesn't Meet Capabilities (NC)**	**Comments**
2	Platform		
TC-2.1	On-Premises solution will operate as an appliance or on a virtual machine compatible with the Airport's VMWare infrastructure.		
TC-2.2	Regular Updates and Patch Management: The IDMS and its associated software, and components seamlessly are continually dated to the latest system updates with zero outage experienced by users.		
TC-2.3	Data encryption for information at rest and in transit. Compliance with relevant regulations (e.g., TSA). Regular security audits and vulnerability assessments.		
TC-2.4	Monitoring, Detection, and Reporting: Continuous monitoring of the cloud services to detect, respond to, and mitigate cybersecurity threats, including unusual activity or potential security breaches. The vendor must have an effective incident response plan that includes procedures for reporting security incidents to the Airport		

Technical Capabilities		Contractor Response	
ID	**Capabilities Description**	**Meets Capabilities (C) Doesn't Meet Capabilities (NC)**	**Comments**
3	System Network		
TC-3.1	IDMS must support the use of firewalls, intrusion detection systems, virtual private networks, virus protection, encryption, access controls, password expiration, identity management, and other technologies to ensure that IDMS complies with all TSA Security requirements.		

TECHNICAL CAPABILITIES

Technical Capabilities		Contractor Response	
ID	**Capabilities Description**	**Meets Capabilities (C) Doesn't Meet Capabilities (NC)**	**Comments**
4	Security Requirements		
TC-4.1	As soon as security vulnerability is identified, the vendor will be responsible to provide up-to-date IDMS application security patches and/ or hot fixes as it relates to access to IDMS or data within 30 days of risk identified or security patch release.		

Technical Capabilities		Contractor Response	
ID	**Capabilities Description**	**Meets Capabilities (C) Doesn't Meet Capabilities (NC)**	**Comments**
5	System Audit		
TC-5.1	Automatic audit trail logging and generate report of all data sent to integrated systems (PACS, DAC, IET etc.), acknowledgement received from the integrated systems, status of messages - success/ fail, error coding of failure.		
TC-5.2	IDMS shall provide system integration audit report with error codes and actionable information to fix error.		
TC-5.3	The system should have capability to log and generate report for data updated by any user - table, field, old value, new value, user ID, date/time.		

TECHNICAL CAPABILITIES

Technical Capabilities		Contractor Response	
ID	**Capabilities Description**	**Meets Capabilities (C) Doesn't Meet Capabilities (NC)**	**Comments**
6	**System Performance Requirements**		
TC-6.1	System shall be available 24/7; design shall be reflective of that business environment such that no single point of failure will disrupt operations.		
TC-6.2	System performance measured in terms of responsiveness and stability under a particular workload, verifies other quality attributes of the system (e.g., scalability, reliability), or simulates the business operational use of a system solution to discover improvement requirements.		
TC-6.3	Responsive interaction to return on individual screens and day-to-day activities such as typical searches, cardholder record search and load, certain reports, photo capture, on-save screen refresh etc.		
TC-6.4	Ability to store an unlimited number of scanned documents so long as there is sufficient disk space.		
TC-6.5	The IDMS shall be highly available supporting business operations (24x7).		
TC-6.6	Respondent shall provide details of (east coast hours) telephone or email customer support services. Provide access for the Airport to the vendor online tracking system with ticket numbers and real time updates for technical issues being resolved. Provide details of minimum and maximum response times that should be expected for vendor to resolve service issues.		
TC-6.7	Vendor shall provide backup and recovery management capability, that will allow for a recovery of full application functionality and data. Vendor shall propose recovery plan for Airport's review.		
TC-6.8	Provide ability to monitor and automatically report system health, notifying support staff using standard technologies such as SMS and SNMP.		

TECHNICAL CAPABILITIES

Technical Capabilities		Contractor Response	
ID	Capabilities Description	Meets Capabilities (C) Doesn't Meet Capabilities (NC)	Comments
6	System Performance Requirements		
TC-6.9	IDMS shall have capability to detect loss of connection with external systems, queue the messages and automatically re-transmit once the connection is re- established.		
TC-6.10	The system shall have the ability to comply with the Airport's data retention policy requirements.		

Technical Capabilities		Contractor Response	
ID	Capabilities Description	Meets Capabilities (C) Doesn't Meet Capabilities (NC)	Comments
7	Licenses Required		
TC-7.1	The Respondent shall clearly list the 3rd party licenses that will be provided by the contractor, unit price, quantities, and licenses that the Airport needs to provide for IDMS.		
TC-7.2	If determined to be cost effective, the Airport may decide to provide certain equipment per Respondent specification for this project. The proposer should submit pricing, options, and roles for configuration as part of the proposed solution.		

APPENDIX F:
SAMPLE AUDIT LETTER

Manchester·Boston
REGIONAL AIRPORT
Attn: Badging Office
One Airport Road Suite 300
Manchester, NH 03103
(603)624-6539 X105
Badging@flymanchester.com

DATE:

TO: **Airport Tenant - Authorized Representative**

FROM: **DEPARTMENT: Aviation - Security**

SUBJECT: **Airport Identification Badge Verification - Quarterly Audit (Q1)**

Hello Authorized Signers. Here the first badge audit of 2023. Please return this sign-off cover sheet with proper signatures along with a list of all employees currently badged and working at the airport on record for your organization. This includes employees who work for you but are badged through another company. This list will then be compared to those employees listed in the Airport's Identification Records as currently holding or having applied for a valid Airport Identification Badge. Please also include on your list anyone who is on a leave of absence for whatever reason. As always, please return all expired badges and take appropriate steps to renew those needing such. Also, please inform us if an employee has applied for a badge but did not complete the process so that they can be removed from our files accordingly. If you have any questions or are unsure of anything, please feel free to contact me at anytime.

Please sign and return this sign-off cover sheet with an accompanying list of employees to Manchester • Boston Regional Airport ID Badging Office before **Due Date**. Please send original cover sheet and list – **scanned copies will be accepted**.

Please adhere to submission deadlines as these audits are overseen by the Transportation Security Administration and will result in door access removal for your entire company if not complied with by the date listed above.

Other Status explanation:

_____

_____

_____

_____   _____   _____

Authorized Reviewing Company Official   *Badge #*   *Date of Review*

Date Airport Received Company Verification Listing: _____

_____

Security Office Signature   Badge#   Date of Review

\

APPENDIX G: SAMPLE AGREEMENT

TO BE PROVIDED AS AN ADDENDUM