Interactive Computer Based Training
Estimated Cost - $181,000.00/year ($905,000.00 Total)
RFP MDAD-05-15 - Verification of Availability

January 27, 2016

SBD is attempting to place a Small Business Measure on RFP MDAD-05-15. Please review this document to determine if your firm would be able **provide the contract's scope of services and is willing to participate on this solicitation.** If your firm is interested, please include **a copy of your firm's resume or list of projects or list 3 similar projects on the last page of this document**.

The deadline to respond to this Verification of Availability is 10:00 AM, Monday, February 1, 2016.

Caesar Suarez
SBD Capital Improvement Project Specialist
Small Business Development Division
Miami-Dade County Internal Services Department
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MIAMI·DADE COUNTY

"Help stimulate Miami's economy by supporting Small Businesses"

Please familiarize yourself with the Project Review Process Website:
http://www.miamidade.gov/smallbusiness/projects-under-review.asp

VERIFICATION OF AVAILABILITY TO BID

INTERNAL SERVICES DEPARTMENT (ISD)
SMALL BUSINESS DEVELOPMENT (SBD) DIVISION
COMMUNITY SMALL BUSINESS ENTERPRISE PROGRAM
111 N.W. 1ST STREET, 19th FLOOR
MIAMI, FLORIDA 33128
PHONE: 375-3111   **FAX: 375-3160**

CONTRACT SPECIALIST: **Caesar Suarez**
I am herewith submitting this letter of verification of availability and capability to bid, provided the proposed scope of work attached. (**NOTE:** Please provide all the information requested; incomplete and/or incorrect verifications are not acceptable or usable.)

CONTRACT TITLE: **Interactive Computer Based Training**

PROJECT NUMBER: **RFP MDAD-05-15**

Estimated Contract Amount: **$181,000.00/year, 5 year Term ($905,000.00 Total)**

(Scope of work and minimum requirements for this project is attached.)

_____
NAME OF FIRM

_____
        ADDRESS   CITY   ZIP CODE

Certification Expires: _____
                              DATE

Telephone: (__ __ __) __ __ __ - __ __ __ __

_____
        PRINT NAME AND TITLE

_____   _____
    SIGNATURE OF COMPANY REPRESENTATIVE   DATE

Currently Awarded Projects (Name of Project and Owner)	Project Completion Date	Contract Amount	Anticipated Awards

VERIFICATION OF AVAILABILITY TO BID

CONTRACT TITLE: **Interactive Computer Based Training**
PROJECT NUMBERS: **MDAD-05-15**
ESTIMATED CONTRACT AMOUNT: **$181,000/year, 5 Year Term ($905,000.00 Total)**

INTRODUCTION

The purpose of this solicitation is to establish a contract which requires the services of one (1) qualified firm to provide an Interactive Computer Based Training (ICBT) system that includes all application software and customized full-screen digital video and audio training for approximately 40,000 Airport employees, contractors, and tenants as specified in this solicitation.

Can your firm satisfy the purpose of this solicitation?
Yes _____   No _____
(If yes, please provide a copy of your firm's resume or list of projects or list 3 similar projects on the last page of this document)

TERM

The term of this contract is for an initial term of five (5) years with one (1), five (5) year option to renew.

SCOPE OF SERVICES:

The Successful Respondent shall provide:

I.   Required Hardware Components
    A. MDAD housed Server
    B. Twenty (20) training/testing workstations to include monitor, keyboard, mouse, audio
       head Phones, and all other hardware required for an optimal training/testing environment.

    The County reserves the right to add or delete workstations as needed.

II.   System Requirements/Deliverables
    A. All software, videos, graphics, and narrations to include all editing and all
       necessary components.
    B. Be web-based and provide web-based training interface, inclusive of external Secure
       Sockets Layer (SSL) remote accessibility for authorized Signatories.
    C. Provide secured Cloud host and on premise housed hardware solution running on MDAD network with
       external access capability via SSL.
    D. Be in compliance with the Americans with Disabilities Act (ADA), as applicable, and
       With Personally Identifiable Information (PII) as used in US privacy law and
       information security.
    E. Have full screen video training programs.
    F. Be expandable and able to accommodate new training program modules and
       training on multiple topics.
    G. Have customized interactive test software.
    H. Be upgradeable to meet the changing needs of the Airport.
    I. Implement program changes easily and quickly to adapt the digital video programs
       to meet the requirements of Airport and federal agency environments which are
       dynamic and fluid.

III.   System Capabilities
    A. Train multiple individuals on the same or different programs simultaneously and be
       self-paced for each individual.
    B. Update on-screen text such as identification of runways and taxiways.
    C. Edit video such as screen blurring for airport signage.
    D. Add training courses as needed and allow for courses to be in multiple languages to
       include English and Spanish.
    E. Integrate with the Airport's existing security and badging systems.

F. Track testing prerequisites, violations, and history related to the training.
G. Configure notification triggers for re-training based on violation tracking by the Airport.
H. Score the test pass/fail based on Airport testing thresholds.
I. Allow the Airport to re-configure pass/fail thresholds.
J. Display testing instructions on the screen.
K. Group separate videos and tests based on badge requirements.
L. Allow entry of test taker information by the Airport at the time a testing appointment is made.
M. Prepopulate return test taker name and required information from the System database.
N. Send out automated electronic notifications with attachments to test takers and Signatories.
O. Provide production reporting on testing and test taker data such as testing history by individual or by company.
P. Provide for ad hoc reporting.
Q. Schedule training by individual or group.
R. Purge deactivated records by individual, group or company.
S. Provide audit trail/logs.
T. Accept Movie (.MOV), Audio Video Interleave (.AVI), and Motion Joint Photographic Experts Group (.MJPG) video content.
U. Support Microsoft Windows® 2008 operating system, R2 or higher.
V. Support Microsoft Windows® operating system security patching.
W. Support installation into a virtual environment.
X. Support Microsoft® Internet Explorer 11 or higher, and other browser platforms (i.e. Mozilla Firefox).
Y. Support Structured Query Language (SQL) server 2008 R2 or higher in a clustered, high availability environment.

IV. <u>System Maintenance Requirements</u>

A. Provide on-going maintenance and support for the proposed ICBT for the duration of the contract term at no additional cost.
B. The Contractor must ensure successful continuous operations, and upgrades as necessary to remain compliant with regulatory requirements and updated material.

V. <u>Employee Training Programs</u>

A. Development of Training Programs
   i. Location specific information for each employee training program must be filmed onsite at the Airport and include interactive test questions tailored to the Airport's training requirements. Selected Respondent will work with Airport staff in the development of the employee training program scripts in multiple languages.

   ii. The training programs will be tailored to meet the needs of the Airport and be developed in accordance with the Airport Security Plan and the Airport Certification Manual and in full compliance with all requirements of 49 CFR Part 1542 and FAR Part 139, as applicable.

B. Type of training Programs (customized video training modules)
   (1) SIDA Controlled Access (SIDA-E) – English
   (2) SIDA Controlled Access (SIDA-S) – Spanish
   (3) Behavioral Detection Training (BDT-E) – English
   (4) Behavioral Detection Training (BDT-S) – Spanish
   (5) Authorized Signatory Training (AST)
   (6) Non-movement Area Driver Training (NMADT)
   (7) Movement Area Driver Training (MADT)
   (8) Customer Service Training (CST)
   (9) Optional customized training modules

C. Training Program Testing
   i. Must Review information for any test question answered incorrectly.

ii. Re-test before the user can continue with the training.
iii. SIDA Controlled Access (estimated training module duration 60 minutes)
iv. Behavioral Detection Training (estimated training module duration 30 minutes)
v. Authorized Signatory Training (estimated training module duration 20 minutes)

VI. System Training Requirements for Administrative Staff

A. Provide on-site training during normal business hours to Airport staff who will administer, maintain and manage the System at prior to program implementation and as required throughout the duration of the contract, not to exceed twice per year.

B. Provide a complete set of operational and training materials in electronic and printed format.

VII. Test System Software and Integration Testing Plan
The Test System Software and Integration Testing Plan shall include but limited to:
A. Test platform specifications to support testing of all module and integration functionality
B. Clear description of the functionality being tested
C. Acceptance criteria
D. Space for the tester to record:
    i. Actual results
    ii. Pass/fail indicator
    iii. One or more screen images
    iv. Detailed notes (repeated tests, keystrokes, etc.)
    v. Spaces for sign-offs (testers, observers, etc.)

Deliverables
- Draft and final test System Installation Plan
- Draft and final Test System Software and Integration testing Plan and Test Scripts

VIII. Production Installation and Testing Plan
At a minimum, test scripts shall include but limited to:
A. Clear description of the functionality being tested
B. Acceptance criteria
C. Space for the tester to record:
    i. Actual results
    ii. Pass/fail indicator
    iii. One or more screen images
    iv. Detailed notes (repeated tests, keystrokes, etc.)
    v. Spaces for sign-offs (testers, observers, etc.)

Deliverables
- Draft and final Production Installation Plan
- Draft and final Production System Software and Integration Testing Plan and Tests Scripts

IX. Support and System Maintenance Plan
Once Security Credentialing and Identification Management System has been implemented, it will be necessary to have the correct support structures and resources in place to ensure successful continuous operations, and upgrades as necessary to remain compliant with regulatory requirements.

X. On-site Support
The Vendor shall provide on-site support for a minimum of three (3) and up to five (5) weeks following production roll-out(s) and shall be on-site as necessary throughout the project term for meetings and deliverable testing.

XI. Warranty
A. Ownership. The Contractor represents that it is the owner of the entire right, title, and interest in and to Software System, and that it has the sole right to grant licenses there under, and that it has not knowingly granted licenses there under to any other entity that would restrict rights granted hereunder except as stated herein.
B. Limited Warranty. Contractor represents and warrants to the County that the

Software System, when properly installed by the County, will perform substantially as described in Contractor's then current Documentation for such software for a period of one year from the date of acceptance.

Deliverables
- Draft and final Warranty Agreement
- Draft and final Maintenance and Technical Support Agreement

XII. Additional Work
The selected Respondent will perform additional work related to the System as identified and requested by the Airport such as design, develop and install additional Airport specific training modules and/or upgrades to the System. The additional work will be in accordance with an MDAD approved work plan.

XIII. Software Escrow
The Selected Respondent shall be required to enter into a software escrow agreement with a licensed third party agent to house the source code associated with the proposed Solution at the time of Final System Acceptance. Proposers should provide a detailed description of escrow services and a copy of an existing sample escrow agreement as part of the Proposal Submittal. Software escrow shall be provided by the selected Respondent. Pricing for software escrow fees shall be listed on Appendix B, Price Proposal Form and will be paid to the selected Respondent. No third party invoicing shall be allowed.

Minimum Qualifications:
A. Respondent should have installed within the past six (6) years, at least one (1) customized interactive employee SIDA training system supporting at least 20,000 users per year in a category Airport as defined by the FAA within the United States.
B. Respondent should have produced a full screen safety or security video production with the development of specific safety and security training program modules for at least one (1) client within the past six (6) years.
C. The Project Manager and the Professional Team being proposed by the Respondent must additionally meet the following minimum experience:
1. The Project Manager should have been the lead consultant on a minimum of three (3) interactive, computer-based training system installations with at least one (1) installation that supported at least 20,000 users per year at facilities in high security environments such as a Category X Airport as defined by the FAA.
2. Professional Team must include a consultant who has administered behavioral detection training in a high-security airport environment in a Category X Airport as defined by the FAA.
D. If the Respondent is an individual or partnership, the individual and/or the partner, who shall be responsible for the operation of the Agreement, should have met the specified minimum qualifications
E. Must be authorized to do business in the State of Florida by the time of award.

Can your firm satisfy the scope of work as referenced in Sections I.-XIII. in this solicitation?
Yes _____   No _____

Has your firm installed within the past six (6) years, at least one (1) customized interactive employee SIDA training system supporting at least 20,000 users per year in a category Airport as defined by the FAA within the United States?
Yes _____   No _____If Yes, please include on last page.

Has your firm produced a full screen safety or security video production with the development of specific safety and security training program modules for at least one (1) client within the past six (6) years?
Yes _____   No _____

Can your firm's Project Manager and Professional Team meet the following additional requirements:
- **Can the proposed Project Manager demonstrate having been the lead consultant on a minimum of three (3) interactive, computer-based training system installations with at least one (1) installation that supported at least 20,000 users per year at facilities in high security environments such as a Category X Airport as defined by the FAA?**
  Yes _____   No _____
- **Does the proposed Professional Team include a consultant who has administered behavioral detection training in a high-security airport environment in a Category X Airport as defined by the FAA?**
  Yes _____   No _____

Can your firm (if an individual or partnership) the individual and/or the partner, who shall be responsible for the operation of the Agreement, meet the minimum qualifications of this solicitation?
Yes _____ No _____

Is your firm authorized to do business in the State of Florida?
Yes _____ No _____

Project Name: **Interactive Computer Based Training**

Project Number: RFP-MDAD-05-15

Estimated Fee and Funding Source:$ 905,000.00 (Based on previous estimates received by AAAE and SSI) / Operating Funds

Term of Agreement: Five (5) Year Initial Term, with one (1), five (5) year option to renew

Type of Services: Computer based training to include:
- (1) SIDA Controlled Access (SIDA-E) – English
- (2) SIDA Controlled Access (SIDA-S) – Spanish
- (3) Behavioral Detection Training (BDT-E) – English
- (4) Behavioral Detection Training (BDT-S) – Spanish
- (5) Authorized Signatory Training (AST) - English
- (6) Non-movement Area Driver Training (NMADT) - English
- (7) Movement Area Driver Training (MADT) - English
- (8) Customer Service Training (CST) - English
- (9) Optional customized training modules

	DESCRIPTION OF SERVICES (BREAKDOWN)	PRIME WORK %	SUB WORK %	TOTAL % OF WORK REQUIRED
1	Provision of all components necessary for the implementation of an Interactive Computer Based Training (ICBT) for training all airport ID badge applicants in security protocols as specified and required by the TSA as well as behavioral detection techniques. Project includes hardware, software and the development of customized training modules that meets the requirements of 49 CFR 1542.	95%		95%
2	Behavior Detection Consulting/Training		5%	5%
3				
4				
User PM (Initial)			TOTAL	100%

Contractor Qualifications Questionnaire

This questionnaire will assist SBD in identifying the qualified contractors that can provide the aforementioned good(s)/service(s). Indicate yes "Y" or no "N" on the empty line on the left side of this questionnaire and forward it completely filled out to this e-mail address: <mark>caesars@miamidade.gov **or via fax (305) 375-3160 attention Caesar Suarez**.</mark>

_____ PROPOSER (PRIME) has experience completing projects with a similar size and scope as this project, meets the requirements of the PROPOSER (if any) and can perform the work as required.

_____ PRIME DOES NOT have experience providing the required good(s) and/or services required by this solicitation.

I certify that to the best of my knowledge all the information provided is verifiable and correct.

Name of Firm: _____ Certification #: _____

Representative's Name: _____

Title: _____ Signature: _____

Please respond by **10:00 AM, Monday, February 1, 2016.**

Any questions, feel free to contact me at the number below.

PLEASE LIST YOUR FIRMS HISTORY OF SIMILAR PROJECTS, REASON(s) WHY YOUR FIRM DOES NOT MEET THE EXPERIENCE REQUIREMENTS (IF APPLICABLE) AND ANY COMMENTS YOU MAY HAVE ON THE NEXT PAGE

SIMILAR PROJECTS AS PRIME OR SUB-CONTRACTOR

Please attach a copy of your firm's resume or list your firm's history of "**Projects with Similar Scopes of Services"** below:

Project Title: _____

Client Name: _____

Contact #:   (__ __ __) __ __ __ - __ __ __ __ / _____

Contract Amount: $_____

Scope of Service(s):

_____

_____

_____

Project Title: _____

Client Name: _____

Contact #:   (__ __ __) __ __ __ - __ __ __ __ / _____

Contract Amount: $_____

Scope of Service(s):

_____

_____

_____

Project Title: _____

Client Name: _____

Contact #:   (__ __ __) __ __ __ - __ __ __ __ / _____

Contract Amount: $_____

Scope of Service(s):

_____

_____

_____

REASONS & COMMENTS

_____

_____

_____