

REVISED

14-479

**COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION**

DATE: June 17, 2014

TO: Supervisor Marina Dimitrijevic, Chairwoman, County Board of Supervisors
Supervisor Michael Mayo, Sr., Chairman, Transportation, Public Works and Transit Committee

FROM: Brian Dranzik, Director, Department of Transportation

SUBJECT: **PROFESSIONAL SERVICES CONTRACT WITH INTELLISOFT, INC. FOR A CREDENTIALING MANAGEMENT SYSTEM (CMS)**

POLICY

Professional Services Contracts in excess of \$100,000 require County Board approval to be executed.

BACKGROUND

Since February 22, 2002, the Transportation Security Administration (TSA) has mandated that airports collect, manage, and have available for inspection Personal Identification Information (PII) for all airport personnel with access to secured areas of the airport prior to issuing an airport ID credential/badge.

Prior to the TSA requirement, the Federal Aviation Administration (FAA) required it since 1973. General Mitchell International Airport has been in compliance with this requirement since 1973. However, as more processes have been added over the years such as ID badge fees, parking fees, training requirements, and name matching (ensuring that the same person is not counted twice, or charged twice), this has become more difficult. Sharing pertinent information with other airport sections, without releasing unnecessary PII, has become burdensome. Credentialing Management Systems provide a secure method to transfer data for internal and external users and automatically invoke predefined policies for ID badge application, issuance, and renewal. They also integrate the personnel database with the physical access control system (PACS) to grant or revoke access privileges and provide a common repository for security audits. The CMS will improve and streamline data input time and reduce errors by only having to enter data once to populate five to seven different processes, instead of multiple times. Currently, up to five man hours per week are spent reconciling different database entries for accuracy.

The Airport issued a Request for Proposal (RFP), Official Notice No. 6869, for Credentialing Management System (CMS) Services on November 8, 2013, with a response date of December 13, 2013. Five (5) responses were received. A selection committee evaluated the responses and selected Intellisoft, Inc. as having been the most responsive to the RFP requirements at the lowest cost. Intellisoft has significant airport experience in airports approximately the same size as General Mitchell (Washington Reagan, Lambert, St. Louis), some smaller (Missoula, MT) and some larger (Washington Dulles, Baltimore), along with multiple state (South Carolina) and federal agencies (Federal Aviation Administration/FAA, Department of Defense/DOD). Due to the nature of this system (software based), there is ZERO (0) DBE participation. The Community Business Development Partners (CBDP) office has reviewed and concurred with this recommendation by signing Form DBE -12 on January, 15, 2014.

RECOMMENDATION

The Director of the Department of Transportation – Airport Division recommends executing a contract with Intellisoft, Inc. for an amount not to exceed \$410,258 and for a term of four years (September 1, 2014, through August 31, 2018), to provide the software, installation and support of a Credentialing Management System.

FISCAL NOTE

The direct costs associated with this request are:

(1) Initial cost to purchase and install the software - \$299,605.

(2) Maintenance costs:

Year 1:	2014-15	\$0.00 included in initial cost
Year 2:	2015-16	\$35,100
Year 3:	2016-17	\$36,855
Year 4:	2017-18	\$38,698

Total: \$410,258

There is no tax levy impact. The Airport has budgeted sufficient funds in the Adopted 2014 Budget, and will budget for additional monies as appropriate in the 2015 and future year Budgets.

Prepared by: Michael W. Keegan, Airport Public Safety & Security Manager

Approved by:

Brian Dranzik, Director,
Department of Transportation

Terry S. Blue
Interim Airport Director