


# Memorandum



**Date:** October 27, 2016

**To:** Gary Hartfield, Division Director  
Internal Services Department, Small Business Development

**From:** Milton L. Collins, Associate Director   
Miami-Dade Aviation Department, Minority Affairs Division

**Subject:** Contract Measures Recommendation:  
Interactive Computer Based Training  
RFQ No. MDAD-16-04

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## **RECOMMENDATION:**

This is a request for the Small Business Development to approve the subject project in order for the Aviation Department to proceed with the **Interactive Computer Based Training, RFQ No. MDAD-16-04 project**. Please note this project was initially submitted to SBD and approved 1/25/16; resubmitted to SBD with a project number change from RFP-MDAD-05-15 to RFQ-MDAD-16-01 and approved 4/21/16; and then on 10/24/16 qualification statements received on the project were rejected.

The Miami-Dade Aviation Department 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. The project provides for interactive computer based training and testing of various programs to include: SIDA Controlled Access, Behavioral Detection and Authorized Signatory training as well as optional training programs such as Non-movement Area Drivers, Movement Area Drivers and Customer Service.

The Term of the Contract is for an initial term of five (5) years with one (1), five (5) year option to renew. The total contract estimated amount is \$905,000.00. The Miami Dade Aviation Department staff has reviewed the subject project for Recommendation of Contract Measures and recommends an **SBE/Goods & Services Goal of 5%** as the contract measure. Attached are MDAD's Contract Measures Analysis Worksheet and Anticipated Services Breakdown and other supporting documents.

## **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 (.MJPEG) 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. System Maintenance Requirements

- 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. Employee Training Programs

- A. Development of Training Programs
  - i. Location specific information for each employee training program must be filmed on site 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. The 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 X 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. 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.

Please advise our office if additional information is needed in order to complete this process. Call me at (305) 876-7221 or C. Corrales at (305) 876-7991.

cc: L. Johnson, SBD  
E. Etienne, SBD  
M. Clark-Vincent, MDAD  
S. Feeney, MDAD  
B. Jimenez, MDAD  
K. Guillen, MDAD  
C. Corrales, MDAD  
Project File



## Small Business Development Division Project Worksheet

**Project/Contract Title:** INTERACTIVE COMPUTER BASED TRAINING **Received Date:** 01/25/2016  
**Project/Contract No:** RFQ NO. MDAD-16-01 **Funding Source:**  
**Department:** AVIATION SECURITY OPERATIONAL  
**Estimated Cost of Project/Bid:** \$905,000.00 BUDGET  
**Resubmittal Date(s):** 04/21/2016

**Description of Project/Bid:** The Miami-Dade Aviation Department 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. The project provides for interactive computer based training and testing of various programs to include: SIDA Controlled Access, Behavioral Detection and Authorized Signatory training as well as optional training programs such as Non-movement Area Drivers, Movement Area Drivers and Customer Service.

Contract Measures Recommendation		
Measure	Program	Goal Percent
Goal	SBE/GS	5.00%

**Reasons for Recommendation**

An analysis of the factors contained in the project package, as well as the factors contained in Implementing Order 3-41 and the responses of certified Small Business Enterprise - Goods & Services firms to the Verification of Availability process indicate a 5% SBE/Goods & Services goal is appropriate for this contract. Verification of Availability to Bid letters were sent to the SBE/Goods & Services firms certified in the trade category below; however, three (3) or more firms did not respond to the Verification of Availability process as being able to satisfy the contract's requirements.

Commodity Code: 20800-Computer Software For Microcomputers (Preprogrammed)

Small Business Contract Measure Recommendation				
Subtrade	Cat.	Estimated Value	% of Items to Base Bid	Availability
	SBE/GS	\$45,250.00	5.00%	
<b>Total</b>		\$45,250.00	5.00%	

**Living Wages:** YES  NO   
**Responsible Wages:** YES  NO

*Responsible Wages and Benefits applies to all construction projects over \$100,000 that do not utilize federal fund. For federally funded projects, unless prohibited by federal or state law or disallowed by a governmental funding source, the HIGHER wage between Davis Bacon and Responsible Wages and Benefits shall apply.*

REVIEW RECOMMENDATION			
Tier 1 Set Aside _____	Tier 2 Set Aside _____		
Set Aside _____	Level 1 _____	Level 2 _____	Level 3 _____
Trade Set Aside (MCC) _____	Goal _____	Bid Preference _____	
No Measure _____	Deferred _____	Selection Factor _____	
CWP _____	County Mayor Designee		Date _____



## Small Business Development Division Project Worksheet

**Project/Contract Title:** INTERACTIVE COMPUTER BASED TRAINING **Received Date:** 01/25/2016  
**Project/Contract No:** RFP NO. MDAD-05-15 **Funding Source:**  
**Department:** AVIATION SECURITY OPERATIONAL  
**Estimated Cost of Project/Bid:** \$905,000.00 BUDGET  
**Resubmittal Date(s):**

**Description of Project/Bid:** The Miami-Dade Aviation Department 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. The project provides for interactive computer based training and testing of various programs to include: SIDA Controlled Access, Behavioral Detection and Authorized Signatory training as well as optional training programs such as Non-movement Area Drivers, Movement Area Drivers and Customer Service.

Contract Measures Recommendation		
Measure	Program	Goal Percent
Goal	SBE/GS	5.00%

**Reasons for Recommendation**

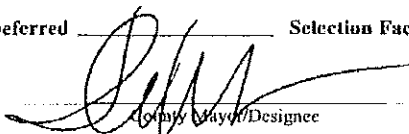
An analysis of the factors contained in the project package, as well as the factors contained in Implementing Order 3-22 and the responses of certified Small Business Enterprise - Goods & Services firms to the Verification of Availability process indicate a 5% SBE/Goods & Services goal is appropriate for this contract. Verification of Availability to Bid letters were sent to the SBE/Goods & Services firms certified in the trade category below; however, three (3) or more firms did not respond to the Verification of Availability process as being able to satisfy the contract's requirements.

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Subtrade	Cat.	Estimated Value	% of Items to Base Bid	Availability
	SBE/GS	\$45,250.00	5.00%	
<b>Total</b>		\$45,250.00	5.00%	

**Living Wages:** YES  NO   
**Responsible Wages:** YES  NO

*Responsible Wages and Benefits applies to all construction projects over \$100,000 that do not utilize federal fund. For federally funded projects, unless prohibited by federal or state law or disallowed by a governmental funding source, the HIGHER wage between Davis Bacon and Responsible Wages and Benefits shall apply.*

REVIEW RECOMMENDATION			
Tier 1 Set Aside _____	Tier 2 Set Aside _____		
Set Aside _____	Level 1 _____	Level 2 _____	Level 3 _____
Trade Set Aside (MCC) _____	Goal _____	Bid Preference _____	
No Measure _____	Deferred _____	Selection Factor _____	
CWP _____	 Colmoy Mayne/Designee		2/9/16 Date



**MDAD's CONTRACT MEASURES AND ANALYSIS WORKSHEET**

**To:** Gary Hartfield, Division Director  
Internal Services Department, Small Business Development

**From:** Milton L. Collins, Associate Director  
Miami-Dade Aviation Department  
Minority Affairs Division



**PROJECT/CONTRACT TITLE:** Request for Qualifications for Interactive Computer Based Training

**PROJECT/CONTRACT NUMBER:** RFQ MDAD-16-04

**DEPARTMENT:** Miami Dade Aviation Department

**ESTIMATED PROJECT COST:** \$905,000.00

**FUNDING SOURCE:** Security Operational Budget

**DESCRIPTION OF PROJECT/BID:**

The Miami-Dade Aviation Department 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. This project provides for interactive computer based training and testing of various programs to include: 1) SIDA Controlled Access, 2) Behavioral Detection, 3) Authorized Signatory, 4) Non-Movement Area Driver, 5) Movement Area Driver, and 6) Customer Service, in addition to optional programs offered by the Contractor.

**CONTRACT MEASURES RECOMMENDATION:**

**Measures:** 5% SBE-Goods & Services Goal

**REASONS FOR RECOMMENDATION:**

Analysis of the factors contained in Implementing Order #3-41 for SBE Goods & Services Programs are appropriate for this contract.

**MIAMI-DADE AVIATION DEPARTMENT  
ANTICIPATED SERVICES BREAKDOWN**

**Project Name: Interactive Computer Based Training**

**Project Number: RFQ-MDAD-16-04**

**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%