



City of San Antonio

Agenda Memorandum

File Number:13-900

Agenda Item Number: 30.

Agenda Date: 11/21/2013

In Control: City Council A Session

DEPARTMENT: Aviation

DEPARTMENT HEAD: Frank Miller

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Contract Award for Designated Aviation Channeling Services for the San Antonio Airport System

SUMMARY:

This Ordinance authorizes a professional services agreement with Telos Identity Management Solutions LLC dba Telos ID in the amount of \$125,400.00 per year for Designated Aviation Channeling services for the San Antonio Airport System. The term of the agreement is for three years with two one-year options.

BACKGROUND INFORMATION:

The San Antonio International Airport is required by Department of Homeland Security (DHS) and Transportation Security Administration (TSA) regulations to ensure applicants for identification badges for the Airport meet the specified requirements including passing a Criminal History Records Check (CHRC) and Security Threat Assessment (STA). In accordance with the Code of Federal Regulation (CFR) Title 49 Part 1542, and TSA Aviation Security Directive 1542-04-08G, applicants are required to undergo a fingerprint-based CHRC and have an approved STA from TSA before receiving a badge and obtaining unescorted access to secured airport areas. The identification badges must be worn at all times in the secured areas of the airport. The badges are required for anyone working at the Airport including staffs from the Aviation Department, airlines, concessions, contractors, tenants, and other vendors.

Prospective firms are required to be a TSA certified and approved Designated Aviation Channeling (DAC) service provider. In addition, the selected respondent is required to:

- possess and control the necessary infrastructure to manage large amounts of data, manage system(s),

- and is able to provide customer support;
- maintain 100% CHRC and STA results returned with no lost or unaccounted for personal information;
 - have automated web based fingerprint capture and combined CHRC and STA submissions;
 - fingerprint submissions must have the ability to be accepted in real time with no delays or additional processing through flat fingerprint capture as well as fingerprint rolls. Must have the ability to accept combined CHRC and STA data submitted simultaneously requiring no fingerprint match of records.
 - have the ability to upload I-9 required documents for foreign born individuals and attach I-9 documentation up front for TSA adjudication for applicants born abroad;
 - have systems capable of alerting to potential duplicate entries in order to resolve duplicate issues before submittal to TSA;
 - provide an integrated appointment scheduling tool for such things as applicant fingerprint appointments, training appointments, and badge issuing;
 - provide an integrated portal for applicants to pre-register and schedule appointments and for signatories to pre-register applicants, upload I-9 documents, and schedule appointments for applicants;
 - generate spreadsheet submission for the airport operator and post monthly to TSA in accordance with Security Directive (SD) 1542.04.08G;
 - provide dedicated customer service managers and account representatives that will be available during normal business hours (Central Time) for account issues and billing questions;
 - provide a customer support center for responses to email and phone inquiries or request for technical assistance during the work hours referenced;
 - accept CHRC and STA data submissions via a secure network connection compliant with TSA security requirements;
 - provide a price schedule that includes the cost per person for CHRC submissions and STA processing with options for onetime fee or monthly fee in place of the STA fee;
 - offer options of one time set up/STA fee as well as a monthly maintenance fee as an alternative to the standard STA/STA renewal fee.

The term of the contract is for three years with the option for two additional one-year terms.

Solicitation

On August 12, 2013, the Aviation Department, in coordination with the Finance Department, released a Request for Proposals. Two proposals were received on September 13, 2013. An evaluation team comprised of staff representatives from the Aviation Department reviewed the proposals and selected Telos ID.

Small Business Economic Development Advocacy (SBEDA)

The Small Business Economic Development Advocacy Ordinance requirements were waived due to the lack of qualified Small, Minority and/or Women-Owned Business Enterprises firms to provide the services.

Telos ID

Telos ID is a TSA-approved DAC service provider. The firm provides these services for the following airports: Denver, Dallas-Fort Worth, Sacramento, Indianapolis, Oakland, San Jose, and Tampa.

ISSUE:

This contract with Telos ID will provide Designated Aviation Channeling services for the San Antonio Airport System.

ALTERNATIVES:

City Council could elect to not authorize this contract. However, developing a new solicitation will require additional time. The solicitation was developed and released following City procedures and policies.

FISCAL IMPACT:

Funding in the amount of \$125,400.00 for the service is budgeted and available in the FY 2014 Airport Operating and Maintenance Fund. Future appropriations will be budgeted each year from Airport Operating and Maintenance funds, upon approval of the City Council.

RECOMMENDATION:

Staff recommends the authorization of a professional services agreement with Telos ID for Designated Aviation Channeling services for the San Antonio Airport System.