AN ORDINANCE 2018-03-08-0176

AUTHORIZING A CONTRACT WITH CONVERGINT TECHNOLOGIES, LLC TO PROVIDE THE SAN ANTONIO INTERNATIONAL AIRPORT WITH AN IDENTITY MANAGEMENT SYSTEM FOR AIRPORT STAFF AND WORKERS, TO INCLUDE SOFTWARE AND IMPLEMENTATION, FOR A TOTAL CUMULATIVE AMOUNT OF $915,924.00 FOR AN INITIAL TERM OF THREE YEARS, WITH OPTIONS TO RENEW THE TERM OF THE AGREEMENT FOR TWO ADDITIONAL ONE-YEAR PERIODS, FUNDED FROM AIRPORT CAPITAL IMPROVEMENT FUNDS AND AIRPORT OPERATING AND MAINTENANCE FUNDS.

* * * * *

WHEREAS, The San Antonio International Airport requires an Identity Management Solution (IMS) to streamline and automate management of airport staff and worker identities and end-to-end credentialing, audition, and reporting; and

WHEREAS, the City issued a Request for Competitive Sealed Proposal on November 4, 2016 and received three proposals which were deemed responsive for committee review on December 5, 2016; and

WHEREAS, based on the City Staff's evaluation of the RFCSP responses, Staff recommends Convergint Technologies, LLC for the award; **NOW THEREFORE:**

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF SAN ANTONIO:

SECTION 1. The proposal submitted by Convergint Technologies, LLC, to provide the City with an Identity Management System for airport staff and workers, to include software and implementation, for a total cumulative amount of $915,924.00, is hereby accepted, subject to and contingent upon the deposit of all required bonds, performance deposits, insurance certificates and endorsements. A copy of the Agreement is attached hereto and incorporated herein for all purposes as **Exhibit A.** The City Manager or her designee may execute the Agreement and any other documents to carry out the purposes of this Ordinance.

SECTION 2. The amount of $621,023.00 is authorized to be transferred from SAP Fund 51013000, Airport Capital Improvements Fund, SAP WBS AV-00006-01-02-77, SAP GL account 6102100 - Interfund Transfer out entitled Transfer to 33-00210-90-11-01 to SAP Fund 51099000.

SECTION 3. The budget in SAP Fund 51099000, Airport Capital Projects, SAP Project Definition 33-00210, Identity Management Solution, shall be revised by increasing SAP WBS element 33-00210-90-11-01 entitled Transfer from AV-00006-01-02-77, SAP GL account 6101100 - Interfund Transfer In, by the amount $621,023.00.

Agenda Item:	6 (in consent vote: 4, 5, 6, 7, 8, 9, 10, 14, 16, 17, 19, 20, 21, 22)
Date:	03/08/2018
Time:	09:29:13 AM
Vote Type:	Motion to Approve
Description:	Ordinance authorizing a contract with Convergint Technologies, LLC to provide the San Antonio International Airport with an Identity Management System for Airport staff and workers, to include software and implementation, for a total cumulative amount of $915,924.00 for an initial term of three years, with options to renew the term of the agreement for two additional one-year periods, funded from Airport Capital Improvement Funds and Airport Operating and Maintenance Funds. [Ben Gorzell, Chief Financial Officer; Troy Elliott, Deputy Chief Financial Officer, Finance]
Result:	Passed

Voter	Group	Not Present	Yea	Nay	Abstain	Motion	Second
Ron Nirenberg	Mayor		x				
Roberto C. Treviño	District 1		x			x	
William Cruz Shaw	District 2		x				x
Rebecca Viagran	District 3		x				
Rey Saldaña	District 4		x				
Shirley Gonzales	District 5		x				
Greg Brockhouse	District 6		x				
Ana E. Sandoval	District 7		x				
Manny Pelaez	District 8		x				
John Courage	District 9		x				
Clayton H. Perry	District 10	x					

EXHIBIT A

INTEGRATION AGREEMENT FOR

IDENTITY MANAGEMENT SYSTEM SOFTWARE AND IMPLEMENTATION

REQUEST FOR COMPETITIVE SEALED PROPOSAL NO.: 16-017; 6100008272

BETWEEN THE CITY OF SAN ANTONIO, TEXAS AND CONVERGINT TECHNOLOGIES, LLC

STATE OF TEXAS	§
	§
COUNTY OF BEXAR	§

This Agreement is entered into by and between the City of San Antonio, Texas, a home-rule municipal corporation (City), and Convergint Technologies, LLC ("Convergint"), both of which may be referred to herein collectively as the "Parties".

The Parties hereto severally and collectively agree, and by the execution hereof are bound, to the mutual obligations herein contained and to the performance and accomplishment of the tasks hereinafter described.

1.0   CONTRACT DOCUMENTS

The terms and conditions for performance and payment of compensation for this Agreement are set forth in the following contract documents, true and correct copies of which are either attached hereto or referenced and fully incorporated herein for all purposes, and shall be interpreted in the order of priority as appears below:

a.   This Integration Agreement;

b.   City's Request for Competitive Sealed Proposal (RFCSP) 16-017; 6100008272: including all attachments, addendums, best and final offers, and clarification statements thereto, (Exhibit A);

c.   CONVERGINT Statement of Work (Exhibit B); and

d.   CONVERGINT Response to RFCSP 16-017; 6100008272 (Exhibit C-not attached, incorporated in the form signed and submitted by CONVERGINT).

2.0   TERM

The term of the Agreement will be for an initial 3-year period. The City shall have the option to renew for two additional 1-year periods without further City Council approval.

3.0   INSURANCE

Prior to the commencement of any work under this Agreement, CONVERGINT shall furnish copies of all required endorsements and completed Certificate(s) of Insurance to the City's Finance Department, Purchasing Division, which shall be clearly labeled "*Identity Management System Software and Implementation*" in the Description of Operations block of the Certificate. The Certificate(s) shall be completed by an agent and signed by a person authorized by that insurer to bind coverage on its behalf. The City will not accept a Memorandum of Insurance or Binder as proof of insurance. The certificate(s) must be signed by the Authorized Representative of the carrier, and list the agent's signature and phone number. The certificate should be mailed, with copies of all applicable endorsements, directly from the insurer's authorized representative to the City. The City shall have no duty to pay or perform under this Agreement until such certificate and endorsements have been received and approved by the City's Finance Department, Purchasing Division. No officer or employee, other than the City's Risk Manager, shall have authority to waive this requirement.

The City reserves the right to review the insurance requirements of this Article during the effective period of this Agreement and any extension or renewal hereof and to modify insurance coverages and their limits when deemed necessary and prudent by City's Risk Manager based upon changes in statutory law, court decisions, or circumstances surrounding this Agreement. In no instance will City allow modification whereby City may incur increased risk.

CONVERGINT's financial integrity is of interest to the City; therefore, subject to CONVERGINT's right to maintain reasonable deductibles in such amounts as are approved by the City, CONVERGINT shall obtain and maintain in full force and effect for the duration of this Agreement, and any extension hereof, at CONVERGINT's sole expense, insurance coverage written on an occurrence basis, unless otherwise indicated, by companies authorized to do business in the State of Texas and with an A.M Best's rating of no less than A- (VII), in the following types and for an amount not less than the amount listed below:

TYPE	AMOUNTS
1. Workers' Compensation	Statutory
2. Employers' Liability	$1,000,000/$1,000,000/$1,000,000
3. Commercial General Liability Insurance to include coverage for the following: a. Premises/Operations b. Products/Completed Operations c. Personal/Advertising Injury	For Bodily Injury and Property Damage of $1,000,000 per occurrence; $2,000,000 General Aggregate, or its equivalent in Umbrella or Excess Liability Coverage
4. Business Automobile Liability a. Owned/leased vehicles b. Non-owned vehicles c. Hired Vehicles	Combined Single Limit for Bodily Injury and Property Damage of $1,000,000 per occurrence

CONVERGINT agrees to require, by written contract, that all subcontractors providing goods or services hereunder obtain the same categories of insurance coverage required of CONVERGINT herein, and provide a certificate of insurance and endorsement that names the CONVERGINT and the CITY as additional insureds. Policy limits of the coverages carried by subcontractors will be determined as a business decision of CONVERGINT. CONVERGINT shall provide the CITY with said certificate and endorsement prior to the commencement of any work by the subcontractor. This provision may be modified by City's Risk Manager, without subsequent City Council approval, when deemed necessary and prudent, based upon changes in statutory law, court decisions, or circumstances surrounding this agreement. Such modification may be enacted by letter signed by City's Risk Manager, which shall become a part of the contract for all purposes.

As they apply to the limits required by the City, the City shall be entitled, upon request and without expense, to receive copies of the policies, declaration page, and all required endorsements. CONVERGINT shall be required to comply with any such requests and shall submit requested documents to City at the address provided below within 10 days. CONVERGINT shall pay any costs incurred resulting from provision of said documents.

<div align="center">
City of San Antonio
Attn: Aviation Department-Security Division
P.O. Box 839966
San Antonio, Texas 78283-3966
</div>

CONVERGINT agrees that with respect to the above required insurance, all insurance policies are to contain or be endorsed to contain the following provisions:

* Name the City, its officers, officials, employees, volunteers, and elected representatives as additional insureds by endorsement, as respects operations and activities of, or on behalf of, the named insured performed under contract with the City, with the exception of the workers' compensation and professional liability policies;

* Provide for an endorsement that the "other insurance" clause shall not apply to the City of San Antonio where the City is an additional insured shown on the policy;

* Workers' compensation, employers' liability, general liability and automobile liability policies will provide a waiver of subrogation in favor of the City.

* Provide advance written notice directly to City of any suspension or non-renewal in coverage, and not less than ten (10) calendar days advance notice for nonpayment of premium.

Within five (5) calendar days of a suspension, cancellation or non-renewal of coverage, CONVERGINT shall provide a replacement Certificate of Insurance and applicable endorsements to City. City shall have the option to suspend CONVERGINT's performance should there be a lapse in coverage at any time during this contract. Failure to provide and to maintain the required insurance shall constitute a material breach of this Agreement.

In addition to any other remedies the City may have upon CONVERGINT's failure to provide and maintain any insurance or policy endorsements to the extent and within the time herein required, the City shall have the right to order CONVERGINT to stop work hereunder, and/or withhold any payment(s)

which become due to CONVERGINT hereunder until CONVERGINT demonstrates compliance with the requirements hereof.

Nothing herein contained shall be construed as limiting in any way the extent to which CONVERGINT may be held responsible for payments of damages to persons or property resulting from CONVERGINT's or its subcontractors' performance of the work covered under this Agreement.

It is agreed that CONVERGINT's insurance shall be deemed primary and non-contributory with respect to any insurance or self insurance carried by the City of San Antonio for liability arising out of operations under this Agreement.

It is understood and agreed that the insurance required is in addition to and separate from any other obligation contained in this Agreement and that no claim or action by or on behalf of the City shall be limited to insurance coverage provided.

CONVERGINT and any Subcontractors are responsible for all damage to their own equipment and/or property.

4.0   INDEMNIFICATION

CONVERGINT covenants and agrees to FULLY INDEMNIFY, DEFEND and HOLD HARMLESS, the CITY and the elected officials, employees, officers, directors, volunteers and representatives of the CITY, individually and collectively, from and against any and all costs, claims, liens, damages, losses, expenses, fees, fines, penalties, proceedings, actions, demands, causes of action, liability and suits of any kind and nature, including but not limited to, personal or bodily injury, death and property damage, made upon the CITY directly or indirectly arising out of, resulting from or related to CONVERGINT'S activities under this Agreement, including any acts or omissions of CONVERGINT, any agent, officer, director, representative, employee, consultant or subcontractor of CONVERGINT, and their respective officers, agents employees, directors and representatives while in the exercise of the rights or performance of the duties under this Agreement. The indemnity provided for in this paragraph shall not apply to any liability resulting from the negligence of CITY, its officers or employees, in instances where such negligence causes personal injury, death, or property damage. IN THE EVENT CONVERGINT AND CITY ARE FOUND JOINTLY LIABLE BY A COURT OF COMPETENT JURISDICTION, LIABILITY SHALL BE APPORTIONED COMPARATIVELY IN ACCORDANCE WITH THE LAWS FOR THE STATE OF TEXAS, WITHOUT, HOWEVER, WAIVING ANY GOVERNMENTAL IMMUNITY AVAILABLE TO THE CITY UNDER TEXAS LAW AND WITHOUT WAIVING ANY DEFENSES OF THE PARTIES UNDER TEXAS LAW.

The provisions of this INDEMNITY are solely for the benefit of the parties hereto and not intended to create or grant any rights, contractual or otherwise, to any other person or entity. CONVERGINT shall advise the CITY in writing within 24 hours of any claim or demand against the CITY or CONVERGINT known to CONVERGINT related to or arising out of CONVERGINT's activities under this AGREEMENT and shall see to the investigation and defense of such claim or demand at CONVERGINT's cost. The CITY shall have the right, at its option and at its own expense, to participate in such defense without relieving CONVERGINT of any of its obligations under this paragraph.

Defense Counsel - CITY shall have the right to select or to approve defense counsel to be retained by CONVERGINT in fulfilling its obligation hereunder to defend and indemnify CITY, unless such right is expressly waived by CITY in writing. CONVERGINT shall retain CITY approved defense counsel within seven (7) business days of CITY'S written notice that CITY is invoking its right to indemnification under this Contract. If CONVERGINT fails to retain Counsel within such time period, CITY shall have the right to retain defense counsel on its own behalf, and CONVERGINT shall be liable for all costs incurred by CITY. CITY shall also have the right, at its option, to be represented by advisory counsel of its own selection and at its own expense, without waiving the foregoing.

Employee Litigation - In any and all claims against any party indemnified hereunder by any employee of CONVERGINT, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, the indemnification obligation herein provided shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable by or for CONVERGINT or any subcontractor under worker's compensation or other employee benefit acts.

5.0   LAW APPLICABLE

5.1   **THIS CONTRACT SHALL BE CONSTRUED UNDER AND IN ACCORDANCE WITH THE LAWS OF THE STATE OF TEXAS AND ALL OBLIGATIONS OF THE PARTIES CREATED HEREUNDER ARE PERFORMABLE IN BEXAR COUNTY, TEXAS.**

5.2   Any legal action or proceeding brought or maintained, directly or indirectly, as a result of this Contract shall be heard and determined in the City of San Antonio, Bexar County, Texas.

5.0   TERMINATION

6.1   For purposes of this Agreement, "termination" of this Agreement shall mean termination by expiration of the Agreement term as stated, or earlier termination pursuant to any of the provisions hereof.

6.2   Termination Without Cause. This Agreement may be terminated by City upon 30 calendar days written notice. In the event of such termination by City, City shall pay CONVERGINT for all work executed and materials delivered to City in accordance with this Agreement, and costs incurred by reason of such termination.

6.3   Termination For Cause. Upon written notice, either party may terminate this Agreement as of the date provided in the notice, in whole or in part, upon the occurrence of one (1) or more of the following events, each of which shall constitute an Event for Cause under this Agreement:

6.3.1   The sale, transfer, pledge, conveyance or assignment of this Agreement without prior approval, which shall not be reasonably be withheld,

6.3.2   City's failure for a period of thirty (30) days to pay CONVERGINT for service and/or materials under of this Agreement.

6.4 Defaults With Opportunity for Cure: Should CONVERGINT default in the performance of this Agreement in a manner, same shall be considered an event of default. City shall deliver written notice of said default specifying such matter(s) in default. CONVERGINT shall have thirty (30) calendar days after receipt of the written notice to cure such default. If CONVERGINT fails to cure the default within such thirty-day cure period, City shall have the right, without further notice, to terminate this Agreement in whole or in part as City deems appropriate, and to contract with CONVERGINT to complete the work required in this Agreement. City shall also have the right to offset the cost of said new Agreement with any subsequent vendor against CONVERGINT future or unpaid invoice(s), subject to the duty on the part of City to mitigate its losses to the extent required by law.

    6.4.1 Bankruptcy or selling substantially all of company's assets

    6.4.2 Failing to perform or failing to comply with any covenant herein required

    6.4.3 Performing unsatisfactorily.

    6.4.4 Failure to meet acceptance test criteria approval on the third attempt.

6.5 Termination By Law. If any state or federal law or regulation is enacted or promulgated which prohibits the performance of any of the duties herein, or, if any law is interpreted to prohibit such performance, this Agreement shall automatically terminate as of the effective date of such prohibition.

6.6 Regardless of how this Agreement is terminated, CONVERGINT shall affect an orderly transfer to City or to such person(s) or firm(s) as the City may designate, at no additional cost to City, all completed or partially completed documents, papers, records, charts, reports, and any other materials or information produced as a result of or pertaining to the services rendered by CONVERGINT, or provided to CONVERGINT, hereunder, regardless of storage medium, if so requested by City, or shall otherwise be retained by CONVERGINT. Payment of compensation due or to become due to CONVERGINT is conditioned upon delivery of all such documents, if requested.

6.7 Termination not sole remedy. In no event shall City's action of terminating this Agreement, whether for cause or otherwise, be deemed an election of City's remedies, nor shall such termination limit, in any way, at law or at equity, City's right to seek damages from or otherwise pursue CONVERGINT for any default hereunder or other action.

6.8 If funding for the entire Agreement is not appropriated at the time this Agreement is entered into, City retains the right to terminate this Agreement at the expiration of each of City's budget periods, and any subsequent contract period is subject to and contingent upon such appropriation. In the event of such termination by City, CONVERGINT shall be entitled to payment in full for all work which CONVERGINT has performed in accordance with this Agreement and all equipment which CONVERGINT has delivered to the City pursuant to this Agreement.

7.0 ENTIRE AGREEMENT

This Agreement, together with its exhibits, if any, constitutes the final and entire agreement between the parties hereto and contains all of the terms and conditions agreed upon. No other agreements, oral or otherwise, regarding the subject matter of this Agreement shall be deemed to exist or to bind the parties

hereto, unless the same are in writing, dated subsequent to the date hereto, and duly executed by the parties.

EXECUTED and **AGREED** to as of the dates indicated below. This Agreement may be executed in multiple copies, each of which shall constitute an original.

CITY OF SAN ANTONIO   **CONVERGINT INCORPORATED**

_____   _____
Troy Elliott, CPA   Kevin Popejoy
Deputy Chief Financial Officer   Vice President

Date: _____   Date: 3/1/2018

Approved as to Form:

_____
Assistant City Attorney

CITY OF SAN ANTONIO

AVIATION DEPARTMENT

REQUEST FOR COMPETITIVE SEALED PROPOSAL
("RFCSP")

for

IDENTITY MANAGEMENT SYSTEM SOFTWARE AND IMPLEMENTATION

RFCSP 016-017; 6100008272

Release Date: NOVEMBER 4, 2016
Proposals Due: DECEMBER 5, 2016

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003 BACKGROUND

The City of San Antonio Aviation Department (herein referred to as "Airport") is soliciting proposals from qualified firms interested in providing services needed to implement a locally hosted solution with an Application Submittal Signers web portal for an Identity Management System (IMS) application for the San Antonio International Airport (SAT).

Selected Respondent shall be responsible for providing software licenses and technical resources for IMS implementation in coordination with Airport staff and the City of San Antonio Information Technology Systems Department (ITSD), to meet the functional and technical requirements as defined in RFCSP Attachment B.

The Aviation Department's Vision is to make the badge application electronic through the entire process, and integrate into all related systems, in order to improve customer service, streamline the process, and reduce human error by alleviating duplicate data entry. It is the intent for the IMS to be the front end system used by Security. The major business outcomes of the IMS implementation include the following:

- A single user interface for Security to conduct business for the entire credentialing process, with integration points to applicable systems.
    o Removal of duplicate entry of data.
    o Reduction in errors and mistakes in the badging process.

- A Web-Based Portal included as part of this system to establish electronic communications with Authorized Signers who represent companies that do business with the airport.

- Tools to allow Security to move toward an electronic filing system.
    o Remove file cabinets, save space.
    o Standardize forms.
    o Reduce use of paper, scanning, and printing.

- User roles that support business processes with separation of duties, to improve compliance by ensuring that the entire badge process cannot be executed by just one person.
    o Improved compliance, Operational Security, and ability to address Insider Threats.

- An appointment scheduling component to track and improve productivity, which records transaction times such as when an applicant enters the office, approaches the workstation, and leaves the office.

- Support of multiple applicant types such as tenants, employees, and airlines as well as multiple badge types, such as regular ID badges and visitor passes.

The Request for Competitive Sealed Proposal (RFCSP) is to identify and select a vendor with a proven track record in the planning, implementation, support, and End-to-End solution at a medium (Category 1) or large hub airport as defined by the FAA. The selected prime vendor must be capable of providing all services to implement a state-of-the-art Identity Management System (IMS) application. The City desires a single vendor for all services identified in the RFCSP.

Preferred Qualifications:

> To be successful, Respondents and the assigned project manager will demonstrate they have successfully completed other IMS implementation projects within an aviation environment with security regulations that are similar to those applied to medium (Category 1) or large hub airport as defined by the FAA.

Airport Overview:

SAT currently has approximately 4,800 active badge holders under 165 companies. About 650 of these badge holders also have a Customs and Border Protection (CBP) seal issued for access to the Federal Inspection Services (FIS)/international areas of the Airport.

Security Division / Badging Overview: Badging is conducted within the Security Division of the Aviation Department. A Chief of Operations oversees the Security Division as well as Operations and Parking. Security is its own division. There are 38 full-time employees who work in the five (5) sections that are described in the paragraphs below. There is also contract security with AlliedBarton, and security integrator with Intertech for access control hardware/system component maintenance and support.

The Badge & ID section (Badging Office) is responsible for badge issuance, which includes application, ID review, photo capture, fingerprint capture, and badge printing. The Badging Office submits background check information, monitors results for the Security Threat Assessment (STA), and adjudicates Criminal History Record Check (CHRC) results. Additionally, the Badging Office performs the following: proctors on-site Computer-Based Training (CBT) assigned via integrated Learning System (iLS) system; accept payments (cash, credit cards, checks), or authorization to bill (ATB); manages appointment scheduling and check in; manages applicant paper file folders; No-Fly/Selectee list vetting; manage badge card stock; and issues AOA parking decals for tenant areas.

The Security Compliance section conducts badge audits, including Annual 100%; Random 10%; Concessionaire 25%; and Unaccountable 5%. Additional audits including Lock and Key and Facility Audits are also conducted by this section.

The Security Systems section establishes new company setup for Badging purposes. This includes identifying and training Authorized Signers, and setting up Door Groups (for electronic access) in the Access Control System. Additionally, this section performs Velocity Access Control System administration, such as troubleshooting card readers, door hardware/peripherals, panels, alarms, duress buttons function.

The Security Operations section personnel are dispatched by the Airport Communications Center if required. The section completes Security Incident Reports (SIR) resulting in Violations issued against an individual and/or company. Additionally, this section manages forms used by the Security Division.

The Security Division regularly works with other airport business units and government agencies including the Airport Communications Center/Operations Communication Center (OCC), Airport Finance, Customs and Border Protection (CBP), the San Antonio Police Department (SAPD), and the Transportation Security Administration (TSA).

System Environment Overview: A legacy web-based badge application and scheduling system (MC^2) is in use today. The platform is at end of life, and will be replaced by the IMS.

The following systems are currently in use and are intended to remain in place in support of the credentialing process:

- **Hirsch Velocity** - Access Control System (ACS), used to create badges and configure/assign/manage access.

- **Telos** - Designated Aviation Channeler (DAC) used to submit demographic information and fingerprints for background checks (CHRC/STA). Note CHRC results are received through the FBI Fingerprint Results Distribution (FPRD), and TSA provides the No-Fly/Selectee list.

- **Integrated Learning System (iLS) by SSI** - Learning Management System, used for conducting Computer-Based Training (CBT), including Security Identification Display Area (SIDA) and Authorized Signatory courses and tests.

- **Crossmatch FP** - Fingerprint capture application; does not store data locally, transmits to Telos.

- **Assuretec** - Document validity check (DL, passport, etc.).

- Medeco Key System – Electronic smart key lock uses a small transmitter in the key "talks" to receiver in a lock.

- QMatic – A self service kiosk allowing customers to electronically sign in for Badge and ID services. Names are placed in queues dependent on service requested and routed to specific badge stations for processing. QMatic has a reporting capability allowing management to monitor customer flow and processing times.

History: Aviation recognizes that the entire credentialing process needs to become more automated in order to streamline the application, approval, and auditing processes. The automation must be easily modified to easily

incorporate new TSA security directives as they are developed. Major IMS components identified include:

- A web-based application, which includes an electronic signatory approval mechanism and direct importing of data into the access control platform.

- Integration with aviation approval processes involving DAC external databases.

- A scheduling component for training and delivery of credentials.

- Integration with the Airport's computer based training system to automate the documentation of successfully completed required coursework.

- A robust auditing feature that automates the required inventory of current badge holders. The auditing feature would allow the security department to proactively manage companies who have a large badge holder population and experience a large turnover of credentialed employees typical of airport concession operators.

- A robust reporting feature which allows reports to be dynamically developed by the Airport to meet the needs that change with each query.

- Software tools to track who has been issued AOA parking decals and keys as part of the credential management system.

Aviation Department began development of functional requirements and solicitation documents for the implementation of an IMS. Additional major IMS components identified during this "deep-dive" effort include:

- A fee collection component to track monies collected during the badging process, provide receipt of payment, and provide data for Airport Finance to invoice companies.

- Software tools to track violations at the company or badge level. Violations may lead to retraining, issuance of fines, or termination of badge.

- Records retention features that allow different retention periods for electronic files based on various criteria. This will allow the badging office to move toward an electronic file and reduce the need to file hard copies.

- A notification component that allows for Security to send bulk communications, as well as automated reminders such as badges nearing expiration.

- Integration of the Customs and Border Protection (CBP) application process. Streamline new, removal, and replacement processes with CBP to reduce applicant's need to visit multiple offices and duplicate entry of information.

Challenge: Among the many security provisions in place at Aviation is the utilization of identity management processes to comply with government mandated rules and regulations. Per TSA directives, each individual when hired must undergo a fingerprint-based criminal history records check and a TSA-adjudicated Security Threat Assessment before airport operators can issue any type of personnel identification media. Individuals must be vetted on a perpetual basis to allow for a comparison of new threat information.

Aviation approach to enacting these and other security requirements were entirely a manual process that involved multiple data entries of the same information into the various airport security systems such as the Access Control System and the biometric fingerprint capture system.

The integrity of the credentialing process was further hampered by the sheer number of individual identities that had to be managed and their ever-changing circumstances.

Aviation is responsible for the credentialing, safety and security of a number of third-party workers who need access to all areas of the highly secured and regulated airport facilities.

Present solutions do not support the needs and goals of Aviation. The lack of a fully integrated solution has greatly limited the organization in making the best possible use of resources, resulting in manual and duplicate entry, errors, and unsatisfied customers.

The result is a time and cost intensive operational overhead that is neither customer friendly nor able to adapt to inevitable regulatory or environmental changes. Increases in worker activities, airline mergers, seasonal spikes, construction, and regulatory changes all present challenges to our airport's ability to manage insider threat.

Goals:

- Provide the flexibility to modify the workflows for process improvement or adjust to our organization and specific requirements.

- Replace the Airport's current system and web portal while integrating with our current Access Control System and computer based training platform

- Implement an Authorized Signer portal to improve customer service & reduces paper

- Centralized, cross system overlay to bring all information to your fingertips

- Reduce time to issue credentials and perform audits

- Adaptable for changing regulatory and security systems

- Improved customer service to airport tenants and workers

- Reduced risk of insider threat and more intelligent security

- Assured compliance/monitoring current and future regulations

- Direct cost saving through operational efficiency and elimination of manual tasks

- Provide the flexibility to modify the workflows for process improvement or adjust to our organization and specific requirements

Business Processes: As part of the IMS implementation, Security is anticipating changes to business processes to improve efficiencies in customer service. The business processes involving the IMS support the badge lifecycle shown below.
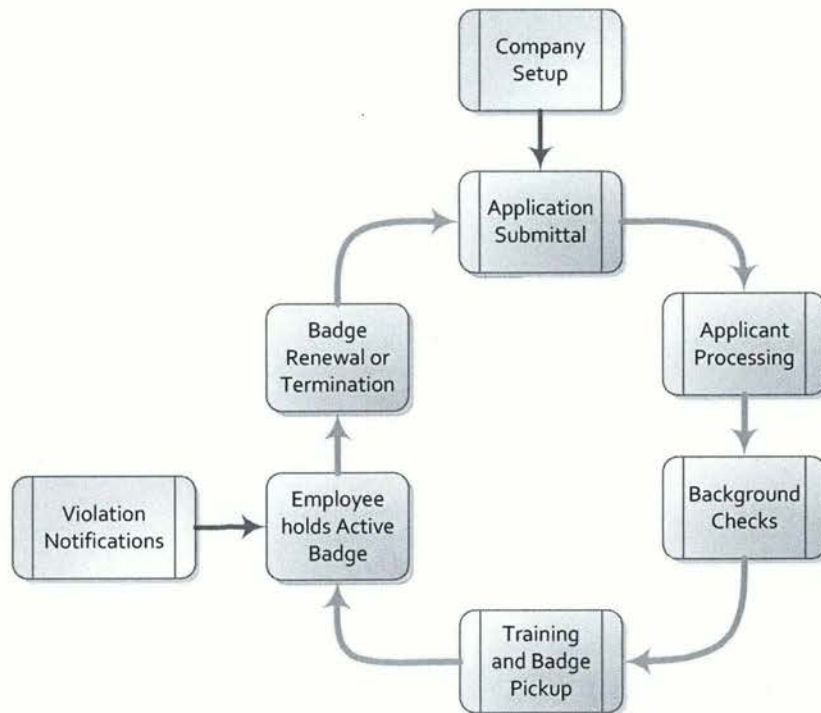
These processes include:

- Company Setup - Initial setup of a company in the IMS. Begins with a new company requesting badging privileges, and ends with a company record established in the IMS and Authorized Signers able to request additional badge holders for the company.

- Application Submittal - Applying for a badge using a Web-Based Application. Begins with either the Authorized Signer or the applicant initiating and filling out the application. Ends with a completed application and a scheduled appointment with the Badging Office to continue.

- Applicant Processing - Activities during the initial badging office appointment scheduled during the Application Submittal process. Begins with the applicant arriving to the badging office, and ends with either the applicant leaving to wait for background check (new) or proceeding to Training and Badge Pickup (renewal).

- Background Checks - Activities to conduct background checks and adjudication process conducted during the badge application process, as well as on an ongoing basis. Begins with background check results returning, and ends with an approved background check. If new badge, also ends with a scheduled appointment for Training and Badge Pickup.

- Training and Badge Pickup - Activities either during the 2nd scheduled appointment following approved background checks (new badge), or continuation of the Application Processing (renewal badge). Ends with training/testing complete and applicant with badge in hand.

- Violation Notifications - Activities conducted to complete and process a Security Incident Report (SIR). Possible endings include a warning, confiscation of badge, charging a Progressive Security Fee (PSF), and/or Violation recorded on Company/Person records.

System Roles: In conducting business processes, separation of duties is important to ensure that a badge cannot be issued by just one person (with no involvement from others), and is a recommendation in Security Directives. The following System Roles are envisioned in the IMS to support the Airport's vision:

- Applicant - Internal CoSA and external tenant employees that submit applications for badging.

- Authorized Signer - Designated and approved company representatives that approve applications and serve as point of contact with the Badging Office to send/receive communications.

- Trusted Agent - Badging Office employees that process applications and issue badges.

- Badging Manager/Airport Security Coordinator (ASC) Primary and Alternates - Security managers that monitor and review all aspects of badging and compliance.

- Compliance - Employees that conduct audits and review and track violations.

- Security Operations - Employees that perform inspections and issue violations in the field; envision their ability to access the various field audit forms in the field.

- System Administrator - Employees that perform system configuration as well as processing access requests, run or create reports, etc.; shared responsibility between Security Systems section and ITSD.

- Finance - Airport Finance employees that receive details of daily transactions and monthly billing extract for invoicing purposes, update company records with an authorization to bill, and update the company records for account delinquencies. Finance is a separate division of the Airport.

- CBP - CBP employees that receive applications for CBP seal, respond with approval and validation date, receive and approve door access requests ("swipe access"), run reports, and receive notification of badge change statuses. This is a new role with processes that are to be developed during IMS implementation.

Purpose: The Aviation Department seeks to obtain and implement an Identity Management System (IMS). This RFCSP is intended to solicit proposals for an IMS system platform that will best meet the Airport's needs, budget, and functional and technical requirements matrix (TRM) (RFCSP Attachment B), as well as implementation services that will deliver desired Airport functionality, integration, and support.

The goal of the Aviation Department's deployment of a comprehensive IMS is to have one system that will maintenance web-based badge application and scheduling system as well as collect statistical/audit information pertaining to San Antonio International airports. Use of a robust IMS package should improve productivity and lower overall operating costs. Additionally Aviation Department desire to acquire an "off the shelf" solution that does not require large amount of time or staffing for customization (development of new code).

The current and future goal for the Aviation Department's is to incorporate current technologies, capabilities, and airport best practice and standards into a robust Identity Management System that would be a Single point of entry for information.

The purpose of the IMS is to streamline and automate management of airport staff and worker identities and end-to-end credentialing, auditing and reporting. The objectives include:
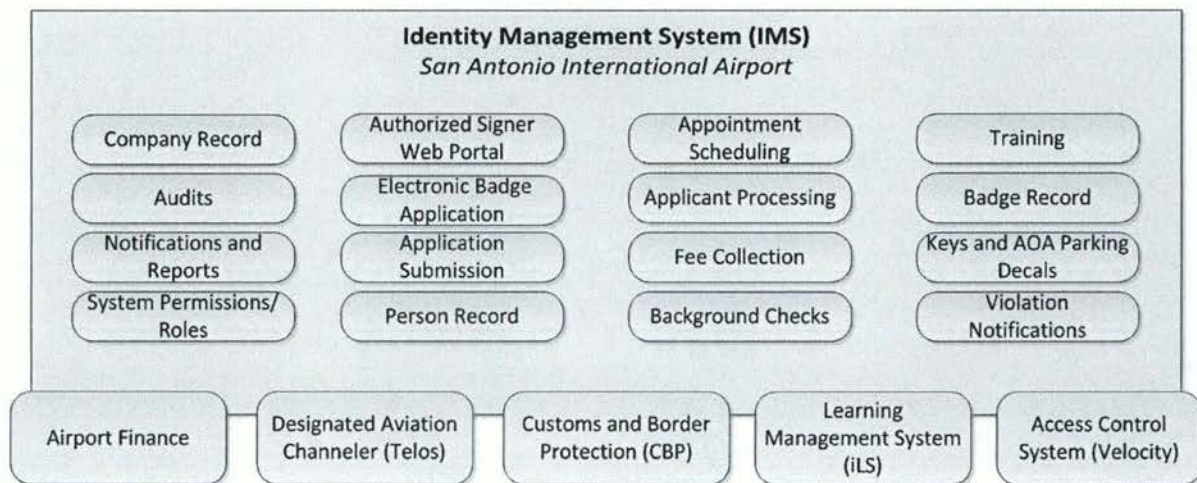
- Streamline the overall process to reduce or eliminate repeated data entry, by automating data flow and sharing between the various systems.

- Establish electronic communications with Authorized Signers, by utilizing a web-based portal.

- Move toward an electronic/paperless system to the greatest extent possible.

- Improve appointment scheduling and productivity tracking ability.

- Assure data integrity.

- Utilize business processes with segregation of duties to meet the TSA recommendations.

This solution shall provide the flexibility to modify the workflows for process improvement or adjust to our organization and specific requirements. The IMS will replace the Airport's current web-based application and scheduling system while integrating with the current Access Control System, Learning Management System, Designated Aviation Channeler, and other badging systems as specified in the requirements.

The business processes shall be optimized to create a unified data entry process that allows data to be entered once, verified once, and then shared to the disparate systems and verified between all of the data collected.

The IMS "umbrella" includes the functions and integrations shown below.

Identity Management System (IMS)
San Antonio International Airport

Company Record	Authorized Signer Web Portal	Appointment Scheduling	Training
Audits	Electronic Badge Application	Applicant Processing	Badge Record
Notifications and Reports	Application Submission	Fee Collection	Keys and AOA Parking Decals
System Permissions/ Roles	Person Record	Background Checks	Violation Notifications

| Airport Finance | Designated Aviation Channeler (Telos) | Customs and Border Protection (CBP) | Learning Management System (iLS) | Access Control System (Velocity) |

A summary of the major IMS functional areas is as follows:

- Authorized Signer Web Portal – The IMS shall provide an internet-based portal for Authorized Signer to initiate badge applications and to allow badging office to communicate with the companies. This will allow the Badging office to transition from data entry tasks to reviewing, and improve badge audit process for tenants.

- Application – The IMS shall provide an electronic badge application that captures all required demographic information for the applicant. The application form can be easily modified by the Badging Office to accommodate changes in policy or in response to TSA security directives. This application replaces the current web-based badge application.

- Application Submission – The IMS shall allow for the application to be completed by either the applicant or the Authorized Signer. The application is then routed to the appropriate Authorized Signer for approval and electronic signature.

- Appointment Scheduling – The IMS shall allow the Badging Office to configure multiple appointment types and set availability. Authorized Signers can request and manage appointments through the Web Portal. The Badging Office can manage check in, queues, and disposition, and rescheduling of appointments. This component replaces the current web-based scheduling solution.

- Applicant Processing – The IMS shall allow the Badging Office to collect remaining information, including photo, fingerprints, copies of identification, and electronic signature of the applicant.

- Background Checks – The IMS shall integrate with the Designated Aviation Channeler to automatically send

biographic and demographic data and receive results. This will allow the Badging Office to receive updates in CHRC/Rap Back results, STA status, and identify individuals on the TSA No-Fly/Selectee list on an ongoing basis. Additionally, the IMS will assist the Badging Office in streamlining the adjudication process as well as resubmitting fingerprints.

- Person Record – The IMS shall allow Security to maintain a list of unique individuals, and configure record retention based on specific conditions. This will allow the Badging Office to transition away from paper records and to an electronic file.

- Badge Record – The IMS shall allow the Airport to maintain badge records, including auditing changes, assigning electronic access, and integrating with the Access Control System.

- Badge Types, Badge Stock, and Badge Lifecycle – The IMS shall allow Security to maintain multiple badge types, styles, and generate cards. In addition, the Badging Office can manage badges throughout the lifecycle from issuing card stock to Trusted Agents through termination of a returned badge.

- Training – The IMS shall allow the Badging Office to automatically assign course roles in the Airport's Learning Management System, and receive results of successfully passing tests. This will both reduce duplicate entry and human error by ensuring appropriate courses are passed prior to issuing a badge.

- Company Record – The IMS shall allow Security to maintain a list of companies, and assigned Authorized Signers, and associate attributes such as company validation period based on contract or ordinance. The parameters in the Company Record will also ensure appropriate background checks are conducted, fees are collected or billed, and the proper badge types are issued to applicants.

- CBP Authorization – The IMS shall allow Security and CBP to streamline the application process and reduce duplicate entry between the two agencies.

- Fee Collection – The IMS shall allow the Badging Office to collect badging fees, manage company billing, and provide necessary reports to the Airport Finance division.

- Audit – The IMS shall allow Security Compliance to initiate and conduct badging audits and report results. Additionally, Authorized Signers can electronically complete audits.

- Violation Notifications – The IMS shall allow Security to initiate Security Incident Reports, and record Violations against badge holders and companies.

- Keys and AOA Decals – The IMS shall allow Security to manage collateral issued by the city and tie to a person record. This includes the request, issuance, and return processes for keys and AOA Parking Decals.

- Permissions/Roles – The IMS shall allow for configuration of multiple roles to support business processes and ensure segregation of duties. This includes limiting/restricting view and edit access to records and capabilities, while still providing management override capability to handle exceptions.

- Notifications and Reports – The IMS shall contain all reports necessary for operation. This includes distribution of the Stop List; badge and status reports; company and audit reports; and scheduling and performance reports. The system shall also send pre-configured notifications to Authorized Signers and applications through email and the Web Portal.

- Integration – The IMS shall be integrated with the Access Control System (Velocity), the Designated Aviation Channeler (Telos), the FBI Fingerprint Results Distribution (FPRD), the Learning Management System (iLS), and CrossMatch Fingerprint to reduce duplicate entry, streamline business processes, and prevent mismatch of information.

The implemented solution shall include all of the functional areas above and result in meeting the Airport's goals and achieving the overall vision.

004 SCOPE OF SERVICE

The scope of this solicitation defines a project that results in a fully deployed and integrated Identity Management System (IMS) for the Aviation Department. The solution shall be locally hosted with an Application Submittal Signers web portal and shall replace legacy web-based badge application and scheduling system (MC^2) and include all functionality listed in the IMS Requirements in RFCSP Attachment B.

Respondent shall provide all IMS software licenses, professional services to implement the IMS, and an ongoing support agreement to provide technical support and maintenance. The City of San Antonio ITSD and Airport staff will provide overall project management, implementation oversight, and procurement/installation of hardware or network base software.

The anticipated implementation timeframe is 8-15 months from Notice to Proceed (NTP) to Go-Live, followed by 90 days of post Go-Live support and 5 years of support and maintenance.

Respondents may utilize any preferred implementation methodology, so long as it delivers the Scope of Services defined in this RFCSP. The scope of service for the Respondent's role in the project is defined below in the following and elements:

1. **Software Licenses**

    1.1. Core IMS Licenses – Provide appropriate quantity of IMS core licenses necessary for all CoSA use. Includes Airport Security, ITSD, External Users (Tenants/Authorized Signers/Applicants), CBP, and any other stakeholders that require access to the IMS.

    1.2. Additional Modules – If applicable, provide licenses for optional IMS modules or applications necessary to meet the functional requirements. These are fully-integrated components that provide additional capabilities beyond the core IMS licenses.

    1.3. Third Party Add-Ons – If applicable, provide licenses for third party add-ons, applications, or other tools necessary to meet the functional requirements. These are plug-ins or independent and integrated components developed by companies other than the IMS software vendor.

2. **Implementation / Professional Services**

    2.1. **Project Management**

        2.1.1. Work Plan – Submit a detailed Work Plan to the CoSA Project Manager within 30 days of contract start / Notice to Proceed (NTP). This plan includes responding to questions and comments from interviews and contract negotiations and incorporating changes into the plans submitted in the proposal to this RFCSP. At a minimum, this work plan contains a Project Schedule; Cost Schedule; Communication Plan with a defined escalation path; Risk Management Plan; and a Resource Plan naming the Respondent's Project Manager that will be the primary point of contact and be accountable for all aspects of the Respondent's project scope as well as all naming other key project roles.

        2.1.2. Initiation / Kick-off – Within 60 days of NTP, conduct an on-site project Kick-Off Presentation for the key stakeholders and project team.

        2.1.3. Communication – Provide weekly and monthly status reports to the CoSA Project Manager.

2.1.4. Meetings / Coordination – Conduct and attend meetings as required throughout the project.

2.2. System Installation

2.2.1. Solution Architecture Planning/Design/Preparation – Provide assistance to ITSD system architects as requested to design the system. This includes servers, database, firewall, operating system, and other required components.

2.2.2. Software Installation – Provide assistance to ITSD system administrators as requested to install and build the system. Includes development, test, and production environments. This will be accomplished after the ITSD server team provisions the server environment.

2.3. Business Processes

2.3.1. Process Workshops – Conduct process workshops to review and confirm "to-be" processes, identify gaps, and recommend updates in processes/procedures as needed to best fit software and meet the Airport's objectives.

2.3.2. Procedural Documentation – Document and provide updates to business processes as requested.

2.4. Data Migration

2.4.1. Data Gathering – Provide assistance in identifying and confirming data gathering needs. Provide coordination of efforts for the Airport and ITSD in gathering all data required for migration to the IMS.

2.4.2. Data Standardization and Conversion Plan – Review data gathered from disparate systems, and recommend which data to migrate to the IMS and which will not be converted. Provide recommendations of standards and attributes to apply to existing data. Develop a plan for data upload to the IMS for CoSA approval, which accounts for both initial load for testing/training and production load for Go-Live.

2.4.3. Data Mapping – Where applicable, provide standard templates for IMS upload, and provide assistance to the Airport in mapping data to the templates.

2.4.4. Data Migration – Coordinate and oversee data migration to the IMS as applicable per the approved plan.

2.5. System Configuration and Customization

2.5.1. System Design Specification – Design and document the proposed configuration of the system for CoSA approval. This includes global parameters, user/security roles, form definition and design, menus, workflow configuration, etc. In addition, the specification shall document the proposed customization of the system. This includes details of application development and identification of potential issues in future system maintenance, patches, and upgrades.

2.5.2. System Setup and Configuration – Configure the development, test and production environments of the IMS per the approved specification.

2.6. System Integrations

2.6.1. Integration Matrix and Design Specification – Design and document all system interfaces as required for CoSA approval.

2.6.2. Integration Configuration – Implement all approved interfaces in their entirety per the approved specification. If necessary, selected Respondent shall sub-contract and oversee other system vendors or existing CoSA integrators.

2.7. Reports and Notifications

2.7.1. Report and Notification Design Specification – Gather IMS reporting and notification needs from stakeholders, and propose how the reports will be developed and delivered for CoSA approval. Propose mock-up/designs of all custom reports and notifications for CoSA approval.

2.7.2. Custom Reports Development – Revise standard reports and develop custom reports as applicable per the approved specification.

2.7.3. Notification Configuration and Report Delivery Rules – Configure automatic delivery of reports, and configure notifications per the approved specification.

2.8. Testing

2.8.1. Test Plan – Provide testing recommendations and develop test plan for CoSA approval. Test plan shall include the following at a minimum: software testing strategy, methodology processes, standards and guidelines for all software testing and conversion testing activities; specification of entrance and exit criteria for each of the test events; test scripts; templates and standards for all testing artifacts and deliverables; and definition of testing metrics and how the metrics are recorded and reported (e.g., number of open test defects).

2.8.2. Conduct Testing – Conduct all system tests per the approved plan in coordination with the Airport and ITSD. At a minimum, testing shall include after initial installation, conference room pilots, and user acceptance conducted in the IMS test environment.

2.8.3. Test Reports – Provide documented test reports for CoSA review and approval.

2.9. Training

2.9.1. Training Plan – Develop a training plan for CoSA approval. The plan shall provide for onsite user training with materials/guides, and include training for business users, administrators, and external users. The plan shall include training topics with detailed learning objectives.

2.9.2. Training Materials / User Guides – Develop all training materials per the approved plan. Materials shall also include technical guides, a database schema/data dictionary, and all standard system manuals and documentation.

2.9.3. Conduct Training – Conduct training per the approved plan in coordination with the Airport. Obtain evaluations/feedback. Provide recommendations for additional training, and identify potential recurrent/ongoing training needs.

2.10. Production Transition/Go-Live

2.10.1. Go-Live Plan – Develop a plan for transitioning from current processes and systems to the IMS for CoSA approval.

2.10.2. Production Migration and Go-Live – Configure the production environment and system Go-Live in coordination with the Airport and ITSD per the approved plan.

2.10.3. As-Built Design Specifications – Revise all specifications (Configuration, Customization, Reports, Integration, etc.) to reflect final configuration of the production environment following testing, production migration, and Go-Live.

2.11. Post Go-Live Support

2.11.1. Onsite Support/Troubleshooting – Design and propose a support model which will provide 90 days of post Go-Live support in order to make changes in configuration, reporting, user roles, etc. to support the successful use of the IMS.

3. Ongoing Maintenance and Technical Support

3.1. Software and Maintenance – Provide continued support of software including hot fixes, patches, and upgrades for a period of 5 years after Go-Live. This includes all modules and third party add-ons if applicable.

3.2. Level II / Technical Support – Establish a support agreement for a period of 5 years after Go-Live. Propose a support model that includes on-call 24/7 support, with first level support from ITSD and escalation to vendor.

The Airport will provide implementation oversight and will be involved in all aspects of the project, including support of project initiation, cutover planning, testing, training, and project close-out. To accomplish this, the selected Respondent must work in coordination with the Airport in developing, reviewing, and approving all plans; coordinating and scheduling testing, training, and office closures; reviewing and accepting final documentation; and approving the final system acceptance.

Reference RFCSP 008 - Proposal Requirements and RFCSP Attachment A for Respondent instructions. Per these instructions, Respondent shall detail how they propose to provide the above services as well as meet all of the listed functional and technical requirements in RFCSP Attachment B.

Not Included

Elements not included in scope are as follows:

1. The City will be responsible for procuring, and installing all required server/network hardware and base software (e.g. Operating System, Database Software, etc.).

2. The City will be responsible for procuring and installing any required hardware, including desktop workstations, upgrades, and peripherals.

3. The City will be responsible for testing server/network hardware; monitoring system performance; performing database and application backup/recovery; and establishing and maintaining system availability to meet the Airport's service level needs.

4. The SAT/ITSD Project Manager will be responsible for overall Project Management activities such as project plans, status reporting, scheduling etc. Note the selected Respondent is expected to provide a Project Manager who will be the primary point of contact and be accountable for all aspects of the Respondent's project scope. Respondent shall also maintain project documents and provide status reports to supplement the City's project management efforts.

005 ADDITIONAL REQUIREMENTS

Statutory Requirements. Exceptions to the following provisions and exhibits by Respondent and/or their agent will lead to automatic disqualification of Respondent's proposal from consideration.

Venue, Jurisdiction and Arbitration. For any dispute or claim arising under the award of a contract for this proposal, venue shall be in Bexar County, Texas, and the laws of the State of Texas shall apply. The City will not contractually agree to engage in binding arbitration and will not contractually agree to relinquish its right to a trial by jury.

Intellectual Property. If selected, Respondent agrees to abide by the following regarding intellectual property rights:

Respondent shall pay all royalties and licensing fees. Respondent shall hold the City harmless and indemnify the City from the payment of any royalties, damages, losses or expenses including attorney's fees for suits, claims or otherwise, growing out of infringement or alleged infringement of copyrights, patents, trademarks, trade secrets, materials and methods used in the project. It shall defend all suits for infringement of any Intellectual Property rights. Further, if Respondent has reason to believe that the design, service, process or product specified is an infringement of an Intellectual Property right, it shall promptly give such information to the City.

Upon receipt of notification that a third party claims that the program(s), hardware or both the program(s) and the hardware or any other intellectual property infringe upon any United States or International patent, copyright or trademark, Respondent will immediately:

Either:

Obtain, at Respondent's sole expense, the necessary license(s) or rights that would allow the City to continue using the programs, hardware, both the programs and hardware or any other intellectual property as the case may be, or,

Alter the programs, hardware, or both the programs and hardware so that the alleged infringement is eliminated, and

Reimburse the City for any expenses incurred by the City to implement emergency backup measures if the City is prevented from using the programs, hardware, or both the programs and hardware while the dispute is pending.

Respondent further agrees to:

Assume the defense of any claim, suit, or proceeding brought against the City for infringement of any United States patent, copyright, trademark or any other intellectual property rights arising from the use and/or sale of the equipment or software under this Agreement,

Assume the expense of such defense, including costs of investigations, reasonable attorneys' fees, expert witness fees, damages, and any other litigation-related expenses, and

Indemnify the City against any monetary damages and/or costs awarded in such suit;

Provided that:

Respondent is given sole and exclusive control of all negotiations relative to the settlement thereof, but that Respondent agrees to consult with the City Attorney of the City during such defense or negotiations and make good faith effort to avoid any position adverse to the interest of the City,

The Software or the equipment is used by the City in the form, state, or condition as delivered by Respondent or as modified without the permission of Respondent, so long as such modification is not the source of the infringement claim,

The liability claimed shall not have arisen out of the City's negligent act or omission, and

The City promptly provide Respondent with written notice within 15 days following the formal assertion of any claim with respect to which the City asserts that Respondent assumes responsibility under this section.

Undisclosed Features. CONTRACTOR warrants that the code and software provided to the City of San Antonio under this agreement does not contain any undisclosed features or functions that would impair or might impair the CITY'S use of the equipment, code or software. Specifically, but without limiting the previous representation, CONTRACTOR warrants there is no "Trojan Horse," lock, "time bomb," backdoor or similar routine. This Agreement shall not now nor will it hereafter be subject to the self-help provisions of the Uniform Computer Information Transactions Act or any other law. CONTRACTOR specifically disclaims any unilateral self-help remedies.

Ownership and Licenses.

In accordance with Texas law, Respondent acknowledges and agrees that all local government records created or received in the transaction of official business or the creation or maintenance of which were paid for with public funds are declared to be public property and subject to the provisions of Chapter 201 of the Texas Local Government Code and Subchapter J, Chapter 441 of the Texas Government Code. Thus, no such local government records produced by or on the behalf of Respondent pursuant to this Contract shall be the subject of any copyright or proprietary claim by Respondent.

The term "local government record" as used herein shall mean any document, paper, letter, book, map, photograph, sound or video recording, microfilm, magnetic tape, electronic medium, or other information recording medium, regardless of physical form or characteristic and regardless of whether public access to it is open or restricted under the laws of the state, created or received by local government or any of its officials or employees pursuant to law including an ordinance, or in the transaction of official business.

Respondent acknowledges and agrees that all local government records, as described in herein, produced in the course of the work required by any contract awarded pursuant to this RFCSP, will belong to and be the property of City. Respondent, if awarded this contract, will be required to turn over to City, all such records as required by said contract. Respondent, if awarded this contract, shall not, under any circumstances, release any records created during the course of performance of the contract to any entity without City's written permission, unless required to do so by a Court of competent jurisdiction.

In accordance herewith, Respondent, if selected, agrees to comply with all applicable federal, state and local laws, rules and regulations governing documents and ownership, access and retention thereof.

Certifications. Respondent warrants and certifies that Respondent and any other person designated to provide services hereunder has the requisite training, license and/or certification to provide said services, and meets all competence standards promulgated by all other authoritative bodies, as applicable to the services provided herein.

006 TERM OF CONTRACT

A contract awarded in response to this RFCSP will be for an initial three (3) year period. The City shall have the option to renew for two additional, one year periods at the City's discretion and as approved by the Director of Finance, without further Council action.

007 PRE-SUBMITTAL CONFERENCE

A Pre-Submittal Conference will be held at **San Antonio International Airport, Terminal A Mezzanine Conference Room, 9800 Airport Blvd., San Antonio, TX 78216** at **3:00 p.m., Central Time**, on **November 14, 2016**. Respondents are encouraged to prepare and submit their questions in writing 2 calendar days in advance of the Pre-Submittal Conference in order to expedite the proceedings. City's responses to questions received by this due date may be distributed at the Pre-Submittal Conference and posted with this solicitation. Attendance at the Pre-Submittal Conference is optional, but highly encouraged. Respondents that are not able to attend in person may participate by Conference Call. Respondents may call the toll free number listed below and enter access code to participate the day of the conference.

Toll Free No. (877)226-9790
Access Code: 760-1141

This meeting place is accessible to disabled persons. The San Antonio International Airport is wheelchair accessible. Accessible parking spaces are located in the Hourly Parking Garage. Auxiliary aids and services are available upon request. Interpreters for the Deaf must be requested at least 48 hours prior to the meeting. For assistance, call (210) 207-7245 Voice/TTY.

Any oral response given at the Pre-Submittal Conference that is not confirmed in writing and posted with this solicitation shall not be official or binding on the City. Only written responses shall be official and all other forms of communication with any officer, employee or agent of the City shall not be binding on the City. Respondents are encouraged to resubmit their questions in writing, to the City Staff person identified in the Restrictions on Communication section, after the conclusion of the Pre-Submittal Conference.

008 PROPOSAL REQUIREMENTS

Respondent's Proposal shall include the following items in the following sequence, noted with the appropriate heading as indicated below. If Respondent is proposing as a team or joint venture, provide the same information for each member of the team or joint venture.

Respondent shall submit one original hardcopy, signed in ink, and five (5) paper copies of the proposal, and one (1) compact disk (CD) containing an Adobe PDF version of the entire proposal in a sealed package clearly marked with the project name, "IMS SOFTWARE AND IMPLEMENTATION, RFCSP 017-016; 6100008272", on the front of the package.

If submitting electronically through City's portal, scan and upload these documents with your proposal. Each of the items listed below must be uploaded as a separate attachment, labeled with the heading indicated below.

TABLE OF CONTENTS

*EXECUTIVE SUMMARY. The summary shall include a statement of the work to be accomplished, how Respondent proposes to accomplish and perform each specific service and unique problems perceived by Respondent and their solutions.

*RESPONDENT QUESTIONNAIRE. Use the Forms found in this RFCSP as Attachment A, Part One. Respondent Questionnaire includes the following:

*EXPERIENCE, BACKGROUND AND QUALIFICATIONS. Use the Form found in this RFCSP as Attachment A, Part Two.

*PROPOSAL PLAN. Use the Form found in this RFCSP as Attachment A, Part Three. Prepare and submit the proposal based on the requirements stated in the RFCSP.

*TECHNICAL & FUNCTIONAL REQUIREMENTS MATRIX. Complete and return as RFCSP Attachment B.

PRICING SCHEDULE. Use the Pricing Schedule that is found in this RFCSP as Attachment C.

CONTRACTS DISCLOSURE FORM. Follow instructions in RFCSP Attachment D to download the form.

LITIGATION DISCLOSURE FORM. Complete and submit the Litigation Disclosure Form, found in this RFCSP as Attachment E. If Respondent is proposing as a team or joint venture, then all persons or entities who will be parties to the contract (if awarded) shall complete and return this form.

VETERAN-OWNED SMALL BUSINESS (VOSB) PREFERENCE PROGRAM TRACKING FORM. Complete and return as RFCSP Attachment F.

CERTIFICATE OF INTERESTED PARTIES (FORM 1295). See RFCSP Attachment G. Respondent must complete Form 1295 online at: https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm and submit a notarized copy with Respondent's proposal

PROOF OF INSURABILITY. Submit a letter from insurance provider stating provider's commitment to insure the Respondent for the types of coverages and at the levels specified in this RFCSP if awarded a contract in response to this RFCSP. Respondent shall also submit a copy of their current insurance certificate.

FINANCIAL INFORMATION. Submit a recent copy of a Dun and Bradstreet financial report, or other credit report, on Respondent and its partners, affiliates and subtenants, if any.

SIGNATURE PAGE. Respondent must complete, sign and submit the Signature Page found in this RFCSP as Attachment H. The Signature Page must be signed by a person, or persons, authorized to bind the entity, or entities, submitting the proposal. Proposals signed by a person other than an officer of a corporate respondent or partner of partnership respondent shall be accompanied by evidence of authority.

ADDENDUM. Sign addendum, if any, and submit with proposal.

PROPOSAL CHECKLIST. Complete and submit the Proposal Checklist found in this RFCSP as Attachment I.

Respondent is expected to examine this RFCSP carefully, understand the terms and conditions for providing the services listed herein and respond completely. FAILURE TO COMPLETE AND PROVIDE ANY OF THESE PROPOSAL REQUIREMENTS MAY RESULT IN THE RESPONDENT'S PROPOSAL BEING DEEMED NON-RESPONSIVE AND THEREFORE DISQUALIFIED FROM CONSIDERATION.

009 CHANGES TO RFCSP

Changes to the RFCSP, made prior to the due date for proposals shall be made directly to the original RFCSP. Changes are captured by creating a replacement version each time the RFCSP is changed. It is Respondent's responsibility to check for new versions until the proposal due date. City will assume that all proposals received are based on the final version of the RFCSP as it exists on the day proposals are due.

No oral statement of any person shall modify or otherwise change or affect the terms, conditions or specifications stated in the RFCSP.

010 SUBMISSION OF PROPOSALS

Proposals may be submitted electronically though the portal or in hard copy format.

Submission of Hard Copy Proposals.

Respondent shall submit one **COMPLETE** original signed in ink, **5** hard copies *WITH ONLY TABS and documents for Executive Summary; Respondent Questionnaire; Experience, Background and Qualifications; Proposed Plan; and Technical & Functional Requirements Matrix. (NO VOSB AND/OR PRICING TO BE INCLUDED)* and one copy of the proposal on compact disk (CD) containing an Adobe PDF version of the entire proposal in a sealed package clearly marked with the project name, "**IMS Software & Implementation**" on the front of the package. The name and address of Respondent, the due date for submission of proposals, RFCSP number and title of the solicitation shall be marked on the outside of the envelope(s). All times stated herein are Central Time. Any proposal or modification received after the time and date stated on the Cover Page shall be rejected.

Proposals must be received in the Office of the City Clerk no later than **2:00 p.m.**, Central Time, on **Monday, December 5, 2016** at the address below. Any proposal or modification received after this time shall not be considered, and will be returned, unopened to the Respondent. Respondents should note that delivery to the P.O. Box address in a timely manner does not guarantee its receipt in the Office of the City Clerk by the deadline for submission. Therefore, Respondents should strive for early submission to avoid the possibility of rejection for late arrival.

Mailing Address:
Office of the City Clerk
Attn: Aviation Department "IMS Software & Implementation"
P.O. Box 839966
San Antonio, Texas 78283-3966

Physical Address:
Office of the City Clerk
Attn: Aviation Department "IMS Software & Implementation"
100 Military Plaza
City Hall San Antonio, Texas 78205

Proposals sent by facsimile or email will not be accepted.

Submission of Electronic Proposals. Submit one **COMPLETE** proposal electronically by the due date provided on the Cover Page. All times stated herein are Central Time. Any proposal or modification received after the time and date stated on the Cover Page shall be rejected. All forms in this solicitation which require a signature must have a signature affixed thereto, either by manually signing the document, prior to scanning it and uploading it with your submission, or affixing it electronically.

Proposal Format. Each proposal shall be typewritten, single spaced and submitted on 8 ½" x 11" white paper. If submitting a hard copy, place proposal inside a three ring binder. The use of recycled paper and materials is encouraged. Unnecessarily elaborate brochures, artwork, bindings, visual aids, expensive paper, or other materials beyond that sufficient to present a complete and effective submission are not required. Font size shall be no less than 12-point type. All pages shall be numbered and, in the case of hard copy submissions, printed two-sided. Margins shall be no less than 1" around the perimeter of each page. Websites or URLs shall not be submitted in lieu of the printed proposal or electronic submission through City's portal. **ORIGINAL and/or ELECTRONIC** proposals must include **ALL** the sections and attachments in the sequence listed in the RFCSP Section 008, Proposal Requirements, and each section and attachment must be indexed and, for hard copy submissions, **ONLY REQUIRED SECTIONS AND ATTACHMENTS listed by asterisk in Section 008, Proposal Requirements MUST** be divided by tabs and indexed in a Table of Contents page. For electronic submissions, whether through the portal or on a CD, each separate section should be attached as a separate file. Failure to meet the above conditions may result in disqualification of the proposal or may negatively affect scoring.

Modified Proposals. Proposals may be modified provided such modifications are received prior to the time and date set for submission of proposals, and submitted in the same manner as original proposals. For hard copy proposals, provide a cover letter with the proposal, indicating it is a modified proposal and that the original proposal is being withdrawn.

City shall not be responsible for lost or misdirected proposals or modifications.

Certified Vendor Registration Form. If Respondent has not completed City's Certified Vendor Registration (CVR) Form. Respondent is required to do so prior to the due date for submission of proposals. The CVR form may be accessed at: http://www.sanantonio.gov/purchasing/. Respondents must identify the correct name of the entity that will be providing the goods and/or services under the contract. No nicknames, abbreviations (unless part of the legal title), shortened or short hand names will be accepted in place of the full, true and correct legal name of the entity.

Correct Legal Name. Respondents who submit proposals to this RFCSP shall correctly state the true and correct name of the individual, proprietorship, corporation, and /or partnership (clearly identifying the responsible general partner and all other partners who would be associated with the contract, if any). No nicknames, abbreviations (unless part of the legal title), shortened or short-hand, or local "handles" will be accepted in lieu of the full, true and correct legal name of the entity. These names shall comport exactly with the corporate and franchise records of the Texas Secretary of State and Texas Comptroller of Public Accounts. Individuals and proprietorships, if operating under other than an individual name, shall match with exact Assumed Name filings. Corporate Respondents and limited liability company Respondents shall include the 11-digit Comptroller's Taxpayer Number on the General Information form found in this RFCSP as Attachment A, Part One.
If an entity is found to have incorrectly or incompletely stated its name or failed to fully reveal its identity on the General Information form, the Director of the Finance Department shall have the discretion, at any point in the contracting process, to suspend consideration of the proposal.

Firm Offer. All provisions in Respondent's proposal, including any estimated or projected costs, shall remain valid for one-hundred and eighty days (180) following the deadline date for submissions or, if a proposal is accepted, throughout the entire term of the contract.

Change Orders. In order to comply with Texas law governing purchases made by municipalities, the following rules shall govern all change orders made under this contract.

Any change orders that become necessary during the term of this contract as a result of changes in plans, specifications, quantity of work to be performed, materials, equipment or supplies to be furnished must be in writing and conform to the requirements of City Ordinance 2011-12-08-1014, as hereafter amended.

Any other change will require approval of the City Council, City of San Antonio.

Changes that do not involve an increase in contract price may be made by the City's Chief Technology Officer (CTO).

No oral statement of any person shall modify or otherwise change, or affect the terms, conditions or specifications stated herein.

Travel and Related Expenses. All proposed costs shall be inclusive of all Vendor's costs including, but not limited to, staffing, administrative overhead, travel, lodging, and any other expenses that may be incurred by the Vendor. The City of San Antonio will not separately reimburse the Vendor for any expenses beyond what the Vendor includes in their pricing proposal.

Confidential or Proprietary Information. All proposals become the property of the City upon receipt and will not be returned. Any information deemed to be confidential by Respondent should be clearly noted; however, City cannot guarantee that it will not be compelled to disclose all or part of any public record under the Texas Public Information Act, since information deemed to be confidential by Respondent may not be considered confidential under Texas law, or pursuant to a Court order. Respondent acknowledge that exemptions to Public Information Act requests may require a brief to be submitted to the Texas Attorney General explaining why the claimed exceptions apply to the information in issue. The City shall not be obligated to submit the brief supporting those claimed exceptions. Respondent shall be solely responsible for submitting the brief and the documents in issue to the Texas Attorney General.

Cost of Proposal. Any cost or expense incurred by the Respondent that is associated with the preparation of the Proposal, the Pre-Submittal conference, if any, or during any phase of the selection process, shall be borne solely by Respondent.

011 RESTRICTIONS ON COMMUNICATION

Respondents are prohibited from communicating with: 1) elected City officials and their staff regarding the RFCSP or proposals from the time the RFCSP has been released until the contract is posted as a City Council agenda item; and 2) City employees from the time the RFCSP has been released until the contract is awarded. These restrictions extend to "thank you" letters, phone calls, emails and any contact that results in the direct or indirect discussion of the RFCSP and/or proposal submitted by Respondent. Violation of this provision by Respondent and/or its agent may lead to disqualification of Respondent's proposal from consideration.

Exceptions to the Restrictions on Communication with City employees include:

Respondents may ask verbal questions concerning this RFCSP at the Pre-Submittal Conference.

Respondents may submit written questions concerning this RFCSP to the Staff Contact Person listed below until **2:00 3:00 p.m.**, Central Time, on **Friday, November 18, 2016** Monday, November 21, 2016. Questions received after the stated deadline will not be answered. All questions shall be sent by e-mail or through the portal.

Marisol Amador, Procurement Specialist III
City of San Antonio, Aviation Department
Marisol.amador@sanantonio.gov

Questions submitted and the City's responses will be posted with this solicitation.

Respondents and/or their agents are encouraged to contact the Small Business Office of the Aviation Department for assistance or clarification with issues specifically related to the City's Small Business Economic Development Advocacy (SBEDA) Program policy and/or completion of the SBEDA form(s), **if any**. The point of contact is Ms. Lisa Brice and may be reached by telephone at (210) 207-3505 or by e-mail at lisa.brice@sanantonio.gov. Contacting the Small Business Office regarding this RFCSP after the proposal due date is not permitted.

Respondents may provide responses to questions asked of them by the Staff Contact Person after responses are received and opened. During interviews, if any, verbal questions and explanations will be permitted. If interviews are conducted, Respondents shall not bring lobbyists. The City reserves the right to exclude any persons from interviews as it deems in its best interests.

Upon completion of the evaluation process, Respondents shall receive a notification letter indicating the recommended firm, anticipated City Council agenda date and a review of the solicitation process.

012 EVALUATION CRITERIA

City will conduct a comprehensive, fair and impartial evaluation of all submissions received in response to this RFCSP. City may appoint a selection committee to perform the evaluation. Each submission will be analyzed to determine overall responsiveness and qualifications under this RFCSP. Criteria to be evaluated will include the items listed below. In accordance with §252.042, Texas Local Government Code, the selection committee may select all, some or none of the respondents who are judged to be reasonably qualified for award of the contract for interviews. Should the City elect to conduct interviews, selection for interviews will be based on initial scoring, prior to interviewing. Interviews are not an opportunity to change a submission. If the City elects to conduct interviews, respondents may be interviewed and re-scored based upon the same criteria. City may also request information from respondents at any time prior to final approval of a selected respondent, or seek best and final offers from respondents deemed reasonably qualified for award. Final approval of a selected respondent is subject to the action of the San Antonio City Council.

Evaluation criteria:

Experience, Background, Qualifications (45 points)

Proposed Plan (35 points)

Pricing (20 points)

013 AWARD OF CONTRACT AND RESERVATION OF RIGHTS

City reserves the right to award one, more than one or no contract(s) in response to this RFCSP.

The Contract, if awarded, will be awarded to the Respondent(s) whose Proposal(s) is deemed most advantageous to City, as determined by the selection committee, upon approval of the City Council.

City may accept any Proposal in whole or in part. However, final selection of a Respondent is subject to City Council approval.

City reserves the right to accept one or more proposals or reject any or all proposals received in response to this RFCSP, and to waive informalities and irregularities in the proposals received. City also reserves the right to terminate this RFCSP, and reissue a subsequent solicitation, and/or remedy technical errors in the RFCSP process.

City will require the selected Respondent(s) to execute a contract with the City, prior to City Council award, incorporating the terms and conditions of this RFCSP. No work shall commence until City signs the contract document(s) and Respondent provides the necessary evidence of insurance as required in this RFCSP and the Contract. Contract documents are not binding on City until approved by the City Attorney. In the event the parties cannot execute a contract within the time specified, City reserves the right to terminate contract discussions with the selected Respondent and commence contract discussions with another Respondent.

This RFCSP does not commit City to enter into a Contract, award any services related to this RFCSP, nor does it obligate City to pay any costs incurred in preparation or submission of a proposal or in anticipation of a contract.

If selected, Respondent will be required to comply with the Insurance and Indemnification Requirements established herein. If Respondent takes exception to the terms and conditions of this RFCSP, the City may deem the Respondent non-responsive and not evaluate their proposal.

The successful Respondent must be able to formally invoice the City for services rendered, incorporating the SAP-generated contract and purchase order numbers that shall be provided by the City.

Conflicts of Interest. Respondent acknowledges that it is informed that the Charter of the City of San Antonio and its Ethics Code prohibit a City officer or employee, as those terms are defined in the Ethics Code, from having a financial interest in any contract with City or any City agency such as City-owned utilities. An officer or employee has a "prohibited financial interest" in a contract with City or in the sale to City of land materials, supplies or service, if any of the following individual(s) or entities is a party to the contract or sale: the City officer or employee; his parent, child or spouse; a business entity in which he or his parent, child or spouse owns ten (10) percent or more of the voting stock or shares of the business entity, or ten (10) percent or more of the fair market value of the business entity; or a business entity in which any individual or entity above listed is a subcontractor on a City contract, a partner or a parent or subsidiary business entity.

Respondent is required to warrant and certify that it, its officers, employees and agents are neither officials nor employees of the City, as defined in Section 2-42 of the City's Ethics Code. (Discretionary Contracts Disclosure – form may be found online at https://www.sanantonio.gov/eforms/atty/DiscretionaryContractsDisclosure.pdf.)

Termination-Breach. Should vendor fail to fulfill in a timely and proper manner, as determined solely by the Director, its material obligations under this contract, or violate any of the material terms of this contract, City shall have the right to immediately terminate the contract in whole or in part. Notice of termination shall be provided in writing to the Vendor, effective upon the date set forth in the notice. City may, in City's sole discretion, provide an opportunity for Vendor to cure the default. If City elects to offer an opportunity to cure, City shall provide notice to Vendor specifying the matters in default and the cure period. If Vendor fails to cure the default within the cure period, City shall have the right, without further notice, to terminate the contract in whole or in part. Such termination shall not relieve Vendor of any liability to the City for damages sustained by virtue of any breach by Vendor.

Termination-Notice. City may terminate this contract, in whole or in part, without cause. City shall be required to give Vendor notice ten days prior to the date of termination of the contract without cause.

Termination-Funding. City retains the right to terminate this contract at the expiration of each of City's budget periods. This contract is conditioned on a best efforts attempt by City to obtain and appropriate funds for payment of any debt due by City herein.

Termination by City may be effected by Director, without further action by the San Antonio City Council.

Independent Contractor. Respondent agrees and understands that, if selected, it and all persons designated by it to provide services in connection with a contract, are and shall be deemed to be an independent contractors, responsible for their respective acts or omissions, and that City shall in no way be responsible for Respondent's actions, and that none of the parties hereto will have authority to bind the others or to hold out to third parties, that it has such authority.

Mandatory Federal Contract Provisions. Respondent shall comply with the Mandatory Federal Contract Provisions attached hereto as Exhibit 6.

State of Texas Conflict of Interest Questionnaire (Form CIQ). Chapter 176 of the Texas Local Government Code requires that persons, or their agents, who seek to contract for the sale or purchase of property, goods, or services with the City, shall file a completed Form CIQ with the City Clerk if those persons meet the requirements under §176.006(a) of the statute.

By law this questionnaire must be filed with the City Clerk not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Texas Local Government Code.

Form CIQ is available from the Texas Ethics Commission by accessing the following web address:

https://www.ethics.state.tx.us/filinginfo/conflict_forms.htm

In addition, please complete the **City's Addendum to Form CIQ (Form CIQ-A)** and submit it with Form CIQ to the Office of the City Clerk. The Form CIQ-A can be found at:

http://www.sanantonio.gov/Portals/0/Files/Ethics/OCC-CIQ-Addendum.pdf

When completed, the CIQ Form and the CIQ-A Form should be submitted together, either by mail or hand delivery, to the Office of the City Clerk. If mailing, mail to: Office of the City Clerk, P.O. Box 839966, San Antonio, TX 78283-3966.

If delivering by hand, deliver to: Office of the City Clerk, City Hall, 1st floor, 100 Military Plaza, San Antonio, TX 78205.

Do not include these forms with your proposal. The Purchasing Division will not deliver the forms to the City Clerk for you.

014 BONDS

This section left blank intentionally.

015 SOFTWARE ESCROW REQUIREMENT

This section left blank intentionally.

016 ACCEPTANCE CRITERIA

All deliverables submitted to the City hereunder shall be submitted to a designated City employee for approval and that such deliverables comply in all material respects with the requirements as set forth in a Statement of Work.

In the event of any nonconformity or nonfunctionality of deliverables, the City shall provide Respondent written notification within 14 days of delivery. Upon receipt of such notice of nonconformity or nonfunctionality, Respondent shall have 14 days to cure the nonconformity or nonfunctionality.

Upon delivery of the cure, the City will have 14 days to evaluate and determine if such cure is acceptable. In the event the Deliverable remains unacceptable, the City will provide a second notice of nonconformity or nonfunctionality of the system within 30 days of delivery. Respondent shall have an additional 14 days to cure the nonconformity or nonfunctionality.

Upon delivery of the cure, the City will have 14 days to evaluate and determine if such cure is acceptable. In the event the Deliverable remains unacceptable the City will provide Respondent with a third notice of any nonconformity or nonfunctionality of the system and Respondent will forfeit 50% of retained balances on hold with the City at the time the third notice is provided to Respondent.

A retainage in the amount of 10% of the deliverable price shall be held by the City, to be paid upon final acceptance. The City Project Team will review, approve, and sign off on the deliverable. Upon acceptance of each milestone, the Contractor will be paid 90% of the agreed upon milestone.

Upon final acceptance, Contractor shall invoice the City for the 10% final acceptance hold-back payment.

017 SCHEDULE OF EVENTS

Following is a list of **projected dates/times** with respect to this RFCSP:

RFCSP Release	November 4, 2016
Pre-Submittal Conference	Monday, November 14, 2016 at 3:00 PM, Central Time
Final Questions Accepted	~~Friday, November 18, 2016 at 2:00 PM, Central Time~~
	Monday, November 21, 2016 at 3:00 PM, Central Time
Proposal Due	Monday, December 5, 2016 at 2:00 PM, Central Time

RFCSP EXHIBIT 1

INSURANCE REQUIREMENTS

If selected to provide the services described in this RFCSP, Respondent shall be required to comply with the insurance requirements set forth below:

INSURANCE

A) Prior to the commencement of any work under this Agreement, Respondent shall furnish copies of all required endorsements and completed Certificate(s) of Insurance to the City's Aviation Department, which shall be clearly labeled "***Identity Management System Software & Implementation***" in the Description of Operations block of the Certificate. The Certificate(s) shall be completed by an agent and signed by a person authorized by that insurer to bind coverage on its behalf. The City will not accept a Memorandum of Insurance or Binder as proof of insurance. The certificate(s) must be signed by the Authorized Representative of the carrier, and list the agent's signature and phone number. The certificate shall be mailed, with copies of all applicable endorsements, directly from the insurer's authorized representative to the City. The City shall have no duty to pay or perform under this Agreement until such certificate and endorsements have been received and approved by the City's Aviation Department. No officer or employee, other than the City's Risk Manager, shall have authority to waive this requirement.

B) The City reserves the right to review the insurance requirements of this Article during the effective period of this Agreement and any extension or renewal hereof and to modify insurance coverages and their limits when deemed necessary and prudent by City's Risk Manager based upon changes in statutory law, court decisions, or circumstances surrounding this Agreement. In no instance will City allow modification whereby City may incur increased risk.

C) A Respondent's financial integrity is of interest to the City; therefore, subject to Respondent's right to maintain reasonable deductibles in such amounts as are approved by the City, Respondent shall obtain and maintain in full force and effect for the duration of this Agreement, and any extension hereof, at Respondent's sole expense, insurance coverage written on an occurrence basis, unless otherwise indicated, by companies authorized to do business in the State of Texas and with an A.M Best's rating of no less than A- (VII), in the following types and for an amount not less than the amount listed below:

TYPE	AMOUNTS
1. Workers' Compensation 2. Employers' Liability	Statutory $1,000,000/$1,000,000/$1,000,000
3. Commercial General Liability Insurance to include coverage for the following: a. Premises/Operations b. Products/Completed Operations c. Personal/Advertising Injury	For Bodily Injury and Property Damage of $1,000,000 per occurrence; $2,000,000 General Aggregate, or its equivalent in Umbrella or Excess Liability Coverage
4. Business Automobile Liability a. Owned/leased vehicles b. Non-owned vehicles c. Hired Vehicles	Combined Single Limit for Bodily Injury and Property Damage of $1,000,000 per occurrence

D) Respondent agrees to require, by written contract, that all subcontractors providing goods or services hereunder obtain the same categories of insurance coverage required of Respondent herein, and provide a certificate of insurance and endorsement that names the Respondent and the CITY as additional insureds. Policy limits of the coverages carried by subcontractors will be determined as a business decision of Respondent. Respondent shall provide the CITY with said certificate and endorsement prior to the commencement of any work by the subcontractor. This provision may be modified by City's Risk Manager, without subsequent City Council approval, when deemed necessary and prudent, based upon changes in statutory law, court decisions, or circumstances surrounding this agreement. Such modification may be enacted by letter signed by City's Risk Manager, which shall become a part of the contract for all purposes.

E) As they apply to the limits required by the City, the City shall be entitled, upon request and without expense, to receive copies of the policies, declaration page, and all required endorsements. Respondent shall be required to comply with any

such requests and shall submit requested documents to City at the address provided below within 10 days. Respondent shall pay any costs incurred resulting from provision of said documents.

City of San Antonio
Attn: Aviation Department – Security Division
P.O. Box 839966
San Antonio, Texas 78283-3966

F) Respondent agrees that with respect to the above required insurance, all insurance policies are to contain or be endorsed to contain the following provisions:

- Name the City, its officers, officials, employees, volunteers, and elected representatives as <u>additional insureds</u> by endorsement, as respects operations and activities of, or on behalf of, the named insured performed under contract with the City, with the exception of the workers' compensation and professional liability policies;

- Provide for an endorsement that the "other insurance" clause shall not apply to the City of San Antonio where the City is an additional insured shown on the policy;

- Workers' compensation, employers' liability, general liability and automobile liability policies will provide a waiver of subrogation in favor of the City.

- Provide advance written notice directly to City of any suspension or non-renewal in coverage, and not less than ten (10) calendar days advance notice for nonpayment of premium.

G) Within five (5) calendar days of a suspension, cancellation or non-renewal of coverage, Respondent shall provide a replacement Certificate of Insurance and applicable endorsements to City. City shall have the option to suspend Respondent's performance should there be a lapse in coverage at any time during this contract. Failure to provide and to maintain the required insurance shall constitute a material breach of this Agreement.

H) In addition to any other remedies the City may have upon Respondent's failure to provide and maintain any insurance or policy endorsements to the extent and within the time herein required, the City shall have the right to order Respondent to stop work hereunder, and/or withhold any payment(s) which become due to Respondent hereunder until Respondent demonstrates compliance with the requirements hereof.

I) Nothing herein contained shall be construed as limiting in any way the extent to which Respondent may be held responsible for payments of damages to persons or property resulting from Respondent's or its subcontractors' performance of the work covered under this Agreement.

J) It is agreed that Respondent's insurance shall be deemed primary and non-contributory with respect to any insurance or self-insurance carried by the City of San Antonio for liability arising out of operations under this Agreement.

K) It is understood and agreed that the insurance required is in addition to and separate from any other obligation contained in this Agreement and that no claim or action by or on behalf of the City shall be limited to insurance coverage provided..

L) Respondent and any Subcontractors are responsible for all damage to their own equipment and/or property.

INDEMNIFICATION REQUIREMENTS

If selected to provide the services described in this RFCSP, Respondent shall be required to comply with the indemnification requirements set forth below:

INDEMNIFICATION

RESPONDENT covenants and agrees to FULLY INDEMNIFY, DEFEND and HOLD HARMLESS, the CITY and the elected officials, employees, officers, directors, volunteers and representatives of the CITY, individually and collectively, from and against any and all costs, claims, liens, damages, losses, expenses, fees, fines, penalties, proceedings, actions, demands, causes of action, liability and suits of any kind and nature, including but not limited to, personal or bodily injury, death and property damage, made upon the CITY directly or indirectly arising out of, resulting from or related to RESPONDENT'S activities under this Agreement, including any acts or omissions of RESPONDENT, any agent, officer, director, representative, employee, consultant or subcontractor of RESPONDENT, and their respective officers, agents employees, directors and representatives while in the exercise of the rights or performance of the duties under this Agreement. The indemnity provided for in this paragraph shall not apply to any liability resulting from the negligence of CITY, its officers or employees, in instances where such negligence causes personal injury, death, or property damage. IN THE EVENT RESPONDENT AND CITY ARE FOUND JOINTLY LIABLE BY A COURT OF COMPETENT JURISDICTION, LIABILITY SHALL BE APPORTIONED COMPARATIVELY IN ACCORDANCE WITH THE LAWS FOR THE STATE OF TEXAS, WITHOUT, HOWEVER, WAIVING ANY GOVERNMENTAL IMMUNITY AVAILABLE TO THE CITY UNDER TEXAS LAW AND WITHOUT WAIVING ANY DEFENSES OF THE PARTIES UNDER TEXAS LAW.

The provisions of this INDEMNITY are solely for the benefit of the parties hereto and not intended to create or grant any rights, contractual or otherwise, to any other person or entity. RESPONDENT shall advise the CITY in writing within 24 hours of any claim or demand against the CITY or RESPONDENT known to RESPONDENT related to or arising out of RESPONDENT's activities under this AGREEMENT and shall see to the investigation and defense of such claim or demand at RESPONDENT's cost. The CITY shall have the right, at its option and at its own expense, to participate in such defense without relieving RESPONDENT of any of its obligations under this paragraph.

Defense Counsel - CITY shall have the right to select or to approve defense counsel to be retained by RESPONDENT in fulfilling its obligation hereunder to defend and indemnify CITY, unless such right is expressly waived by CITY in writing. RESPONDENT shall retain CITY approved defense counsel within seven (7) business days of CITY'S written notice that CITY is invoking its right to indemnification under this Contract. If RESPONDENT fails to retain Counsel within such time period, CITY shall have the right to retain defense counsel on its own behalf, and RESPONDENT shall be liable for all costs incurred by CITY. CITY shall also have the right, at its option, to be represented by advisory counsel of its own selection and at its own expense, without waiving the foregoing.

Employee Litigation - In any and all claims against any party indemnified hereunder by any employee of RESPONDENT, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, the indemnification obligation herein provided shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable by or for RESPONDENT or any subcontractor under worker's compensation or other employee benefit acts.

RFCSP EXHIBIT 3

CITY OF SAN ANTONIO TECHNICAL STANDARDS

(Attached as a separate document)

RFCSP EXHIBIT 4

CITY OF SAN ANTONIO SECURITY POLICY

(Attached as a separate document)

NON-DISCRIMINATION

Non-Discrimination. As a party to this contract, {Contractor or Vendor} understands and agrees to comply with the Non-Discrimination Policy of the City of San Antonio contained in Chapter 2, Article X of the City Code and further, shall not discriminate on the basis of race, color, national origin, sex, sexual orientation, gender identity, veteran status, age or disability, unless exempted by state or federal law, or as otherwise established herein.

MANDATORY FEDERAL CONTRACT PROVISIONS

As used in this exhibit, the terms "Consultant", "consultant", "Contractor", and "contractor" shall refer to "Respondent" and/or "Selected Respondent".

TITLE VI NOTICE

The City of San Antonio in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

FEDERAL FAIR LABOR STANDARDS ACT (FEDERAL MINIMUM WAGE)

All contracts and subcontracts that result from this solicitation incorporate by reference the provisions of 29 CFR part 201, the Federal Fair Labor Standards Act (FLSA), with the same force and effect as if given in full text. The FLSA sets minimum wage, overtime pay, recordkeeping, and child labor standards for full and part time workers.

The Consultant has full responsibility to monitor compliance to the referenced statute or regulation. The Consultant must address any claims or disputes that arise from this requirement directly with the U.S. Department of Labor – Wage and Hour Division.

OCCUPATIONAL SAFETY AND HEALTH ACT OF 1970

All contracts and subcontracts that result from this solicitation incorporate by reference the requirements of 29 CFR Part 1910 with the same force and effect as if given in full text. Contractor must provide a work environment that is free from recognized hazards that may cause death or serious physical harm to the employee. The Contractor retains full responsibility to monitor its compliance and their subcontractor's compliance with the applicable requirements of the Occupational Safety and Health Act of 1970 (20 CFR Part 1910). Contractor must address any claims or disputes that pertain to a referenced requirement directly with the U.S. Department of Labor – Occupational Safety and Health Administration.

RFCSP ATTACHMENT A, PART ONE

<u>RESPONDENT QUESTIONNAIRE</u>

1. **Respondent Information:** Provide the following information regarding the Respondent.
   (NOTE: Co-Respondents are two or more entities proposing as a team or joint venture with each signing the contract, if awarded. Sub-contractors are not Co-Respondents and should not be identified here. If this proposal includes Co-Respondents, provide the required information in this Item #1 for each Co-Respondent by copying and inserting an additional block(s) before Item #2.)

   Respondent Name: _____
   (NOTE: Give exact legal name as it will appear on the contract, if awarded.)

   Principal Address: _____

   City: _____ State: _____ Zip Code: _____

   Telephone No._____ Fax No:_____

   Website address:_____

   Year established: _____

   Provide the number of years in business under present name: _____

   Social Security Number or Federal Employer Identification Number: _____

   Texas Comptroller's Taxpayer Number, if applicable: _____
   (NOTE: This 11-digit number is sometimes referred to as the Comptroller's TIN or TID.)

   DUNS NUMBER: _____

   Business Structure: Check the box that indicates the business structure of the Respondent.

   ___Individual or Sole Proprietorship If checked, list Assumed Name, if any: _____
   ___ Partnership
   ___Corporation   If checked, check one: ___For-Profit   ___ Nonprofit
   Also, check one: ___Domestic   ___Foreign
   ___Other If checked, list business structure: _____

   Printed Name of Contract Signatory: _____
   Job Title: _____

   Provide any other names under which Respondent has operated within the last 10 years and length of time under for each:
   _____
   _____
   _____

   Provide address of office from which this project would be managed:
   City: _____ State: _____ Zip Code: _____

   Telephone No._____ Fax No: _____

   Annual Revenue: $_____

   Total Number of Employees: _____

   Total Number of Current Clients/Customers: _____

   Briefly describe other lines of business that the company is directly or indirectly affiliated with:
   _____

_____
_____

List Related Companies:
_____
_____
_____

2. **Contact Information:** List the one person who the City may contact concerning your proposal or setting dates for meetings.

   Name: _____ Title: _____

   Address: _____

   City: _____ State: _____ Zip Code: _____

   Telephone No. _____ Fax No: _____

   Email: _____

3. Does Respondent anticipate any mergers, transfer of organization ownership, management reorganization, or departure of key personnel within the next twelve (12) months?

   Yes ____   No ____

4. Is Respondent authorized and/or licensed to do business in Texas?

   Yes ____   No ____   If "Yes", list authorizations/licenses.

   _____

   _____

5. Where is the Respondent's corporate headquarters located? _____

6. **Local/County Operation**: Does the Respondent have an office located in San Antonio, Texas?

   Yes ____   No ____   If "Yes", respond to a and b below:

   a. How long has the Respondent conducted business from its San Antonio office?

       Years _____   Months _____

   b. State the number of full-time employees at the San Antonio office.

   If "No", indicate if Respondent has an office located within Bexar County, Texas:

       Yes ____   No ____   If "Yes", respond to c and d below:

   c. How long has the Respondent conducted business from its Bexar County office?

       Years _____   Months _____

   d. State the number of full-time employees at the Bexar County office. _____

7. **Debarment/Suspension Information**: Has the Respondent or any of its principals been debarred or suspended from contracting with any public entity?

   Yes ____   No ____   If "Yes", identify the public entity and the name and current phone number of a representative of the public entity familiar with the debarment or suspension, and state the reason for or

circumstances surrounding the debarment or suspension, including but not limited to the period of time for such debarment or suspension.

_____

_____

8. **Surety Information**: Has the Respondent ever had a bond or surety canceled or forfeited?

Yes ___ No ___ If "Yes", state the name of the bonding company, date, amount of bond and reason for such cancellation or forfeiture.

_____

_____

9. **Bankruptcy Information**: Has the Respondent ever been declared bankrupt or filed for protection from creditors under state or federal proceedings?

Yes ___ No ___ If "Yes", state the date, court, jurisdiction, cause number, amount of liabilities and amount of assets.

_____

_____

10. **Disciplinary Action:** Has the Respondent ever received any disciplinary action, or any pending disciplinary action, from any regulatory bodies or professional organizations? If "Yes", state the name of the regulatory body or professional organization, date and reason for disciplinary or impending disciplinary action.

_____

_____

11. **Previous Contracts:**

   a. Has the Respondent ever failed to complete any contract awarded?

   Yes ___ No ___ If "Yes", state the name of the organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.

   _____

   _____

   b. Has any officer or partner proposed for this assignment ever been an officer or partner of some other organization that failed to complete a contract?
   Yes ___ No ___ If "Yes", state the name of the individual, organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.

   _____

   _____

   c. Has any officer or partner proposed for this assignment ever failed to complete a contract handled in his or her own name?

   Yes ___ No ___ If "Yes", state the name of the individual, organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.

   _____

   _____

REFERENCES

From the projects listed in RFCSP Attachment A, Part Two, Experience Background Qualifications #4, provide three (3) references preferably for projects within the past three (3) years. The contact person named should be familiar with the day-to-day management of the contract and be willing to respond to questions regarding the type, level, and quality of service provided.

Reference No. 1:
   Firm/Company Name _____

   Contact Name: _____ Title: _____

   Address: _____

   City: _____State: _____Zip Code: _____

   Telephone No._____ Fax No: _____

   Date and Type of Service(s) Provided: _____

   _____

   Contact Email Address: _____

Reference No. 2:
   Firm/Company Name _____

   Contact Name: _____ Title: _____

   Address: _____

   City: _____State: _____Zip Code: _____

   Telephone No._____ Fax No: _____

   Date and Type of Service(s) Provided: _____

   _____

   Contact Email Address: _____

Reference No. 3:
   Firm/Company Name _____

   Contact Name: _____ Title: _____

   Address: _____

   City: _____State: _____Zip Code: _____

   Telephone No._____ Fax No: _____

   Date and Type of Service(s) Provided: _____

   _____

   Contact Email Address: _____

EXPERIENCE, BACKGROUND, QUALIFICATIONS

Prepare and submit narrative responses to address the following items. Restate the question when providing the response. If Respondent is proposing as a team or joint venture, provide the same information for each member of the team or joint venture.

1. State Respondent's primary line of business and provide the requested information:

    Primary Business: _____

    Years in Primary Business: _____ Years

    Percentage of 2015 Revenue Derived from Primary Business: _____%

2. Indicate any other lines of business in which Respondent is involved:

    Other Lines of Business: _____

    Percentage of 2015 Revenue Derived from Other Lines of Business: _____%

3. State the number of years experience the Respondent has in:

    Providing Aviation-related IMS Implementation Services: _____ Years

4. State the number of projects for each of the following that Respondent has completed for an aviation environment with security regulations that are similar to those applied to medium or large hub airports:

    a. IMS implementation projects: _____ Projects

    b. IMS implementation projects in ALL areas of the IMS "umbrella" (Page 9): _____ Projects

    c. IMS implementation projects in all areas of IMS functional areas (Page 9): _____ Projects

    List projects below (add lines, if necessary):

Airport / Customer	City / State	Date Completed	Airport/Customer Point of Contact Email

5. Does the Respondent have experience with interfacing their application with external applications such as, but not limited to, SAP and Property and Revenue Management System (PROPworks). If so, provide list of customers and interfaces: Company name, Type of business, City & State.

6. Provide the following information for five relevant projects performed, preferably within an aviation environment, over the past ten years. (Do not include projects performed for the City of San Antonio and/or its Aviation Department.)

    a. Brief description of the scope of service performed, dollar value, and date of service.
    b. Identify associated results or impacts of each project performed, as well as any challenges and resolution.

c. Provide name(s) of the individuals that were responsible for leading and completing the major tasks within each project listed

d. Describe how the Respondent's experience on these projects has prepared Respondent to undertake this RFCSP's Scope of Services.

7. Describe the company's support organization and volume of support inquiries managed per month over the past two years.

8. What percentage of existing customers are current with their annual support contract?

9. Describe Respondent's specific experience with public entities clients, especially large municipalities. If Respondent has provided services for the City in the past, identify the name of the project and the department for which Respondent provided those services.

10. State the name of the Project Manager that will be assigned to the City's project if Respondent is selected.

Project Manager: _____

11. State the number of years experience the Project Manger has with managing IMS implementations for governmental entities.

_____ Years

12. State the number of IMS projects the Project Manager has managed in an aviation environment with security regulations that are similar to those applied to medium or large hub airports as defined by the FAA.

_____ Projects

List projects below (add lines, if necessary):

Airport / Customer	City / State	Date Completed	Airport/Customer Point of Contact Email

13. Provide a list of project team members and include the following information for each with a focus on airport-specific experience (including the Project Manager):

a. Name;

b. Title;

c. Availability to work on City's project.

d. Role and expected percentage of time to be dedicated to the City's project;

e. Brief description of relevant experience on similar projects;

f. Professional qualifications (such as licenses, certifications, association memberships, etc.) that they hold or have been awarded; and

g. Educational attainment

14. If Respondent is proposing as a team or joint venture or has included sub-contractors, describe the rationale for selecting the team and the extent to which the team, joint ventures and/or sub-contractors have worked together in the past.

15. Provide a statement regarding the Respondent's availability to commence work and any concurrent commitments that might impede progress on this project. Include a list of all current and pending projects and anticipated date of completion of current projects as of the proposal due date. Indicate other known projects to which the Respondent will be committed during the term of this project, if selected.

16. Additional Information. Identify any additional skills, experiences, qualifications, and/or other relevant information about the Respondent's qualifications.

PROPOSED PLAN

Prepare and submit the following items. Restate the question when providing the response. Each response should include the heading and numbering schema shown below for the section that is being addressed. Failure to follow this format may result in vital information not being considered when reviewing the proposal.

This section addresses the vendor's plan to deploy the solution being proposed, to include specific client resource requirements, professional services to be provided, asset procurement specifications, service levels, and support details.

Product Details (Software):

1. **Functional Solution**
   Complete columns E through K of each IMS Requirement in RFCSP Attachment B. Responses shall be provided in the Microsoft Excel spreadsheet. The Instructions for the completion of these tables are as follows:

   a. For each requirement, Respondents should indicate with "Yes" or "No" whether the requirement is addressed by the proposed solution. The Respondent's "Yes" or "No" response to each requirement should be placed within the column that correlates to how the proposed solution will meet that requirement; only one column requires a response per requirement:

      i. **Out of Box** - requirement is a feature or functionality of the solution that works immediately after installation without any configuration or modification.
      ii. **Supported through Product Configuration** - requirement is met through the use of system configuration.
      iii. **Supported through Customization (included in price)** - the requirement is met by customization. Provide explanation.
      iv. **Delivered after customization for an additional cost** - provide cost and explanation.
      v. **Delivered through integration with Third Party Tool (included in price)** - the requirement can only be met through the use and integration of a third-party product or solution. Provide explanation.
      vi. **Not Offered** - Not included in this proposal or not available. Provide explanation.

   b. For those requirements in which additional explanation is needed, please provide a response in the "Vendor Response/Explanation" column of the spreadsheet.

   c. Include supporting brochures and literature, as you believe valuable for additional review by the evaluation team. Such literature should be additional and not instead of providing the detail response for any line item.

2. **System Architecture**
   Describe the Proposed Architectural Solution that will enable and support the Respondent's solution. The Respondent's approach, at a minimum, must take the following topics into consideration while providing the details:

   - Proposed Hardware and Operation System Platform
   - Software Development Tools and Languages
   - Database platform
   - Software Products (COTS)
   - Proposed Software Components
   - Middleware and Frameworks
   - Proposed Network Infrastructure
   - Proposed Application Architecture

   Respondent shall provide detailed hardware and software requirements and specifications for system installation (scope not included in Respondent's proposal). This may also include brand/model, size, quantity, version, and any other relevant product attributes as appropriate.

The proposed solution must also adhere to CoSA technology standards requirements as specified in RFCSP Exhibit 3

3. **System Security Plan**
Describe the Proposed System Security Approach that will support the Respondent's solution. The Respondent's approach, at a minimum, must take the following topics into consideration while providing the details:

- Single sign-on between solution components
- Encryption of data communication
- Security strategy
- Digital signature
- Security Architecture
- Security Level Management (Role-based access)
- Security procedures and protocols

Note system security shall be appropriate for the nature of the application and integration and shall be consistent with CoSA technical standards as defined herein. The proposed solution must also adhere to CoSA Security policies and Service Level Agreement requirements as specified in RFCSP Exhibit 4.

Project/Implementation Details (Professional Services):

1. **Organizational Chart**
Provide a chart showing names, titles, and roles of individuals who will be assigned to this project. Show relationship to City and subcontractors, if any. Identify, on the chart, the individual who will assume the position of Project Manager that will be the primary point of contact and be accountable for all aspects of the project.

2. **Implementation Methodology and Approach**
Explain and describe the methodology and approach you would use to meet the tasks and deliverables defined for this project, including:

a. Overall approach - Describe approach and methodology to implementing the proposed system solution.

b. Project Management - Describe approach to overall project management and integration of all activities required by the scope of work. Include approaches to project initiation and kick-off; communication plan and status reporting; risk management; change management; and project execution and close-out.

c. Business Processes - Describe approach in updating business processes to meet the Airport's vision and to best utilize the software and tools available. Include methods such as process workshops, and roles of City staff and Respondent.

d. Data Migration - Describe approach and ability to convert and migrate the data that currently reside in the legacy systems to the new proposed solution. Include tools, and techniques are to be used (e.g. load templates; upload utilities, etc.), and roles and responsibilities of City staff and Respondent.

e. Systems Integration - Describe approach and strategy for integrating the proposed solution into the City of San Antonio's existing enterprise application environment. Provide an architectural diagram of the proposed environment that illustrates integration at a level of detail suitable to identify the functional integration points. Include expected IT resource needs from CoSA.

f. Reporting - Describe reporting approach for the new solution that addresses the reporting requirements described in this solicitation. Provide listing of any "out-of-the box" standard reports that are included. Describe ability to perform ad-hoc queries/searches within the system. Describe report writing tools and report templates. If applicable, describe how the CoSA can leveraging its existing Crystal Reports and/or Business Objects reporting environment.

g. Training - Describe approach and ability to satisfy the training requirements within the scope of work. This

includes end-user training, administrator training, external user training, training materials/guides, and soliciting feedback.

    h.   Testing - Describe approach and ability to test and validate the functionality of the implemented solution against the documented requirements. Include expected IT resource needs from CoSA.

    i.   Go-Live - Describe approach to production preparation, transition to new system, and 90 days of post go-live support.

3. **Project Schedule (GANTT chart)**
For each element listed in RFCSP Section 004 - Scope of Service, break down elements/tasks into proposed activities between 8 to 40 hours each and sequence in GANTT chart format. This preliminary project schedule shall include proposed project phases, milestones, and submission of deliverables. For each activity, provide:

    a.   Estimated start and completion weeks.

    b.   Specific resource assignment - state name of person with primary responsibility (include tasks for which Airport/City will be responsible such as delivery of information, review of draft, issuance of solicitation, etc.).

    c.   Associated travel - show # of persons and # of days traveling per trip.

    d.   All activities (such as delivery of information to Respondent, review of drafts provided by Respondent, etc.) that Respondent envisions the Airport or City will undertake.

    e.   All meetings Respondent proposes will be held in conjunction with the engagement.

    f.   Any other information regarding the schedule which Respondent feels is important for the City to consider.

4. **Office Equipment and Space Requirements**
A detailed schedule of hardware, software, office equipment and space requirements for all Respondent staff (including all subcontractors) being proposed when working on site.

5. **Additional Information**
Provide any additional plans and/or relevant information about Respondent's approach to providing the required services.

Ongoing Maintenance and Technical Support:

1. **Agreements**
Provide proposed software license agreements and maintenance agreements.

2. **Post-Implementation Operation and Maintenance Plan**
A Maintenance Plan for the effort required of the Airport and CoSA to operate and maintain the proposed solution for a period of five (5) years shall also be documented in the manner described above for the implementation. This Maintenance Plan will list all activities normally expected in monitoring, operating, and maintaining the proposed system after the conclusion of the implementation effort and post Go-Live support. If applicable, identify resource needs external to the Airport and/or Respondent. The intention is for the Airport to use the Maintenance Plan to calculate total cost of ownership of the proposed implementation, which includes costs outside of this project scope.

Note: The City of San Antonio may optionally elect for the Respondent to provide application maintenance and support. Exercising this option does not preclude the Respondent in providing this deliverable.

The City of San Antonio reserves the right to waive the review and approval of Respondent work products. The City of San Antonio approval of the Respondent's work product will not relieve the Respondent from liability for defects, errors or omissions in the work product that may be discovered after such approval.

RFCSP ATTACHMENT B

FUNCTIONAL & TECHNICAL REQUIREMENTS MATRIX

(Attached as a separate document)

RFCSP ATTACHMENT C

PRICING SCHEDULE

(Attached as a separate document)

CONTRACTS DISCLOSURE FORM

Contracts Disclosure Form may be downloaded at https://www.sanantonio.gov/eforms/atty/ContractsDisclosureForm.pdf .

Instructions for completing the Contracts Disclosure form are listed below:

1. Download form and complete all fields.   Note: All fields must be completed prior to submitting the form.

2. Click on the "Print" button and place the copy in proposal response as indicated in the Proposal Checklist.

LITIGATION DISCLOSURE FORM

Respond to each of the questions below by checking the appropriate box. Failure to fully and truthfully disclose the information required by this Litigation Disclosure form may result in the disqualification of your proposal from consideration or termination of the contract, once awarded.

Have you or any member of your Firm or Team to be assigned to this engagement ever been indicted or convicted of a felony or misdemeanor greater than a Class C in the last five (5) years?

Yes _____   No _____

Have you or any member of your Firm or Team to be assigned to this engagement been terminated (for cause or otherwise) from any work being performed for the City of San Antonio or any other Federal, State or Local Government, or Private Entity?

Yes _____   No _____

Have you or any member of your Firm or Team to be assigned to this engagement been involved in any claim or litigation with the City of San Antonio or any other Federal, State or Local Government, or Private Entity during the last ten (10) years?

Yes _____   No _____

If you have answered "Yes" to any of the above questions, please indicate the name(s) of the person(s), the nature, and the status and/or outcome of the information, indictment, conviction, termination, claim or litigation, as applicable. Any such information should be provided on a separate page, attached to this form and submitted with your proposal.

RFCSP ATTACHMENT F

VOSBPP TRACKING FORM

(Attached as a separate document)

Veteran-Owned Small Business Preference Program (VOSBPP) Ordinance Pursuant to Ordinance No. 2013-12-05-0864, effective for solicitations issued after January 15, 2014, all solicitations issued by the City are subject to tracking of Veteran Owned Small Business (VOSB) participation.

For more information on the program, refer to the Veteran-Owned Small Business Program Tracking Form attached to this solicitation.

Respondent must complete and return the attached Veteran-Owned Small Business Program Tracking Form.

CERTIFICATE OF INTERESTED PARTIES (Form 1295)

The Texas Government Code §2252.908, and the rules issued by the Texas Ethics Commission found in Title 1, Sections 46.1, 46.3 and 46.5 of the Texas Administrative Code, require a business entity to submit a completed Form 1295 to the City before the City may enter into a contract with that business entity.

Form 1295 must be completed online. In Box 3 of the form, provide the solicitation number shown on the cover page of this solicitation (e.g. IFB 6100001234, RFO 6100001234 or RFCSP 6100001234). The form is available from the Texas Ethics Commission by accessing the following web address:

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

Print your completed Form 1295 showing the Certification Number and Date Filed in the Certification of Filing box at the upper right corner. Sign Form 1295 in front of a notary and submit it with your response to this solicitation.

The following definitions found in the statute and Texas Ethics Commission rules may be helpful in completing Form 1295.

"Business entity" includes an entity through which business is conducted with a governmental entity or state agency, regardless of whether the entity is a for-profit or nonprofit entity. The term does not include a governmental entity or state agency.

"Controlling interest" means: (1) an ownership interest or participating interest in a business entity by virtue of units, percentage, shares, stock, or otherwise that exceeds 10 percent; (2) membership on the board of directors or other governing body of a business entity of which the board or other governing body is composed of not more than 10 members; or (3) service as an officer of a business entity that has four or fewer officers, or service as one of the four officers most highly compensated by a business entity that has more than four officers.

"Interested party" means: (1) a person who has a controlling interest in a business entity with whom a governmental entity or state agency contracts; or (2) a person who actively participates in facilitating a contract or negotiating the terms of a contract with a governmental entity or state agency, including a broker, intermediary, adviser, or attorney for the business entity.

"Intermediary", for purposes of this rule, means a person who actively participates in the facilitation of the contract or negotiating the contract, including a broker, adviser, attorney, or representative of or agent for the business entity who:

(1) receives compensation from the business entity for the person's participation;

(2) communicates directly with the governmental entity or state agency on behalf of the business entity regarding the contract; and

(3) is not an employee of the business entity.

Respondent, and co-respondent, if any, must complete City's Certified Vendor Registration (CVR) Form prior to the due date for submission of proposals. The CVR Form may be accessed at: http://www.sanantonio.gov/purchasing/ or the direct link at: http://www.sanantonio.gov/purchasing/saeps.aspx

By submitting a proposal, whether electronically or by paper, Respondent represents that:

If Respondent is a corporation, Respondent will be required to provide a certified copy of the resolution evidencing authority to enter into the contract, if other than an officer will be signing the contract.

IF AWARDED A CONTRACT IN RESPONSE TO THIS RFCSP, RESPONDENT CERTIFIES THAT IT IS ABLE AND WILLING TO COMPLY WITH THE VENUE, THE INSURANCE AND INDEMNIFICATION REQUIREMENTS SET OUT IN RFCSP EXHIBITS 1 & 2. A FAILURE TO COMPLY WITH THE VENUE, JURISDICTION AND ARBITRATION, INTELLECTUAL PROPERTY, UNDISCLOSED FEATURES, OWNERSHIP AND LICENSES, CERTIFICATIONS, ACCEPTANCE CRITERIA, INSURANCE AND INDEMNIFICATION REQUIREMENTS OF THIS RFCSP WILL RESULT IN REJECTION OF THE PROPOSAL. RESPONDENT UNDERSTANDS AND AGREES THAT THE TERMS CONTAINED IN THIS RFCSP ARE PART OF THE FINAL CONTRACT AND PREVAIL OVER ANY CONFLICTING TERMS IN ANY DOCUMENT FURNISHED BY RESPONDENT, EVEN IF NOT EXPRESSLY PROVIDED IN THE BODY OF THE CONTRACT.

If awarded a contract in response to this RFCSP, Respondent will be able and willing to comply with all representations made by Respondent in Respondent's proposal and during Proposal process.

Respondent has fully and truthfully submitted a Litigation Disclosure form with the understanding that failure to disclose the required information may result in disqualification of proposal from consideration.

Respondent agrees to fully and truthfully submit the Respondent Questionnaire form and understands that failure to fully disclose requested information may result in disqualification of proposal from consideration or termination of contract, once awarded.

To comply with the City's Ethics Code, particularly Section 2-61 that prohibits a person or entity seeking a City contract - or any other person acting on behalf of such a person or entity - from contacting City officials or their staff prior to the time such contract is posted as a City Council agenda item.

(S)he is authorized to submit this proposal on behalf of the entity.

If submitting your proposal by paper, complete the following and sign on the signature line below. Failure to sign and submit this Signature Page will result in rejection of your proposal.

_____

Respondent Entity Name

Signature: _____

Printed Name: _____

Title: _____

Email Address:_____

(NOTE: If proposal is submitted by Co-Respondents, an authorized signature from a representative of each Co-Respondent is required. Add additional signature blocks as required.)

_____

Co-Respondent Entity Name

Signature: _____

Printed Name: _____

Title: _____

Email Address:_____

If submitting your proposal electronically, through City's portal, Co-Respondent must also log in using Co-Respondent's log-on ID and password, and submit a letter indicating that Co-Respondent is a party to Respondent's proposal and agrees to these representations and those made in Respondent's proposal. While Co-Respondent does not have to submit a copy of Respondent's proposal, Co-Respondent should answer any questions or provide any information directed specifically to Co-Respondent.

_____

Co-Respondent Entity Name

Signature: _____

Printed Name: _____

Title: _____

Email Address:_____

PROPOSAL CHECKLIST

Use this checklist to ensure that all required documents have been included in the proposal and appear in the correct order.

Document	Initial to Indicate Document is Attached to Proposal
Table of Contents	
Executive Summary	
Respondent Questionnaire RFCSP Attachment A, Part One	
Experience, Background, Qualifications RFCSP Attachment A, Part Two	
Proposed Plan RFCSP Attachment A, Part Three	
Functional & Technical Requirements Matrix RFCSP Attachment B	
Pricing Schedule RFCSP Attachment C	
Contracts Disclosure form RFCSP Attachment D	
Litigation Disclosure RFCSP Attachment E	
*VOSBPP Tracking Form RFCSP Attachment F	
* Certificate of Interested Parties (Form 1295) RFCSP Attachment G	
*Signature Page RFCSP Attachment H	
Proposal Checklist RFCSP Attachment I	
Proof of Insurability (See RFCSP Exhibit 1) Insurance Provider's Letter Copy of Current Certificate of Insurance	
Financial Information	
One (1) Original, five (5) Copies and one (1) CD of entire proposal in PDF format.	

*Documents marked with an asterisk on this checklist require a signature. Be sure they are signed prior to submittal of proposal.

Statement of Work

City of San Antonio
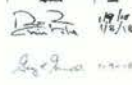Identity Management
System Software and
implementation

32823 – (IMS) Project
Aviation - Security

Version 1.0 | 12 Jan 2018

Document Version #	Change Description	Date	Author
0.1	Initial draft	01-NOV-17	George Grondin
0.1	Initial draft review with updates Convergint technologies	10-NOV-17	George Grondin Amir Shechter amir.shechter@convergint.com
0.2	Draft incorporating suggested changes	13-NOV-17	George Grondin
0.3	Draft incorporating Key Stakeholders and Other Players and major milestones, Role of the Project Steering Committee, Role of the ITSD – PMO Project Manager	14-NOV-17	George Grondin
0.4	Milestones and timelines	29-NOV-17	Amir Shechter George Grondin
0.5	Review by vendor	2-Dec-17	Amir Shechter George Grondin
0.6	Sent to Kevin for review and input.	12-Dec-17	George Grondin
0.1	Sent to Steering Committee members Draft incorporating further changes	12-Dec-17	George Grondin
1.0	Sponsor approval	8-Jan-2018	George Grondin

Sign Offs

Approver Name	Title	Signature	Date
Ryan Rocha	Chief of Operations, Aviation		1-09-2018
Chris Cole	Airport Security Manager		1-08-2018
Ryan Blank	Airport Security– Management Analyst Systems		1-09-2018
Valarie Williams	Airport Coordinator – Badge & ID		1-08-2018
George Grondin	ITSD - PMO Aviation		1-09-2018

Contents

1 Project Summary

Convergint technologies and Alert Enterprise, developer of Guardian Airport IDMS will deliver an Airport Identify Management System (IMS) and implication services for the City of San Antonio, Aviation Department. The Aviation Department's Vision is to make the badge application electronic through the entire process, and integrate into all related systems, in order to improve customer service, streamline the workflow process, and reduce human error by alleviating duplicate data entry. It is the intent for the IMS to be the front end system used by Airport Security.

Implementation of the Airport Identity Management System (IMS) is responsible for badge issuance, which includes application, ID review, photo capture, fingerprint capture, and badge printing. Additionally, the Badging Office performs the following: proctors on-site Computer-Based Training (CBT) assigned via iLS system; accept payments (cash, credit cards, checks, receipts), or authorization to bill (ATB); manages appointment scheduling and check in; manages applicant paper file folders; Watch Lists and security background vetting; manage badge card stock; and issues AOA parking decals for tenant areas, applicable integrations/interfaces, and reports.

- Seamless integration with
  - SAP / C1SA
  - Hirsch Velocity - Access Control System (ACS)
  - Telos - Designated Aviation Channeler fingerprints and Security Threat Assessments (STA)
  - TSA provides the Watch Lists "(eSecure)".
  - Integrated Learning System (iLS) by SSI -
  - Crossmatch FP - Fingerprint capture application
  - Assuretec - document validity check (DL, passport, etc..)
- Rap Back service - FBI's service for continuous background vetting and notifies Airport Security of arrest Database to store vital contractual data
- Transfer of historical data into new IMS system (3-5yrs)
- Multitude of identities to manage: tenants, employees, airlines, federal, construction, etc.
- Multiple badge types with largely manual processes for managing applicants, renewals, lifecycle events
- Disparate systems and applications require operators with expert skills
- Streamline and automate processes to achieve 100% real time compliance, reduced costs and increased efficiency
- Operational Security and Insider Threats
- Online portal for external customers to enter statistical data
- Reports (Canned and AdHoc)
- Testing
- Training
- Finance customization - accounting interface with SAP / C1SA at a granular data daily level

1.1 Project Scope

The system will make the badge application electronic through the entire process from beginning to electronic filing, and integrate into all related systems, in order to improve customer service, streamline the process, and reduce human error by alleviating duplicate data entry. It is the intent for the IMS to be the front-end system used by Airport Security. The major business outcomes of the IMS implementation include the following:

- A single user interface for Airport Security to conduct business for the entire credentialing process, with integration points to applicable systems.
  - o   Removal of duplicate entry of data.
  - o   Reduction in errors and mistakes in the badging workflow process.
- A Web-Based Portal included as part of this system to establish electronic communications with Authorized Signers who represent companies that do business with the airport.
- Tools to allow Airport Security to move toward an electronic filing system.
  - o Remove file cabinets, save space.
  - o Standardize forms.
  - o Reduce use of paper, scanning, and printing.
- User roles that support business processes with separation of duties to mitigate inside threat risks, to improve compliance by ensuring that the entire badge process cannot be executed by just one person.
  - o Improved compliance, Operational Security, and ability to address Insider Threats.
- An appointment scheduling component to track and improve productivity, which records transaction times such as when an applicant enters the office, approaches the workstation, and leaves the office.
- Support of multiple applicant types such as tenants, employees, and airlines as well as multiple badge types, such as regular ID badges and visitor passes.

1.1.1   What is in the Project Scope

The scope of this solicitation defines a project that results in a fully deployed and integrated Identity Management System (IMS) for the Aviation Department. The solution shall be locally hosted with an Application Submittal Signers web portal and shall replace legacy web-based badge application and scheduling system (MC^2).

Convergint will provide all IMS software licenses, professional services to implement the IMS, and an ongoing support agreement to provide technical support and maintenance.

The anticipated implementation timeframe is 18 months from Notice to Proceed (NTP) to Go-Live, follow by 90 calendar days of post Go-Live support and 5 years of support and maintenance.

1. Software Licenses

1.1. Core IMS Licenses – Provide appropriate quantity of IMS core licenses necessary for all CoSA use. Includes Airport Security, ITSD, External Users (Tenants/Authorized Signers/Applicants), AICC, CBP, and any other stakeholders that require access to the IMS.

1.2. Additional Modules – If applicable, provide licenses for optional IMS modules or applications necessary to meet the functional requirements. These are fully-integrated components that provide additional capabilities beyond the core IMS licenses.

1.3. Third Party Add-Ons – If applicable, provide licenses for third party add-ons, applications, or other tools necessary to meet the functional requirements. These are plug-ins or independent and integrated components developed by companies other than the IMS software vendor.

2. Implementation / Professional Services

2.1. Project Management

2.1.1. Work Plan – Submit a detailed Work Plan to the CoSA Project Manager within 30 calendar days of contract start / Notice to Proceed (NTP). This plan includes responding to questions and comments from interviews and contract negotiations and incorporating changes into the plans submitted in the proposal to this RFCSP. At a minimum, this work plan contains a Project Schedule; Cost Schedule; Communication Plan with a defined escalation path; Risk Management Plan; and a Resource Plan naming the Respondent's Project Manager that will be the primary point of contact and be accountable for all aspects of the Respondent's project scope as well as all naming other key project roles.

2.1.2. Initiation / Kick-off – Within 30 calendar days of NTP, conduct an on-site project Kick-Off Presentation for the key stakeholders and project team.

2.1.3. Communication – Provide weekly and monthly status reports to the CoSA Project Manager.

2.2. System Installation

2.2.1. Solution Architecture Planning/Design/Preparation – Provide assistance to ITSD system architects as requested to design the system. This includes servers, database, firewall, operating system, and other required components.

2.2.2. Software Installation – Provide assistance to ITSD system administrators as requested to install and build the system. Includes development, test, and production environments. This will be accomplished after the ITSD server team provisions the server environment.

2.3. Business Processes

2.3.1. Process Workshops – Conduct process workshops to review and confirm "to-be" processes, identify gaps, and recommend updates in processes/procedures as needed to best fit software and meet the Airport's objectives.

2.3.2. Procedural Documentation – Document and provide updates to business processes as requested.

2.4. Data Migration

2.4.1. Data Gathering – Provide assistance in identifying and confirming data gathering needs. Provide coordination of efforts for the Airport and ITSD in gathering all data required for migration the IMS.

2.4.2. Data Standardization and Conversion Plan – Review data gathered from separate systems, and recommend which data to migrate to the IMS and which will not be converted. Provide recommendations of standards and attributes to apply to existing data. Develop a plan for data upload to the IMS for CoSA approval, which accounts for both initial load for testing/training and production load for Go-Live.

2.4.3. Data Mapping – Where applicable, provide standard templates for IMS upload, and provide assistance to the Airport in mapping data to the templates.

2.4.4. Data Migration – Coordinate and oversee data migration to the IMS as applicable per the approved plan.

2.5. System Configuration and Customization

2.5.1. System Design Specification – Design and document the proposed configuration of the system for CoSA approval. This includes global parameters, user/security roles, form definition and design, menus, workflow configuration, etc. In addition, the specification shall document the proposed customization of the system. This includes details of application development and identification of potential issues in future system maintenance, patches, and upgrades.

2.5.2. System Setup and Configuration – Configure the development, test and production environments of the IMS per the approved specification.

2.6. System Integrations

2.6.1. Integration Matrix and Design Specification – Design and document all system interfaces as required for CoSA approval.

2.6.2. Integration Configuration – Implement all approved interfaces in their entirety per the approved specification. If necessary, selected Respondent shall sub-contract and oversee other system vendors or existing CoSA integrators.

2.7. Reports and Notifications

2.7.1. Report and Notification Design Specification – Gather IMS reporting and notification needs from stakeholders, and propose how the reports will be developed and delivered for CoSA approval. Propose mock-up/designs of all custom reports and notifications for CoSA approval.

2.7.2. Custom Reports Development – Revise standard reports and develop custom reports as applicable per the approved specification.

2.7.3. Notification Configuration and Report Delivery Rules – Configure automatic delivery of reports, and configure notifications per the approved specification.

2.8. Testing

2.8.1. Test Plan – Provide testing recommendations and develop test plan for CoSA approval. Test plan shall include the following at a minimum: software testing strategy, methodology processes, standards and guidelines for all software testing and conversion testing activities; specification of entrance and exit criteria for each of the test events; test scripts; templates and standards for all testing artifacts and deliverables; and definition of testing metrics and how the metrics are recorded and reported (e.g., number of open test defects).

2.8.2. Conduct Testing – Conduct all system tests per the approved plan in coordination with the Airport and ITSD. At a minimum, testing shall include after initial installation, conference room pilots and user acceptance conducted in the IMS test environment.

2.8.3. Test Reports – Provide documented test reports for CoSA review and approval.

2.9. Training

2.9.1. Training Plan – Develop a training plan for CoSA approval. The plan shall provide for onsite user training with materials/guides, and include training for business users, administrators, and external users. The plan shall include hands on training and training topics with detailed learning objectives.

2.9.2. Training Materials / User Guides – Develop all training materials per the approved plan. Materials shall also include technical guides, a database schema/data dictionary, and all standard system manuals and documentation.

2.9.3. Conduct Training – Conduct training per the approved plan in coordination with the

Airport. Obtain evaluations/feedback. Provide recommendations for additional training, and identify potential recurrent/ongoing training needs.

2.10. Production Transition/Go-Live

2.10.1. Go-Live Plan – Develop a plan for transitioning from current processes and systems to the IMS for CoSA approval.

2.10.2. Production Migration and Go-Live – Configure the production environment and system Go-Live in coordination with the Airport and ITSD per the approved plan.

2.10.3. As-Built Design Specifications – Revise all specifications (Configuration, Customization, Reports, Integration, etc.) to reflect final configuration of the production environment following testing, production migration, and Go-Live.

2.11. Post Go-Live Support

2.11.1. Onsite Support/Troubleshooting – Design and propose a support model which will provide 90 days of post Go-Live support in order to make changes in configuration, reporting, user roles, etc. to support the successful use of the IMS.

3. Ongoing Maintenance and Technical Support

3.1. Software and Maintenance – Provide continued support of software including hot fixes, patches, and upgrades for a period of 5 years after Go-Live. This includes all modules and third-party add-ons if applicable.

3.2. Level II / Technical Support – Establish a support agreement for a period of 5 years after Go-Live. Propose a support model that includes on-call 24/7 support, with first level support from ITSD and escalation to vendor.

- What is not in the Project Scope

The City of San Antonio ITSD and Airport staff will provide overall project management, implementation oversight, and procurement/installation of hardware or network base software.

- Credit Card functionality
- Online payments
- Customization other than the accounting interface with SAP / C1SA

2   Project Management

The project management approach is based upon standards set forth in the Project Management Institute's (PMI) "A Guide to the Project Management Body of Knowledge (PMBOK® Guide)," addressing each of the five major project management processes: Project Initiation, Project Planning, Project   Execution, Project Control, and Project Closeout.

A comprehensive project management methodology is focused upon the following tasks required for the planning of activities, identifying milestones, and ensuring on-time, on-budget deliverables:

- Managing staff
- Allocating resources
- Performing quality assurance activities
- Controlling project scope
- Producing meaningful project status reports
- Identifying project risks and risk mitigation strategies
- Providing a structure for planning the sequencing and timing of tasks
- Collecting relevant progress data
- Managing changes to the project work plan
- Controlling project costs
- Managing the deliverable review process

A project management methodology consists of project management strategies, control mechanisms,   quality assurance protocols, and risk identification and mitigation plans. Most project management tasks will be continuous throughout the project implementation life cycle, providing a planning framework for the management of the project.

Quality assurance and performance reporting aspects of project management are particularly important. We can itor the quality of the project because strict client-management and end-user measures are agreed on during the initial project phases. The process helps ensure that clients stay abreast of developing issues on their projects so that potential problems are addressed and solved before they become liabilities.

2.1 Project Status Reporting

Project status reporting is the presentation of relevant, factual project data in an objective, understandable format. Reporting provides management with an objective picture of the project's current   status. Status reporting is an inherent part of the management of a project. Reporting does the following:

- Provides a picture of project status
- Identifies obstacles and vulnerabilities
- Highlights future trends
- Communicates the appropriate level of detail for the designated audience

When effective project control processes have been implemented, project reports present management with very few surprises. Most problems will have been anticipated and appropriate corrective actions will already be in place.

A variety of reports can be used to identify project status and trends. Project characteristics, including project risk levels and duration, are assessed to determine the specific reports required. Basic report

categories are presented in the following table, along with a sample listing of analytical questions to be addressed by reports in each category.

2.1.1 Project Reporting Tools

The City uses Microsoft Project to manage project activities and deliverables. Reports from this project management application can be distributed to all members of the project team at any time, permitting evaluation of project events. Convergint will work with the City project management team to determine appropriate formats for reporting.

2.1.2 Project Reporting Schedule

Project status meetings will be held on a regular basis. This helps ensure that all project staff are up to date on the current project status, possible issues and risks, and planned activities in the coming weeks. The following describes our recommended project status reporting schedule.

2.1.2.1 Weekly status report and meeting

The project management team attends this meeting along with various staff from both teams who are involved in that week's activities. This meeting generally lasts no longer than one hour and gives an overview of the week's successes and issues. It also discusses strategies and plans for the following week. The meeting is scheduled regularly on the project calendar. We will also prepare and deliver a weekly status report, risk and issues log, and project plan update (as required). The typical weekly project management reporting includes the following:

- Status report
- Issue summary and resolution report
- Change control summary with detailed change control report
- Project work plan updates, incorporating agreed changes and defining the implications for resources and schedules

2.1.2.2 Periodic quality assurance review meetings

As part of the management structure, a quality assurance team will perform independent reviews of the progress of the project. This review will verify and validate the following:

- Project resource utilization and budget status
- Outstanding issues and risks and how these issues and risks will affect the project
- Whether work products meet Convergint and City standards

2.1.2.3 Project Management Plan

Convergint will provide a project management plan to the City which will include the agreed Statement of Work. This will be presented to the City and, once approved, a project kick-off meeting will be scheduled for the project team and stakeholders.

2.2 City Responsibilities

The City also expects a significant number of informal meetings to take place on specific project issues. These meetings, unscheduled or unplanned at project onset, are documented and included in the status reports.

Convergint will rely on the City's Project Manager to provide all information necessary for CoSA Aviation ITSD is factory performance of the required tasks. Convergint will direct all communication to, and take direction from the City's project manager. Project meetings should be scheduled on a regular basis and will serve as a means of identifying emerging issues and reporting on progress. The initial meetings may be brief, but subsequent meetings will at times require a number of personnel to address problems and answer questions.

The City's project manager and project team will be responsible for contributing to and reviewing Weekly Status Reports, reporting Project Issues, and updating the Project Plan.

2.3 Documentation

The following table identifies the roles and responsibilities associated with documentation and delivery of required deliverables services. The table attempts to define the lead role, but it is expected that both Convergint and the City of San Antonio will work collaboratively to develop the documentation. An "L" Lead, "R" Review, "S" Support, or "A" Approve is placed in the column under the party that will be responsible for performing the task.

Documentation Roles and Responsibilities	Vendor	City
1. Recommend specifications and documentation format and content	R	L
2. Approve documentation format and content	S	A
3. Develop and document system functional specifications	L	A
4. Develop and document system architecture including security	L	A
5. Develop and document systems design specification	L	A
6. Develop and document system test cases	L	S
7. Develop and document system interface specifications	S	L
8. Develop and document systems interface control plan	S	L
9. Develop and document database design (logical and physical) documents	S	L
10. Develop and document data dictionary	L	A
11. Develop and document user interface specification	L	A
12. Develop and document data conversion plans	S	
13. Develop and document System (and Release) Test Strategy	L	A
14. Develop and document system Test Plan(s) and Scripts	L	A
15. Develop and document system Quality Assurance Plan	L	A
16. Develop and document system turn over to production plans	L	A
17. Develop and document System Training and Knowledge Transfer Strategy and Plans (end-user and system administration).	L	A
18. Develop and document System Training and Knowledge Transfer Materials (end-user and system administration).	L	A
19. Develop and document knowledge transfer testing results/completion documentation	L	A
20. Develop and document system post implementation support plans	L	A

Documentation Roles and Responsibilities	Vendor	City
21. Develop and document system back-up and recovery requirements and plans	S	L
22. Develop and document Configuration Management Plan	S	L
23. Develop and document Weekly Project Status Reports	L	A
24. Develop and document Project Management Plans and Schedules	L	A
25. Develop and document Risk Management Plan	L	A
26. Develop and document Issues Logs	L	A
27. Develop and document Organizational Change Management Plan	N/A	L
28. Develop and document operational process flows and use cases	S	L
29. Develop and document system installation, support, and configuration manuals	L	A
30. Develop and document application hardware and system software requirements documentation	L	A
31. Develop and document Application Code Listings	L	A
32. Develop and document End-User documentation (if not already "standard")	L	A
33. Develop and document system and application security procedures	S	L
34. Develop and document systems standard operating procedures	S	L
35. Develop and document updates and release notes	L	A
36. Approve documentation delivered	S	A

The business processes shall be optimized to create a unified data entry process that allows data to be entered once, verified once, and then shared to the disparate systems and verified between all of the data collected.

The IMS "umbrella" includes the functions and integrations shown below.

2.4 MILESTONES AND DELIVERABLES

List the project's major milestones and the planned completion dates. A milestone is a measurement of progress toward the completed project (e.g., the completion of the execute phase of the project). A project deliverable is an object that is produced as a result of a project and is intended to be delivered to a customer (e.g., the Functional Requirements Document).

Milestone 1: Project Management

Milestone 2: Work Schedule

Milestone 3: Work Plan

Milestone 4 : System Requirements Analysis and use case

Milestone 5 : Hardware, Network, distribution and Security Design

Payment Milestone 1 : Business Processes and Preliminary design Sign-Off

Milestone 6 : System Configuration and Testing Plan

Milestone 7 : System Data/Report Conversion and Testing Plan

Milestone 8 : Documentation and Training Plan

Milestone 9 : Support and System Maintenance Plan

Payment Milestone 2 : Technical Specification and data migration plan Review and Sign-Off / Test Plan Review and Sign-Off

Milestone 10 : System Configuration

Milestone 11 : Development and Quality Assurance Tier System Installation and Testing

Payment Milestone 3 : Development Environment - Testing

Milestone 12 : UAT Sign-Off

Payment Milestone 4 : QA Environment - User Acceptance Test Sign-Off

Milestone 13: Documentation and Training

Payment Milestone 5 : Production Environment - Testing plus User Acceptance Test Sign-Off

Payment Milestone 6 : Production Environment - Guardian Solution - GO LIVE and Punch-List Completion

2.5 Key Stakeholders and Other Players

Key stakeholders in the project have been identified as follows. These areas will have representation as shown on the project Steering Committee.

Kevin Goodwin

Ryan Rocha

Chris Cole

Valarie Williams

Ryan Blank

George Grondin/ Project Manager –

Other stakeholders and interested parties in IMS will be invited to participate as appropriate during the project. In addition, it is likely that external consultants will be engaged in this project at various stages.

2.6 Role of the ITSD – PMO Project Manager

Specific responsibilities of the Project Manager include:
- Providing overall day-to-day management of the project;
- Providing leadership and management of the project team and managing financial, staff and technical resources effectively, to ensure the objectives and timelines defined by the Steering Committee are achieved;
- Controlling the project through the preparation and maintenance of the required procedures and registers;
- Preparing and presenting regular status reports to the Project Sponsor and internal governance committees;
- Specifying and monitoring critical path dates and dependencies for the project so that specified completion dates are achieved;
- Leading and managing the identification of risks, and risk factors, affecting critical path deadlines and reporting to the project Steering Committee so risk factors are addressed pre-emptively;
- Identifying project deviations and implementing corrective action in a timely manner;
- Establishing and maintaining communication with all project stakeholders;
- Leading and managing activities to ensure that all relevant documentation is complete;
- Meeting records management, quality assurance and other policy obligations associated with the project;
- Acting as a liaison point for all activities related to the project.

2.7 Role of the Project Steering Committee

The Steering Committee will meet at designated points through the project duration. Specific responsibilities of the Steering Committee include:
- Providing advice and direction to ensure the successful completion of the project;
- Supporting the Project Manager in the accomplishment of project goals;
- Discussing, identifying and reviewing requirements/issues;
- Providing the necessary support to the Sponsor for sign-off on milestones and deliverables;
- Ensuring the commitment of required resources to the project;
- Coordinating, planning and implementing required actions to ensure project outcomes are effected;
- Monitoring the progress of the project and its impact on the Airport Security team;
- Assisting with the resolution of issues that are outside the authority of the Project Manager.

2.8 Organizational Requirements

During the implementation of this project, services at Aviation must continue to function in an efficient and effective manner. By the nature of this project, there will be changes to business processes and the introduction of new technology. However, the requirement will be to minimize and mitigate against disruption to staff, students and business operations. (Maybe some work outside business hours.)

Critical success factors to achieve these requirements are:
The project needs strong support from the heads of stakeholder areas and the Aviation Executive and be recognized as of benefit to the CoSA's operational effectiveness and strategic imperatives;

The project requires a robust and effective governance structure that:

Provides the necessary direction, and enables timely decisions to be made on policies and issues outside the authority of the Project Manager;

There needs to be an explicit and effective communication strategy that allows for:
- open communication between the Steering Committee, the Sponsor and the Project Manager, so that issues are visible, processes are transparent and decisions are accountable, and
- appropriate communication and consultation with end-users through stakeholder areas to ensure a Common understanding of issues and decisions Aviation-wide;

There needs to be a clear definition of relevant policy and guiding principles to provide the direction and boundaries for the development of the IMS implementation roadmap;

Project plans need to have clear milestones and timelines, clearly assigned responsibilities and need to convey to stakeholders and participants the importance of timely completion of tasks and the implications of delays to project progress;

There needs to be due consideration and consultation of impact on staff, students and business operations through the stakeholder community and project governance;

3 Implementation Work

Convergint Implementation Plan is developed to carefully detail each process and activity from project kick-off through project deployment. The high-level milestones of the plan, included in this document, provide more detail.
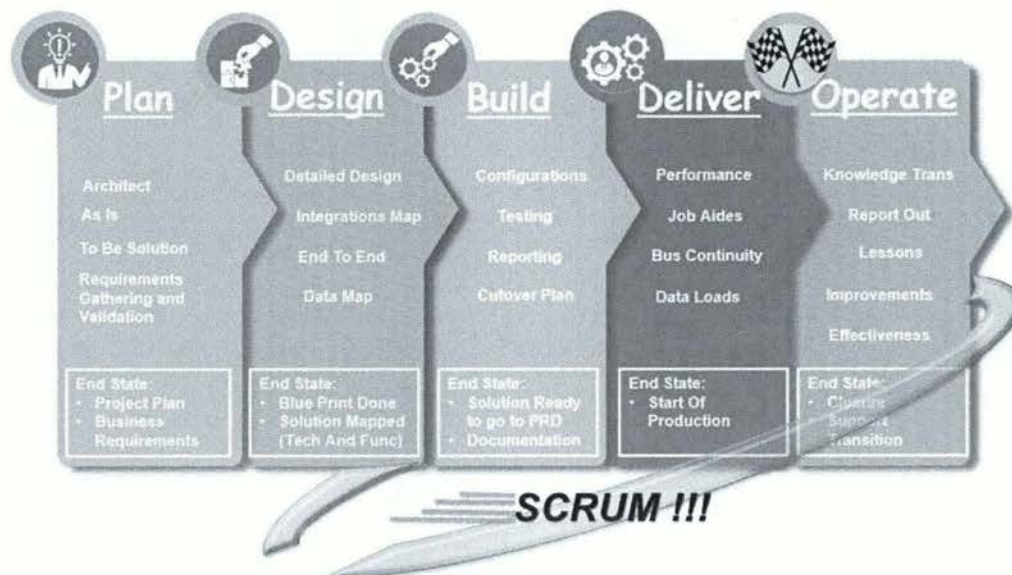
Plan the System Implementation

The Convergint approach to implementation management focuses on strong project organization; detailed planning; and procedures for the proactive identification, tracking, and resolution of issues. Our implementation team will concentrate on the following key areas of success:

- Change management
- Transition management
- User training
- Data Cleansing and validation

Each specialized team will prepare a detailed Implementation Plan for its area of expertise and implement the plan once it is approved. Convergint System Implementation Plan is an integrated composite, or master plan, constructed from the individual plans of the specialized teams. These individual plans include a:

Change Management Plan, consisting of:

- A methodology for implementing the assessment of business process analysis and the evaluation's impact on other implementation areas
- Analysis of existing operating procedures
- Development and implementation of new service delivery methods and required automation-based changes to current operating procedures.

Transition Management Plan, consisting of a:

- Detailed plan for managing and coordinating project tasks as they apply to implementation, including dependencies
- List of resources, roles, and responsibilities for resources on the transition management task
- Method for reporting and resolving issues that arise during the transition that uses a structured tracking system
- Comprehensive communication plan
- Planning guide that includes all tasks needed to prepare for the implementation, such as roles and responsibilities of resources and dependencies on other tasks
- Plan for preparing client and collaborators for system implementation, including interface issues

Training Delivery Plan, including the following:

- A detailed work plan and schedule for preparation of training sites, including installation of training equipment, furniture, teaching aids, and production and delivery of training manuals
- Development of a detailed training plan and schedule for delivery of hands on training to the staff
- A plan for evaluation of the training by users and feedback to training staff
- Hands on support when the system "Goes Live" for a pre-determined period of time

Data Analysis/Validation and Cleansing Plans, consisting of:

- An approach, a methodology, and a detailed work plan for the analysis of historical data conditions and readiness, dependencies, and operational impacts on staff
- A detailed work plan and schedule for executing the data analysis, validation and if needed cleansing process for the historical data, identifying dependencies, resources, and responsibilities

Implementation planning normally begins early on the project to permit our team to evaluate the existing operations and facilities fully and to work closely to identify the issues crucial to the successful implementation of the system. The Convergint System Implementation Plan encompasses all tasks, subtasks, and activities required to prepare the COSA AVIATION ITSD for our proposed solution deployment.

3.1 Software Installation

The following tasks will be completed as a part of the Implementation effort:

Convergint and Alert Enterprise Team will create an Implementation Plan that contains the methods and procedures for packaging and deploying our proposed solution. Our Implementation Plan addresses the development, testing, and implementation of our solution. The Plan includes the process to create the Development Environment, Q&A Environment, and Production Environment. The Training Environment normally co-exists on the same hardware and software with the Test Environment. Our Implementation Plan includes the procedures for packaging and deploying the application software to the Development Environment, Test Environment, Training Environment, and Production Environment. The Build Management Plan is part of our Implementation Plan and describes the build process and builds migration procedures from one environment to another. The builds can move in one direction only, from the Development Environment to the Q & A Environment, from the Production Environment. Also, our Implementation Plan contains procedures for analyzing and cleansing data from the current COSA AVIATION ITSD's PACS database.

3.1.1   Installation of the IMS software

The following Alert Enterprise Airport Guardian modules will be installed:

Core IMS Licensing costs for
Aviation Department
Additional Modules

Airport Guardian

Airport Audit Master

Airport Tenant Master

Airport Parking Master

Airport Billing Master

Airport Document Master

7 Additional Connectors

Airport Guardian automates airport badging operations across enrollment, integration, data management, and additional functional areas.
The key Airport Guardian features include:

- Comprehensive Centralized Enrollment
  - Single point of data entry
  - Biographic data validation
  - Document management (scanning, validation)
  - Biometric integration
  - Authorized Signatory portal
  - Company Management
  - Scheduling
  - Compliance enforcement with 49 CFR 1542 and TSA SDs

- Airport-system Integration with eSecure, Training, PACS and other Systems

- Data Management:
  - Comprehensive reporting and auditing automation
  - Identity Warehouse for unified, person-centric access management
  - Comprehensive audit trails across all processes

- Additional features:
  - Detailed watch-lists processing (eSecure)
  - Rap Back service
  - Tenant audit automation
  - Point of Sale integration modules for accounting and billing for badges
  - Automated renewal management

Aviation will have a 'one-stop shop' for badge management across multiple categories of employees, contractors, government entities, and airport visitors. Embedded airport workflows and flexible process management tools assure compliance across all badging processes and effectively streamline the entire operation.

3.2 Software Configuration /Approach

Phase 1

In this phase the Convergint team, in coordination with the Department Project Manager, will begin documenting the business purpose and all project objectives as well as identify user roles and stakeholders. We will conduct interviews and workshops with COSA Aviation personnel to assist in the elaboration of all functional requirements. During this phase Convergint will develop the airport's Detailed Functional Requirements and include any updates or additions for the Airport's review. Additionally, we will review and validate all current systems and operational procedures and provide recommendations and improvements when possible. Convergint will deliver a detailed project plan and schedule for Airport's review, as well as a breakdown of team roles and responsibilities. Convergint will define current physical and technological topology as well as an interface points, data sources, and additional technologies. In our experience, it is during this phase that not only the guidelines of COSA Aviation must be discovered, but also the 'spirit' of the guidelines that the airport utilizes. Many times, airports will receive a final product for final acceptance that does not reflect 'how' the airport does business. This can force long deployment waits as changes are made at the end to fix what should have been understood in the beginning. Convergint will not 'check boxes' but instead seek to truly understand the 'why' of the processes at COSA Aviation. By understanding this end acceptance will be quick. This process should include detailed data attribute mapping and the creation of business data flow rules to control data between systems.

Phase 2

Phase two will begin by standing up the test environment servers with COSA AVIATION ITSD. Once established, Convergint and Alert Enterprise will install development builds of the Airport Guardian system. We will also use this time to configure the onsite production servers, workstations, and network connections (provided by COSA Aviation). The importance of this phase cannot be understated. Once the IMS goes live, it will control the physical access control employees have in the airport. Convergint understands that the airport cannot have personnel locked out of SIDA areas, for example, at the wrong time. Therefore, the system communication must be seamless in its connections to multiple systems. Convergint has found in the past that this phase is vital to long-term functioning of the system. While servers used may be redundant, their operational capability is important. During Phase III Convergint will work closely with COSA AVIATION ITSD to perform multiple stress tests on the system, it's 'hand shakes' with the physical access control system, and any other databases the IMS will touch. This ensures that at later points of the project there are no delays due to failures in connection from an IT perspective. During this phase, we will begin the process of setting up the outward facing web server for the Authorized Signer Portal. This phase is concluded with a test of the new systems hardware capabilities and failover scenarios.

Phase 3

Preproduction phase will take place during several waves of migration with the focus being on mapping existing databases to the Airport Guardian system. This will include identifying physical documentation for digital transfer as well. One of the key elements for successful implementation is data management. Convergint will be able to assist the airport to identify, collect, analyze and preform the activities required to prepare and execute an effective data migration task. As a system integrator, we can assist COSA Aviation's staff to perform needed tasks and tests on 3rd party systems to ensure success. Convergint team will develop a data mapping design documents that reflects the processes, data points, data sources as well as data needed for new requirements. This phase is concluded with a Functional Assessment Testing (FAT) focusing on confirming processes.

Phase 4

This phase presents the last changes to be made to the system before the DACS connection is completed and the system goes live. End user training will be broken out into Badging Staff and Authorized signers to provide unique training to appropriate tasks. All system changes will be completed and this phase is concluded with a User Assessment Testing (UAT) which will have COSA Aviation stakeholders validating every step of all Airport Guardian processes and distracting task completion. Once it is agreed upon that the system is acceptable, we will schedule connection to the DACS.

Phase 5

At this phase, the system is live and communication with the Clearinghouse is moving through the Airport Guardian system. From the cutover date, Convergint and AlertEnterprise will be available onsite to ensure that all processes continue to perform CoSA Aviation is factory. We will perform regularly scheduled conference calls with Telosto ensure that all UPIDS are being processed correctly and minimize fingerprint return issues. After the system has performed for an agreed upon timeframe, this phase will complete with a final test of system failover, disaster recovery, and system performance.

Phase 6

This phase incorporates all closeout procedures. Convergint will provide documentation detailing technical layout, standard operating procedures, and end user guides. Convergint will introduce the Airport Authority to the iCare and Airport Guardian service portals. Ongoing conferences with Telos will continue until this phase is completed with System Acceptance.

Phase 7

This phase is the final hand-off between Convergint operations and Convergint services, as well as the transition from AlertEnterprise's deployment to service team. In this phase Convergint will have an official meeting of stakeholders to discuss the project, and then introduce the teams in a turn over meeting. The Convergint Playbook will be developed with COSA Aviation's input to ensure Convergint understands the best methods of working with COSA Aviation. We will also schedule a quarterly meeting to discuss the system

3.2.1   Testing

Convergint will work with the CoSA to develop a test plan for Unit, System, Integration, Regression and Stress testing of the application and interfaces. The development of the plan will require input from the CoSA and will be the responsibility of both Convergint and the City of San Antonio. Convergint will work with the CoSA to develop test scripts, which will describe the functionality expected when entering a service request from call receipt to submission and acknowledgement of message receipt and updates from back-end systems.

Testing will include all installed and configured Airport Guardian software (including integration code) to be used in the project

Convergint will document the test results and provide them to the CoSA for review. Defects will be logged in a defect tracking system.

System, Integration, Regression and Stress testing will be performed by Convergint and Alert Enterprise. Specific tests may be reassigned as the responsibility of either Convergint or the CoSA, as determined after discussion and agreement of the plan and schedule.

The City will be responsible for performing User Acceptance Testing.

4   Training

Convergint's approach to training staff for the City of San Antonio is to deliver classroom-based, formal instruction by certified trainers using the Airport Guardian system to understand the application's features and practice configuring them; skills transfer workshops with Convergint staff to provide hands-on experience; and a Train-the-Trainer Certification course for City trainers to deliver to its end users. Convergint will provide attendees all standard training materials.

The installation and configuration will require assistance from City personnel knowledgeable in the deployed infrastructure and network. Many customers use this as an additional opportunity for skills transfer where the persons responsible for maintaining the application sit with Convergint personnel during the installation and base configuration and testing. In addition, Convergint will provide the following skills transfer workshops so that personnel will have an opportunity to expand their knowledge of the Airport Guardian application (workshops typically follow instructor-led classroom training).

Skills Transfer Workshops
Business workflow and use case workshop
Use case step by step workshop
GUI workshop

Convergint and AlertEnterprise will provide the following training courses for City of San Antonio administrative and technical staff.

Training Courses	Quantity	Number of Students per Course	Number of Days per Course
Sys Admin	1	5	3
Badge office agent	2	8	1

Convergint will provide training and skills transfer for Airport Admin and support personnel, to include provision of a troubleshooting guide.

5 Project Assumptions

The following assumptions have been made in support of this Statement of Work and its associated effort estimate:

1. The City of San Antonio will be responsible for the installation and configuration of all hardware required for the project based on System/Architecture Design as agreed upon at time of City and Alert Enterprise License Agreement.

2. The City of San Antonio must make available the necessary technical, business, testing and training personnel to support the deployment throughout the project. Failure to provide personnel in a timely manner, as defined in the approved Project Management Plan (deliverable milestone 1), may cause delays in delivery of the solution.

3. The City will provide a full time Project Manager and Business Analyst for this project and access to technical personnel.

4. City leadership will continue to support the project with the necessary resources and commitment to transition and change that this project will entail; City will provide needed departmental liaisons and access as needed.

5. An appropriate work environment must be provided to Convergint personnel working on-site. The location should be co-located or near the locations of the work to be performed. Convergint personnel will require access to the City's network and installed software components, Internet and telephone service (to include teleconference compatible telephones).Convergint agrees to follow applicable City policies and/or guidelines for appropriate use of City infrastructure (e.g., Internet, network, etc.).

6. The City of San Antonio will be responsible for ensuring that all discovery, discussion, workshop and training sessions are attended by City personnel, as scheduled.

7. The City of San Antonio will be responsible for the scheduling of meeting rooms, training facilities, and requisite equipment.

8. The City of San Antonio will assign a primary contact and point of authorization. This single point of contact will be responsible for facilitating all communications between San Antonio and Convergint. The timeliness of communication and review will directly affect Convergint's ability to meet agreed upon schedule deadlines. All project deliverables must be signed-off on within ten business days of notification that the deliverable is complete. If sign-off has not been completed within ten business days, and no notification of reason for the delay is received, the deliverable will be assumed to be accepted.

9. The parties agree that the warranty obligations and the support and maintenance obligations contained within the Supply Agreement entered into by and between the City and Convergint

10. Any changes requested to the scope documented in this Statement of Work and the Project Schedule document or due to the City's dependencies will be handled via a Change Request process. An initial impact response will be provided within two business days of delivery of the written Change Request.

11. The City will maintain non-Airport Guardian software licenses and provide infrastructure and middleware needed for this project, based on the Airport Guardian Software Agreement and the agreed Systems/Architecture Design.

12. Ownership of and responsibility for the Airport Guardian environment is by the City or their contractor and not Convergint/ Alert Enterprise. All necessary access, including remote privileges (VPN), will be provided to Convergint/Alert enterprise personnel working on this project. Convergint/Alert enterprise agrees to follow applicable City policies and/or guidelines for appropriate use of City infrastructure (e.g., Internet, network, etc.).

13. The scope and assumptions within this document only pertain to current scope of work

14. – any additional scope may be determined to be delivered in a future phase). Additional phases

as well as optional items will require an additional scoping and SOW.

15. Software pre-requisites for the platform are:

   To host the java/browser based software from Alert, we technically are agnostic to the underlying web server application, file system and the database, and support a variety of combinations of each as listed below. It is our understanding that COSA AVIATION ITSD would be providing some combination of below to support the solution.

Operating System	Application Server	Database	Java
Red Hat Enterprise Linux 6.0 (2.6.32-71)	• WAS 8.0.0.6 • WAS 8.5.5.0 • Apache Tomcat 6.0.26	Oracle 11.2.0.1.0 g	1.6.0 update 26
	• WAS 8.5.5.0 • Apache Tomcat 6.0.35 • JBoss 5.1.0 GA	Microsoft SQL Server 2008	1.6.0 update 26
	• WLS 12c • Apache Tomcat 7.0.56	Oracle 11.2.0.1.0 g	1.7.0 update 67
Microsoft Windows 2008 Standard	Apache Tomcat 6.0.26	Oracle 10.2.0.4 g	1.6.0 update 26
Microsoft Windows 2008	Apache Tomcat 6.0.26	Oracle 11.2.0.1.0 g	1.6.0 update 26
Microsoft Windows 2008	Apache Tomcat 7.0.56	Oracle 11.2.0.1.0 g	1.7.0 update 67
Microsoft Windows 2012	Apache Tomcat 6.0.35	Microsoft SQL Server 2008	1.6.0 update 26
Microsoft Windows 2012	Apache Tomcat 7.0.56	Microsoft SQL Server 2008	1.7.0 update 67

16. The City will be responsible for making any modifications to ACS and make available ACS access for integration to Airport Guardian software

17. The City will schedule and perform User-acceptance Testing (UAT).

18. This SOW does NOT include any services for the following:

   a. Additional configuration, development of reports, etc, unless described in this statement of work.

   b. Configuration, development, other work or integrations other than those described in this statement of work.

6   Software

Configuration will, as a part of this Phase 1 engagement, install the following software procured for the City of San Antonio:

- Airport Guardian
  - Additional Modules
    - o   Airport Audit Master
    - o   Airport Tenant Master
    - o   Airport Parking Master
    - o   Airport Billing Master
    - o   Airport Document Master
    - o   Additional Connectors

Hardware / Software Requirements Application Server (Development, QA/Training & Production)

System	Qty	Hardware/OS	Database
Development	1	• 4 Core CPU • 16 GB RAM • 100 GB of Storage • Apache Tomcat Web Server 7.0 \w JRE 1.7 • Windows 2012 Server R2 Operating System	Database farm with 500Gb of space
QA/Training	2	• 4 Core CPU • 16 GB RAM • 250 GB of Storage • Apache Tomcat Web Server 7.0 \w JRE 1.7 • Windows 2012 Server R2 Operating System	Database farm with 1TB of space in a clustered environment
Production`	2	• 8 Core CPU • 32 GB RAM • 500 GB of Storage • Apache Tomcat Web Server 7.0 \w JRE 1.7 • Windows 2012 Server R2 Operating System	Database farm with 2TB of space in a clustered environment

Additional Notes:

As laid out, a multiple node solution for both QA and Production, the multiple nodes will provide the flexibility to manage failover (in case one node goes down, all traffic will get diverted to second node), and High availability if one node has too much traffic (traffic will automatically get diverted to second note as per configuration parameters).

7 Payment Milestones

Configuration will provide this service to the City of San Antonio on a fixed fee with deliverables based payments. Implementation fee is **$341,735.00** and the Software Licensing fees is **$279,288 .00** for a total cost of this project is **$621,023.00**. The City of San Antonio will be billed on the invoice schedule below. The Milestone Value is full value for each deliverable payment. The net due at each Payment Milestone is the net of Milestone Value minus the Retention 10 % holdback. However, the Software Licensing fees will be paid in full, in the amount of **$279,288.00 with the NTP.** The cumulative total of the retention holdback amounts will be paid at the time of the final Payment Milestone:

Payment Milestones

Deliverable Description	Contract %	Retention %	Payment Amount
Licenses - Software Licensing Costs			**$279,288**
Airport Guardian	-	-	$64,848
Additional Modules			
Airport Audit Master	-	-	$30,288
Airport Tenant Master	-	-	$30,288
Airport Parking Master	-	-	$30,288
Airport Billing Master	-	-	$30,288
Airport Document Master	-	-	$30,288
Additional Connectors	-	-	$63,000

Payment Milestones

IMS Project Initiation	Contract %	Retention	Gross $	Net Amount
Milestone 1: Project Management	0.0146	$ 500.00	$ 5,000.00	
Milestone 2: Work Schedule	0.015	$ 500.00	$ 5,000.00	
Milestone 3: Work Plan	0.029	$ 1,000.00	$ 10,000.00	
Milestone 4 : System Requirements Analysis and use case	0.029	$ 1,000.00	$ 10,000.00	
Milestone 5 : Hardware, Network, distribution and Security Design	0.029	$ 1,000.00	$ 10,000.00	
Payment Milestone 1 : Business Processes and Preliminary design Sign-Off	0.117	$ 4,000.00	$ 40,000.00	$ 36,000.00
Milestone 6 : System Configuration and Testing Plan	0.059	$ 2,000.00	$ 20,000.00	
Milestone 7 : System Data/Report Conversion and Testing Plan	0.088	$ 3,000.00	$ 30,000.00	
Milestone 8 : Documentation and Training Plan	0.059	$ 2,000.00	$ 20,000.00	
Milestone 9 : Support and System Maintenance Plan	0.059	$ 2,000.00	$ 20,000.00	
Payment Milestone 2: Technical Specification and data migration plan Review and Sign-Off/Test Plan - Review and Sign-Off	0.117	$ 9,000.00	$ 90,000.00	$ 81,000.00
Milestone 10 : System Configuration	0.059	$ 2,000.00	$ 20,000.00	
Milestone 13 : Development and Quality Assurance Tier System Installation and Testing	0.059	$ 2,000.00	$ 20,000.00	
Payment Milestone 3 : Development Environment - Testing	0.146	$ 5,000.00	$ 50,000.00	$ 45,000.00
Milestone 14 : UAT Sign-Off	0.205	$ 7,000.00	$ 70,000.00	
Payment Milestone 4 : QA Environment - User Acceptance Test Sign-Off	0.205	$ 7,000.00	$ 70,000.00	$ 63,000.00
Milestone 12: Documentation and Training	0.176	$ 6,000.00	$ 60,000.00	
Payment Milestone 5 : Production Environment - Testing plus User Acceptance Test Sign-Off	0.168	$ 9,173.00	$ 57,562.00	$ 48,389.00
Payment Milestone 6 : Production Environment - Guardian Solution - GO LIVE and Punch-List Completion	0.100		$ 34,173.00	$ 34,173.00
Payment Milestone 7 : Retention			$ 34,173.00	$ 34,173.00

8 Project Timeline and Milestones

Task Name	Duration	Start	Finish
Airport Identity Management System (IMS) Project	**363 days**	**2/6/18**	**6/28/19**
Project Initiation	**38 days**	**2/6/18**	**3/30/18**
Project Kick-Off	1 day	2/13/18	2/13/18
Set up by Airport IT	19 days	2/14/18	3/13/18
Alert Enterprise Airport Guardian installation	10 days	3/13/18	3/26/18
Workshop	5 days	3/26/18	3/30/18
Task 1: Project Preparation and Management	**188 days**	**2/7/18**	**10/29/18**
Sub-Task 1.1: Project Management Plan	**30 days**	**3/26/18**	**5/4/18**
Milestone 1: 1.1 Project Management	0 days	5/4/18	5/4/18
Sub-Task 1.2: Work Schedule	**30 days**	**3/26/18**	**5/4/18**
Milestone 2: 1.2 Work Schedule	0 days	5/4/18	5/4/18
Sub-Task 1.3: Work Plan	**30 days**	**3/26/18**	**5/4/18**
Milestone 3: 1.3 Work Plan	0 days	5/4/18	5/4/18
Sub-Task 1.4: System Requirement Analysis	**130 days**	**2/7/18**	**8/8/18**
Knowledge Acquisitions (KA)	30 days	2/7/18	3/21/18
Business Requirements Document (BRD)	98 days	3/26/18	8/8/18
Milestone 4 : 1.4 System Requirements Analysis	0 days	2/7/18	2/7/18
System Hardware Requirements (Server, OS, network)	60 days	2/7/18	5/2/18
KA / Review Meetings	20 days	4/5/18	5/2/18
Guardian Portal - Discussion, Review and Approval by Airport	20 days	4/5/18	5/2/18
Interface Control Documents (ICDs)	81 days	2/7/18	5/31/18
Sub-Task 1.5: Hardware, Network and Security Design	**70 days**	**4/2/18**	**7/6/18**
System Architecture and Network Design	70 days	4/2/18	7/6/18
Milestone 5 : 1.5 Hardware, Network and Security Design	0 days	7/6/18	7/6/18
Sub-Task 1.6 Guardian System Installation, Configuration, and Testing: Development, Quality Assurance, and Production Tiers	**20 days**	**7/30/18**	**8/24/18**
Milestone 6 : 1.6 System Configuration and Testing Plan	0 days	8/24/18	8/24/18
Sub-Task 1.7: Historical Data/Report Conversion and Testing Plan	**106 days**	**3/30/18**	**8/24/18**
Milestone 7 : 1.7 Historical Data/Report Conversion and Testing Plan	0 days	8/24/18	8/24/18
Sub-Task 1.8: Documentation and Training Plan	**31 days**	**8/24/18**	**10/5/18**
Milestone 8 : 1.8 Documentation and Training Plan	0 days	10/5/18	10/5/18
Subtask 1.9: Support and System Maintenance Plan	**31 days**	**8/24/18**	**10/5/18**
Milestone 9 : 1.9 Support and System Maintenance Plan	1 day	10/5/18	10/5/18
Task 2: System Configuration and Deployment - SAT	**130 days**	**3/13/18**	**9/10/18**
SAT Environment Setup - Servers	**60 days**	**3/13/18**	**6/4/18**
IT Pre-requisite Installation	28 days	2/28/18	4/6/18
Alert Enterprise Airport guardian Software Delivery to SAT	117 days	3/30/18	9/10/18
Task 5: Development and Quality Assurance Tier System Installation and Testing	**109 days**	**7/30/18**	**12/27/18**
Application	**90 days**	**8/24/18**	**12/27/18**

Sprint 1-TBD based on schedule and scope	90 days	8/24/18	12/27/18
Application Complete on SAT Env	**90 days**	**8/24/18**	**12/27/18**
Milestone 10 : 2 System Configuration	0 days	12/27/18	12/27/18
QA Environment Setup and configuration	**34 days**	**11/12/18**	**12/27/18**
Milestone 13 : 5 Development and Quality Assurance Tier System Installation and Testing	0 days	12/27/18	12/27/18
Task 3: Historical Data/Report Conversion	**70 days**	**12/27/18**	**4/3/19**
Data Migration Test	**42 days**	**12/27/18**	**2/22/19**
Data Cleanup to Staging w_ UAT Walk thrus	40 days	12/27/18	2/20/19
Final User Acceptance Testing (UAT) (Test Server) - With Migrated Data	**70 days**	**12/27/18**	**4/3/19**
UAT with Migrated Data	20 days	3/5/19	4/1/19
Milestone 14 : UAT Sign-Off	0 days	12/27/18	12/27/18
Task 4: Documentation and Training	**130 days**	**8/24/18**	**2/21/19**
Training & Documentation	**15 days**	**8/24/18**	**9/13/18**
Documentation (SOPs) Updates and Submission to Airport	15 days	8/24/18	9/13/18
Task 6: Production Tier System Installation and Testing	**40 days**	**4/9/19**	**6/3/19**
Production Installation Plan / Go-Live Approval	**40 days**	**4/9/19**	**6/3/19**
Production Installation/ Go-Live	**40 days**	**4/9/19**	**6/3/19**
PROD Setup & Go Live	40 days	4/9/19	6/3/19
Alert Enterprise Airport guardian PROD Cut-Over Weekend	3 days	5/30/19	6/3/19
Milestone 15 : Go-Live	0 days	4/9/19	4/9/19
Task 7: Support and System Maintenance	20 days	6/3/19	6/28/19