NORFOLK AIRPORT AUTHORITY

REQUEST FOR PROPOSALS (RFP) FOR IDENTITY MANAGEMENT SYSTEMS (IDMS)

ADDENDUM # 2

ISSUE Date; February 6, 2024

To prospective Proposer(s) for Request for Proposals ("RFP") for Identity Management System (IDMS). Below find guidance and responses to the questions submitted.

NOTE: Proposal due date change

Proposal Due Date: February 27, 2024 (by 2:00 PM EST) – NO FURTHER DATE CHANGES
Vendor Demonstrations (if required): March 4 or 5, 2024. (tentative)
Contract Award Date: May 1, 2024 (tentative)

No.	Proposer Questions & NAA Responses
1	Question: Our understanding is that the airport uses the following devices for Fingerprint - IDEMIA (4100XDFS- M95). Additionally, the airport will procure Greenbit LiveScan as an additional scanner. Should the proposed IDMS integrate with both the devices? Do you currently have a live scan solution and if so, what version is it? **Response: Yes, the Airport currently uses Idemia 4100 scanner. As part of the proposal, for Airport's consideration, the IDMS vendors should recommend and price fingerprint devices (Quantity = 2) that best integrate with the IDMS.**
2	Question: Will the proposed IDMS be integrated with any internal LMS/Training database to enforce rules and policies for badge issuance? **Response: The IDMS vendors should identify in their proposal the CBT systems that their product integrates with. Refer to Attachment C for specific use cases.**
3	Question: One of the devices listed to integrate in the RFP document is **Touchscreen.** Can you please provide more detail on the integration use case with the proposed IDMS? **Response: The IDMS vendor shall propose options for badge applicants to submit the entire or portion of the badge application via a kiosk or a touchscreen in the badging office.**
4	Question: Are there any vendor details and / or versions for the following devices to be integrated: • DL/Passport credential verification device system • Electronic signature capture device • Document scanner • Badge reader

	• Biometric enrolment and verification reader **Response: The IDMS vendor should recommend and price the devices (hardware and firmware) that integrate and work best with their IDMS product.**
5	Question: Please provide architectural documentation related to the current IDMS solution deployed including the number of databases and approximate volume of data to be migrated. **Response: There is no legacy or existing IDMS at the airport. Refer to the RFP for specific integrations, data sources and data migration requirements.**
6	Question: References Section what is meant by, or what are you looking for, when you ask for "**standard interfaces**?" **Response: "Standard interfaces", in this case meaning IDMS integrates at a minimum with (1) CCURE 9000 and (2) Transportation Security Clearinghouse's (TSC) DAC platforms without any customization. These interfaces should be currently operational at US airports.**
7	Question: User manuals, how many sets are we to produce initially? **Response: Three sets of paper plus electronic formats (pdf).**
8	Question: On Attachment D - requirement list line 6.02 is blank but noted as mandatory, is there something missing? **Response: Disregard the Attachment D - Line 6.02.**

9	Question: Various questions related to proposal submission instructions:
	
	Response: The IDMS vendors should:
	• **Ship one (1) original with wet signature and four (4) copies of the original**
	• **The electronic version of the proposal should be sent in email to** sward@norfolkairport.com**. The Airport suggests sending multiple emails in case of attachment exceeding 1MB file size.**
	• **Ship to:**
	       Norfolk Airport Authority Attention:
	       Dr. Shelia D. Ward IDMS Project
	       2200 Norview Avenue
	       Norfolk, VA 23518
	• **Attachment C, D E, and G can be sent separately. These are not accounted for in the 50-page count limit.**
	• **Attachments C, D and E in Excel are attached with this Addendum.**

10	Question: Would ORF entertain a bid for software only with no hardware? **Response: The Airport would <u>NOT</u> consider the proposals submitted with software only. It is highly encouraged for the IDMS vendors to provide the recommended list of badging peripherals that work best with their IDMS product and provide hardware pricing as part of their proposals.**

11	Question: Is ORF looking for an on-premises solution or is hosted/cloud solution being considered? In Section 1.4.1 describes an on-premises configuration. Would ORF consider a hosted SaaS solution? **Response: The Airport prefers an on-premises solution in virtual setup and the vendor should provide pricing based on the preferred architecture. However, the IDMS vendors can submit <u>additional and separate</u> cost pricing options for cloud/ hosted solutions for the duration of the contract.**
12	Question: Would a bidder get disqualified if they take exception to any contract or proposal terms, including material terms? **Response: The Airport prefers the IDMS vendors to accept the Terms & Conditions listed in the Services Provider Agreement (SPA). The Airport wants to award the contract expeditiously after the proposal review and shortlisting phase.**
13	Question: Would a bidder be disqualified if it cannot agree to milestone payments and only accepts monthly payments for professional services on a time and materials basis? **Response: The IDMS vendor should include the alternate payment methodology in their proposal for the Airport's consideration.**
14	Question: If a potential bidder only offers a subscription software service that commences upon contract execution and includes all maintenance and support, updates and upgrades, making Section 2.1 "length of contract" not applicable, would ORF consider a such a proposal? **Response: The Airport prefers milestone-based payments for software and professional services in line with the progress of the project. The hardware costs can be invoiced upon delivery and receipt by the airport. The IDMS vendor should include an alternate methodology in their proposal for the Airport's consideration.**
15	Question: Is it disqualifying if a bidder can only commit to response times but not resolution times to meet SLAs? **Response**: **The IDMS vendor should include the details of how the IDMS vendors plan to meet the Service Level Agreements (SLAs) and suggest alternate means for timely resolution for the Airport's consideration.**
16	Question: What is the make/model/version of your access control system? **Response: CCURE 9000 v2.7**
17	Question: Is "Crime Insurance" required for this contract? **Response:** No**.**
18	Question: Will a fidelity bond be required for this contract? **Response:** No.

19	Question: Is there any flexibility regarding the liquidated damages requirements in this contract? If not, it may expose the contractor to too much risk. There are system integrations that may require third party vendors to make a change for the problems to be solved or may require the airport IT department to make a change. We would prefer to commit to the required SLAs but have flexibility when the problem is caused by a 3rd party or needs to be addressed by a 3rd party. **Response: The Airport would prefer the IDMS vendors to comply with the SLAs. The liquidated damages will be evaluated on a case-by-case basis. The Airport understands and will take into consideration issues that are outside the IDMS vendor's control (such as 3rd party issues) when assessing liquidated damages.**
20	Question: The insurance requirements contained in this RFP appear to be geared toward a construction project. Will this project require Environmental Liability coverage? **Response: No.**
21	Question: The insurance requirements contained in this RFP appear to be geared toward a construction project. Will this project require Professional Liability coverage? **Response: The selected IDMS vendor will be required to produce proof of "Professional Liability coverage".**
22	Question: Article 14 seems to imply that, upon completion of IDMS installation, ORF becomes the owner of the software. Is the airport willing to revise this agreement, clarifying that ORF is getting a perpetual license to our software only, not ownership? **Response: The airport is willing to revise the agreement. The Airport will work with the selected IDMS vendor to modify the language as required.**
23	Question: In the sample contract, Article 9 pertains to payment, and provides that vendor will be paid upon ORF's "acceptance" of contractor's work. Is the airport willing to approve a schedule of values that outlines project milestones and payment when those milestones are completed? **Response: The Airport prefers milestone-based payments for software and professional services in line with the progress of the project. The hardware costs can be invoiced upon delivery and receipt by the airport.**
24	Question: Article 16 establishes the Contractor's indemnity obligations. The first provision ("general indemnification") should provide that Contractor will not have any indemnity obligation to the extent the claims arise out of the performance of some other 3rd party that the contractor has no control over. An example of this would be if the physical access control system is down, the IDMS vendor would not be able to provision access to that system. Response: **The Airport will work with the selected IDMS vendor to review and modify the language as required.**
25	Question: Section 24.5 gives ORF the ability to suspend performance for convenience, upon 2 days prior written notice. Can we also include a provision that says something to the effect of, "any suspension which lasts 30 days or more may, at Contractor's election, be deemed a termination for convenience."?

	Response: The Airport will work with the selected IDMS vendor to review and modify the language as required.
26	Question: Is there a minimum DBE participation desired / required by this contract? **Response: No.**
27	Question: What badge printers are currently being used by the airport? **Response: Currently the Airport uses HID Fargo DTC4500E. Suggest alternate if required for the IDMS vendor's product.**
28	Question: Will there be any consideration for the Contractor's supply of hardware and/or ongoing support of hardware to be excluded from this contract? **Response: The Airport would <u>NOT</u> consider the proposals submitted with software only. It is highly encouraged for the IDMS vendors to provide the recommended list of badging peripherals that work best with their IDMS product and provide hardware pricing as part of their proposals.**
29	Question: We would like to know if international References would be accepted, or do they have to be in the US? **Response: No.**
30	Question: We have a lot of Projects with our ID Management System in the global government World. **Response: Not Applicable.**
31	Question: What's your current financial system platform (back-end financial system) into which you've requested a PoS integration? **Response: The Airport currently implements a standalone PoS (Credit card processing machine). Refer to Attachment C.**
32	Question: In Section 1.4.2 Implementation Approach, the RFP references Liquidated Damages. We've found other methods for achieving that same goal: Requirements Traceability Matrix (RTM), gates and payment schedules, when combined together, assures the Airport that it will only pay for what it receives. Could LD's be removed for this project? **Response: No, the Liquidated damages requirements cannot be removed. The Airport would prefer the IDMS vendors to comply with the SLAs. The liquidated damages will be evaluated on a case-by-case basis. The Airport understands and will take into consideration issues that are outside the IDMS vendor's control when assessing liquidated damages.**

This communication should be initialed by you and annexed to your Proposal upon submission.

In case any Proposer fails to conform to these instructions, its Proposal will nevertheless be construed as though this communication had been so physically annexed and initialed.

Company: _____

Signature: _____   Date: _____

Print Name (Company Officer): _____

Title: _____