Project Title:	Airport Credentialing Efficiency Toolkit
Program Officer:	Jessica Grizzle 865-738-2080 Jessica.Grizzle@sskies.org
Fiscal Year:	2020
Contract Time:	12 Months
Funding Cap:	$200,000
RFP Close Date:	October 9, 2020
Authorization to Begin Work (estimated):	December 2020

BACKGROUND

Airport credentialing operations include numerous components and processes, such as conducting fingerprint-based Criminal History Records Checks, submitting applicants' biographic information for Security Threat Assessments, and the additional steps required for participation in Rap Back. Navigating these processes expeditiously is important, as the credentialing of employees is vital to provide the proper airport access to work and operate at the airport.

Factors such as the size of the airport, the number of applicants, the number of badging office staff available, Authorized Signatory knowledge, and office procedures may contribute to delays in the credentialing process. As a result, airports continually explore ways to improve efficiency. Since security remains the highest priority, any changes made to gain efficiencies must be considered in the context of peripheral impacts and maintaining regulatory compliance.

Additionally, the processes, procedures, and forms that airports use in their credentialing process can vary widely. Currently, when an airport wants to assess badging process options available to them, they reach out to other airports—either by canvassing their websites or through direct interaction—to gather forms, templates, and other tools in use elsewhere. This takes a great deal of time, and may not lead to the comprehensive information needed to make informed decisions.

Research is needed to develop a toolkit of resources that includes strategies, practices, forms, templates, and associated considerations to assist airports in assessing their processes and implementing changes to improve the efficiency of their credentialing process.

OBJECTIVE

The objective of this research is to develop a toolkit to assist airports in increasing the efficiency of their credentialing process. The resulting product should be comprehensive to ensure that it is scalable and beneficial to airports of all sizes and resource levels. At a minimum, it should include resources to enhance efficiencies and overcome challenges in the following areas:

- Staffing limitations and job duty assignments
- Badging office location and layout
- Appointments and scheduling
- Authorized Signatory responsibilities
- Leveraging available technology (scheduling software, fingerprinting systems, etc.), including cost and benefit considerations
- Strategies to ensure complete and accurate application submissions

- Document verification
- Applicant assistance (language barrier, ADA, illiteracy, etc.)
- Forms, templates, and sample language
- Relevant metrics and reporting to support decision making
- Supporting airport peer-to-peer communication
- Effectively implementing new processes
- Forecasting and future planning

SPECIAL NOTES

- Targeted outreach and interviews can be utilized as part of this research effort. Broad airport surveys are not acceptable.
- Proposers should be aware of related PARAS projects, industry publications and white papers, research, and other relevant literature, documents, and initiatives, and include in the research plan their approach for considering these research efforts.
- Proposers are encouraged to ask questions regarding proposed scope and project panel intent. Questions should be directed to Jessica Grizzle, PARAS Program Manager.

RESEARCH PLAN

PARAS is seeking the insights of proposers on how best to achieve the research objective, and is asking proposers to develop and include a detailed research plan. Proposers are expected to describe research plans that can realistically be accomplished within the constraints of available funds and contract time. Proposals must present the proposers' current thinking in sufficient detail to demonstrate their understanding of the issues and the soundness of their approach to meeting the research objective. The work proposed must be divided into tasks, and work for each task must be described in detail.

DELIVERABLES

The research plan should include the following interim deliverables for PARAS approval at a minimum:

1. Amplified work plan
2. Literature review
3. Interim report that describes work performed in the early tasks, research results to date, an annotated outline of the anticipated final deliverable, and an updated work plan for remaining tasks
4. Draft final deliverable

Additionally, the research plan should build in appropriate checkpoints with the PARAS panel, including at a minimum:

- Kick-off teleconference meeting to be held within 1 month of the contract effective date
- One face-to-face interim deliverable review meeting
- Web-enabled teleconferences tied to the panel review and PARAS approval of other interim deliverables as deemed appropriate

The final deliverables will include the guidance/toolkit and a Microsoft PowerPoint presentation that summarizes the project results, which will be used in presentations to the industry.

Note: The contract time includes 1 week for PARAS review of the amplified work plan, 2 weeks for PARAS review of the interim report, 1 month for PARAS review and comment of the draft final deliverables, and 1 month for contractor preparation of the final deliverables. For budgeting purposes, proposers should assume that PARAS will provide access to

web-enabled teleconference services. Proposers should assume that the face-to-face interim deliverable review meeting will be held in the Washington, DC area.

PROPOSAL

The essential features required in a proposal for research are detailed in the current document entitled *Guidance for Preparing Proposals*. Proposals must be prepared according to this document, and attention is directed specifically to Section V for mandatory requirements. **Proposals that do not conform to the mandatory requirements will be rejected.**

The total funds available are made known in this Project Statement, and line items of the budget will be examined to determine the reasonableness of the allocation of funds to the various tasks. **If the proposed total cost exceeds the funds available, the proposal will be rejected.**

All proposals become the property of National Safe Skies Alliance. Final disposition will be made according to the policies thereof, including the right to reject all proposals.

Proposals (1 electronic) are due not later than 5:00 p.m. EDT on October 9, 2020 and should be sent via email to Jessica.Grizzle@sskies.org.

This is a firm deadline and extensions are not granted. **In order to be considered for award, the electronic copy and the executed, unmodified Liability Statement must be received no later than the deadline shown, or the proposal will be rejected.**

LIABILITY STATEMENT

The signature of an authorized representative of the proposer is required on the unaltered **Liability Statement** in order for PARAS to accept the organization's proposal for consideration. **Proposals submitted without this executed and unaltered statement by the proposal deadline will be summarily rejected.** An executed, unaltered statement indicates the organization's intent and ability to execute a contract that includes the provisions in the statement.

GENERAL NOTES

- According to the provisions of 49 CFR § 21, which relates to nondiscrimination in federally assisted programs, all parties are hereby notified that the contract entered into pursuant to this announcement will be awarded without discrimination on the grounds of race, color, religion, sex, national origin, or disability.
- The contract type is cost reimbursement with a "not-to-exceed" limiting amount.