



DULUTH INTERNATIONAL AIRPORT

Closer to everywhere.

REQUEST FOR QUALIFICATIONS FOR INFORMATION TECHNOLOGY, SECURITY SYSTEMS, AND TELEPHONE SUPPORT SERVICES

Bids Due: Tuesday, November
10th, 2020 by 4:00pm



TABLE OF CONTENTS

I.	INTRODUCTION.....	3
II.	GENERAL SCOPE OF WORK.....	4
III.	BACKGROUND INFORMATION.....	5
IV.	CONTRACT TERM.....	7
V.	SERVICES REQUIRED.....	7
VI.	STATEMENT OF QUALIFICATIONS.....	12
VII.	INQUIRIES.....	13
VIII.	DEADLINE FOR SUBMITTALS.....	14
IX.	EVALUATION CRITERIA AND PROCESS.....	14
X.	MISCELLANEOUS.....	15
	Litigation Disclosure Form.....	17
	Conflict of Interest Form.....	18
	Airport Security Access Media.....	19



I. INTRODUCTION

In accordance with FAA Advisory Circular 150/5100-14E and the policies and procedures of the Duluth Airport Authority (DAA), notice is hereby given that a Request for Qualifications (RFQ) for professional whole-airport IT solutions at the Duluth Airport Authority (DAA). It is the intent of the DAA to select three firms to present/interview and then negotiate with one prime IT consultant for the duration of the scope of work outlined in this document.

Specific categories for airport IT consulting services include but are not limited to:

1. DAA IT Solutions on varied systems at multiple facilities
2. DAA Security and Badging Systems
3. 24/7 IT Support/Response
4. Capital IT Plan/IT Asset Management Plan

The start date for these services is estimated to start following DAA Board Approval for a term of five years.

To have a firm's response be considered for the RFQ, a firm must be experienced in providing the type of consulting services for which the SOQ is applicable. In DAA's effort to find the best possible fit for this RFQ, firms may provide all the listed services by:

- establishing a presence in the region,
- having a preexisting presence in the region, or
- subcontracting/partnering through a firm with preexisting presence in the region.

All firms are responsible for costs associated with the preparation of materials in response to this RFQ, and the DAA assumes no responsibility for any such costs.

Upon final decision of the selected firm, contract negotiations for a Professional Services Agreement will be initiated. The length of this Professional Services Agreement will be for the duration of the project (5 years). If these negotiations are unsuccessful, negotiations will be initiated with the second ranked firm.

The negotiation of follow-on contracts and associated fees shall occur at the time those services are needed for an approved and funded work scope related to this project. If a price cannot be agreed upon between the DAA and the selected firm during negotiations for each



individual project contract, then the DAA reserves the right to terminate negotiations and initiate a new procurement action.

Understanding the diversity of professional disciplines required to provide all of the above services, and to allow for the maximum participation of DBE's, additional sub consultants may be proposed, for approval by airport management, as needed. It is the policy of the DAA that Disadvantaged Business Enterprises (DBEs) shall have the maximum opportunity to participate in the performance of contracts financed in whole or part with federal funds. All firms providing professional services for the DAA shall take all necessary and reasonable steps in accordance with 49 CFR, Part 23, to ensure that DBEs have the maximum opportunity to compete for and perform contracts without discrimination on the basis of race, creed, color, national origin, handicap, or gender.

II. GENERAL SCOPE OF WORK

The Duluth Airport Authority offices are located at 4701 Grinden Drive, Duluth, MN as well as several satellite locations on/around the airport. The main administration office is in the passenger terminal building with additional offices located in Snow Removal Equipment Building (SRE) and at Sky Harbor Airport (KDYT).

The nature of the solicited IT services will be ongoing support and coordination with the in-house Public Safety Manager working closely with a variety of airport staff, providing support as needed or instructed.

The successful bidder will provide professional IT services on an as-needed basis, primarily during the normal business hours of 8:00am – 4:30pm, Monday – Friday. These services may be performed remotely or on-site. It is also required that the successful bidder is available 24 hours a day, seven days a week, including holidays.

The required 24/7 support is best described as general help desk support for systems and equipment that are critical to airport operations. Services include but are not limited to the following: administrating network users and passwords, managing remote connections, troubleshooting, and repairing switches, servers, PA systems and internet connections (including secure and public Wi-Fi networks). Additional required services are troubleshooting and repairing emergency alert systems and the security network to include cameras, servers, remote access connections, security workstations, DVR equipment, and responding to cyber security threats. Many of the systems operated at the DAA are unique and present additional challenges. It is the responsibility of the



successful bidder to become competent in each of the systems. The DAA expects the successful bidder to work directly with any of our system providers to come up with a collaborative solution.

The response times to service calls/tickets should be based on their priority. The airport requires the following minimum response times regardless of the time of day:

Critical Priority – 15 minutes for remote service, 30 minutes for onsite support

High Priority – 1 hour

Medium Priority – 4 hours

Low Priority – 8 hours unless directed otherwise by the airport

It is the responsibility of the successful bidder to ensure compliance with Federal Aviation Administration (FAA) and Transportation Security Administration (TSA) rules and regulations. The successful bidder is required to have staff assigned to the airport to obtain and maintain security access media.

III. **BACKGROUND INFORMATION**

The Duluth Airport Authority's IT infrastructure includes, but is not limited to the following:

- **Workstations**
 - 21 desktop workstations
 - 2 Security workstation
 - 1 HVAC workstation
- **Portable**
 - 14 laptop computers
 - 2 Microsoft Surfaces
- **Servers**
 - 7 Dell Servers
 - 6 HP Servers
 - 2 Amer Dyn Servers



- **Switching/Firewalls**
 - 14 Juniper Switches
 - 1 Allied Telesis Switch
 - 1 HP Switch
 - 2 Juniper Firewalls
 - 1 Watchguard Firewall
- **Power Hardware/Backup**
 - 5 Baytech Power Distribution Units (PDU)
 - 1 Tripp Lite Power Distribution Unit (PDU)
 - 9 Emerson/Liebert Uninterruptible Power Supplies (UPS)
- **Internet**
 - Dedicated internet access currently provided by Compudyne, Inc., AirFiber, and Century Link
 - One static IP address
- **Wireless**
 - 1 Ubiquiti Rocket Wireless Base Station
 - 2 Siklu Wireless Antennas
 - 1 SAF Outdoor Antenna/Receiver
 - 10 Ubiquiti Wireless Access Points
 - 2 MikroTik Routers
 - 1 Cisco Router
- **Telephone/Paging**
 - Managed Voice over Internet Protocol (VOIP) service. Dedicated data line, switching services and customer support are currently provided by Nextera.
 - Crash line interface between control tower, on-site ARFF facility and administrative offices
 - Terminal-wide paging system maintained by the Electronic Design Company
- **Security**
 - Video surveillance system controlling and monitoring 80-100 cameras in and around the terminal environment
 - Electronic door and gate monitoring and alarm system



- Breach Control System (secure side exit hallway)
- CCURE 9000 badging system
- **Printers**
 - 1 large Ricoh multifunction network printer/copier contract with Metro Sales
 - 1 large HP multifunction network printer/copier
 - 2 desktop color HP LaserJet printers
 - 1 desktop black/white HP LaserJet printer
 - 1 Fargo ID printer
 - 2 Other desktop printer/Scanner/Fax/Copier
 - NeoPost Postage Mater
- **Email**
 - Currently using Microsoft Exchange
 - Spam and virus filtering being provided by Compudyne
- **Software**
 - Microsoft Office 365
 - Adobe Acrobat DC Pro
 - CCURE 9000 Security Software
 - Other Miscellaneous Software Platforms/Programs

IV. **CONTRACT TERM**

The term of the contract will commence following board approval and the Notice of Award. The term shall be for five (5) years, subject to annual appropriations. The Notice of Award is expected to be given in December of 2020.

V. **SERVICES REQUIRED**

The following details the required recurring services (**Monthly Maintenance Package**) to be provided to the Duluth Airport Authority:

1. **Workstation/Device Support**

The successful bidder shall perform basic support functions including installing and configuring PCs, laptops, smartphones, tablets, printers, and peripheral devices for



standard applications. Additional requirements are diagnosing and correcting application issues on the devices, identifying and correcting end user hardware problems, and performing advanced troubleshooting. The support function shall also include assisting the Duluth International Airport with procurement of new equipment which may entail developing minimum specifications for each equipment type for the purpose of a formal bidding process, providing suggestions on hardware and software upgrades, and purchasing equipment on behalf of the Duluth International Airport as directed.

2. Specialized Support

The successful bidder shall manage updates to specialized software programs such as, but not limited to CCURE 9000 Security Software. This management will also include troubleshooting issues related to the network and connectivity of the software and coordinating with software vendors and affected staff to resolve issues.

3. Internet and Email Services

The successful bidder shall provide and support both internet and email services for the Duluth Airport Authority. DAA secure Wi-Fi and complementary Wi-Fi access in the passenger terminal building, SRE, and at Sky Harbor airport must also be included in the monthly maintenance package.

4. Server Administration Services

The successful bidder shall manage the computer systems and networks owned and/or leased by the Duluth Airport Authority. This shall include airport servers and associated hardware and systems necessary for ensuring quality, security performance, availability, recoverability, and reliability of the system. The successful bidder must also ensure that scheduled preventative maintenance for equipment is properly and promptly performed and maintain the maintenance records of the equipment. It is also required that the successful bidder set up new users, edit users as directed by the airport's IT representative, manage user logins and user security. All servers must be monitored for both performance and capacity issues whereas corrective actions and/or recommendations can be made. It is also the successful bidder's responsibility to manage the configuration of the servers which includes changes, upgrades, patches, etc.

5. Network Administration Services



The scope of activity shall be comprised of all Duluth Airport Authority network equipment which includes switches, firewalls, routers, and other security devices. Also included shall be primary installation and maintenance of all printers, networked copiers/scanners, etc. Primary maintenance shall include regular analysis, routine configuration changes, and the installation of patches and upgrades, in addition to complete proactive monitoring of network equipment, including bandwidth utilization and other performance indicators, network performance and capacity management services, and network troubleshooting. The successful bidder must also monitor the network 24 hours a day, seven days a week and have the means to be sent alert notifications for critical system failures which require immediate attention and/or repair.

6. Cyber Security

Provide, host, and maintain virus protection for Duluth Airport Authority servers, email, desktop computers, laptop computers and mobile devices. The successful bidder shall also coordinate third party network penetration testing and email security campaigns such as testing user vulnerability to phishing and malware attacks at the direction of the airport.

7. Telephone

The successful bidder shall maintain the current VOIP phone system and associated hardware, re-assign/reprogram phones as necessary, coordinate changes to phone service with provider, and diagnose and correct problems with the system.

At this time, the switching components for the Duluth Airport Authority's phone system are owned and maintained by the VOIP provider (Nextera). Alternate phone systems may be proposed but it is not preferred by the Airport at this time due in part to the extra costs associated with the acquisition of new phones.

The Airport's Public Address System (PA) used in the passenger terminal building and the emergency alert system used by the Air Traffic Control Tower (ATC) and Aircraft Rescue & Fire Fighting (ARFF) shall be maintained, diagnosed, and repaired as needed.

8. Planning

The successful bidder must provide suggestions to the Duluth Airport Authority for major system enhancements which may include installations and upgrades of both



new and existing equipment. This shall also include assisting the Duluth Airport Authority with writing equipment specifications for equipment purchases and providing an IT Asset Management Plan/IT Capital Plan. Guidance and support with seeking out any additional funding opportunities to successfully execute the IT Capital Plan.

9. Electronic Recycling

The successful bidder must provide a recycling service as part of a monthly maintenance package. All items being recycled must have been authorized for disposal in accordance with the Duluth Airport Authority's disposal policy and must be disposed of legally in accordance with both State and Federal guidelines.

The following are short term and/or one-time required services to be provided to the Duluth Airport Authority:

1. Purchasing

The Duluth Airport Authority reserves the right to acquire IT equipment, hardware, software, and associated items from sources other than the successful bidder. All purchases must abide by the Duluth Airport Authority's purchasing guidelines. For all acquisitions over \$5,000.00, multiple quotes shall be solicited for the purchase if possible. All purchases over \$50,000.00 must be approved by the Board of Directors and undergo a formal bidding process as outlined in the Duluth Airport Authority's approved procurement policy.

2. Network Consultation and Design Services

The successful bidder may be asked to provide network consultation and design services for new construction projects. These services must not be accounted for in a monthly recurring rate, but in a per hour rate that is mutually agreed upon per project.

3. Cyber Insurance

The successful bidder must help educate and direct the DAA to procure additional cyber insurance.

4. Third-Party Independent Audit



The successful bidder from time-to-time may be asked to help procure third-party independent audit of our IT system.

5. Other duties as required

The landscape of the DAA's IT Infrastructure will inevitably change over the course of the contract. DAA expects the successful bidder to be able to adapt and take on new responsibilities as they are acquired.

VI. STATEMENT OF QUALIFICATIONS

Generally, the format for the SOQ shall be as follows:

1. Executive Summary

2. Letter of Transmittal

This letter should contain the following:

- a) Company name, address, and contact number(s).
- b) Contact information for the person(s) authorized to represent the submitting firm and to whom correspondence should be directed.
- c) A brief statement as to your understanding of the services to be performed as part of a monthly maintenance package as well as your understanding of temporary and one-time required services.
- d) A brief statement as to your understanding of the requirements to obtain and maintain security access media for onsite work.
- e) The letter must be signed by a person within the firm having the authority to legally bind the submitting firm's letter of transmittal and proposal to a contract should their firm be chosen as the successful bidder.

3. General Bidder Information

- a) Length of time your firm has been in business
- b) Length of time your firm has been providing the proposed services
- c) Total number of clients that your firm currently supports
 - i. Total number of public sector clients that your firm currently supports
 - ii. Total number of clients supported in Minnesota
 - iii. Total number of airport clients your firm currently supports



- iv. Total number of clients that are of similar size to the Duluth Airport Authority with similar complexities
- d) Number of full-time personnel in:
 - i. Consulting
 - ii. Installation
 - iii. Administrative support
- e) Number of part-time personnel in:
 - i. Consulting
 - ii. Installation
 - iii. Administrative support

4. Service Approach and Methodology

Describe your approach to providing all the services that have been identified in this RFQ and your methodology for providing on-going support.

5. Staff Resources

Include brief resumes of key staff that will be available to provide the required services as listed in the RFQ. These resumes should emphasize the employee's experience and technological expertise. A statement listing the availability of the key staff members shall also be included as well as any primary backup resources.

6. Support Services

Please answer the following questions:

- a. Do you have staff located in Duluth, MN?
- b. Does your firm offer help desk support? If so, when is the help desk available?
- c. List the means of contacting your firm for support outside of normal business hours.
- d. List your guaranteed response times for both regular hour and after hour emergency responses to the Duluth Airport Authority.
- e. How are tickets/work orders prioritized?
- f. Do you currently have an automated means to escalate tickets/work orders?

7. Terminated Contracts

In the event that your company has had a contract terminated for default during



the past five years, all such incidents must be listed. The definition of termination for default is defined as notice to stop work due to the vendor's nonperformance and/or poor performance *and* the issue was either not litigated, or was litigated and such litigation determined the vendor to be in default. If no such termination for default has occurred in the past five years, the bidder must declare this as well.

8. Trade References

A minimum of three trade references for clients of similar size with similar requirements for whom your company has performed like services must be provided. A statement authorizing the Duluth Airport Authority to contact the listed references must accompany the list.

9. Subcontracting

Services listed in this RFQ may be subcontracted out to another organization, firm or individual with written approval from the Duluth Airport Authority. The written approval of subcontractors will only be needed and given to the successful firm. In the event that a subcontractor is approved by the Duluth Airport Authority, the contracted IT firm will be held responsible for all work and services provided by the subcontractor.

10. Proposal Summary

Each bidder shall submit a summary of their proposal and their firm's qualifications. Additionally, you may choose to explain why your firm is pursuing the work listed in this RFQ and how uniquely qualified your firm is to perform such work. The proposal summary shall not exceed three pages.

11. Litigation Disclosure Form

A Litigation Disclosure Form has been included in this RFQ which must be completed and submitted as part of your submittal package.

12. Conflict of Interest Form

A Conflict of Interest Form has been included in this RFQ which must be completed and submitted as part of your submittal package.

VII. INQUIRIES



All RFQ questions must be submitted in writing no later than 4:00 on Wednesday, October 28th, 2020. Questions must be emailed to mpapko@duluthairport.com. Please be sure to put "2020 DAA IT, Security Systems and Telephone Services RFQ" in the subject line. Any question submitted after this date will not be answered.

VIII. DEADLINE FOR SUBMITTALS

The following is required for each submitted proposal:

1. Six hard copies of the proposal signed in blue ink.
2. One digital copy of the proposal in PDF format on a flash drive.
3. Completed Litigation Disclosure Form
4. Completed Conflict of Interest Form

Any RFQ submittal not received by the deadline will not be considered. **All Proposals are due Tuesday, November 10th, 2020 by 4:00 p.m. (CDT).** Proposals must be mailed to:

Duluth Airport Authority
Attn: Mark Papko
4701 Grinden Drive
Duluth, MN 55811

All proposals must be sealed and clearly labeled "DAA Airport IT Services SOQ".
Electronic submittals will not be accepted.

IX. EVALUATION CRITERIA AND PROCESS

Duluth Airport Authority staff will review and score each proposal independently. Each proposal will receive a numerical rating prior to staff meeting to discuss, evaluate, and agreeing on the top three ranked firms. The DAA expects each of the top firms to be available to make a presentation/interview to the DAA shortly after notification. Proposals that fail to comply with any part of the RFQ may be viewed as non-responsive and therefore may be rejected.

Staff will conduct an evaluation of qualifications and will rate each submittal based upon the following Criteria:



Evaluation Criteria	Definition	Weight %
Capability to perform all aspects of the project and recent experience in airport projects comparable to the proposed scope.	Articulate the firm's capabilities in successfully completing an IT project of the type being sought. Summarize recent experience in comparable projects.	20%
Key personnel's professional qualifications, experience, and availability for the proposed project; reputation and professional integrity and competence.	List key project personnel's professional background, qualifications, experience, and workload.	25%
Quality of projects previously undertaken and capability to complete projects without having major cost escalations or operational shutdowns. Capability to meet schedules or deadlines.	Demonstrate the firm's ability to provide a completed project, like the one being sought, on time and on budget; capabilities to meet deadlines.	15%
Qualifications and experience of firm's ability and background with Airport IT Security and Badging Systems.	Articulate related experience and qualifications specific to dealings with Airport IT Security and Badging System software, regulations, and compliance.	15%
Degree of interest shown in undertaking the project and the project team's familiarity with and proximity to the geographic location of the project. Demonstrated understanding of the project's potential challenges and the sponsor's special concerns.	Articulate the project team's familiarity with the DAA the necessity of the project being sought. The firm should give the evaluation team a sense for the project team's proximity to the project site and how geographic distances will be overcome in providing a good level of responsiveness and keep project costs in check. Lastly, demonstrate an understanding of specific project challenges and summarize possible solutions.	10%
Firm's ability to provide timely customer service and 24/7 response to critical IT infrastructure needs.	Firm's history and experience of performance in meeting critical customers' needs in a timely manner.	15%

X. MISCELLANEOUS

The Duluth Airport Authority reserves the right to reject any and all proposals for failure to meet the requirements outlined within this RFQ, to waive any technicalities, and to select the proposal which, in the Authority's sole judgment, best meets the needs of the Duluth Airport Authority for IT services.

The RFQ creates no legal obligation on the part of the Duluth Airport Authority to award a contract or to compensate the proposer/bidder for any costs incurred while creating or



DULUTH INTERNATIONAL AIRPORT

Closer to everywhere.

presenting their proposal. The Duluth Airport Authority reserves the right to award a contract based upon proposals received without further discussion.

All proposers/bidders are hereby notified that all submittals during this process may be subject to the State Open Records Law. The Duluth Airport Authority will notify any of the firms that have submitted if their proposal has been requested through this process.

The Duluth Airport Authority will select the proposal which is most qualified to provide the required services and which will achieve the overall objectives of this RFQ.



LITIGATION DISCLOSURE FORM

Respond to each of the questions below by checking the appropriate box. Failure to fully and truthfully disclose the information required by this Litigation Disclosure form may result in the disqualification of your proposal from consideration or termination of the contract, once awarded.

Have you or any member of your Firm or Team to be assigned to this engagement ever been indicted or convicted of a felony or misdemeanor greater than a Class C in the last five (5) years?

Yes ___ No ___

Have you or any member of your Firm or Team to be assigned to this engagement been terminated (for cause or otherwise) from any work being performed for the Duluth Airport Authority or any other Federal, State or Local Government, or Private Entity?

Yes ___ No ___

Have you or any member of your Firm or Team to be assigned to this engagement been involved in any claim or litigation with the Duluth Airport Authority or any other Federal, State or Local Government, or Private Entity during the last ten (10) years?

Yes ___ No ___

If you have answered "Yes" to any of the above questions, please indicate the name(s) of the person(s), the nature, and the status and/or outcome of the information, indictment, conviction, termination, claim or litigation, as applicable. Any such information should be provided on a separate page, attached to this form and submitted with your proposal.



CONFLICT OF INTEREST FORM

The Duluth Airport Authority prohibits any business entity or person to be awarded a contract if they have an “Organizational Conflict of Interest” with regard to this solicitation and the resulting contract.

An Organizational Conflict of Interest exists when a person or business entity has an unfair competitive advantage because of other activities or relationships with other persons. No person or business entity who was engaged by the Duluth Airport Authority in preparing the original Request for Proposal solicitation or who had access prior to the solicitation to procurement sensitive information related to this procurement including but not limited to Requirements, Statements of Work, or Evaluation Criteria will be eligible to directly submit or participate in the submittal of a proposal for this solicitation. The Duluth Airport Authority considers this an Organizational Conflict of Interest. For purposes of this solicitation, organizational conflict of interest means that because of other activities or relationships with other persons, a person or business entity has an unfair competitive advantage. All Respondents who wish to participate in this solicitation must certify that no organizational conflict of interest exists by completing and signing this certification.

Organizational Conflicts of Interest Prohibition and Non-Conflict Certification

The Respondent warrants that, to the best of his/her/its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances, which could give rise to organizational conflicts of interest. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Duluth Airport Authority, which must include a description of the action, which the successful Respondent has taken or proposes to take to avoid or mitigate such conflicts. If an organizational conflict of interest is determined to exist, the Duluth Airport Authority may, at its discretion, cancel the contract award. In the event the successful responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict, the Duluth Airport Authority may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime Contractor, and the terms “contract,” “Contractor,” and “contracting officer” modified appropriately to preserve the State of Minnesota’s rights.

The undersigned on behalf of the Respondent hereby certifies that the information contained in this certification is accurate, complete, and current.



DULUTH INTERNATIONAL AIRPORT

Closer to everywhere.

Signature and date

Typed or Printed Name

Title

Company Name and Address

AIRPORT SECURITY ACCESS MEDIA

Applications for badging can be obtained from the Airport Public Safety Manager. Background checks are required prior to receiving security training, so allow three weeks after submitting badging applications for the completion of background checks. The successful bidder will be notified when the background checks are complete and can then schedule security training classes. The successful bidder shall contact the Public Safety Manager, a minimum of 48 hours in advance to schedule training class for the select IT personnel.

Please visit [https:// https://duluthairport.com/about/procedures-and-policies/badging/](https://duluthairport.com/about/procedures-and-policies/badging/) for more information regarding security badging requirements including a list of disqualifying offenses.