AGENDA REPORT

> **PROPOSED ACTION:**
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> **Resolution:** Approve and Authorize the Executive Director to Execute: (1) a Professional Services Agreement with Intellisoft, Inc. to provide comprehensive and automated Identity Management System (IdMS) software at the Oakland International Airport and Provide System Updates for a Term of 7 Years for a Total Cost Not to Exceed $2,830,000 and (2) a Professional Services Agreement with Faith Group, LLC to Provide Project Coordination Implementation Support Services for a Term of 2 Years for a Total Cost Not to Exceed $250,000, and Waive Formal Competitive Procedures.
>
> Submitted By: Bryant L. Francis, C.M., Director of Aviation; Danny Wan, Executive Director
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> | Parties Involved: | Amount: |
> |---|---|
> | Intellisoft, Inc., Mauldin, SC

Faith Group, LLC., St. Louis, MO | Capital Expenditure: $1,980,000 (FY2023-FY2025)

Operating Expense: $1,100,000 (FY2024-FY2030) |
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> **EXECUTIVE SUMMARY:** The Port of Oakland, Aviation Security Department's ID Badging Office is responsible for the issuance of identification media in order to access the Oakland International Airport (Airport) in compliance with all federal airport security regulations promulgated and enforced by the Transportation Security Administration (TSA). In order to maintain compliance with all regulations, staff has determined a comprehensive and automated Identity Management System (IdMS) is required. The primary objectives of the IdMS are to comprehensively enforce business rules for badge issuance; maintain compliance with TSA regulations and Security Directives (SD); reduce repetitive, manual, time-consuming, error-prone data entry into multiple standalone systems; improve customer service; and achieve a paperless records management process. Staff conducted a formal competitive procurement process and recommends entering into a Professional Services Agreement with Intellisoft to develop and deploy the IdMS and a Professional Services Agreement with Faith Group, LLC. to provide project coordination and implementation support services to support a successful project.

BACKGROUND AND ANALYSIS

The Port of Oakland, Aviation Security Department is seeking a comprehensive and automated Identity Management System (IdMS) for issuing Airport Identification (ID) badges with access to Sterile, Secured, and Security Identification Display Area (SIDA) areas and keys with access to restricted areas of the Airport.

The ID Badging Office, part of the Port's Aviation Security Department, currently manages approximately 6,500 active badges. Badge holders include employees of the Port,

airlines, tenants, contractors, concessionaires, consultants, and government (local, state, and federal) agencies. The ID Badging Office handles approximately 75-80 transactions per day, including processing new and renewal badge applicants, fingerprinting, administering computer-based training and issuing replacement badges, cyber and metal keys, and ramp permits.

The Airport has approximately 425 Authorized Signers (AS) who act as a tenant's or agency's representative(s) and have the authority to make decisions on behalf of their company's or agency's sponsored badge holders. A company's AS is also the main point of contact for the ID Badging Office. One main function of the AS is to work with badging applicants to complete the badging process. The current badging process involves paper application forms to be filled out by the employee / badge applicant and reviewed and signed by the AS. The application is then entered by the ID Badging Office staff in multiple standalone systems that provide specific functions: background checks, training, financial (point of sale and receipt printer), and access control. Excel logs are used for tracking and managing ramp permits and keys. An IdMS would provide a consolidated approach and simplified management of these functions through one centralized system.

The primary objectives of the IdMS include:

- Enforce business rules for badge issuance.
- Ensure compliance with the Transportation Security Administration (TSA) regulations and Security Directives (SD), FAA safety training requirements (Part 139).
- Improve data integrity by reducing manual, time-consuming, error-prone and duplicate data entry in multiple standalone systems.
- Improve financial tracking of badge and permit fees.
- Provide online browser-based interface for Authorized Signatories and applicants to submit badge applications.
- Improve customer service (e.g., reduced wait times in the ID Badging Office, increase appointment availability).
- Achieve a paperless process.

To ensure a smooth transition between existing and future operations, the IdMS will integrate with the existing fingerprint systems, TSA Designated Aviation Channeling (DAC) service provider (Telos ID), learning management system (SSi), access control system (C•CURE 9000), and electronic keys (Videx CyberLock). The IdMS contractor is to provide all software, integrations, training, badging hardware, and related maintenance services necessary for an IdMS.

Procurement Process

Port staff, with assistance from Faith Group, LLC, developed a comprehensive Request for Proposal to allow the Port to competitively procure an IdMS solution that best meets the needs of the ID Badging Office, Airport tenants, and other stakeholders. On February 4, 2022 a Request for Proposal was issued for the services described in this

Agenda Report. The Port received eight proposals from the following IdMS software companies/integrators:

- AlertEnterprise Inc.
- Birdi Systems Inc. (proposing AlertEnterprise Inc. IdMS)
- GCR Inc dba Civix
- HID Global Corporation
- Honeywell International, Inc.
- Intellisoft
- Microbiz Security Company (proposing Honeywell, Inc. IdMS)
- Paladin Technologies (USA), Inc. (proposing AlertEnterprise Inc. IdMS)

Proposals were reviewed by an Evaluation Committee consisting of Port staff from the Port IT Division, Social Responsibility Division, and Aviation Security Department, and with technical input from the Port's consultant, Faith Group, LLC. The Evaluation Committee scored proposals, including clarifying information from interviews, based on the following selection criteria:

Criteria	Maximum Score (Points)
Adherence to Port Policy and Other Requirements & Debarment Statement	Pass/Fail
Company Information, Client References, Litigation and Other Information & Required Forms	5
Knowledge & Experience	30
Plan & Approach	30
Proposed Costs	20
Non-Discrimination & Small Local Business Utilization (NDSLBUP)	15
Total	**100**

The two proposers with the highest score were invited to present their solution to Port staff. On June 16, 2022, HID Global Corporation made their presentation, and on June 17, 2022, Intellisoft made their presentation. Intellisoft is the highest ranked and recommended IdMS provider

The results of the Evaluation Committee scoring are shown in the table below:

Rank	Proposer	Company Location	Company Information, Client References, Litigation and Other Information & Required Forms (5 max.)	Points				Total (100 max.)
				Knowledge & Experience (30 max.)	Plan & Approach (30 max.)	Proposed Cost (20 max.)	NDSLBUP (15 max.)	
1	Intellisoft	Mauldin, SC	4.8	28.6	28.6	9.25	0.036	71.61
2	HIDGlobal Corporation	Austin, TX	4.6	25	25.2	8.75	0	63.55
3	GRC, Inc. dba CIVIX	Metairie, LA	3.7	18.2	17.8	17.25	0	56.95
4	Alert Enterprise, Inc.	Fremont, CA	3.9	20.8	16.6	13.5	0.2	55
5	Birdi Systems, llc.	Pasadena, CA	3.8	16.8	17.9	11.25	0.52	50.27
6	Microbiz Security Company	San Francisco, CA	3.2	10.6	10.8	20	0	44.6
7	Honeywell International, Inc.	Charlotte, NC	3.9	13.8	15	11.25	0	43.95
8	Paladin Technologies (USA), Inc.	Hayward, CA	3.4	16.8	15.8	6.25	1.68	43.93

Benefits of Intellisoft:

- Commercial Off the Shelf (COTS) software that has been implemented at over 18 United States airports with an excellent track record of successful delivery
- Four airport integrations with C•CURE 9000 access control system and Telos ID designated aviation channeler
- Strong project management approach implementation including documented RFI's, testing, onsite development and acceptance plans
- Well-developed implementation approach including data conversion, data migration, Quality Assurance/Quality Control (QA/QC) and published training materials for Port staff and end users
- Active airport industry engagement and TSA Headquarters contacts
- System updates are provided twice a year for all airports

<u>Faith Group, LLC</u>

Implementation of a complex IdMS system to replace a large number of current processes and functions and electronically integrate with so many existing software systems is highly complicated and challenging. Port staff is requesting Faith Group, LLC to provide project management and implementation support services for the new IdMS. Providing guidance, design oversight, and other project coordination services. The objectives of this engagement augmentation are to:

- Ensure that Intellisoft's processes will yield a successful delivery outcome.
- Ensure that IdMS implementation remains in alignment with the initial design objectives envisioned during the RFP development process.
- To provide guidance to Intellisoft and to the Airport during the implementation period and to assist in process and product configuration decisions.

Faith Group, LLC has worked well with the Port of Oakland, Aviation Security Department in developing the RFP technical specification and they are familiar with our team, site and expressed goals. In order to expedite this project, Port staff has determined that it would be in the best interest of the Port to have Faith Group, LLC to provide project coordination and implementation support services. Accordingly, Port staff recommends that the Board waive formal competitive procedures for this specialized work given Faith Group's unique familiarity and capabilities for these services.

The proposed professional services agreement with Intellisoft would be for 7 years (first 2 years for implementation and warranty and 5 years of maintenance and support). The proposed professional services agreement with Faith Group would be for 2 years (supporting implementation only).

OTHER FINDINGS AND PROVISIONS

ENVIRONMENTAL REVIEW

The proposed action was analyzed under the California Environmental Quality Act (CEQA) and was found to be:

☐ Categorically exempt under the following CEQA Guidelines Section:

Choose an item.

☒ Exempt from CEQA because it is not a "Project" under CEQA Guidelines Section 15061(b)(3).

☐ Other:

Reason: Approving a professional services agreement with Intellisoft to provide an Identity Management System and warranty as well as a professional services agreement with Faith Group, LLC to provide project coordination services at Oakland International Airport, it can be seen with certainty that there is no possibility that the activity in question may have a significant effect on the environment, the activity is not subject to CEQA.

BUDGET

☐ Administrative (No Impact to Operating, Non-Operating, or Capital Budgets); OR

☒ Operating   ☐ Non-Operating   ☒ Capital

Analysis: This project is included in the Aviation 5-Year CIP and will be prioritized in future years to cover any capital costs not yet budgeted. This project will be funded with Port cash. Eligible portions of cash expenditures will be recovered through airline rates and charges over the useful life of the upgrade projects.

On-going operating costs for maintenance and warranty for the Identity Management System (maximum of $1,100,000 over 5 years) will be included in the Aviation Security Department's annual expense budget, most of which is recoverable through airline rates and charges.

STAFFING

☒ No Anticipated Staffing Impact.

☐ Anticipated Change to Budgeted Headcount.

Reason:

☐ Other Anticipated Staffing Impact (e.g., Temp Help).

Reason: There is no projected impact to Port staffing.

MARITIME AND AVIATION PROJECT LABOR AGREEMENT (MAPLA):	**LIVING WAGE** (City Charter § 728): Applies?

Applies? No (Other) - see explanation below. ☒ Additional Notes: Work performed under the Professional Services Agreement does not involve general construction activities, with the exception of low-voltage cabling to support Airport Security Systems and the value of this work will be less than $150,000 over the term of the agreement.	No (Not Covered Entity) – proposed action involves entity not covered by Living Wage requirements because it is not a covered service provider or tenant, does not employ at least 21 employees, or receive from or pay to Port at least $50,000. ☐ Additional Notes:
SUSTAINABLE OPPORTUNITIES: Applies? **No.** Reason:	**GENERAL PLAN** (City Charter § 727): Conformity Determination: No Project – conformity determination not required because proposed action does not change use of or make alterations to an existing facility, or create a new facility.

STRATEGIC PLAN. The proposed action would help the Port achieve the following goal(s) and objective(s) in the Port's Strategic Business Plan:

☐ Grow Net Revenues   ☒ Modernize and Maintain Infrastructure

☐ Improve Customer Service   ☐ Pursue Employee Excellence

☒ Strengthen Safety and Security   ☐ Serve Our Community

☐ Care for Our Environment